
REVCORD SOFTWARE USER MANUAL VERSION 12.2

MMS Version 12.2
Revision 11.2023

TABLE OF CONTENTS

REVCORD SOFTWARE.....	1
USER MANUAL VERSION 12.2.....	1
GETTING HELP.....	1
INTRODUCTION – VERSION 12.2.....	2
INSTRUCTIONS.....	2
ADDING A NEW USER.....	3
INSTALLING THE REVCORD REMOTE WEB CLIENT.....	5
LOGGING INTO THE REVCORD SYSTEM.....	5
AUTO-LOGIN FUNCTION.....	5
DOMAIN USER LOGIN.....	5
RECOVER PASSWORD.....	6
GENERAL FEATURES.....	7
LOGOUT.....	7
DISABLE AUTO-LOGIN.....	7
MULTILINGUAL FEATURE.....	7
MAIN MENU.....	8
DASHBOARD.....	8
SETUP.....	8
MONITOR.....	9
SEARCH.....	9
QA EVALUATION.....	9
PLAYLIST.....	9
REPORTS.....	9

SCHEDULE EVENT (IQ3).....	9
INSTANT RECALL	10
DASHBOARD TAB	10
DASHBOARD.....	10
CHANNELS.....	10
CALLS.....	10
USERS	10
RECENT CALL LIST.....	11
EVALUATION STATUS CHART	11
PLAYLIST	11
INSTANT RECALL	12
SETUP TAB.....	12
ADDING A NEW USER.....	13
INVITE A USER	13
SEND A NEW INVITATION	13
INVITATION RECEPTION AND ACCEPTANCE	14
ACCEPT INVITATION.....	15
MANAGE USER INVITATIONS.....	16
RECOVER DELETED USER	16
TO RECOVER A DELETED USER.....	16
USER SETTINGS TOOLBAR.....	17
EDIT USER.....	18
ASSIGN GROUPS.....	18
ASSIGN PERMISSIONS	19
PERMISSION TYPES	20

ADMINS.....	20
ASSIGNING PERMISSIONS WITHOUT CUSTOM USER RIGHTS	22
DELETING A USER.....	23
EDIT ROOT GROUP NAME.....	23
SIMPLE USER RIGHTS	23
IQ3 REPORTS LOGO.....	25
IQ3 INSPECTION	25
INTRODUCTION.....	25
IMPLEMENTATION FLOW FOR IQ3 INSPECTION TEMPLATE (SETUP).....	25
TITLE INFORMATION.....	26
INSPECTION TEMPLATES.....	26
INSPECTION TEMPLATE ACTIONS	27
VIEW IQ3 INSPECTION TEMPLATE	27
EDIT EXISTING IQ3 INSPECTION TEMPLATE.....	27
SHARE INSPECTION TEMPLATE.....	27
COPY INSPECTION TEMPLATE.....	27
DELETE EXISTING IQ3 INSPECTION TEMPLATE	27
CREATE TEMPLATES.....	27
STEP 1 - TITLE	27
STEP 2 – PRE-INSPECTION.....	28
STEP 3 – ADD MAKERS.....	28
ADD NEW IQ3 INSPECTION TEMPLATE.....	28
COLUMN SETTING.....	36
USER COLUMN SETTINGS.....	36
MANAGE COLUMN SETTINGS.....	37

LOGGER	37
IQ3 ONLY MODE.....	37
RESET COLUMN MODEL.....	37
DIFFERENT VIEWS ON THE MANAGE COLUMN SETTINGS	37
LOGGER MODE.....	37
IMPORTANT POINTS	38
CUSTOM SETTINGS	40
CALL TAG SETTINGS	40
CALL TAG PAGE	40
SEARCH, IR LITE AND IR FULL PAGE	41
EVALUATION SEARCH CALLS AND PLAYLIST PAGE	41
REPORTS PAGE	42
MANAGE GROUPS.....	42
EMAIL CONFIGURATION	43
ROLE-BASED ACCESS RIGHTS	44
ROLE-BASED ACCESS RIGHTS TYPES	44
SYSTEM DEFINED ROLES	44
CUSTOM ROLES.....	44
LIST OF MAIN FUNCTION / FEATURES	45
GET ALL ROLES	45
ADD NEW ROLE.....	45
EDIT ROLE NAME.....	45
DELETE A ROLE	46
GET / VIEW ROLE PERMISSIONS	46
ROLE PERMISSION TYPES.....	48

MODULE BASED PERMISSIONS	48
CHANNEL BASED ROLE PERMISSIONS	49
EDIT / UPDATE ROLE PERMISSIONS.....	49
ASSIGN A ROLE TO A USER.....	50
SETTINGS TO ENABLE ROLE-BASED ACCESS	50
MONITOR TAB.....	51
GENERAL USE	51
LIVE PLAYER CONTROL PANEL	52
CONFIGURING LIVE MONITOR.....	53
ADVANCED CONTROLS	53
START RECORDING.....	53
STOP RECORDING	54
START SILENCE	54
STOP SILENCE	54
COMMENTS AND CUSTOM FIELDS	54
INACTIVITY ALARM.....	54
CHANNEL INACTIVITY EMAIL NOTIFICATION.....	55
LIVE RECALL.....	55
BOOKMARKING IN LIVE MONITOR	55
ADDING A BOOKMARK TO A LIVE CALL	56
THE SEARCH TAB.....	56
SEARCH BASICS	57
GLOBAL SEARCH.....	58
SEARCH PARAMETERS.....	58
VIEWING SEARCH RESULTS.....	59

INCREASE WEBUI CALL COUNT	59
SAVE & LOAD USER SEARCHES	60
SAVING AND EXPORTING YOUR SEARCH RESULTS	60
SAVE AND EXPORT	60
CLEAR SELECTED CALLS AND SEARCH CRITERIA	61
CALL PLAYBACK	61
CALL CONTROL PANEL	61
PLAYER TIME DISPLAY	62
MULTIPLE CALLS PLAYBACK	62
SEARCH VIEW SCREEN PLAYBACK	63
QUAD VIEW FULLSCREEN	64
INDIVIDUAL FULLSCREEN	64
SEARCH VIEW ITEM RETENTION	64
ADDING A BOOKMARK	65
VIEWING A BOOKMARK	65
EDITING A BOOKMARK	65
TALKING CLOCK	65
TRANSCRIPTION WITH WORD SEARCH (STT)	66
SPEAKER DIARIZATION	66
CALL ID	67
THE QA EVALUATION TAB	67
EVALUATION DASHBOARD	68
EVALUATION(S) BY STATUS	68
IN PROGRESS	68
COMPLETED	69

CLOSED.....	69
EVALUATION(S) BY CAMPAIGN.....	69
EVALUATION(S) BY EVALUATOR.....	69
EVALUATION(S) BY TOP SCORER.....	69
MULTI-CALL EVALUATION STATISTICS.....	70
CREATING A “QA EVALUATION” FORM.....	70
TYPES OF QUESTIONS.....	72
TEXT INPUT.....	72
SINGLE CHOICE.....	72
MULTIPLE CHOICE.....	72
LIST OF QA EVALUATION FORMS.....	72
EDIT/DELETE PUBLISHED QA FORMS:.....	73
IMPORT/EXPORT QA FORMS.....	73
SEARCH CALLS.....	74
QA SEARCH BY AGENT AND CHANNEL.....	75
SHOW CHANNELS TREE VIEW.....	75
EVALUATE A SCREEN.....	76
AGENTS EVALUATIONS.....	76
SHOW/HIDE LEFT PANEL.....	76
FILTER BY EVALUATION STATUS.....	77
ALL.....	77
IN PROGRESS.....	78
COMPLETED.....	78
CLOSED.....	78
SHARED.....	79

UNSHARED	79
MULTI CALL EVALUATION	79
SEARCH A CLOSED EVALUATION BY EVALUATOR NAME.....	79
EMAIL A CLOSED EVALUATION	81
SEARCH EVALUATION	82
ACTION(S) BAR	82
VIEW/MODIFY AN EVALUATION	82
“MARK CLOSED” AN EVALUATION.....	82
DELETE AN EVALUATION.....	83
ASSOCIATE AN AGENT WITH THE EVALUATION	84
MULTI CALL EVALUATION	85
SELECTION OF MULTIPLE CALLS FOR EVALUATION	85
MULTI CALL EVALUATION – AGENTS EVALUATION PAGE	85
MAIN FUNCTIONALITIES	86
PRINTING QA EVALUATION FORM.....	87
EVALUATION FEEDBACK	89
THE PLAYLIST TAB	90
PLAYLIST FEATURE UPGRADE	90
OPEN MULTIPLE PLAYLISTS IN TABS FEATURE	91
CREATE A NEW PLAYLIST	92
DELETE A PLAYLIST	92
ADD ITEMS TO PLAYLIST	94
ADD SCREEN ITEM TO PLAYLIST.....	94
DELETE ITEMS FROM A PLAYLIST	94
EDIT PLAYLIST NAME.....	95

PLAYLIST SHARE FEATURE.....	95
IMPORTANT POINTS	97
PLAYLIST VIEWS	99
LIST VIEW	100
CALL COMMENTING.....	100
PLAYLIST ITEM RETENTION	100
MAP PLAYLISTS	101
ADDING A MANUAL FILE.....	101
USER ITEMS.....	101
ADD FILE.....	102
ADD TEXTUAL INFORMATION.....	102
PLAYBACK ADDED DOCUMENT.....	103
FILE TYPES AND SUPPORTED FORMATS	103
AUDIO FILE	103
VIDEO FILE.....	104
IMAGE FILE.....	104
DOCUMENT FILE	104
FULL-SCREEN PLAYBACK	104
INCIDENT/SCENARIO RECREATION (PLAYLISTS).....	104
EXPORT INCIDENT ON THE TIMELINE AND LIST VIEWS	105
WATERMARKING USING SHA256	105
REPLAY INCIDENT.....	106
REPLAY INCIDENT EXPORTED FROM LIST VIEW.....	107
REPLAY INCIDENT EXPORTED FROM TIMELINE VIEW	108
SAVING A CALL.....	108

SAVING COMPLETE CALL(S)	109
SELECT FILE CHECKBOX	109
FILE NAME	109
PERIOD	110
OUTPUT FORMAT	110
OUTPUT MIXING	110
FINISH SAVING A CALL	110
EMAIL A CALL	110
CALL COPY EDITING	111
PROCESS	112
FILTERS	112
ADD ANNOTATIONS	112
THE REPORTS TAB	114
REPORTS UPGRADE	114
REPORTS CATEGORY	114
ALL REPORTS	115
RECENT REPORTS	115
REPORTS CREATED BY ME	116
SCHEDULED REPORTS	116
SHARED REPORTS	116
FAVORITE REPORT	117
NEW REPORT	117
STANDARD REPORTS	117
SELECT REPORT PARAMETERS	118
REPORT PARAMETERS	119

REPORT FORMAT	119
X-AXIS (HORIZONTAL)	119
DATA ITEM	119
VIEW TYPE	119
CALL TYPE	120
DATE	120
EXECUTIVE SUMMARY	120
TIME AND DURATION	120
DURATION	120
TALK TIME	121
TYPES OF STANDARD REPORTS.....	122
TABULAR REPORTS (EXCEL).....	122
ABILITY TO PLAYBACK CALLS IN STANDARD REPORT	123
BAR CHARTS	124
PIE CHARTS.....	124
THE TOOLBAR.....	126
PAGING CONTROLS.....	126
FIND.....	126
EXPORT REPORTS.....	126
REFRESH	126
PRINT.....	126
EMAIL	127
QA EVALUATION REPORTS.....	127
CREATING QA EVALUATION REPORT	128
REPORT BY ASSOCIATED AGENTS	128

REPORT FORMAT	128
TYPES OF QA EVALUATION REPORTS.....	129
GENERATE QA EVALUATION REPORT	129
EMAIL	130
SAVED REPORTS	130
DELETE SAVED REPORT	132
SCHEDULED REPORTS	132
GEO TAGGING/MAP REPORTS	134
SEARCH CRITERIA	134
PLAYBACK GEOTAGGED CALL/EVENTS	134
ACTIVITY REPORT	135
SEARCH CRITERIA	135
IQ3 PRINTABLE REPORTS	136
INSTANT RECALL	140
IR FULL.....	140
LIVE CALLS	141
RECORDED CALLS	141
IR VIEWS.....	142
STACK VIEW.....	142
NON-STACK VIEW	142
IR LITE.....	143
ENTERPRISE CONFIGURATION (EC).....	144
EC IMPLEMENTATION	144
ENTERPRISE CONFIGURATION - NEW ARCHITECTURE	144
ENTERPRISE CONFIGURATIONS	145

EC ACCESS	145
COMMUNICATION UPGRADE	145
USER MANAGER.....	145
ENTERPRISE USER	145
CREATE AN ENTERPRISE USER/CHANGE ENTERPRISE FLAG FOR EXISTING USER	145
SETUP ENTERPRISE RIGHTS.....	147
LIMITED FEATURES (WHERE EC IS NOT IMPLEMENTED).....	148
SEARCH MODULE	148
MONITOR	149
INSTANT RECALL (FULL)	150
IR LITE.....	150
QA EVALUATION	151
DASHBOARD.....	151
SEARCH CALLS	152
AGENTS EVALUATION	153
QA FORMS.....	153
QA FORMS LIST	154
DESIGN A NEW QA FORM	154
REPORTS.....	154
STANDARD REPORTS.....	154
QA EVALUATION REPORTS.....	155
EC ACCESS	155
SETUP IN EC MODE	155
SEARCH IN EC MODE.....	156
PLAYLIST IN EC MODE	157

STANDARD REPORTS IN EC MODE	157
THE SCHEDULE EVENT TAB	159
FEATURES OF SCHEDULED EVENTS.....	160
SCHEDULE NEW EVENT	160
VIEW EVENT ON CALENDAR	161
CALENDAR EVENT DETAILS	162
OTHER REVCORD APPLICATIONS	163
REMOTE MONITORING SERVICES.....	163
BACKUP MANAGER	164
REVAGENT.....	164
REVSHIELD SOFTWARE SUITE	164
REVGUARD	164
DATABASE FULL.....	165
CHANNEL ALERT FORMATTING.....	165
CHANNEL RANGE ALERTS.....	165
REVWATCH.....	166
REPORT: RECORDER SYSTEM INFORMATION	166
OPTIONAL FEATURES AVAILABLE FOR PURCHASE.....	167
IQ3.....	167
REVIEW	167
RAPIDSOS	168
RAPIDSOS ON MONITOR PAGE.....	169
RAPIDSOS ON REPORTS PAGE.....	169

GETTING HELP

Please refer to your internal support personnel, your dealer, or the installer for Technical Support. If there is an issue that they cannot solve, they will turn the issue over to the Revcord Technical Support Team.

For basic support and documentation, please refer to our website: <http://www.Revcord.com> Technical Support –

For questions or problems that cannot be resolved there, please first go to our website to the Live Chat Support

Other Technical Support Contacts:

Toll-Free:	1-866-559-2188 (Option 2)
Local:	281-404-7040(Option 2)
Fax:	281-404-5323
Email:	Support@Revcord.com
Address:	Revcord Multimedia Logging Solutions
	1250 Wood Branch Park Dr Suite #490 Houston, Texas 77079

To better service your needs and questions, please visit the Revcord support system by clicking the link below.

If this is an emergency, please call the main Revcord line at 281-404-7040 and select option 2 for support services. All other service requests should be submitted through our support ticketing system to keep track of you and your requests better.

Revcord Support Ticketing system: <https://support.Revcord.com/portal/en/signup>

Registration is easy and quick. You can keep track of all your requests, issues, and information.

INTRODUCTION – VERSION 12.2

This manual is designed to give guidance on the use of the Revcord Remote Web Client Version 12.2. It does not cover configuration, backup management software, or remote monitoring software. For the use and configuration of these applications, please contact your Administrator or installer.

The instructions in this guide assume that you have some experience operating a personal computer and working with Microsoft Windows. If you have any questions about the Windows operating system, refer to your Microsoft manual or Microsoft online help.

INSTRUCTIONS

You should have received a Username and Password to the Revcord Voice Logger. If you do not have that information, please contact your internal support personnel.

- The Revcord WebUI will work on any HTML5-compliant browser.
- You might need to disable any browser's pop-up blockers the first time you connect to the system. For more information on how to disable pop-up blockers, please contact your system Administrator or internal support personnel.
- Please note that you cannot use the following characters in the Login ID, Windows filenames/Usernames, and Characters - <>: " / \ | ? * or space.
- Email sign-in has been enabled. Now, all Users must be validated through an Email ID instead of a User ID.

ADDING A NEW USER

On the Dashboard:

1. Click the Setup tab in the Main Menu
2. A list of all available Users will populate.
3. Click on the “Add New User” link, and you will see a User Form Displayed as a pop-up window.
4. Since email signup has been enabled, the Login ID must be a valid email address.

The screenshot shows a 'USER FORM' window with the following fields and options:

- *Login Email: andrew@service.com
- *Name (First/Last): Andrew
- *Password: [masked]
- *Confirm Password: [masked]
- Phone: [empty]
- Search Time Restriction: NONE (dropdown)
- Email On Demand: NO (dropdown)
- Start / Stop Recording: NO (dropdown)
- Is Admin: NO (dropdown)
- Channel Number: 0
- Enable Shift Restriction:
- Fax: [empty]
- Silence On Demand: NO (dropdown)
- Upload Image button with a user icon
- Save and Cancel buttons at the bottom right.

5. Please note that you CAN NOT use the following characters in the Login ID, Windows filenames/ Usernames, and Groups - <>: “ /\ |? *Or space.
6. Enter the information into the appropriate fields.
7. 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 group that you have configured.

Below is a list of additional fields for information and rights for the User. If changes are made here, you must click on the “SAVE” button to keep the changes.

1. **Login ID** - This is the Login User ID that the User will enter to log into the call recorder. This ID should be an email address, as email sign-in has been enabled.
2. **Name** - This is the Username that will be associated with call retrieval, reports, evaluations, and live monitoring.
3. **Password** - This is the Login Password that the User will enter to log into the call recorder.
4. **Confirm** - The Login Password must be the same as the ‘Password’ field. (The User settings will not save if they are not the same).
5. **Using upload image** - you can add an image to any User. If no image is uploaded, then a default image will be displayed for each User.
6. **Channel Number** - If there is an associated channel/extension with the User, this field will be populated with this information and cannot be changed. It is for informational purposes only.
7. **Enable Shift Restriction** – If shift restriction is enabled for a particular User, that User will be able to get notified from Login time to his/her shift time on instant recall for full and lite pages. Once the shift time has elapsed, the shift restriction will be disabled, and the search time restriction will work.
8. **Search Time Restriction** - restricts the User to a certain number of hours they can search for calls.
9. **Email On Demand** - You enable or disable the right to use this function here. “Email on Demand” is like Privacy on Demand. When a set of defined DTMF tones is entered, that call will be emailed to the specified email address above. In addition, in the Monitor tab, this function can be used.
10. **Start/Stop Recording** - You enable or disable the right to use this function here. Before a call, when a set of defined DTMF tones is entered, that call will not be recorded. In addition, in the Monitor tab, this function can be used. This function can also be used at any time during the call, and the call will be saved at the point when the DTMF keys were pressed.

11. **Silence On Demand** - You enable or disable the right to use this function here. “Silence on Demand” is like Privacy on Demand. When a set of defined DTMF tones is entered, that channel will insert silence for a predefined (15-second) amount of time based on the channel configuration. There is an additional set of defined DTMF tones, which will start recording before the specified time ends. In addition, in the Monitor tab, this function can be used.
12. **Phone** - This is an optional information field only.
13. **Fax** - This is an optional information field only.

INSTALLING THE REVCORD REMOTE WEB CLIENT

LOGGING INTO THE REVCORD SYSTEM

After entering <https://IPADDRESS/VRec>, the Login Screen will appear.

Note: The main screen provides the serial number of the recorder and license details.

AUTO-LOGIN FUNCTION

The User is automatically logged in when this is enabled, and the Username and Password are bypassed. This can be disabled by unselecting the Auto Login check box from the Login screen.

DOMAIN USER LOGIN

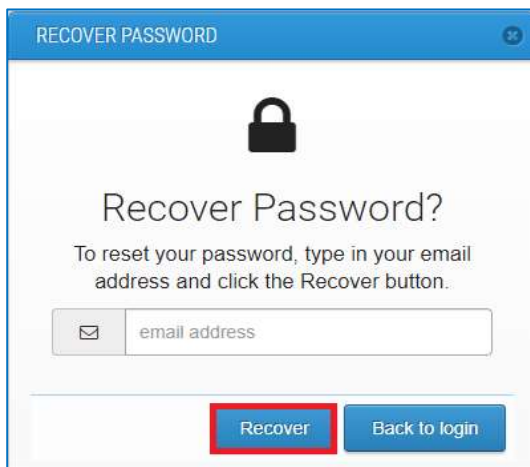
Check the “Domain User Login” checkbox and enter the domain User Login ID in the Username field to log in using a domain User. Clicking the Login button will verify the domain User. Once authenticated, the User will be logged in successfully.

RECOVER PASSWORD

If you enter your Password but it's not working, make sure that Caps Lock is turned off and that your email address (Login ID) is spelled correctly, and then try again.

If your Password still isn't working, follow these steps:

1. To recover your Password, click the "Lost your Password? Click Here" link on the Login page.
2. You will be redirected to the Password recovery page. (as shown below)
3. Enter your Login (email address).
4. Click the "Recover" button.
5. You will be emailed a link to reset your password.
6. Please check your email and try your Login ID and new Password to log into the Voice Logging System.



The screenshot shows a web browser window titled "RECOVER PASSWORD". The page features a padlock icon at the top, followed by the heading "Recover Password?". Below the heading is the instruction: "To reset your password, type in your email address and click the Recover button." There is a text input field with a placeholder "email address" and an envelope icon to its left. At the bottom of the form, there are two buttons: "Recover" (highlighted with a red border) and "Back to login".

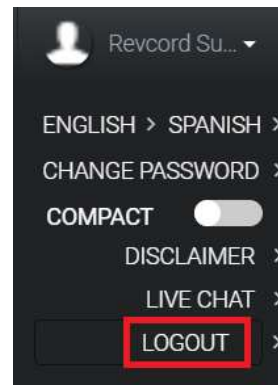
Notes:

- This will only work if the site's SMTP settings have been configured in the recorder.
- If you do not receive an email, please contact Support@revcord.com for assistance.

GENERAL FEATURES

LOGOUT

To log out from the web User interface, click the User drop-down menu and select "LOGOUT".

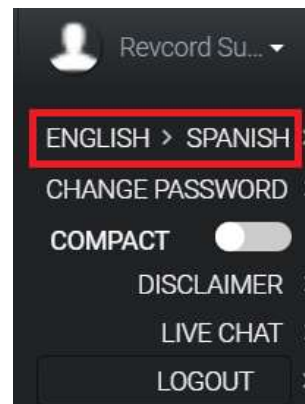


DISABLE AUTO-LOGIN

If "Auto Login" has been enabled from the Login page, the auto-Login checkbox will appear under the logged-in User drop-down. To disable auto-login, uncheck the "Auto Login" checkbox.

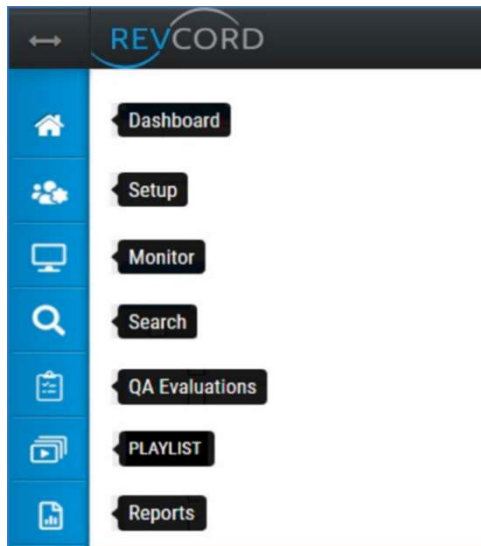
MULTILINGUAL FEATURE

Revcord Software comes with a Multilingual feature that supports English and Spanish. It will be under the Logged-in User Drop-down Menu. Here, the User can select their preferred language.



MAIN MENU

Revcord developed a User interface that provides ease of use. The following is a brief explanation of the menus in the software.



DASHBOARD

It contains all real-time information and provides real-time data of all major modules of the Voice Logging System. Total Calls, Audios, Screens, Total Channels, Active / Inactive Channels, Active/Inactive Users, Published/Unpublished Survey Forms. QA Evaluations by Status, Evaluations by Shared/Unshared, Channel Call Summary, Playlist, and the Number of Calls and Instant Recall Data for the past seven days.

SETUP

Allows you to Add Users, Delete Users, Change User Information, Change Passwords, etc. Admins can Create New Users, View Profiles, Edit User Profiles, Assign Groups, Assign Privileges, Assign Channels, etc.

MONITOR

Listen to and monitor real-time voice calls.

Users can monitor which channels are currently active and listen to real-time conversations. With proper permissions, you can monitor multiple channels, start recording, stop recording, start silence, stop silence, email a call, add bookmarks, and set an inactivity alarm interval.

SEARCH

Users can enter specific Search Criteria to find and playback Recorded Calls (voice, video, text, or other media), Save and Email calls, Auto-refresh the page for immediate playback of the most recent call, include Live Calls in the Search, manipulate the recording during playback for looping the call, speed up the call, slow it down, save a call segment, merge multiple calls, add/edit bookmark, playback video, and playback multiple calls simultaneously, add calls to a Playlist.

QA EVALUATION

Create QA Evaluation forms. Publish QA forms and Edit or Delete QA Forms. Search, Select, and Evaluate Calls using QA Forms. View Closed Evaluations and analyze evaluation data using bar/pie charts.

PLAYLIST

You can create playlists to manage records for a particular scenario. A playlist allows you to group Audio, Video, Text, Email, and Screens into a single Playlist for incident recreation.

REPORTS

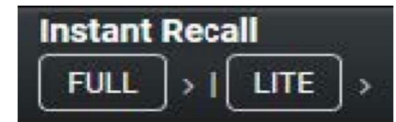
View and analyze searched data and evaluate data with Excel spreadsheets, Bar charts, or Pie Charts. Two kinds of reports will be displayed under the Reports sub-menu: advanced Reports and Evaluation Reports.

SCHEDULE EVENT (IQ3)

From the MMS, Scheduled Events are only available to device Users. The ability to edit and/or delete a scheduled event and also email details about the event edits.

INSTANT RECALL

You can playback multimedia during a call's progress and after the call is closed instantly with the unique two-screen version by Revcord. Instant Recall Full and Instant Recall Lite both accompany this feature.



Note: some tabs may not be available to every logged-in User. The tabs are only available to Users who were permitted to access those tabs from an Administrator.

DASHBOARD TAB

The “Dashboard” tab is a one-page User interface to an overview of the entire system. It shows graphical and quantitative real-time information of all the major modules of the Voice Logging System.

DASHBOARD

The blue-colored top panel shows the following real-time information. All information on the dashboard is updated every 60 seconds.

8 TOTAL CHANNELS		6813 TOTAL CALLS		63 TOTAL QA FORMS		88 ACTIVE USERS	
6	2	1716	2562	11	52	9	62
Active Channels	Inactive Channels	Audio	Screens	Published	Un-Published	Admin	Non-Admin

CHANNELS

This dashboard section will display the total channel count, the number of active channels, and the number of inactive channels. The number of active/inactive channel counts is based on real-time information received from the server.

CALLS

This dashboard section shows the total calls, total audio files, and screens recorded for the current day. In addition to recorded calls, the call count gets updated based on recently recorded calls. This section is automatically updated every 60 seconds.

USERS

This section provides the details about System Users. You can find the total number of Active Users, Admin Users, and Non-Admin Users.

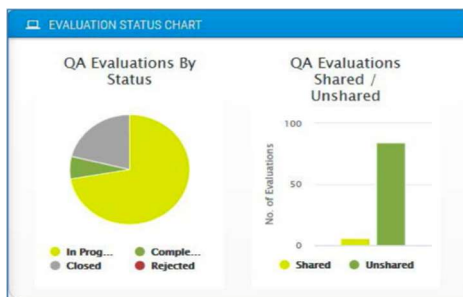
RECENT CALL LIST

This section of the dashboard page displays the call summary based on channels for the last week. This section is automatically updated every 60 seconds. The bars under this section are based on channel count. If the channel count is greater than 48, you will see one bar per day. If the channel count is less than 48, you can see the bars per channel per day. At the bottom of this section, you can see the channel name in the “Channel Number – Channel Name” format.



EVALUATION STATUS CHART

This section directly deals with the quality assurance module. Here, you can examine the QA Evaluations by their status (In Progress, Completed, Closed, and Rejected). In addition to evaluations by status, you can also find the number of evaluations based on the shared/unshared evaluations.



PLAYLIST

The Playlist section of the dashboard shows all the playlists of the logged-in User. Users can see their playlist along with the playlist name and number of calls. This section is updated every 60 seconds.

PLAYLIST

Playlist Name	Created Date	Calls
*	10-24-2018 21:06:25	0
1	10-08-2018 21:40:51	1
123	03-11-2019 17:57:24	6
123	10-08-2018 19:58:07	4
123	09-25-2018 19:26:32	1
123	09-22-2018 01:16:53	3
12321	12-27-2017 21:11:07	1
12345	09-27-2018 14:04:39	1
159	10-08-2018 21:54:53	4
159	10-01-2018 13:12:51	1
159	09-27-2018 23:26:20	1
159	09-27-2018 01:13:11	0

INSTANT RECALL

The number of channels in the Instant recall section of the dashboard page is based on User rights. (E.g., Admin Users will see all channels, additional Users will see the channels based on their configured group, and simple Users will see the channels based on simple User rights. As soon as a call is terminated, you will see the variation on the top row of the instant recall section.

RECENT CALLS

#	Channel	Start Time	Duration
50	1003	05-08-2019 18:42:01	00:00:02
49	2141	05-08-2019 18:41:57	00:00:02
48	2143	05-08-2019 18:42:00	00:00:02
47	1001	05-08-2019 18:41:26	00:00:02
46	1004	05-08-2019 18:41:00	00:00:02
45	1002	05-08-2019 18:40:52	00:00:33
44	1005	05-08-2019 18:40:53	00:00:02
43	1003	05-08-2019 18:40:45	00:00:29
42	2141	05-08-2019 18:40:41	00:00:02
41	2143	05-08-2019 18:40:49	00:00:18
40	2142	05-08-2019 18:40:56	00:00:02
39	1001	05-08-2019 18:40:15	00:00:02

SETUP TAB

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 for the Setup tab. Please contact your system Administrator for Username and Password and your related rights.


ADDING A NEW USER

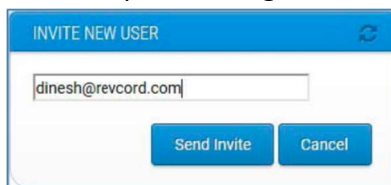
See Page 3 of this Manual for Instructions.

INVITE A USER

Administrators and supervisors with access to the setup tab can invite other members from the invites section of the setup tab. This feature allows email signup only.

SEND A NEW INVITATION

1. To invite a new User, click on the “Invite Link”  on the setup tab. You will see a menu called “Pending Invites” will open.
2. Click on the “New User” button.
3. The Invite New User menu will open.
4. Enter a valid email address and click on the send invite button.
5. Upon clicking the Send Invite button, an email will be sent to the invitee.



INVITATION RECEPTION AND ACCEPTANCE

Upon receiving the Invite email, the Invitee can accept or reject the invitation by clicking the corresponding link in the email.



Hello itsmedhinu85@gmail.com.

This is an automatic message from the Revcord Multimedia Logging registration system.

A new user invitation has been created for you on the Revcord Multimedia Recording System. This will provide you access to the Multimedia Management System.

Your invitation code is: 638164731498335523

[Click Here](#) to create your personalized username and password. If clicking the link doesn't work, you can copy the link into your browser window or type it there directly.

Your Invitation URL: <https://v12test.revcord.com/VRec/UserManager/Invitation.aspx?BZGrh8vIAG2MErBTWMM64SJELlboFeroW9RNxp+b6lc3klE.dz8OgHFELBorbzTzWBVeVaN7dze79xFuxsXzohkztyyCcj4gbljjiQilhmJ4dAfg/aDUQg==>

Once you create a password, you can log in to your Multimedia Management System.

If you received this message but did not attempt to register or do not wish to register at this time, please [Click Here](#) to reject this invitation. If clicking the link doesn't work, you can copy the link into your browser window or type it there directly.

Your Invitation Rejection URL: <https://v12test.revcord.com/VRec/UserManager/Invitation.aspx?vjmBp06rldlFgfE0vTotzqBE/fggalHkv5mBPpFSsc7dijyixLHXdbkxYcuKHYer8I7gWLSq+W6Ng64QpsLgSKemSR6bHauGGWRNMGALgij9oDxFVq8KQO==>

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

Thanks,

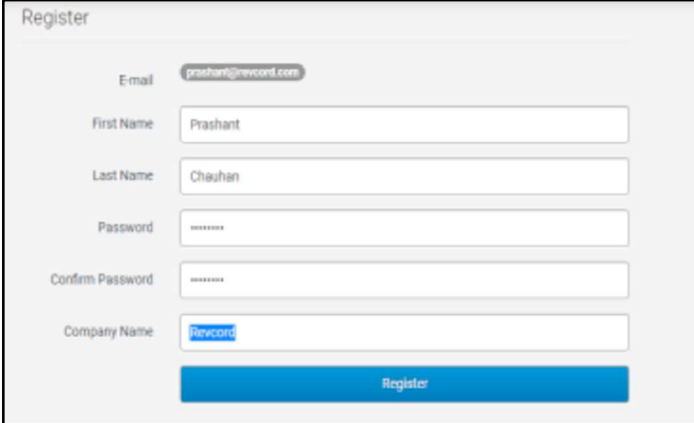
The Revcord Team
www.revcord.com

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.

ACCEPT INVITATION

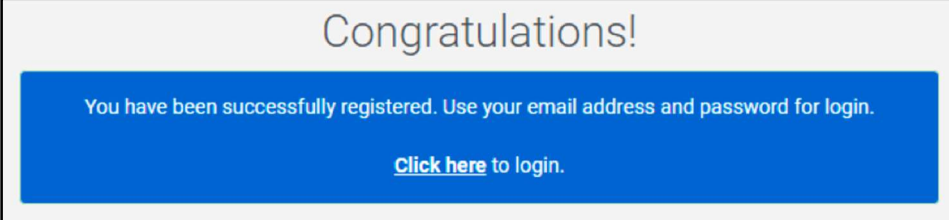
To accept the invitation, click the “Click Here” link in the invitation email. You will be automatically directed to a page titled “Invitation.” Enter your First Name, Last Name, and Password, and then confirm the Password. Clicking on the “Register” button will register the User information.

Note: Your email ID is read-only and will be required at the time of Login to the Voice Logging System.



The screenshot shows a registration form titled "Register". It contains the following fields: "E-mail" (pre-filled with "prashant@revcord.com"), "First Name" (pre-filled with "Prashant"), "Last Name" (pre-filled with "Chauhan"), "Password" (masked with dots), "Confirm Password" (masked with dots), and "Company Name" (pre-filled with "RevCord"). A blue "Register" button is located at the bottom right of the form.

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





The screenshot shows a message box with a light gray background and a blue border. At the top, it says "Congratulations!". Below that, a blue bar contains the text "You have been successfully registered. Use your email address and password for login." At the bottom, there is a blue button with the text "Click here to login."

In addition to the above message, an email will be sent to the Administrator requesting to set up the User’s access rights.

Note: Users can only log in to the Voice Logging System once the Administrator has set up permissions and groups for the User.

MANAGE USER INVITATIONS

Clicking on the invites link on the setup tab opens the “Pending Invites” dialog box. You will see three options under the “Action(s)” column.


PENDING INVITES			
#	User Email	Invite Url	Action(s)
1	er.chauhan.p94@gmail.com	https://v3dev.revcord.com/VRec/UserManager/Invitation.aspx?BZGrh8viAG2MEnBTWm64REez9NZ+2cCVxhEWg53e4voK2Ny...	  
2	prashant@revcord.com	https://v3dev.revcord.com/VRec/UserManager/Invitation.aspx?BZGrh8viAG2MEnBTWm64Y8MQIS78J/cqbypnDXWLIr1e1luKw...	  

1. Clicking the first image button will copy the invitation link on your system’s clipboard.
2. Clicking the resend image button will resend the invitation.
3. Clicking the Trash Can image button will delete the invitation.

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 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 access the Setup tab.

TO RECOVER A DELETED USER

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

USER SETTINGS TOOLBAR

A toolbar has been provided under the User Settings column to manage each User on the setup page.



Admins can perform five different types of actions on the Setup Tab. All these actions are available under the User Settings column.

1. **Edit** – An Administrator can view and edit the profile information 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 granted to any User in the Revcord Web Client.
 - a. Enable or Disable IQ3.
 - b. Activate/Deactivate Call takers.
 - c. Custom User Rights (Simple User Rights).
 - i. Reports
 - ii. Monitor
 - iii. Search
 - iv. Evaluation
 - v. QA Evaluation Reports
 - vi. IR Full
 - vii. IR Lite
 - viii. Save and Email
 1. Setup
 2. Monitor
 3. Search
 4. Evaluation
 5. Evaluation Reports
 6. Instant Recall (IR Full, IR Lite, or Both)
 7. Save and Email
4. **IQ3 Marker** – Custom Markers will be enabled only after enabling IQ3. The User can then Add, Edit, or Delete the custom markers.

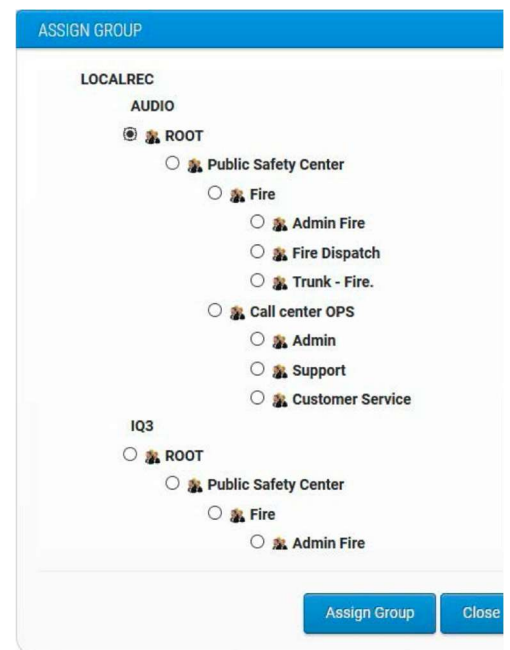
5. **Custom Field** – A toolbar has been provided under the User Settings column to manage each User on the setup page.
6. **Delete** – This action will delete the User account.

EDIT USER


1. Click on the Edit button under “User Settings.”
2. The User Form will be displayed.
3. Edit the User Form and then click on the Save button.

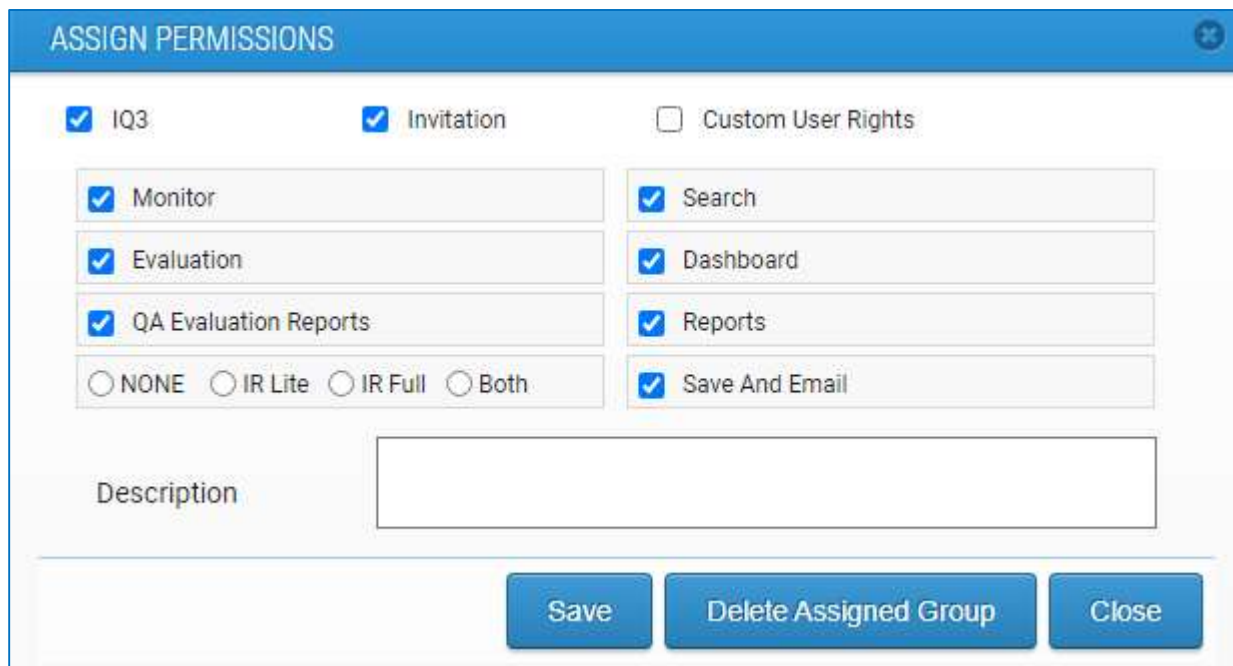
ASSIGN GROUPS

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 apply changes.



ASSIGN PERMISSIONS

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



ASSIGN PERMISSIONS

IQ3 Invitation Custom User Rights

<input checked="" type="checkbox"/> Monitor	<input checked="" type="checkbox"/> Search
<input checked="" type="checkbox"/> Evaluation	<input checked="" type="checkbox"/> Dashboard
<input checked="" type="checkbox"/> QA Evaluation Reports	<input checked="" type="checkbox"/> Reports
<input type="checkbox"/> NONE <input type="checkbox"/> IR Lite <input type="checkbox"/> IR Full <input type="checkbox"/> Both	<input checked="" type="checkbox"/> Save And Email


Description:

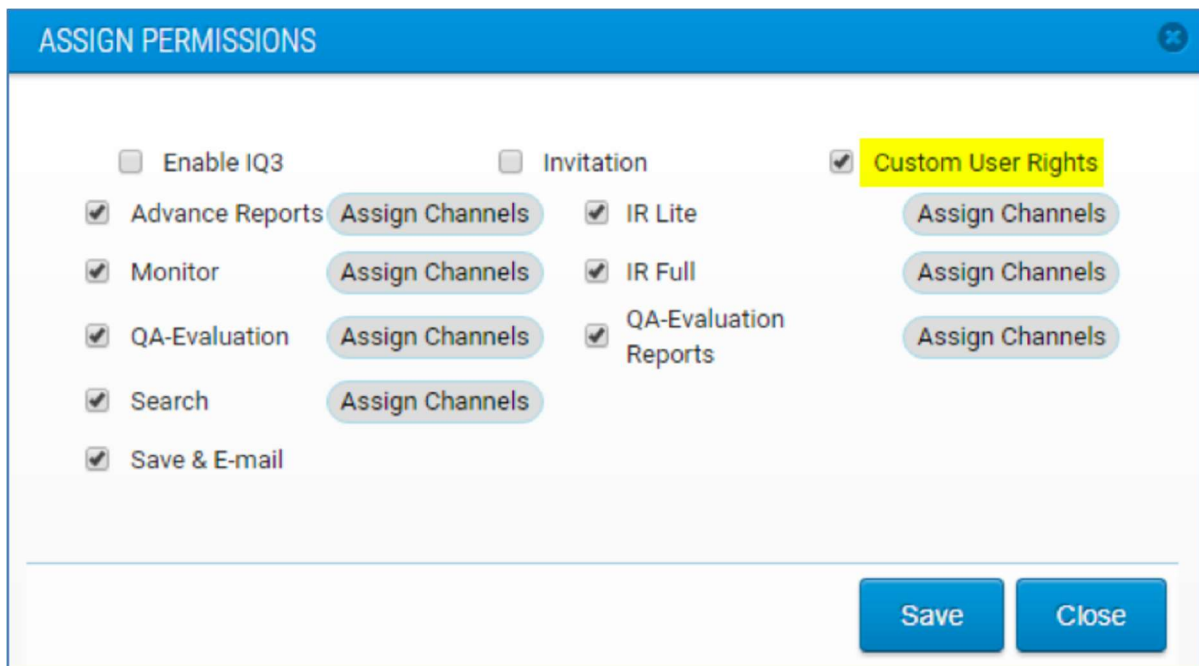
Save **Delete Assigned Group** **Close**

PERMISSION TYPES

ADMINS

Admins can assign permissions to additional Users using “Custom User Rights.”

1. Choose the correct row containing the Username you would like to configure for permissions, then click on the Assign Permissions button  under the User Settings Column. The Assign Permissions Pop-up window will be displayed as shown below. By selecting the checkbox Custom User Rights the Admins can start assigning Custom User Rights for the additional Users.



ASSIGN PERMISSIONS

Enable IQ3 Invitation Custom User Rights

Advance Reports Assign Channels IR Lite Assign Channels

Monitor Assign Channels IR Full Assign Channels

QA-Evaluation Assign Channels QA-Evaluation Reports Assign Channels

Search Assign Channels

Save & E-mail

Save Close

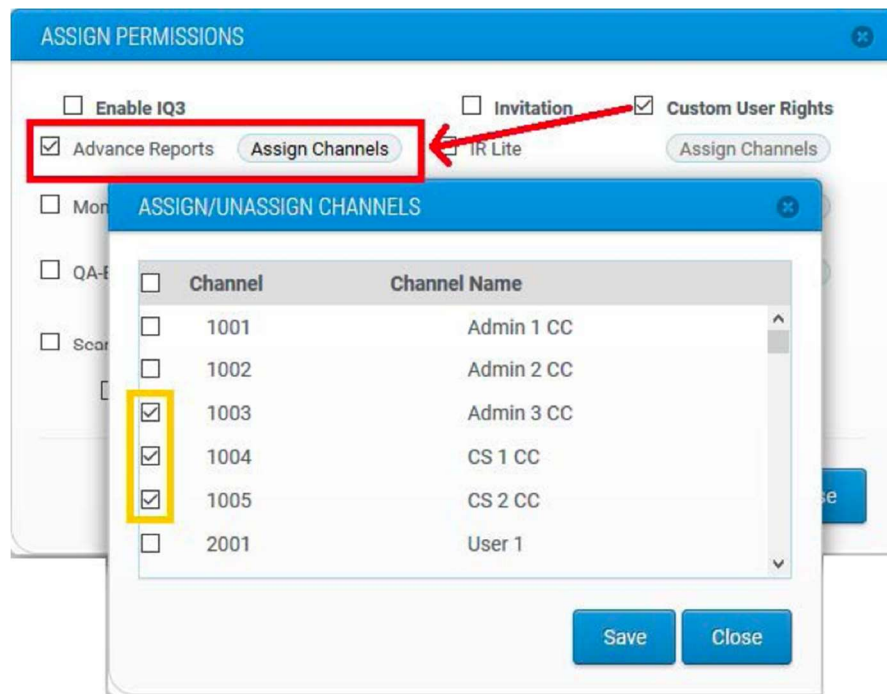
- a. **Reports** – allows access to the Standard Reports section. You can generate a total recorded calls report based on multiple input parameters.
- b. **Monitor** – allows access to the Monitor tab.
- c. **QA Evaluation** – allows access to the QA Evaluation tab.
- d. **Search** – allows access to the Search tab.
- e. **Save and Email** – This allows the User to save calls, export playlists, and email saved calls using SMTP.

- f. **Instant Recall (IR)** – allows access to the Instant Recall feature. Access to the instant recall feature will be granted based on the following criteria.
 - i. IR Lite: - Permission to IR Lite only.
 - ii. IR Full: - Permission to IR Full only.


Note: if the User has access to IR Lite only, then a blank page will be displayed with an IR Lite link. To open the IR Lite pop-up, click on the IR Lite link.

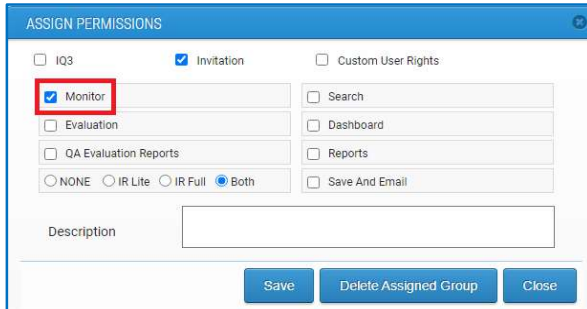
- g. **QA Evaluation Reports** – allows access to the QA Evaluation Reports section. You can generate reports about evaluated calls or evaluations.
2. Select the permission for the simple User and click on ‘Assign Channels.’ Then, the ‘Assign/Unassign Channels’ pop-up window will be displayed. The Admin User can select the necessary channels for the simple User and then click the ‘Save’ button. Then, the selected User is restricted from the other channels.

Note: FYI - The IQ3 Channels will start with Channel Number - 2000.



ASSIGNING PERMISSIONS WITHOUT CUSTOM USER RIGHTS

1. Choose the row containing the Username you would like to configure for permissions, and then click on the Assign Permissions button  in the User Settings Column. The Assign Permissions Pop-up window will then appear, as shown *-below.



- a. **Monitor** – allows access to the Monitor tab.
- b. **Search** – allows access to the Search tab.
- c. **Evaluation** – allows access to the QA Evaluation tab.
- d. **QA Evaluation Reports** – allows access to the QA Evaluation Reports section. You can generate reports for evaluated calls or evaluations.
- e. **Reports** – allows access to the Reports section. You can generate reports for the total recorded calls based on multiple input parameters.
- f. **Instant Recall** – allows access to Instant Recall features. Access to the instant recall feature will be granted based on the following four cases.
 - i. None: - No IR permission
 - ii. Lite: - Permission to IR Lite only.
 - iii. Full: - Permission to IR Full only.
 - iv. Both: - Permission to both IR Lite and IR Full.

Note: if the User has access to IR Lite only, a blank page will be displayed with the IR Lite link. To open the IR Lite pop-up, you are required to click on the IR Lite link.

- g. **Save and Email** – This allows the User to save calls, export playlists, and email saved calls using SMTP.

Description: This field displays any description entered when assigning permissions.

Note: In 'custom User Rights,' the newly created User can be restricted to other channels; only the User can access the assigned permissions with the assigned channels for the User. But assigning

permissions without 'Custom User rights' leads the User to access all the channel information for the permissions which were assigned from the particular group that was assigned.

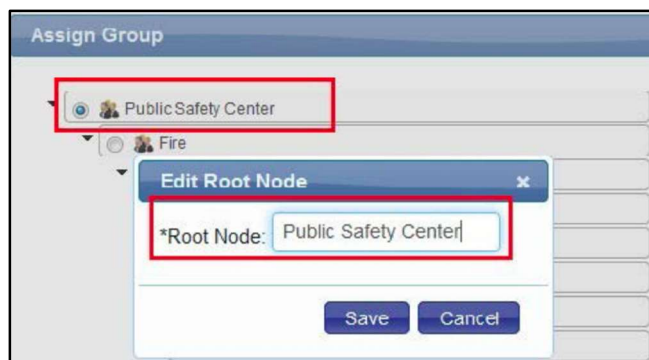
DELETING A USER

1. Go to the appropriate User and then click on the delete button.
2. A Confirmation Box will appear.
3. By clicking the "YES" button, the User Account will be deleted.

EDIT ROOT GROUP NAME

In Search, Monitor, Advanced Reports, and QA Evaluation Report, you will find a tree on the left side of the page. There is a root group name on top of the tree. To edit the name of the root group, please complete the following procedure.

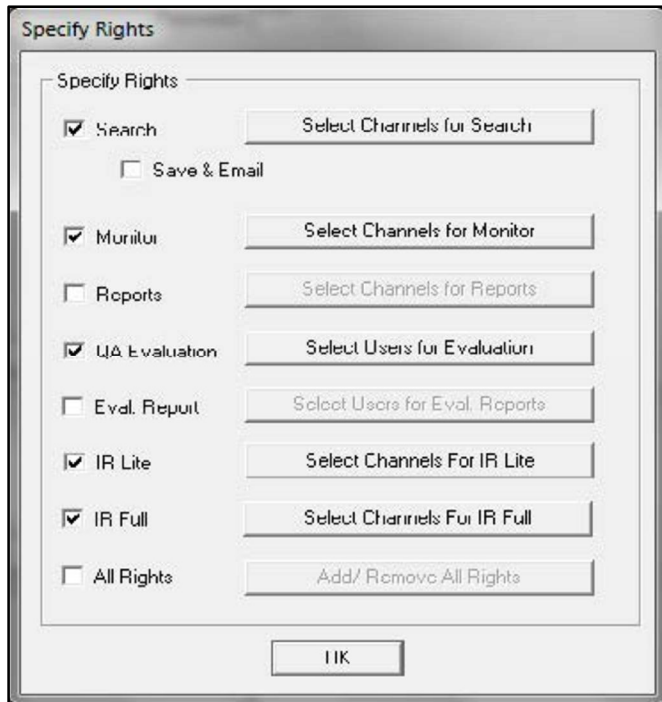
1. Login with an Admin account.
2. Click the Assign Groups icon under the User Settings column on the Setup page.
3. A dialog will be displayed to edit the root node by double-clicking the Root node.
4. A small dialog containing the existing Root node name will be displayed. Edit it and click on the "Save" button.
5. You will see a confirmation in the top right corner, and the Root node will be updated on all pages.



SIMPLE USER RIGHTS

Using Setup, Admins can create additional Users and assign permissions from the "Setup Page." Admins can configure other Users with "Simple User Rights" from Revconfig. The Web Interface does not support simple User rights; it only displays simple Users and their assigned groups. Simple Users

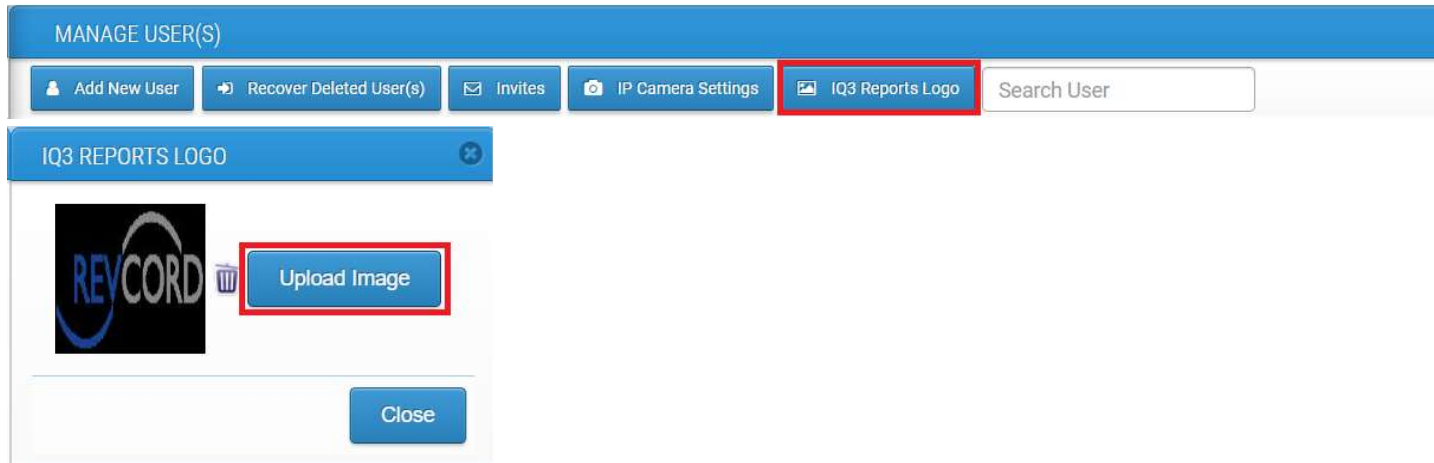
can have a limited number of rights and be restricted to a limited number of channels. In addition to existing simple User rights, two separate rights of IR Lite and IR Full can be assigned to simple Users using Revconfig.



Note: Any changes regarding User rights made to a simple User will be reflected on the setup page of the WebUI client.

IQ3 REPORTS LOGO

Users can now apply a custom logo to their IQ3 reports. Selecting the “IQ3 Reports Logo” button will allow users to upload their organization logo to the MMS to be displayed on Inspection Reports.



IQ3 INSPECTION

INTRODUCTION

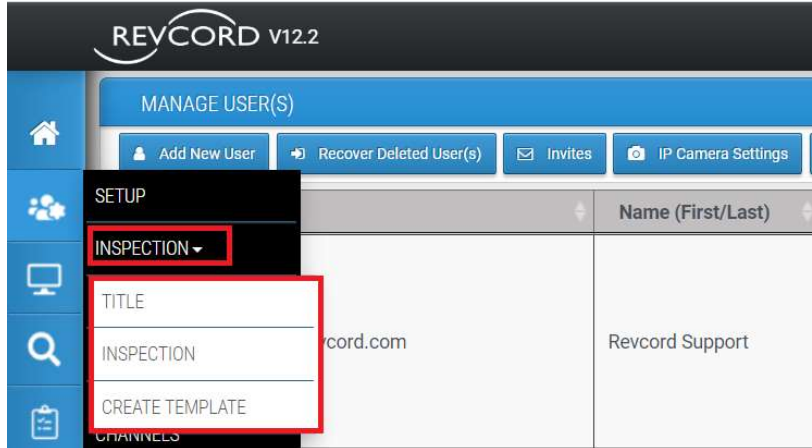
The purpose of this IQ3 Inspection is to guide the development of IQ3 template-based inspections in MMS and the implementation of system-generated IQ3 reports. The main theme is to develop a mechanism to conduct IQ3 inspections using templates and generate the IQ3 inspection reports. These IQ3 inspection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

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 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 is printed on IQ3 Inspection Title Information.



INSPECTION TEMPLATES

The Inspection Template provides the list of Template created so far and their details, and the Action Tab is provided for further viewing, 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

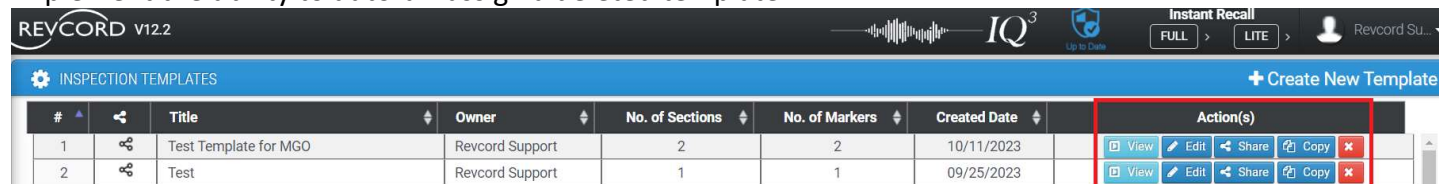
- This is about sharing the template with any other user on the same tenancy.

COPY INSPECTION TEMPLATE

- Ability to copy inspection templates from other tenancies.
- 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.



#	Title	Owner	No. of Sections	No. of Markers	Created Date	Action(s)
1	Test Template for MGO	Revcord Support	2	2	10/11/2023	View Edit Share Copy Delete
2	Test	Revcord Support	1	1	09/25/2023	View Edit Share Copy Delete

CREATE TEMPLATES

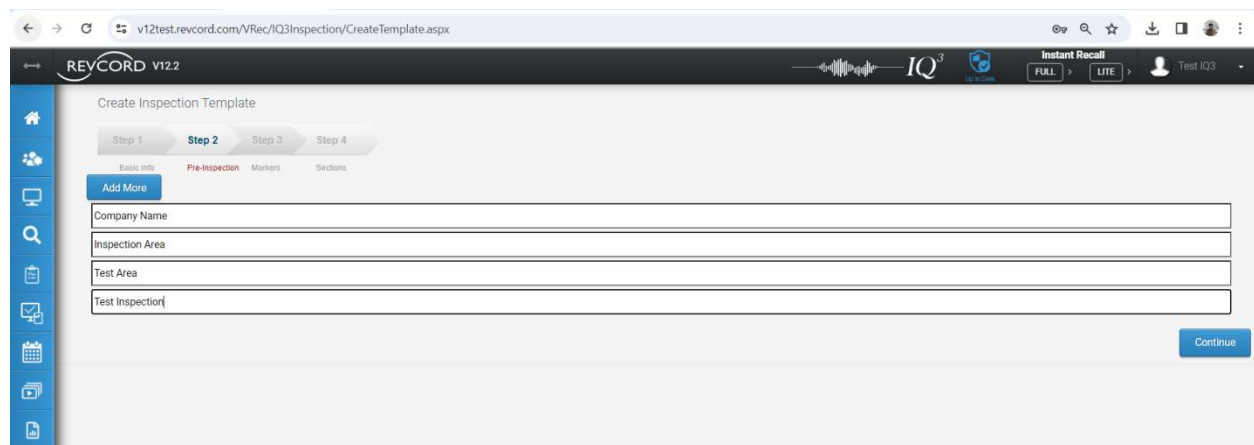
STEP 1 - TITLE

Users need to provide the Title 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 accommodates 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).

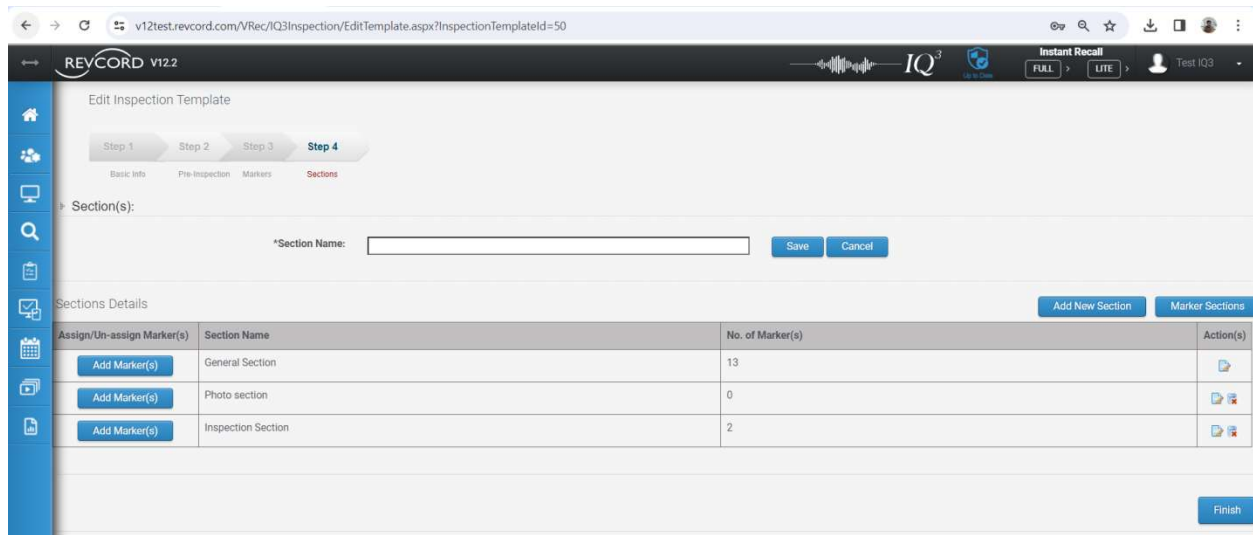
- Grant the ability to add custom fields using the plus icon.

Header / Title

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

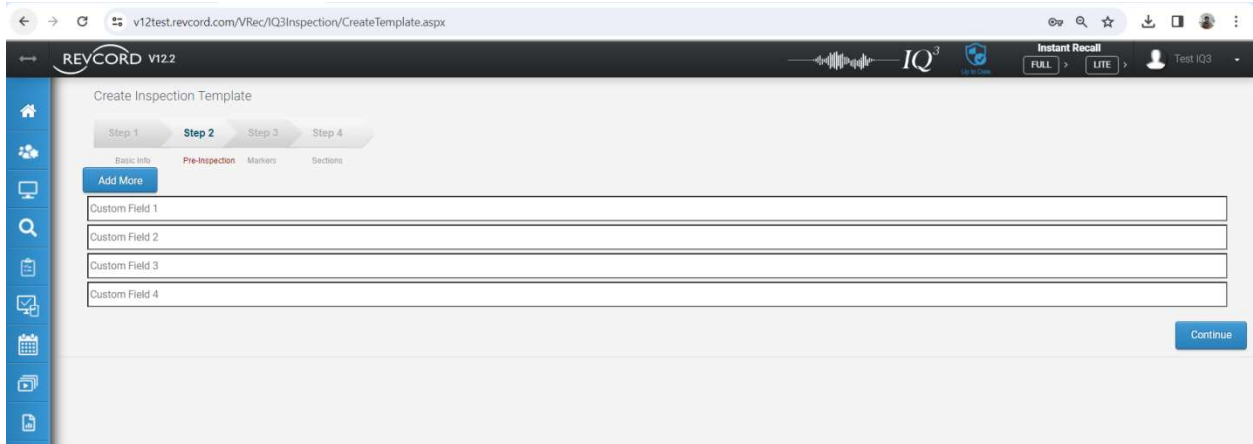
Section Title

- Implement the ability to create sections.
- On the user interface, add a small line between two sections.



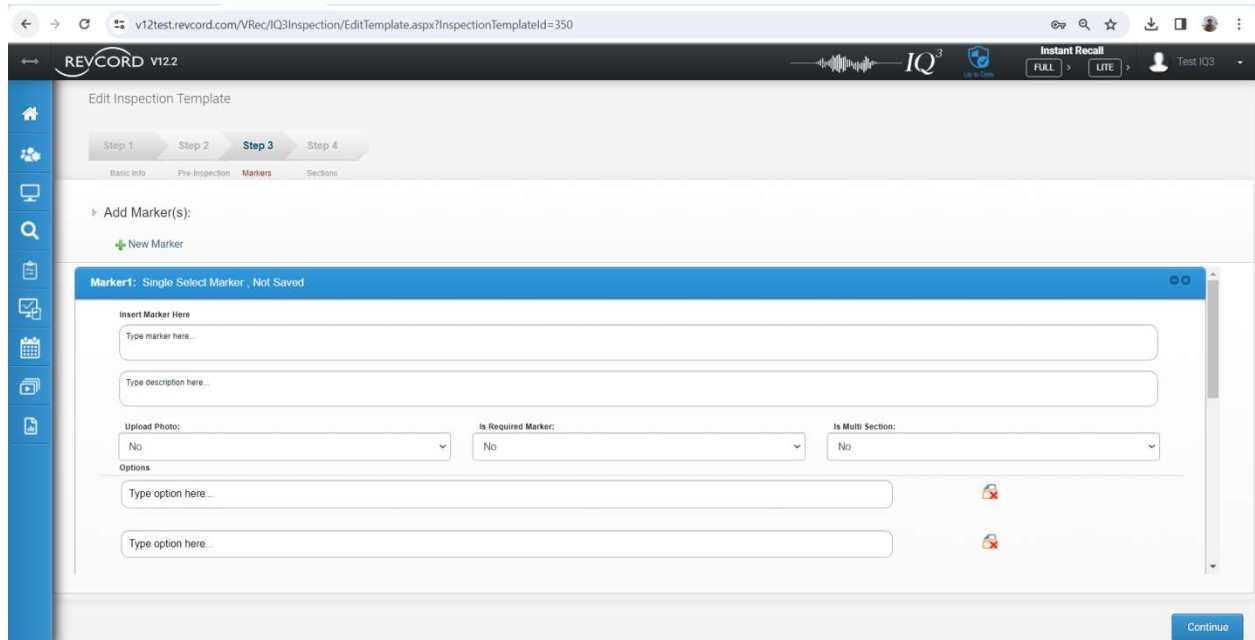
Textual Questions / Custom Fields

- Plain text-based questions can 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.
- The inspector needs to select at least one radio option while inspecting.
- A flag to upload a photo, if enabled, then the app needs to upload the photo when answering this single choice marker.
- A flag can be set to mark as a repeating marker. If set to true, 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.
- The ability to set up Multiple Choice markers along with choices is provided.
- The inspector needs to select at least one check box to record the response to the question.
- A flag to upload a photo
- A flag to mark as a repeating marker.
- Ability to associate with sections.

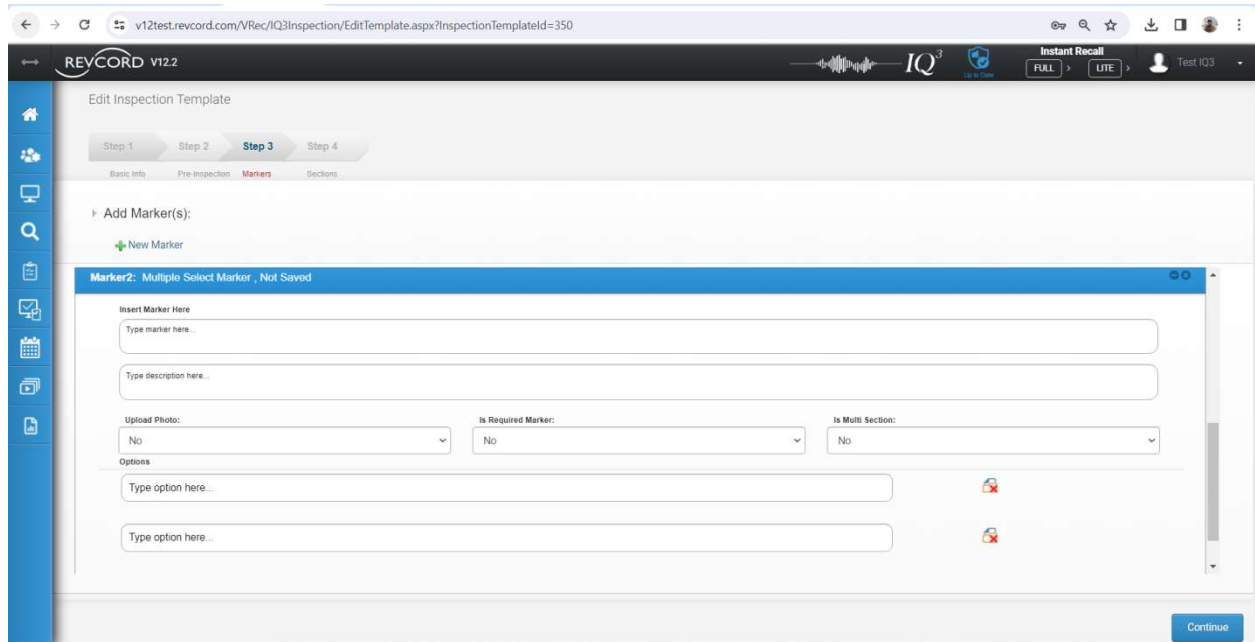
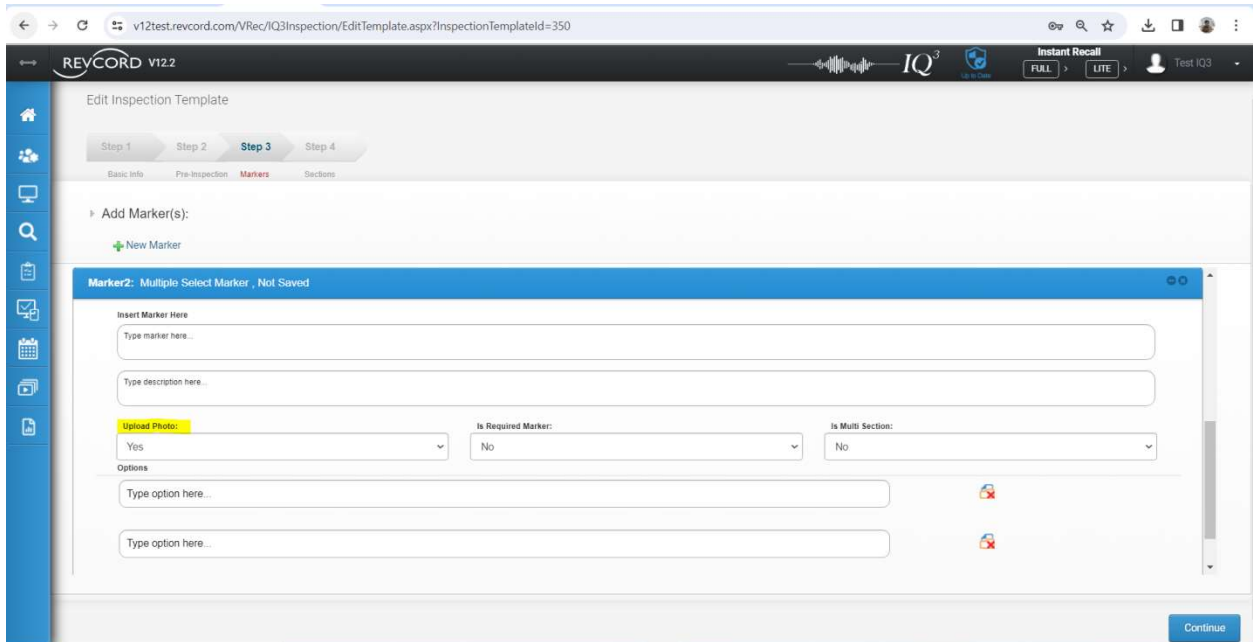


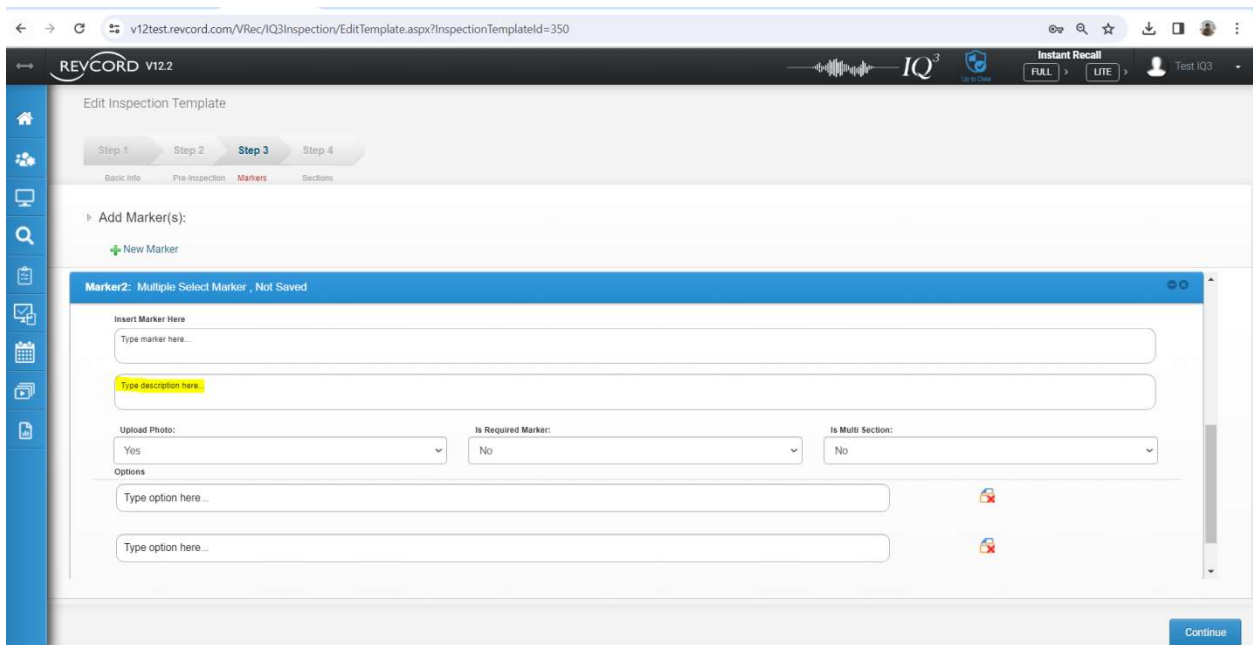
Photo Markers

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



Description Title

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



IQ3 Template Based Inspection

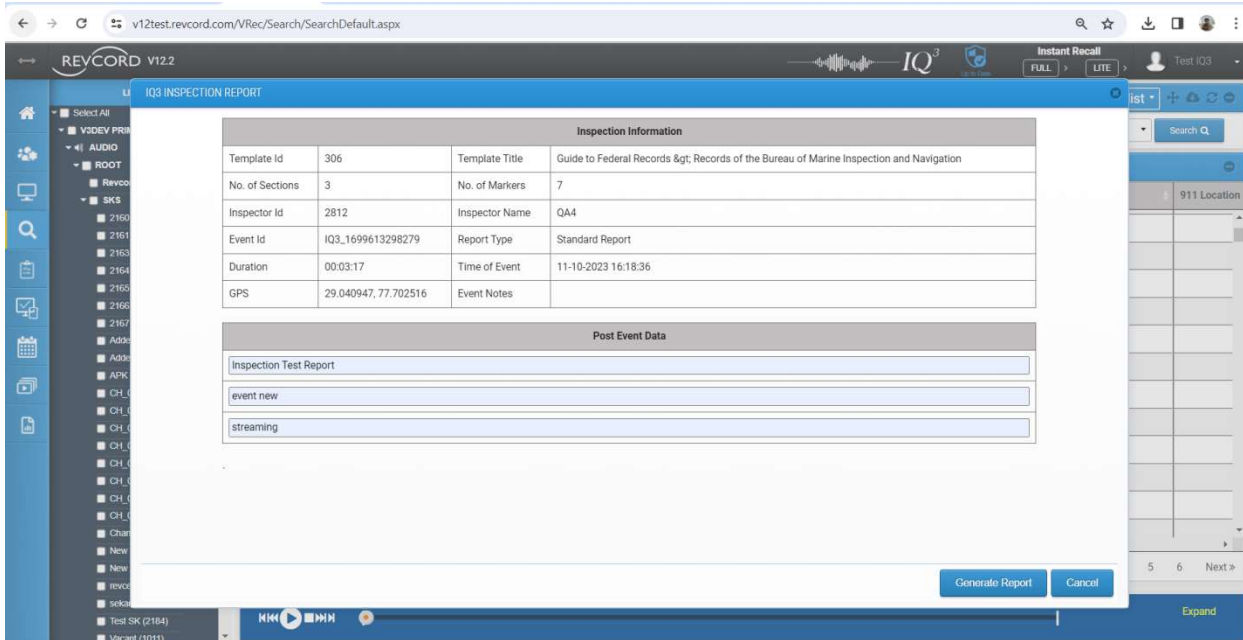
- a. Provision of system-defined IQ3 Inspection templates.
- b. Provision of the ability to set up custom IQ3 inspection templates. Grant permissions to admin and app users (inspectors) to set up their own templates for IQ3 inspection.
- c. Implementation of the ability to share IQ3 inspection template among app users (inspectors), and the admin users can also share a template with any IQ3 app user.
- d. Copy the IQ3 inspection template from any of the remote tenancies. Admin function and specific to admin users only.
- e. Access to app user's own templates and read-only access to shared templates.
- f. 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 templates.
- f. Restrict template modification once a template is used to generate an IQ3 report for any event.
- g. Reusability of the report template to generate as many reports as the 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 a 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.



IQ3 INSPECTION REPORT

Inspection Information			
Template Id	306	Template Title	Guide to Federal Records &g; Records of the Bureau of Marine Inspection and Navigation
No. of Sections	3	No. of Markers	7
Inspector Id	2812	Inspector Name	QA4
Event Id	IQ3_1699613298279	Report Type	Standard Report
Duration	00:03:17	Time of Event	11-10-2023 16:18:36
GPS	29.040947, 77.702516	Event Notes	

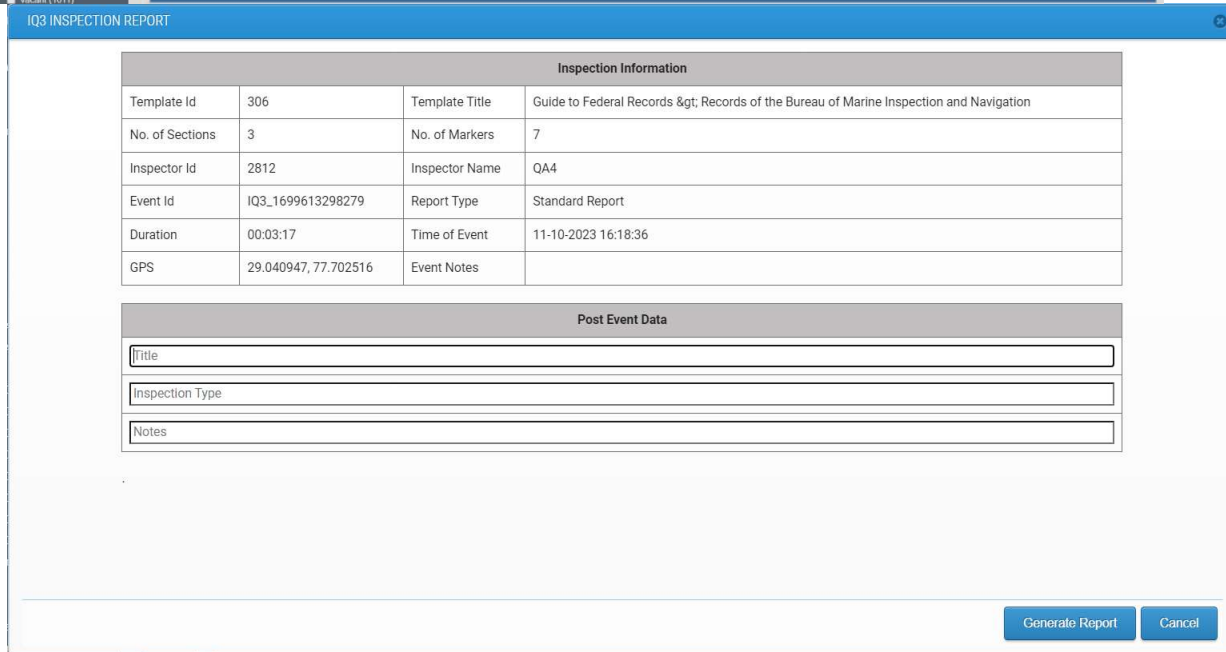
Post Event Data

Inspection Test Report

event new

streaming

Generate Report Cancel



IQ3 INSPECTION REPORT

Inspection Information			
Template Id	306	Template Title	Guide to Federal Records &g; Records of the Bureau of Marine Inspection and Navigation
No. of Sections	3	No. of Markers	7
Inspector Id	2812	Inspector Name	QA4
Event Id	IQ3_1699613298279	Report Type	Standard Report
Duration	00:03:17	Time of Event	11-10-2023 16:18:36
GPS	29.040947, 77.702516	Event Notes	

Post Event Data

Title

Inspection Type

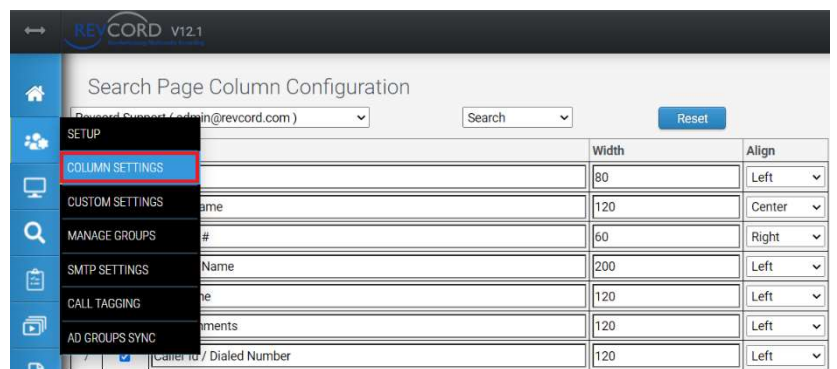
Notes

Generate Report Cancel

COLUMN SETTING

Column settings provide you with customizable columns for search and instant recall modules. Lightweight but rich data grids with resizable columns and scrolling data to match the headers. Select the column and drag/drop it to a new location to change the column order. Below is a list of properties that can be configured:

1. Resizable columns
2. Rename Column Caption
3. Sortable column headers
4. Show/hide columns
5. Resizable Width
6. Text Alignment
7. Column Ordering



USER COLUMN SETTINGS

Users can manage their own column settings. Admin Users can manage User Column Settings of their 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 modes, Logger and IQ3 Only.

LOGGER

For the logger, manage column settings allow the User to manage the column settings for the following pages.

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

IQ3 ONLY MODE

We support column settings for the IQ3 Only Mode only for the Search page.

RESET COLUMN MODEL

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

Search Page Column Configuration

Revcord Support (admin@revcord.com) Search **Reset**

DIFFERENT VIEWS ON THE MANAGE COLUMN SETTINGS

LOGGER MODE

Admin Users and Non-Admin Users will have different views. Since the Admin User can manage the column settings of other Users, so there will be a dropdown with the list of Users.

For logger mode: Admin User can setup search page, IR Full and IR Lite column models.

Search Page Column Configuration

Revcord Support (admin@revcord.com) Search Reset

#	Display	Caption	Width	Align
1	<input checked="" type="checkbox"/>	Duration	80	Left
2	<input checked="" type="checkbox"/>	Group Name	120	Center
3	<input checked="" type="checkbox"/>	Channel #	60	Right
4	<input checked="" type="checkbox"/>	Channel Name	200	Left
5	<input checked="" type="checkbox"/>	Start Time	120	Left
6	<input checked="" type="checkbox"/>	Call Comments	120	Left
7	<input checked="" type="checkbox"/>	Caller Id / Dialed Number	120	Left
8	<input checked="" type="checkbox"/>	Bookmarks	200	Left
9	<input checked="" type="checkbox"/>	Report	100	Center
10	<input checked="" type="checkbox"/>	Event Name	100	Left
11	<input type="checkbox"/>	Tag 1	120	Left
12	<input checked="" type="checkbox"/>	Caller Id Name	120	Left

In the First drop-down, select the User, and in the second drop-down is to select the module/page. Changing the User's drop-down will fetch and display the column model of the selected User, whereas changing the module drop-down will load the column model of the selected module of the respective User's column model.

SEARCH TOOLS Add to Playlist

Date Time Range Duration Range Search Library User Searches Search

CALL RECORDS

#	Type	Duration	Group Name	Channel #	Channel Name	Start Time	Call Comments	Caller Id / Dialed Num
1		00:00:01	Social Admin Fire	203	Social Admin 1 Fire	04-07-2023 14:20...		
2		00:00:01	Social Admin Fire	204	SMS Admin 2 Fire	04-07-2023 14:20...		
3		00:00:01	Social Admin Poli...	205	Social Admin 1 Police	04-07-2023 14:20...		
4		00:00:01	Social Admin Poli...	206	Social Admin 2 Police	04-07-2023 14:20...		

Also, We can drag and drop the column directly from the Search page, IR Full, and IR Lite, and this will save in the settings column page as well.

IMPORTANT POINTS

Items that need to be kept in mind are:

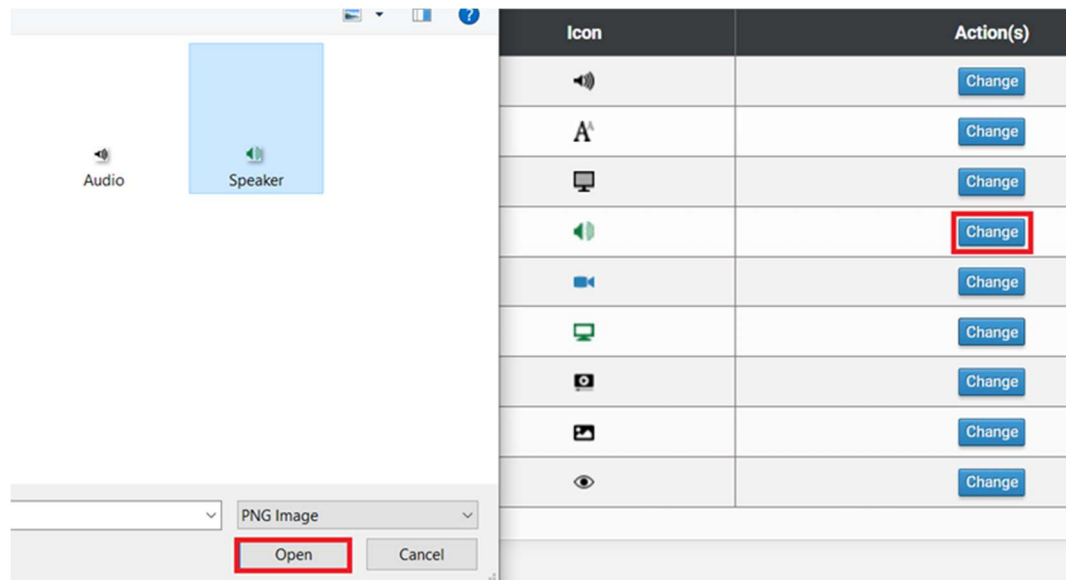
1. The existing column model will be directly tied to the super Admin User (User having Usernum = 1000).
2. There is a built-in feature to check for the User column model before fetching the column model. If no column model is found, the system will automatically add the default column model when:

- a. An Admin User fetches and loads the column model by changing the User from the drop-down on the manage column settings page.
- b. A User logs into MMS but never sets up a column model for themselves or the Admin User.

CUSTOM SETTINGS

Custom settings allow Users to set the display icons for Audio, Text, Screen, IQ3 Audio, IQ3 Audio Virtual, IQ3 Video, IQ3 Video Virtual, Picture Event, and RevView Events.

Click the Change Button, select the preferred Icon, and click open to display on MMS.



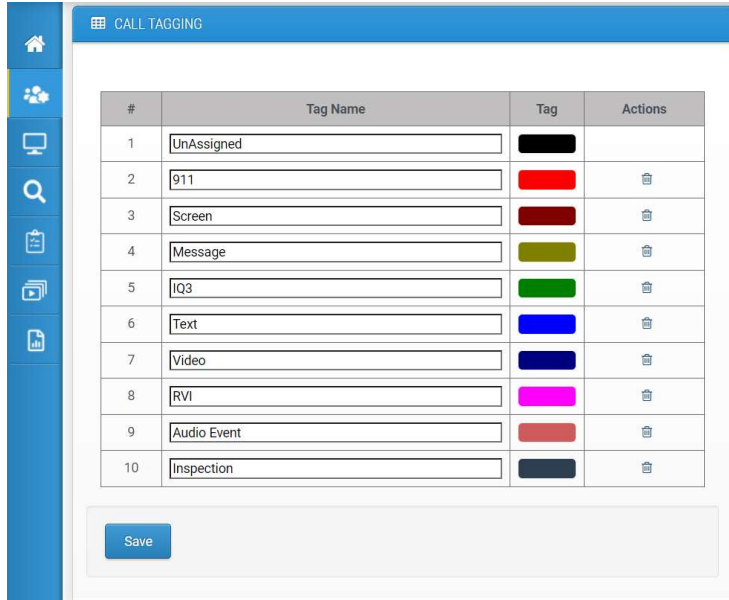
CALL TAG SETTINGS

MMS Users have the ability to add call tags in the form of colors to records on the MMS. This will allow Users to identify/organize certain calls on a channel (911 channels are a good example) to denote what the call is about.

CALL TAG PAGE

Users can add, edit, or delete the call tag and assign tag colors to them. The Call Tag Delete process will happen automatically on confirming in dialog. For add, edit Users need to select the Save button at the bottom to apply changes.





SEARCH, IR LITE AND IR FULL PAGE

Users can view and add call tags for each call by clicking the tag field. Clicking this field will show the list of configured tags. The User can select from the list and assign the call tag automatically. In the Search page Users can select multiple calls and change tag all at once to assign a tag to all the selected calls. In IR Lite and IR Full page only one call can be changed at a time.

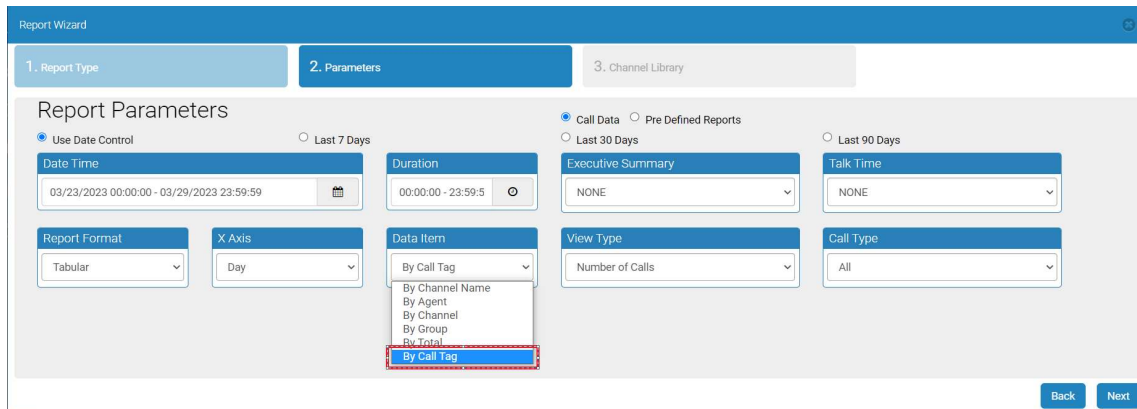
Type	Channel Name	Channel #	Call Comments	Start Time	Duration	Group Name	Call Tags	Caller Id / Dialed Num
🔊	Added Latest	2158		03-29-2023 03:29...	00:00:00	ROOT	Red	
🔊	New Channel	2156		03-29-2023 03:29...	00:00:00	ROOT	Blue	
🔊	CH_0003	1003		03-29-2023 03:29...	00:00:00	SKS	Magenta	
🔊	CH_0008 Updated	1008		03-29-2023 03:29...	00:00:00	Dinesh	Black	
🔊	CH0018	2165		03-29-2023 03:28...	00:00:00	ROOT	Black	
🔊	Added Latest 2	2159		03-29-2023 03:28...	00:00:30	ROOT	Black	
📺	CH_0002	1002		03-29-2023 03:27...	00:00:30	SKS	Black	
🔊	CH0019	2166		03-29-2023 03:27...	00:00:00	ROOT	Black	

EVALUATION SEARCH CALLS AND PLAYLIST PAGE

Call Tags can be viewed in Evaluation Search calls and playlist page, but cannot be assigned in these pages.

REPORTS PAGE

You can run reports based on Call Tags. In standard report under data item can be selected per Call Tag option.



Report Wizard

1. Report Type | 2. Parameters | 3. Channel Library

Report Parameters

Use Date Control Last 7 Days Call Data Pre Defined Reports Last 30 Days Last 90 Days

Date Time: 03/23/2023 00:00:00 - 03/29/2023 23:59:59

Duration: 00:00:00 - 23:59:59

Executive Summary: NONE

Talk Time: NONE

Report Format: Tabular

X Axis: Day

Data Item: By Call Tag

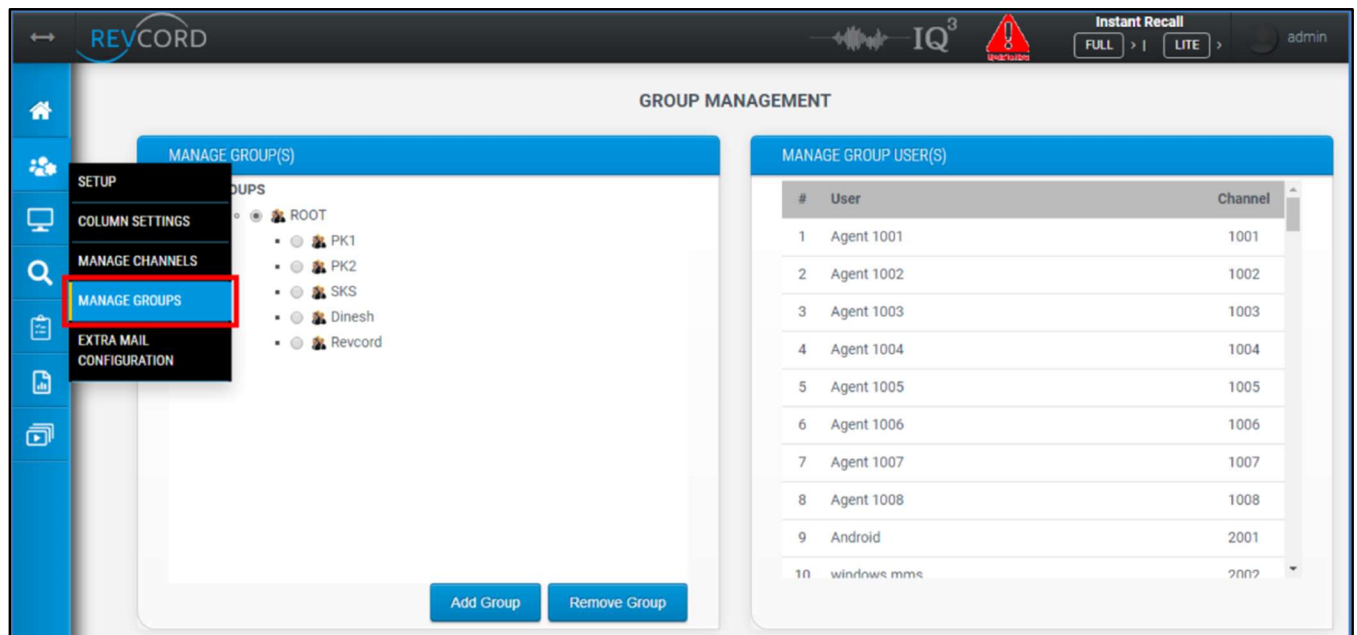
View Type: Number of Calls

Call Type: All

Back Next

MANAGE GROUPS

Manage Groups gives Users the ability to manage channels under groups and to add and delete groups.



REVCORD

GROUP MANAGEMENT

MANAGE GROUP(S)

GROUPS

- ROOT
 - PK1
 - PK2
 - SKS
 - Dinesh
 - Revcord

MANAGE GROUP USER(S)

#	User	Channel
1	Agent 1001	1001
2	Agent 1002	1002
3	Agent 1003	1003
4	Agent 1004	1004
5	Agent 1005	1005
6	Agent 1006	1006
7	Agent 1007	1007
8	Agent 1008	1008
9	Android	2001
10	windows mms	2002





Add Group Remove Group

EMAIL CONFIGURATION

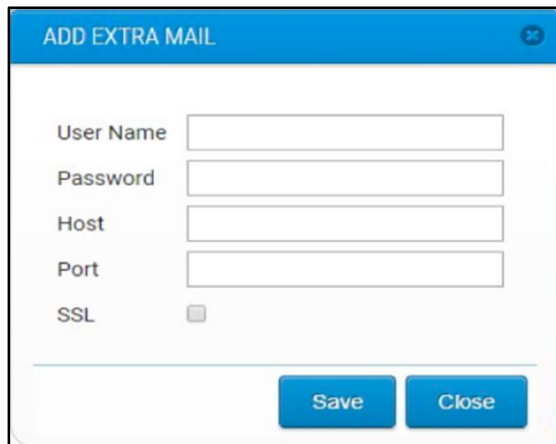
This page is used to configure email accounts to send emails.

This page is only accessible via The Super Admin Account.



SETUP	UserName	Host	Port	SSL	Quota Exceeded	Actions
COLUMN SETTINGS	rd2017@gmail.com	smtp.gmail.com	587	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	  
MANAGE CHANNELS	rd2018@gmail.com	smtp.gmail.com	587	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	  
MANAGE GROUPS						

Email accounts can be added, edited, and removed. These accounts are used to send emails for complete MMS.



ADD EXTRA MAIL

User Name

Password

Host

Port

SSL

ROLE-BASED ACCESS RIGHTS

Role-based access rights introduce a centralized and efficient module for the User permissions assignment. It allows for system-defined roles and customization of additional roles and their functions.



Please note if upgrading, please review the following section

ROLE-BASED ACCESS RIGHTS TYPES

There are two types of roles.

SYSTEM DEFINED ROLES

1. These roles will be static and are non-editable from the MMS or even the server-side configuration utility (RevConfig).
2. There will be predefined permissions for this role. System-defined roles will be like Super Admin, Agent, etc.
3. There is a need to set up a system-defined role, which will be auto-assigned to all the Users if some role is being deleted.

CUSTOM ROLES

1. This type of role will be custom and are User-defined.
2. Users can add roles of their choice and give them a unique name.
3. Assign permissions per the business needs.
4. Roles and their respective permissions can be added, modified, and deleted.

Custom roles are further classified into two categories.

- a. Custom – Module Based
- b. Custom - Channel Based

LIST OF MAIN FUNCTION / FEATURES

Following is the list of the main functions implemented on the Role Management Module.

GET ALL ROLES

The Manage Roles page in the settings page will load all the roles created.

MANAGE ROLES Add New Role						
#	Role Name	Role Type	Permissions Count	Allocated Count	Created Date	Settings
1	Super Admin	System	9	1	2021-11-12	View Permissions
2	Admin	System	9	1	2021-11-12	View Permissions
3	Search Evaluation Dashb...	Custom - Module Based	4	1	2021-11-26	View Permissions Edit X
4	Channel Based	Custom - Channel Based	7	2	2021-12-01	View Permissions Edit X
5	Live Monitoring Role	Custom - Module Based	3	1	2022-02-04	View Permissions Edit X

ADD NEW ROLE

On the top right corner, there is a link **Add New Role**. Clicking the link will open up a dialog.

Entering the name of the role will Create/Add a New Role. In addition, the Login/Super Admin Users need to select either Module-Based or Channel-Based role type using the radio option. Module-Based will be selected as shown in the following screenshot by default.

NOTE: Role type, once selected, cannot be changed, or modified.

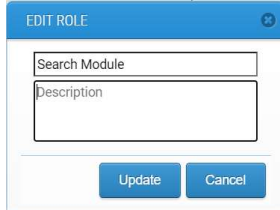
ADD NEW ROLE
✕

Module Based
 Channel Based

Save
Cancel

EDIT ROLE NAME

Clicking the Edit button will open up the dialog to the Edit Role name.



EDIT ROLE

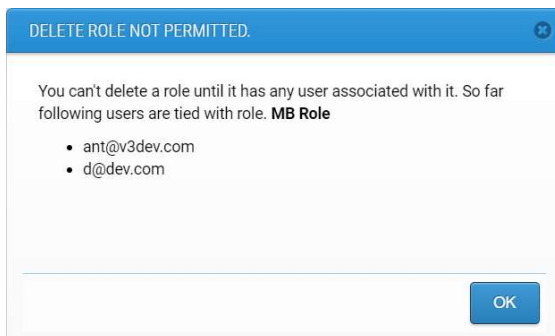
Search Module

Description

Update Cancel

DELETE A ROLE

1. Deleting a role is only permitted when the allocated User count is set to 0 (zero).
 - a. **NOTE:** Delete role functionality is specific to custom roles only. System-defined roles cannot be deleted.
2. If the role is associated with any of the Users, you cannot delete, and the following error message will appear.



DELETE ROLE NOT PERMITTED.

You can't delete a role until it has any user associated with it. So far following users are tied with role. **MB Role**

- ant@v3dev.com
- d@dev.com

OK

GET / VIEW ROLE PERMISSIONS

Clicking the View Permissions button will open up a dialog where all the permissions appear.



Created Date	Settings
2021-11-13	View Permissions
2022-02-08	View Permissions Edit
2022-02-09	View Permissions Edit
2022-02-09	View Permissions Edit
2022-02-09	View Permissions Edit
2022-02-09	View Permissions Edit

The enabled permissions will be checked.

ROLE PERMISSION TYPES

1. Module-Based Role Permissions

This type of permission is specific to the module/tab, and the channel listing is based on the User Group.

Here Users can enable/disable permissions to nine different modules.

1. Setup
2. Monitor
3. Search
4. Evaluation
5. Dashboard
6. Reports
7. IR Lite
8. IR Full
9. Save & Email

MODULE BASED PERMISSIONS

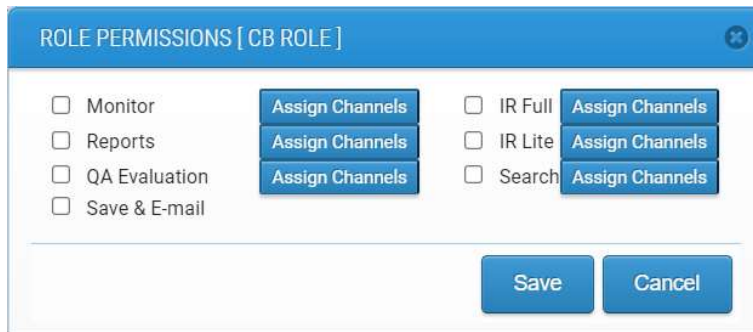
Module-based permissions dialog will look like the following.

The screenshot shows a dialog box titled "ROLE PERMISSIONS [MB ROLE]". It contains a grid of nine checkboxes, each with a corresponding module name. The checkboxes are arranged in two columns. The first column contains: Setup, Search, Dashboard, IR Lite, and Save And Email. The second column contains: Monitor, Evaluation, Reports, and IR Full. At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

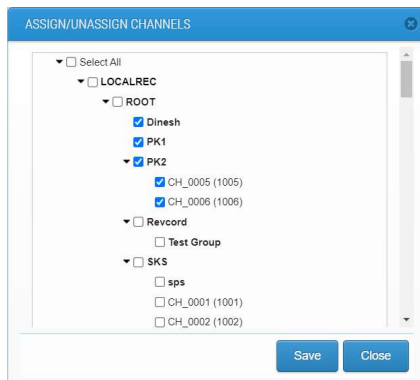
CHANNEL BASED ROLE PERMISSIONS

1. This type of permission is channel specific.
2. Here we grant permission to individual channels per-module basis.
3. We can select any number of channels for Monitor and any number of channels for the search. These numbers do not have to be the same.

The channel-based permission dialog will look like the following.

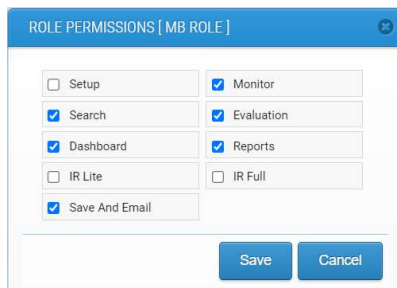


By clicking Assign Channels, we can select channels and grant Users permission to view.



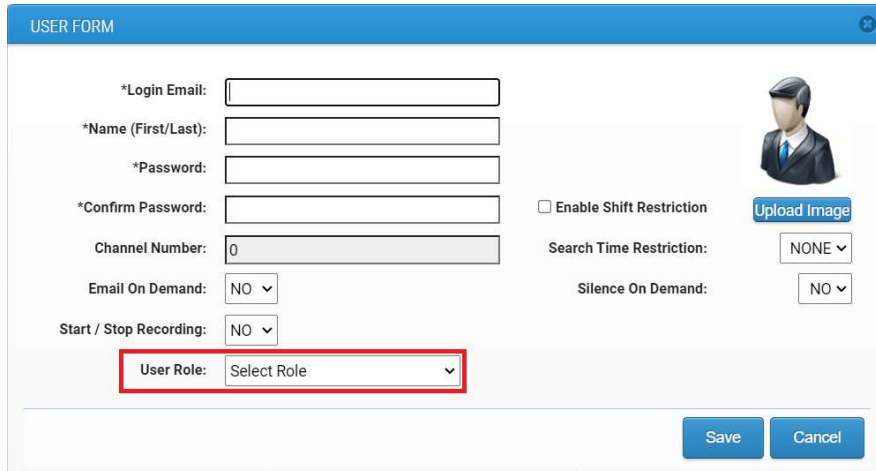
EDIT / UPDATE ROLE PERMISSIONS

On the permissions dialog, you can check or uncheck any permission and must click the Save button to apply those changes.



ASSIGN A ROLE TO A USER

On the User form, we have provided the ability to assign a role or modify a User's role.



The ability to assign roles will be available if and only if role-based access is enabled. For non-role-based, you cannot assign any Roles.

User permissions will change as soon as you save the changes to the User's role.

SETTINGS TO ENABLE ROLE-BASED ACCESS

For now, this option needs to be managed manually. Under the site.config, One can find the following key.

```
<IsRoleBasedAccessEnabled>true</IsRoleBasedAccessEnabled>
```

To enable set value to **TRUE**. To disable role-based access rights, set the value to **FALSE**.

NOTE:

1. EC is independent of this implementation.
2. IQ3 / IQ3 View, Revcell, and Invitation permissions are directly related to the User. So those need to be managed as of the current scenario. They will be on a User basis and will be managed from the permissions dialog.

MONITOR TAB

We call this area of the software Live Call Control. With Live Call Control, the User can do several tasks. In addition to monitoring live calls, with the click of a mouse, the User can insert silence for PCI Compliance, initiate Record on Demand, stop a call from recording, email a call automatically, tag calls for incident tracking with up to six customizable fields, and monitor channels for inactivity with alarms. Live Call Control also has Live Recall. With Live Recall, the User can now listen to live calls and rewind those calls on the fly.




“Real-Time Monitor” allows a User to choose any channel or group and listen to one or multiple conversations in progress. This is an excellent quality control and/or training tool.



Status	Channel	Group Name	Duration	Recorder
1	Channel : 1001 - Admin 1 CC	Admin	00:00:20	LOCAL REC
2	Channel : 1002 - Admin 2 CC	Admin	00:00:00	LOCAL REC
3	Channel : 1003 - Admin 3 CC	Admin	00:00:00	LOCAL REC
4	Channel : 1004 - CS 1 CC	Customer Service	00:00:14	LOCAL REC
5	Channel : 1005 - CS 2 CC	Customer Service	00:00:00	LOCAL REC
6	Channel : 2001 - User 1	ROOT	00:00:00	LOCAL REC
7	Channel : 2002 - User 2	Trunk - Fire	00:00:00	LOCAL REC
8	Channel : 2003 - User 3	ROOT	00:00:00	LOCAL REC
9	Channel : 2004 - User 4	Fire	00:00:00	LOCAL REC
10	Channel : 2005 - User 5	ROOT	00:00:00	LOCAL REC
11	Channel : 2006 - User 6	ROOT	00:00:00	LOCAL REC
12	Channel : 2007 - Channel Record	ROOT	00:00:00	LOCAL REC
13	Channel : 2008 - Sales Record	ROOT	00:00:00	LOCAL REC
14	Channel : 2009 - rec030	ROOT	00:00:00	LOCAL REC
15	Channel : 2010 - Pradeep Kumar	ROOT	00:00:00	LOCAL REC
16	Channel : 2011 - Pradeep Test42	ROOT	00:00:00	LOCAL REC
17	Channel : 2012 - Adam Reue	ROOT	00:00:00	LOCAL REC
18	Channel : 2013 - Lee Roy	ROOT	00:00:00	LOCAL REC
19	Channel : 2014 - Mike Hanter 103	ROOT	00:00:00	LOCAL REC

GENERAL USE

1. Click on the Monitor tab in the Main Menu.
2. Select the Channel(s) that you would like to monitor from the tree view. You can monitor a single channel if you are in Single-channel mode, or you can monitor multiple channels if you are in multi-channel mode.
3. Channels can be sorted by the Channel/Extension Number or status in Ascending or Descending order by clicking the corresponding column header.
4. Use the Counter checkbox to create a start/stop timer for inactive channels.
5. Select the desired channel(s) from the tree view. The selected Channels will appear on the channel status screen to the right of the tree. A row represents each Channel in the channel status grid.
6. Each row contains Status, Channel, Group Name, and Duration.

7. Active Channel status is represented by a  status icon. If a gray-colored status icon  appears against a channel, then the channel is inactive. A disconnected icon  will show a disconnected/offline channel.
8. The Duration column on the grid displays call time if the channel is active. If the channel is inactive, it shows no time.
9. To listen to a call in real-time, locate the desired Channel on the call status screen and double-click on the active channel. Remember that there will be a green icon displayed for an active channel. You may now listen to the conversation in real-time. If you want to listen to a different Channel, simply double-click on a different Channel's row. The new Channel will now be highlighted, and the live conversation will begin to play.
10. When a call begins, the player control panel becomes visible. Suppose you wish to stop listening to the call, press the "Stop" button. If the call is paused, the "Pause" button becomes the "Play" button. To resume listening, press the "Play" button.
11. In single-channel mode, a monitored live call will stop playing after double-clicking on another active channel.

Note: Multi-Channel Monitor and Continuous play will not work for IQ3 Channels.

LIVE PLAYER CONTROL PANEL



1. The "Pause" button will stop the selected channel(s) from playback. To resume, click the Play button. When you are in pause mode, the Player slider will move backward to preserve the time when monitoring was paused.
2. The "Stop" button will stop the active playback and channel. To monitor again, double click on the channel row.
3. Clicking the "Beginning of Call" button works as a Rewind mode. In this mode, the playback will start from the beginning of the live call, i.e., you can listen to the recorded portion of the live call.
4. The fast forward and rewind buttons work as standard fast forward and rewind in Rewind mode. Clicking on these buttons will move the playback position 6 seconds forward or reverse.
5. When in Rewind mode, clicking the "End of Call" button will move to live call, and rewind mode will stop functioning automatically.
6. Volume control is also provided under the player controls.

- Control the balance for VoIP calls by clicking on the balance icon. You can listen to only left or only right channels. This will only affect stereo/VoIP type recording, not digital or analog calls.

CONFIGURING LIVE MONITOR

A pop-up menu will appear after clicking on the settings button of the live player. All the settings related to live player email information can be configured here.

The following settings are available on the Settings pop-up.

- Multi-channel Monitor:** This is where you choose to listen to multiple channels in real-time.
- Continuous Play:** When this option is selected, the selected live channel will continue to play live audio even after the call is disconnected. The next call will automatically start playing.

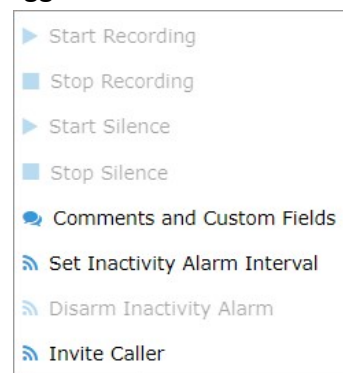
Note: This feature will not work for IQ3 Channels.

ADVANCED CONTROLS

Right-Clicking on any active or inactive channel on the monitor page will bring up a menu for that active call. These options are available based on channel triggers and channel state.

The menu has the following options:

- Start Recording
- Stop Recording
- Start Silence
- Stop Silence
- Comments and Custom Fields
- Set Inactivity Alarm Interval
- Disarm Inactivity Alarm
- Invite Caller (RevView/RVI)



START RECORDING

This area will be grayed out unless the trigger for this channel to start and stop recording is set for “Record on Demand” (ROD). If the trigger is a ROD trigger, this is one of the three ways you can start recording. The other two ways are through a DTMF code on the channel’s phone or through the Revcord Utility Client.

Selected calls will be recorded.

STOP RECORDING

This area will be grayed out unless the trigger for this channel to start and stop recording is set for "Record on Demand" (ROD). If the trigger is a ROD trigger, then this is one of the three ways to stop recording. The other two ways are through the DTMF code on the channel's phone or through the Revcord Utility Client. This is used to stop the recording that was initiated by the "Start Recording" command. This is also used to stop recording when enabling "Privacy on Demand" (POD). This area will be grayed out if the channel is not recording.

START SILENCE

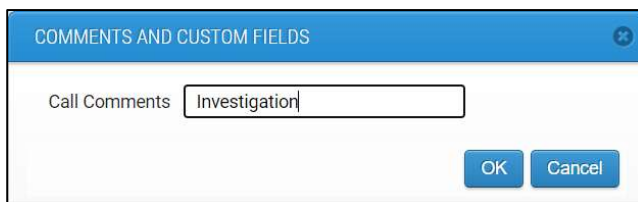
This is used if the User has "Silence on Demand" rights. This is used to insert silence into a call. Generally, this is used when accepting credit card numbers or other sensitive information, such as HIPAA data, that should not be recorded.

STOP SILENCE

This is to end the silence inserted with the "Start Silence" command.

COMMENTS AND CUSTOM FIELDS

Clicking on "Comments and Custom Fields" will bring up a pop-up window where a User can enter alphanumeric data into six customizable fields:



Note: There are six fields listed above that are customizable, and all the fields are searchable via the Search Tab. Data can be entered while the call is in progress or later searched.

INACTIVITY ALARM

At zero minutes, the Inactivity Alarm is disabled. There are three options that can provide a notification:

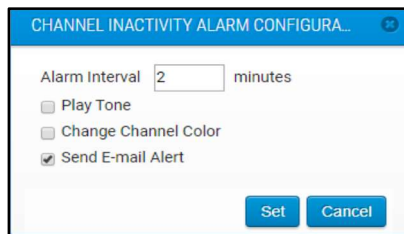
1. Playing a Tone.

2. The monitored channel's row color will turn red.
3. An email is sent to the email address of that agent that has privileges.

Note: When the inactivity alarm becomes visible, then you can disable it by right clicking the channel and then selecting the "Disarm" option from the menu.

CHANNEL INACTIVITY EMAIL NOTIFICATION

Channel inactivity notification will be sent to the agent's email address. For that the agent's email address needs to be configured. See the following image. The agent associated with a particular channel having the proper email address will receive the notification. E.g., after 2 minutes of channel inactivity, an email will be sent to the agent's email address.



LIVE RECALL

At the bottom of the screen, there is a Live Player, Click on the "Beginning of Call" button will put you in Live Recall (Rewind) mode.



If you press the "Beginning of Call" button, you will be able to go back and listen to the recorded portion of the call. Supervisors can use this to allow listening to the previous call data while a call is in progress to get "up to speed" on the incident.

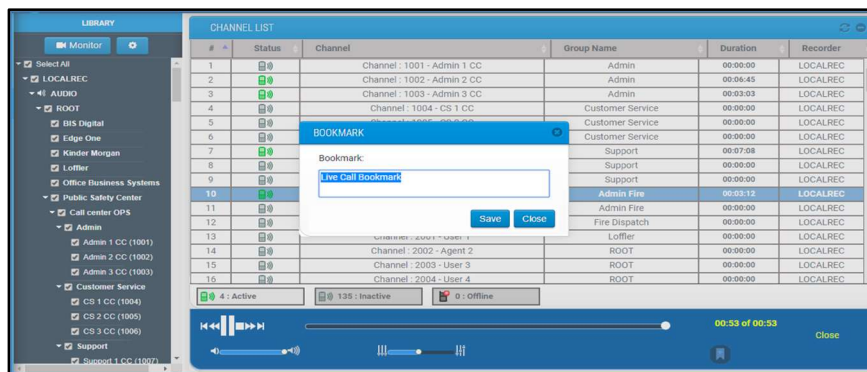
BOOKMARKING IN LIVE MONITOR

Bookmarking is a feature that enables Users to add, edit, and view the bookmarks related to a call. While live monitoring, you can only add bookmarks by clicking on the bookmark button available on the live player. To enable bookmarking on the live player, please make sure that you are in Single Channel mode. Uncheck the Multichannel monitor under settings to operate in single-channel mode.

ADDING A BOOKMARK TO A LIVE CALL

At any time during a Live Call, the User can click on the bookmark button. And add up to 300 characters of alphanumeric text in a bookmark. The call is bookmarked at the exact time the bookmark button is Clicked. A bookmark can be added if a call is in Live Monitor or in the Live Instant Recall module.

Note: Bookmarks CANNOT be made when in a Multichannel monitor.



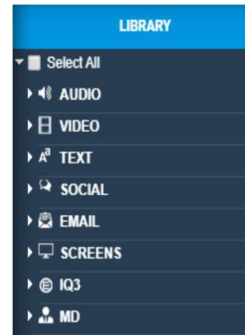
THE SEARCH TAB

Extensive search parameters allow you to request a wide range of calls. Your search may be as specific or as broad as you like. Calls are searchable by several criteria, including Agent ID, Date, Time, Number Dialed, Call Duration, or any other criteria that are a named column. Once you retrieve the desired call or list of calls, you may listen to the call(s) and control the playback using the Call Play Control Panel and save and email.

To access the Search Screen, click on the Search Tab in the Main Menu:

SEARCH BASICS

The Search Screen comes up by default on Login. It is divided into five areas. The first area to the left is the Group/Channel/User tree. This gives you the ability to search by Agent, by Channel, or by Group. You can drill down to subgroups or individuals.

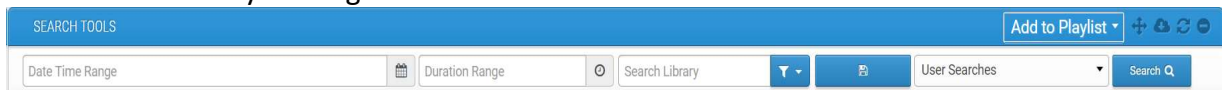


The second area displays the recorded calls and textual information (along with the IQ3 events) from a search. If the number of records is more than the search page size, then a paging bar is displayed at the bottom of the calls. You can easily move to any page by selecting the page number from the drop-down menu.

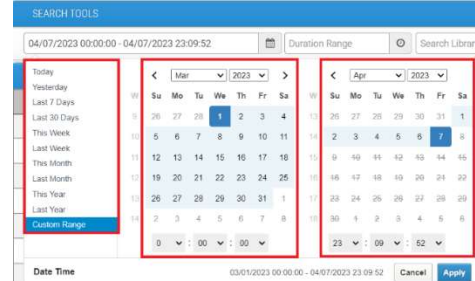
<input type="checkbox"/>	#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments
<input type="checkbox"/>	1	A'	1004	CS 1 CC	05-09-2019 16:58:23		Customer Service	
<input type="checkbox"/>	2		2143		05-09-2019 16:58:12	00:00:13	ROOT	
<input type="checkbox"/>	3		2141		05-09-2019 16:58:09	00:00:31	ROOT	
<input type="checkbox"/>	4	A'	1003	Admin 3 CC	05-09-2019 16:58:08		Admin	
<input type="checkbox"/>	5		1001	Admin 1 CC	05-09-2019 16:58:05	00:00:29	Admin	
<input type="checkbox"/>	6	A'	1004	CS 1 CC	05-09-2019 16:57:12		Customer Service	
<input type="checkbox"/>	7	A'	1002	Admin 2 CC	05-09-2019 16:57:09		Admin	
<input type="checkbox"/>	8		2142		05-09-2019 16:57:08	00:00:13	ROOT	
<input type="checkbox"/>	9		1005	CS 2 CC	05-09-2019 16:57:05	00:00:30	Customer Service	
<input type="checkbox"/>	10	A'	103	SMS Admin 1 Fire	05-09-2019 16:59:15		SMS Admin Fire	
<input type="checkbox"/>	11		404	Video Truck 2 Fire	05-09-2019 16:59:15	00:00:31	Video Truck Fire	
<input type="checkbox"/>	12		204	SMS Admin 2 Fire	05-09-2019 16:59:15	00:00:01	Social Admin Fire	
<input type="checkbox"/>	13		306	Fmail CC 2	05-09-2019 16:59:15	00:00:01	Fmail Call Center	

Showing 1 to 500 of 6,511 entries (filtered from 6,511 total entries) Previous 1 2 3 4 5 ... 14 Next

The third area under the main menu and to the top of the screen is setting basic search parameters. You can search by date, time, by day, by the hour and by giving minimum and maximum call durations. In addition to search parameters, you can also clear or uncheck the selected records by clicking the clear link.



Now the User can search with predefined dates. E.g. Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, and they also have the ability to set a custom date and time range.



GLOBAL SEARCH

A general search field called 'Search Library' searches for Meta Data Points. In this case, Users need not select any date parameters; if a date is selected, then search results will be within these parameters. To search globally for the following parameters, it is necessary that the Date, Time, and Duration not be selected:

- | | |
|------------------|--------------------|
| 1. Call Comments | 2. Custom Fields |
| 3. ANI/ALI Data | 4. Bookmarks |
| 5. Caller ID | 6. Dialed Number |
| 7. ANI Phone | 8. ANI Name |
| 9. Caller ID | 10. Talk Group |
| 11. File Name | 12. Channel Number |

The fourth area is the 'Player control panel,' which is at the bottom of your screen. It contains all standard controls for playback with some additional features provided by Revcord.



SEARCH PARAMETERS

1. By date and time over multiple months
2. By specific hour/minute segments
3. By call duration min/max
4. Advanced Search/Search Library
 - a. By channel name
 - b. By custom data fields (e.g., call comments, custom fields)
 - c. ANI/ALI data and Caller ID
 - d. Bookmarks

- e. Caller ID
- f. Dialed Number

Once you have selected the desired search parameters, click on the Search Button to begin your search. If your search is successful, a list of calls will appear on the screen. You may now search within this list and select specific calls for playback.

VIEWING SEARCH RESULTS

Once your search screen has been populated, you can begin to manipulate the search data:

1. You can sort the list in various ways by clicking on the columns at the top of the list.

Sort by Serial number (#), Group Name, Username, Channel Name, Channel, Start Time, Duration, etc. Once you click on the desired column, the list will sort automatically in ascending/descending order.



<input type="checkbox"/>	#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments	Caller Id / Dialed
--------------------------	---	------	-----------	--------------	------------	----------	------------	----------	--------------------

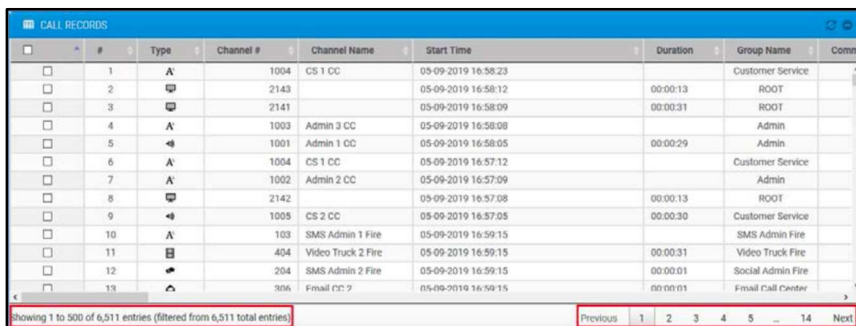
2. All columns are adjustable in width. Users can increase or decrease the width of the column in column settings.
3. If your search results are several pages long, you may use the page selection arrows to turn the page below the searched calls.



Showing 1 to 500 of 6,511 entries (filtered from 6,511 total entries)	Previous	1	2	3	4	5	...	14	Next
---	----------	---	---	---	---	---	-----	----	------

INCREASE WEBUI CALL COUNT

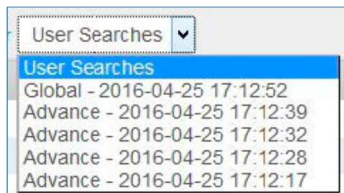
Augment the main Revcord call display window (search display) to display more calls within the scroll area. The previous implementation presented a maximum of 100 calls. The new implementation displays a maximum of 500 calls per page for web audio-compliant browsers.



<input type="checkbox"/>	#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments
<input type="checkbox"/>	1	A	1004	CS 1 CC	05-09-2019 16:58:23		Customer Service	
<input type="checkbox"/>	2	A	2143		05-09-2019 16:58:12	00:00:13	ROOT	
<input type="checkbox"/>	3	A	2141		05-09-2019 16:58:09	00:00:31	ROOT	
<input type="checkbox"/>	4	A	1003	Admin 3 CC	05-09-2019 16:58:08		Admin	
<input type="checkbox"/>	5	A	1001	Admin 1 CC	05-09-2019 16:58:05	00:00:29	Admin	
<input type="checkbox"/>	6	A	1004	CS 1 CC	05-09-2019 16:57:12		Customer Service	
<input type="checkbox"/>	7	A	1002	Admin 2 CC	05-09-2019 16:57:09		Admin	
<input type="checkbox"/>	8	A	2142		05-09-2019 16:57:08	00:00:13	ROOT	
<input type="checkbox"/>	9	A	1005	CS 2 CC	05-09-2019 16:57:05	00:00:30	Customer Service	
<input type="checkbox"/>	10	A	103	SMS Admin 1 File	05-09-2019 16:59:15		SMS Admin Fire	
<input type="checkbox"/>	11	A	404	Video Truck 2 Fire	05-09-2019 16:59:15	00:00:31	Video Truck Fire	
<input type="checkbox"/>	12	A	204	SMS Admin 2 File	05-09-2019 16:59:15	00:00:01	Social Admin Fire	
<input type="checkbox"/>	13	A	306	Fmail C? ?	05-09-2019 16:59:15	00:00:01	Fmail Call Center	

SAVE & LOAD USER SEARCHES

All the searches performed on the search page will remain cached for the entire User session. On the search page, a drop-down called "User Searches" has been provided. A list of all the searches performed by the logged-in User will be populated under the "User Searches" dropdown along with the timestamp.



Users can select any saved searches from the drop-down, and then individual results will be loaded on the search page. In the figure above, you can find that both the advanced and global searches are cached.

SAVING AND EXPORTING YOUR SEARCH RESULTS

Once a search has been completed, you can save or export the results of your search. On the top right corner, you can see a button named "Export Data." Click the Export Data button to export the current search results. You can export all the search call record information using the following choices:

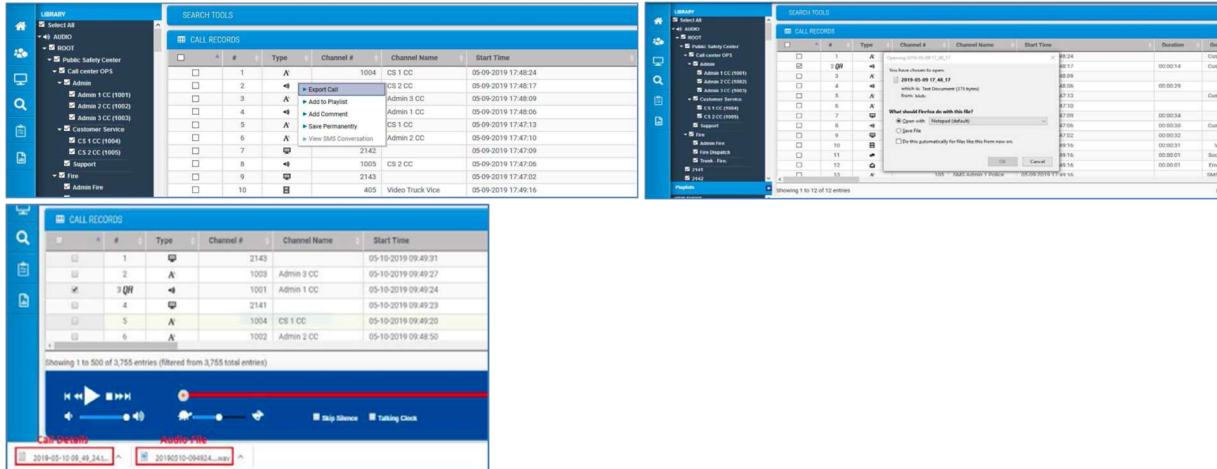
1. All Pages
2. Current Page
3. Selected Calls

The call data will be exported to an Excel file format and downloaded to the client's machine.

SAVE AND EXPORT

Users can now "Save and Export" a single call from the search page by selecting a call and right-clicking on it. You will then see the option 'Save and Export.' Clicking that button will save the selected call along with the call details (In Excel format).

Note: This feature will be available for a single call at a time.



CLEAR SELECTED CALLS AND SEARCH CRITERIA

The selected call can be unchecked on the search page, and search criteria can be cleared using a single “CLEAR” link. The “Clear” link is available on the Search page next to the “Search” button.



CALL PLAYBACK

Once you find the call you want to playback, double-click the first column on the line, and the call will begin to playback automatically. A checkmark will appear in the box to the left, and the line will become light blue. Use the Call Control Panel to fast forward, reverse, stop, pause, etc. If you want to select multiple calls, you may check the box next to each one. The system will only play one call at a time and in the order that you select them. The current selection will become dark blue. Once the current selection has finished playing, the following call-in line will begin.

CALL CONTROL PANEL

Revcord uses standard player controls. The Call Control Panel allows for additional features beyond standard audio review:

Play Speed – Press “Tortoise” to reduce speed. Press “Hare” to increase the speed. For average speed, move the white knob to the middle of the slider.



**PLAYER
TIME
DISPLAY**

When calls are played in the main Rcvcord display

“Save Call.” By clicking the save call button, Users can save the audio files (WAV or WMA format) to the Client machine. The exported WAV files can be edited and emailed as well as exported. WMA can only be emailed.



Settings have been provided for the talking clock option and email server settings.

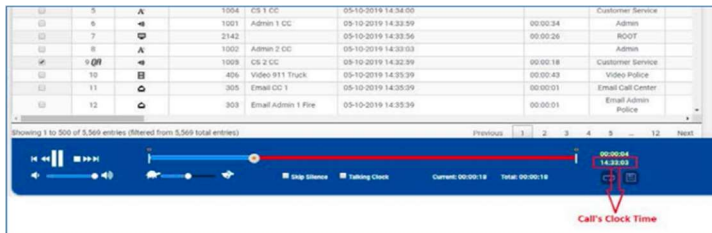


Segment Saving set/reset, and Loop set/reset button.



window (search window), a time display on the right side of the player shows the minutes and seconds of the call’s duration. This starts at 00:00 and increases as the call plays based on the current play location. A second-time display has been added in this window area. This second-time display shows the call’s clock time. This starts by displaying the call’s start time and increments, always showing the clock time of the current play location.

In the player area, the spacing of player objects has been adjusted for optimal viewing, wording has been simplified, and font sizes increased.

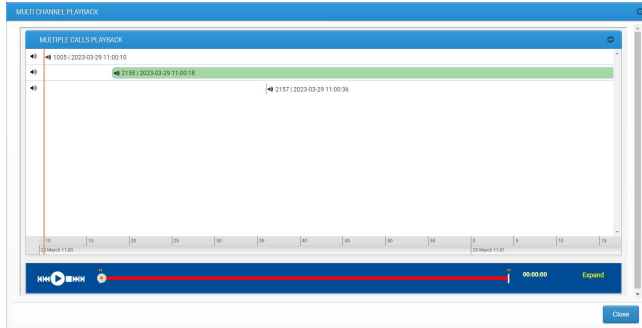


MULTIPLE CALLS PLAYBACK

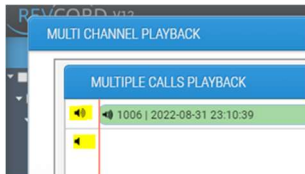
This is a new feature on the Search page and Search Calls page. Playback multiple calls simultaneously, same as in the Timeline view of the playlist.

Multiple Playback Button will be visible when more than one call is selected.

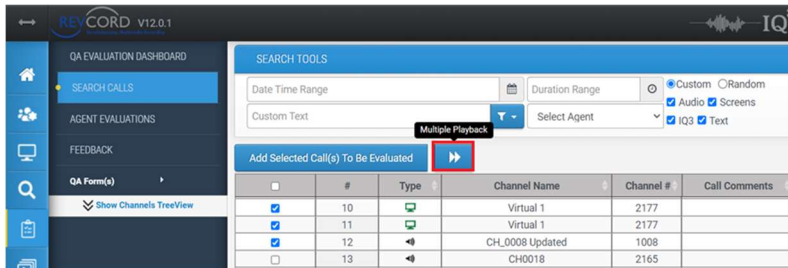
#	Type	Channel Name	Channel #	Call Comments	Start Time	Duration	Group Name	Call Tags	Caller
25	OH	New Channel 2	2157		03-29-2023 11:00..	00:00:00	ROOT		
26	OH	Added Latest	2158		03-29-2023 11:00..	00:00:00	ROOT		
27	OH	CH_1005	1005		03-29-2023 11:00..	00:00:00	PK2		
28	OH	CH_1006	1006		03-29-2023 10:59..	00:00:00	PK2		



The volume button on the left mutes/unmutes the particular calls. By default, all will be unmuted.

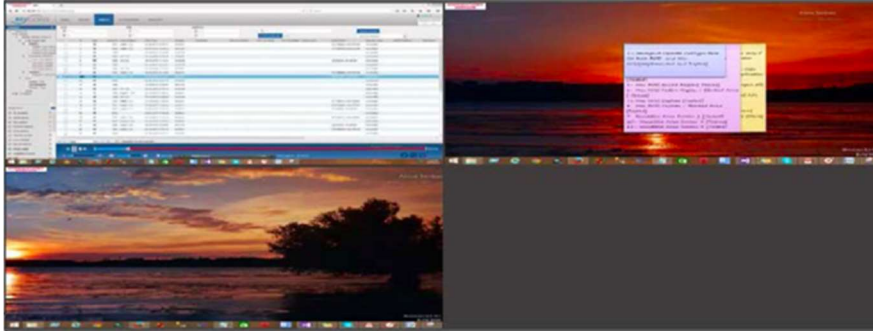


A similar feature is also on the Search calls page in the QA page.



SEARCH VIEW SCREEN PLAYBACK

The recorded screens are displayed on the search page with a screen symbol. Double-clicking the screen row will begin to play back screens automatically. The number of screens (up to 4) is based on the configurations used in screen recording applications. Once the screens have been recorded, then they will be available on WebUI for playback instantaneously.



QUAD VIEW FULLSCREEN

By default, when you play a screen, it opens the video player, which will take the entire search area (normal view). To move from quad normal screen view to quad full-screen view, double-click any of the playing items. The video player will go to full screen in quad mode. To switch from quad full-screen view back to quad normal screen view, press the escape button.

INDIVIDUAL FULLSCREEN

The Individual full-screen option is only available when you are playing screens in quad-view full-screen mode. To playback an individual screen in full-screen mode, double-click the quadrant you want to see as full-screen. Your quad full-screen view will become an individual full-screen view. To switch from individual full screen to quad full screen, just double-click the video playing as an individual full screen.

Pressing the escape button while playing in individual full-screen mode will make the individual full-screen to the individual normal screen. A small button called “Qview” will become visible in the bottom right corner. Clicking that button will switch the individual screen view to the quad-screen view.

SEARCH VIEW ITEM RETENTION

All call data is kept for a specified period; upon setup, you have a chance to adjust that period in increments of +/- 1 Day. This specified time period is known as the Retention Period.

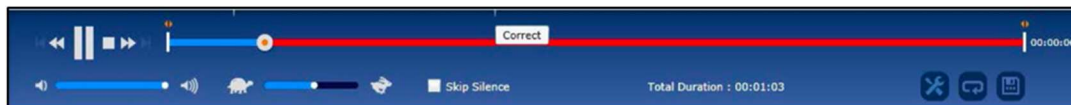
By default, the retention period is set to 365 days. You can change this amount with the Set-Up Representative on the day of Installation. To retain a specific audio call or screen, please check the respective checkbox under the column name “Retain.”

ADDING A BOOKMARK

The User can add a bookmark by right-clicking on the central slider knob. To add bookmarks on a playback, call at a specific location; please right-click on the middle knob of the slider or anywhere on the red-colored bar. A pop-up menu will appear. Enter the bookmark text, and click on the Bookmark button from the pop-up menu to save the bookmark. Bookmark text cannot be more than 300 characters.

VIEWING A BOOKMARK

After performing a search, a User can look at one or multiple bookmarks by clicking on the bookmark sign (small tick mark) on the Player. To view a bookmark, point the mouse pointer over the bookmark tick for a while. You will see a pop-up displaying bookmark text. Below is a screenshot of a call with multiple bookmarks.



EDITING A BOOKMARK

The User can also edit a bookmark by left or right-clicking on the bookmark tick. A pop-up will open that contains existing bookmark text. You can edit/update the text and click on the Bookmark button.

TALKING CLOCK

In the Settings area, there is a check box for Talking Clock. The Talking Clock is functional for those calls that have been saved. WAV or. WMA formats. The talking clock feature has only been associated with the Call Export/Save feature. If the Talking Clock is enabled, then the time information will be added before the actual call data on export.



TRANSCRIPTION WITH WORD SEARCH (STT)

The Revcord system transcribes calls from speech-to-text. The transcription text is fully searchable and filterable. For example, this feature allows Users to search for the word “gun,” and the Revcord system searches for all transcribed calls where that word was spoken.

Notes:

- The transcription feature is available only for the primary recorder in enterprise mode.
- Transcription is defaulted to Auto-Disabled.
- STT results will be parsed based on the timestamp, which can then be used to map.

Language and Punctuation Model: has been introduced in this release, which will give the following functionalities.

1. Segmentation into sentences from raw word sequences.
2. Punctuation of each sentence.
3. Its confidence.

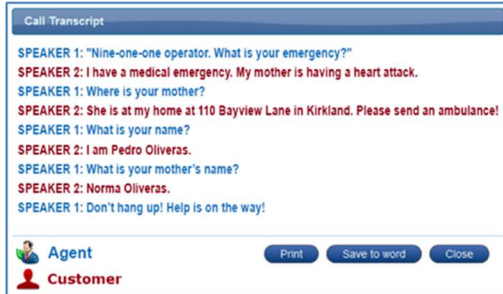
Scrub to the position of call: From the spoken word versus the duration of the call, the User can scrub to a specific point of that call when playback from the MMS ends.

Search calls by words: Search calls by words will be part of the results as in previous releases through the global search area in the search page UI.



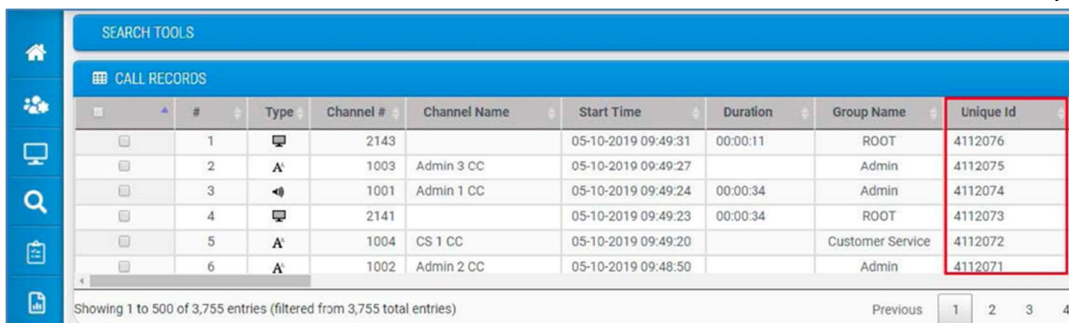
SPEAKER DIARIZATION

Speaker Diarization splits a call recording transcription into separate speakers when more than one speaker is detected. A new line is generated each time a different speaker is detected, with a corresponding timestamp.



CALL ID

Unique IDs are now displayable for every recorded call. These IDs make it easy for users to identify each exact call. The call ID is searchable, so the associated call can be found easily at any time.



#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Unique Id
1	(mic icon)	2143		05-10-2019 09:49:31	00:00:11	ROOT	4112076
2	A	1003	Admin 3 CC	05-10-2019 09:49:27		Admin	4112075
3	(mic icon)	1001	Admin 1 CC	05-10-2019 09:49:24	00:00:34	Admin	4112074
4	(mic icon)	2141		05-10-2019 09:49:23	00:00:34	ROOT	4112073
5	A	1004	CS 1 CC	05-10-2019 09:49:20		Customer Service	4112072
6	A	1002	Admin 2 CC	05-10-2019 09:48:50		Admin	4112071

THE QA EVALUATION TAB

Revcord QA Evaluation and Scoring Software are fully integrated into every voice recorder at no additional charge, providing a seamless interface to find, play, and evaluate calls, all from one browser interface. Multifaceted Quality Assurance (QA) Evaluation of agents and call takers provides thorough training and skills improvement resources and reports.

The IQ3 events can be evaluated by using the QA evaluation.

Features:

1. Seamless and fully integrated at no additional charge.
2. Easily select an agent's call and play it back while scoring and commenting.
3. Allows organizations to measure agents' call-handling characteristics.
4. Quantify the impact of workplace policies and procedures.
5. Detailed progress reports and performance trending through a simple reporting system.
6. Design an unlimited number of templates quickly and easily.

7. Security and group settings are already in place through full integration.
8. Simultaneous access by a security group that allows multiple supervisors and agents based on the security level to evaluate, score, and review QA Forms.
9. Multiple scoring and weighting options are available for each question.
10. Use audio clips and call commenting fields in answering questions.
11. Fully scalable to handle all agents that can access the logger.
12. Can be site-specific or enterprise-capable with a centralized database.
13. Review more calls in a fraction of the time compared to other scoring software.
14. Deliver objective evaluations of employee performance.

EVALUATION DASHBOARD

The evaluation dashboard is a User interface that shows a graphical representation of the status of the entire QA Evaluation module. The core components on the evaluation dashboard are Evaluations by status, Evaluations by a campaign, Evaluations by an evaluator, and Evaluations by Top Scorer. On each section of the evaluation dashboard, Users can see high-level processes and then drill down into low-level data (e.g., Score Id and evaluated score)

EVALUATION(S) BY STATUS

1. Click the QA Evaluation tab in the Main Menu
2. You will see an evaluation dashboard on the main screen. It displays different statuses of evaluations.
3. On the x-axis, you will find status, and on the y-axis, you can find the number of evaluations.
4. This bar chart is a graphical summary of all the evaluations being conducted.
5. It displays three different types of statuses.
 - a. In Progress
 - b. Completed
 - c. Closed

IN PROGRESS

An In-Progress evaluation represents the total number of evaluations that have been searched and then associated with the QA Evaluation Form by clicking the “Add Selected Call(s) to Be Evaluated”

button. An evaluation that has been started but not yet completed is In Progress. (E.g., Evaluator answers any three questions out of five questions.)

COMPLETED

An In Progress status evaluation will become a Completed status if the evaluator answers all the questions of the selected QA Form. (E.g., If the evaluator has answered 5 out of 5 questions, it is completed). A completed evaluation can be modified. An evaluator will be able to modify it until it is marked as Closed.

CLOSED

A completed status can be changed to closed status if and only if the evaluator selects a Completed evaluation and then clicks on “Mark as Closed.” The closed status can be assigned only if the evaluator has answered all the questions of the selected QA form. A closed evaluation cannot be modified.

EVALUATION(S) BY CAMPAIGN

The second type of chart on the dashboard displays all the published campaigns on the x-axis and the number of evaluations against each campaign on the y-axis. Clicking each column on “QA Evaluations by Campaign” will display the drill-down data. Please note that only published QA forms/Surveys will be available on the QA Evaluation by campaign dashboard.

EVALUATION(S) BY EVALUATOR

QA Evaluation by evaluator displays a list of evaluators along an x-axis, and the numbers of evaluations conducted by each evaluator are displayed along a y-axis. The ability to view drill-down data is also available on this chart. When you drill down, you can see the evaluation IDs along the x-axis and their evaluated score along the y-axis conducted by the evaluator.

EVALUATION(S) BY TOP SCORER

QA Evaluations by top scorers display a list of all scorers evaluated by any evaluator. It shows high-score achievers. X-axis data displays agents, and the score obtained by each agent is displayed along the y-axis. Upon drill down, you can see the evaluation IDs along the x-axis and their score along the y-axis.



MULTI-CALL EVALUATION STATISTICS

The QA Evaluation dashboard is extended, and the statistics about the multi-call evaluation are displayed in one of the quadrants.

It gives general statistics about the in-progress, completed, and closed evaluations individually and conducted under the multi-call evaluation.

CREATING A “QA EVALUATION” FORM

1. Click on the QA Evaluation tab in the Main Menu
2. Click on the “QA Form(s)” option from the menu on the left.
3. From the Sub Menu, click on “Design New QA Form” to open up the Create QA Form Page. There are three sections. Sections 1 and 2 are required, and section 3 is optional (if the selected section has a checkbox).



4. In the QA Form Name text box, enter a name for the QA form.
5. Select the Start and End dates to determine how long the QA Form will be available.
6. Check the “Has Section” check box if you want to create multiple sections for questions.
7. Check the “Activate after End Date” checkbox if you want to keep a QA Form active even after the End Date.
8. Click the “Save and continue” button.
9. In Step 2, Add a Question. There are three types of questions that can be added: Text, Single Choice, and Multiple Choices. You can rate Single and Multiple-Choice questions only, while the text questions have no weighting.

10. If “Has Section” is checked, then you will be able to move to Step 3. You can create a section and add questions to different sections.

The screenshot shows a web-based form interface for REVCORD. At the top, there are three steps: Step 1 (active), Step 2, and Step 3. Below the steps, there are three tabs: Basic Info (selected), Questions, and Sections. The 'Basic Info' section contains the following fields and options:

- QA Form Name: [Text input field]
- Fire Accident: [Text input field]
- Start Date: [Date picker showing 09/04/2019]
- End Date: [Date picker showing 09/20/2019]
- Has Sections:
- Active after End Date:

A blue button labeled 'Save and Continue' is located at the bottom right of the form.

TYPES OF QUESTIONS

There are three different types of questions available to create a QA Evaluation form.

1. Text Input
2. Single Choice
3. Multiple Choice

TEXT INPUT

A Simple question and a text box will be provided to answer the “Text Input” type question, and text input type questions have no rating.

SINGLE CHOICE

In Single choice questions, radio buttons are provided for the selection of an answer. The Evaluator can select only one answer from all the options available during conduction evaluation. Rating is mandatory for Single Choice questions.

MULTIPLE CHOICE

In multiple-choice questions, checkboxes have been provided. If you select multiple-choice questions while designing, all the options will be available on the evaluation form as a Checkbox. The Evaluator can choose more than one answer for a question. Rating is mandatory for Multiple Choice questions.

The screenshot shows a software interface for creating a QA evaluation form. At the top, it says "Question1: Single Choice, Not Saved". Below this, there is a text input field for the question: "Did the agent says welcome?". Underneath the question field is an "Options" section. The "Answer Type" is set to "Single Select". There are two options listed: "Yes" with a rating of "10" and "No" with a rating of "0". Each option has a radio button icon. At the bottom left, there is a "Save" button, and at the bottom right, there is an "Add Options" button.

LIST OF QA EVALUATION FORMS

1. Click on the QA Evaluation tab in the Main Menu
2. Click on the “QA Form(s)” on the menu.
3. Click on the “QA Evaluation Form(s) List” on the Sub Menu.
4. A list of all available QA Forms is available here.
5. You can edit, delete, or publish a QA Form.





























6. To edit or modify a QA Form, go to the QA Form and click on the Edit button under the “Action(s)” column.
7. To delete an Evaluation, click on the delete button under the “Action(s)” column.
8. To publish a campaign, click on the Publish icon under “Action(s)” column

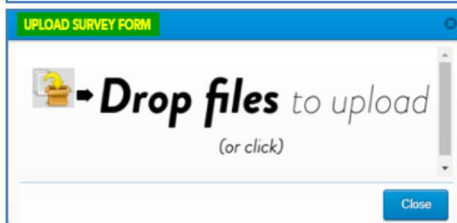
EDIT/DELETE PUBLISHED QA FORMS:

You have the ability to edit or delete the published QA forms. The published form can be edited multiple times, and after editing the form, the User should republish the form each time.

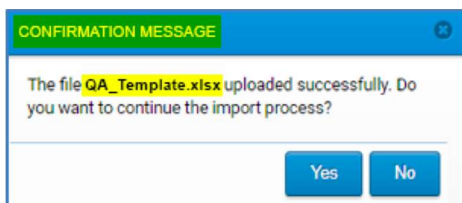
IMPORT/EXPORT QA FORMS

The ability to import QA Forms has been added to the Revcord Quality Assurance module. To import a QA Form, click on the “Import QA Form” link and upload the QA Form.

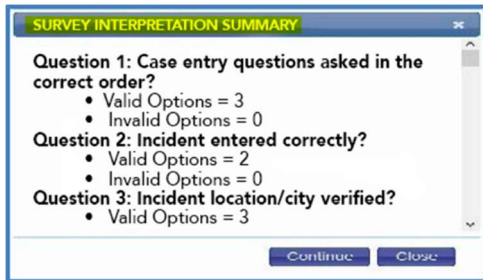
#	QA Form	Question(s)	Section(s)	Start Date	End Date	Publish Status	Action(s)
1	APCO - NENA QA Form: Call Taking for EMS Incidents	30	3	12-31-2016	12-31-2016	Published	   
2	APCO - NENA QA Form: Call Taking for Fire Incidents	25	3	12-31-2016	12-31-2016	Published	   
3	APCO - NENA QA Form: Call Taking for Police Incidents	31	3	12-31-2016	12-31-2016	Published	   
4	APCO - NENA QA Form Dispatching for EMS/Police/Fire Incidents	22	3	12-31-2016	12-31-2016	Published	   
5	Fire Accident	0	0	09-04-2019	09-20-2019	Not Published	   
6	V3 MMS	4	0	09-01-2019	12-31-2019	Published	   
7	Test QA	0	0	10-02-2019	10-31-2019	Not Published	   



When the file is successfully uploaded, a confirmation message will appear. Click on the YES button to continue.



After clicking on the YES button, the survey data interpretation process will begin. Once the data interpretation is successful, the User will see the “Survey Interpretation Summary” dialog. You will see all the questions and their valid/invalid options.



Clicking on the Continue button will insert the questions and their respective options in the database, and you will see the survey form list populate with the import survey name at the bottom.

To export a survey form, click the export button under the action(s) column. The exported survey form will be downloaded in a Microsoft Excel Format.

#	QA Form	Question(s)	Section(s)	Start Date	End Date	Publish Status	Action(s)
1	Programming Languages	3	0	02-01-2015	03-31-2015	Published	[Icons]
2	Test	3	2	05-13-2015	05-31-2015	Published	[Icons]
3	TEST TEST	5	0	12-02-2015	12-31-2015	Published	[Icons]
4	QM Evaluation Public Safety	11	3	06-04-2013	06-28-2013	Published	[Icons]
5	Law Enforcement Dispatch Case Review Evaluation	29	6	09-16-2013	12-31-2013	Published	[Icons]
6	Call Taker Case Review Evaluation	20	4	09-16-2013	12-31-2013	Published	[Icons]
7	Call Taker Case Review Evaluation TEST2	22	4	01-29-2016	04-29-2016	Published	[Icons]
8	SA	22	4	01-29-2016	04-29-2016	Published	[Icons]
9	SA Updated	24	5	02-19-2016	05-19-2016	Published	[Icons]
10	Test for Dashboard	1	0	02-16-2016	02-16-2016	Not Published	[Icons]
11	Test Survey Form	3	1	03-02-2016	06-02-2016	Not Published	[Icons]
12	Agent Review	24	5	03-17-2016	06-17-2016	Not Published	[Icons]

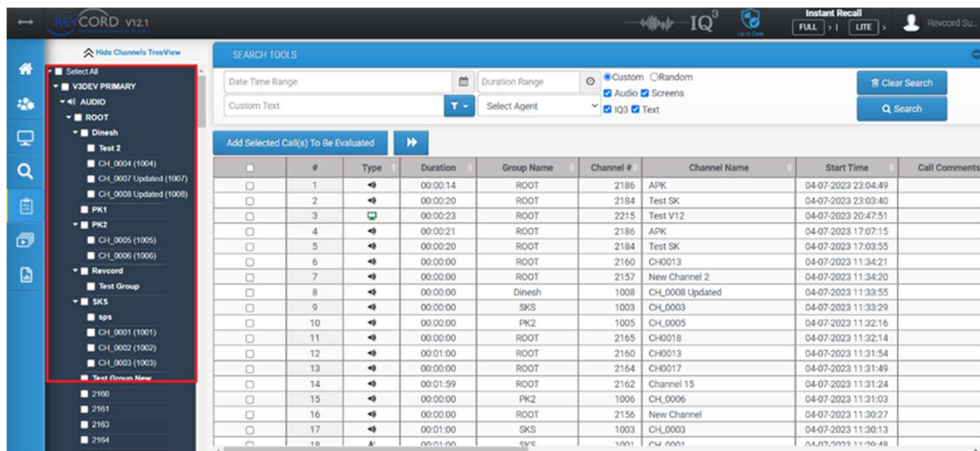
SEARCH CALLS

1. Click on the “Search Calls” link in the left-hand menu.
2. Search Type: There are two different search types available.
 - a. Custom Search: Custom Search will find all the calls according to the given criteria.
 - b. Random Search: Random Search will provide a random number of calls or a percentage of random calls based on given criteria.
3. Call Type: Users can search three different call types. I.e., Audio, Screens, IQ3 Events.
 - a. Audio: By default, the audio checkbox is selected. This will give you the ability to search audio calls.
 - b. Screens: By default, the screen checkbox is selected. This will give you the ability to search screens.

- c. IQ3: By default, the IQ3 checkbox is selected. This will give you the ability to search IQ3 events.
4. To clear the search criteria, click on the clear search button.
5. Click on the Search Button to search calls.
6. All calls matching the search criteria will be displayed in the main search inside the grid.
7. Select at least one or more calls for evaluation of an agent and click on the “Add Selected Call(s) to be evaluated” button.
8. “Select QA Form,” a pop-up menu will open. From the dropdown list, select the desired QA Form and click on the Continue button.
9. The selected calls will be added to the “Agents Evaluation” page.

QA SEARCH BY AGENT AND CHANNEL

Enhanced QA search supports the ability to search by agent and by channel.

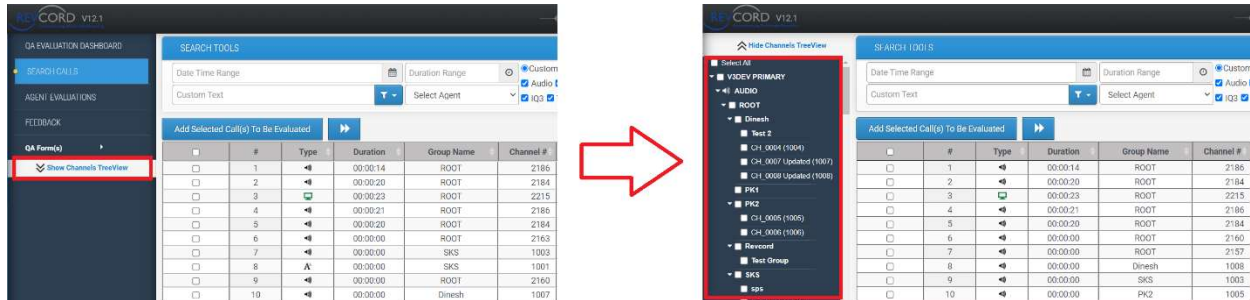


The screenshot shows the REVCORD v12.1 interface. On the left is a 'Hide Channels TreeView' sidebar with a tree structure of channels. The main area is titled 'SEARCH TOOLS' and includes search filters like 'Date Time Range', 'Duration Range', 'Custom Text', 'Select Agent', and 'IQ3 Text'. Below the search tools is a table with columns: #, Type, Duration, Group Name, Channel #, Channel Name, Start Time, and Call Comments. The table contains 19 rows of call data.

#	Type	Duration	Group Name	Channel #	Channel Name	Start Time	Call Comments
1	🔊	00:00:14	ROOT	2186	APK	04-07-2023 23:04:49	
2	🔊	00:00:20	ROOT	2184	Test SK	04-07-2023 23:03:40	
3	🔊	00:00:23	ROOT	2215	Test V12	04-07-2023 20:47:51	
4	🔊	00:00:21	ROOT	2186	APK	04-07-2023 17:07:15	
5	🔊	00:00:20	ROOT	2184	Test SK	04-07-2023 17:03:55	
6	🔊	00:00:00	ROOT	2160	CH0013	04-07-2023 11:34:21	
7	🔊	00:00:00	ROOT	2157	New Channel 2	04-07-2023 11:34:20	
8	🔊	00:00:00	Dinesh	1008	CH_0008 Updated	04-07-2023 11:33:55	
9	🔊	00:00:00	SKS	1003	CH_0003	04-07-2023 11:33:29	
10	🔊	00:00:00	PK2	1005	CH_0005	04-07-2023 11:32:16	
11	🔊	00:00:00	ROOT	2165	CH0018	04-07-2023 11:32:14	
12	🔊	00:01:00	ROOT	2160	CH0013	04-07-2023 11:31:54	
13	🔊	00:00:00	ROOT	2164	CH0017	04-07-2023 11:31:49	
14	🔊	00:01:59	ROOT	2162	Channel 15	04-07-2023 11:31:24	
15	🔊	00:00:00	PK2	1006	CH_0006	04-07-2023 11:31:03	
16	🔊	00:00:00	ROOT	2156	New Channel	04-07-2023 11:30:27	
17	🔊	00:01:00	SKS	1003	CH_0003	04-07-2023 11:30:13	
18	🔊	00:01:00	SKS	1003	CH_0003	04-07-2023 11:30:08	
19	🔊	00:01:00	SKS	1003	CH_0003	04-07-2023 11:30:03	

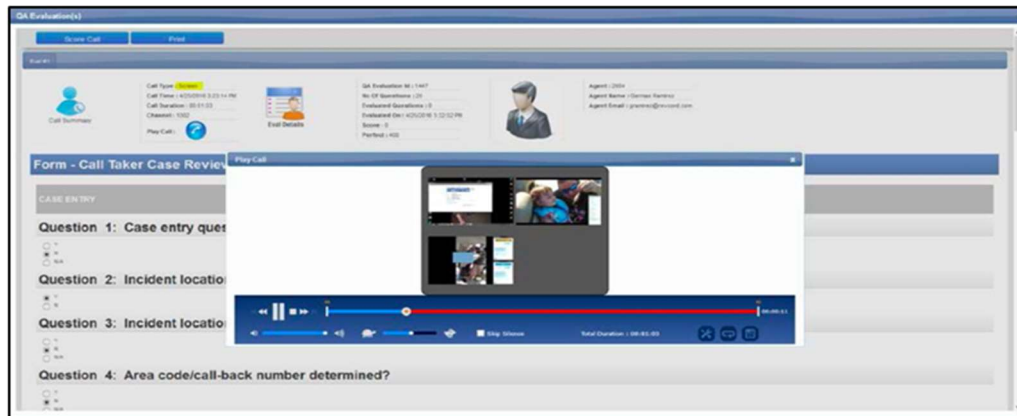
SHOW CHANNELS TREE VIEW

List Search Calls of QA Evaluation by clicking the button “Show Channels TreeView,” you can now view the tree channel and do an advanced search by selecting the channels. Again, by clicking on the “Hide Channels TreeView” button, it will go back to normal view.



EVALUATE A SCREEN

You can evaluate an agent based on his recorded screen. You can see the actual activity of an agent during a conversation between the agent and a caller. Select the screen of your choice from the “Search Calls” page and add them for evaluation. It is the same way in audio calls; you can playback a screen and evaluate on the “Agents Evaluations” page.



Note: You will have the ability to playback the recorded screen in full-screen mode.

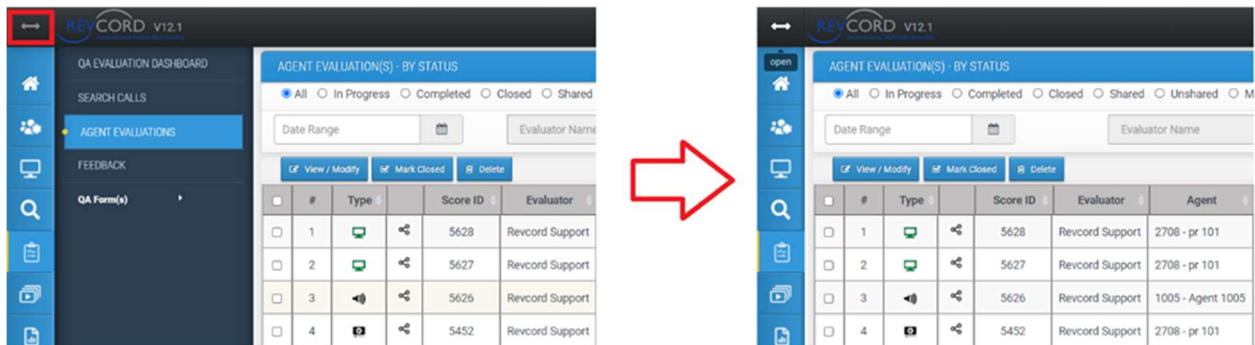
AGENTS EVALUATIONS

All the redundancies of the quality assurance module have been eliminated by introducing a single page named “Agents Evaluation.” Here, you can filter the evaluations by the evaluation status, search evaluation(s), perform certain actions like View Evaluation, Edit or Modify an evaluation, delete, share, unshared, mark closed an evaluation, and reject a completed evaluation.

SHOW/HIDE LEFT PANEL

The button shown here can be clicked to hide the left panel of the Agent Evaluation in QA Evaluation.

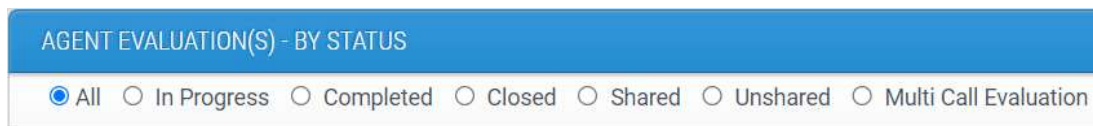
By clicking on the button, you are now able to view the content at the full browser width. Clicking the button again will go back to the standard view.



FILTER BY EVALUATION STATUS

On top of the Agents Evaluation page, a filter bar has been added to filter evaluations by status. Users can filter evaluations based on their evaluation status. By default, all of the evaluations will be displayed upon the “Agents Evaluation” page load.

1. Select the “All” radio button from the filter bar to view all the evaluations by status.
2. To view “In Progress” evaluations, select the “In Progress” radio button.
3. To view “Completed” evaluations, select the “Completed” radio button.
4. To view “Closed” evaluations, select the “Closed” radio button.
5. To view “Shared” evaluations, select the “Shared” radio button.
6. To view “Unshared” evaluations, select the “Unshared” radio button.
7. To view “Multi Call Evaluation” evaluations, select the “Multi Call Evaluation” radio button.



All

All evaluations will be displayed by clicking the “Agents Evaluation” link in the left-hand menu. By default, Users will be able to see all evaluations with respect to status.

AGENT EVALUATION(S) - BY STATUS									
<input checked="" type="radio"/> All <input type="radio"/> In Progress <input type="radio"/> Completed <input type="radio"/> Closed <input type="radio"/> Shared <input type="radio"/> Unshared <input type="radio"/> Multi Call Evaluation									
Date Range		Evaluator Name		QA Form		Select Agent		Min	
<input type="checkbox"/> View / Modify <input type="checkbox"/> Mark Closed <input type="checkbox"/> Delete									
#	Type	Score ID	Evaluator	Agent	Call Date	Duration	QA Form		
1		5628	Revcord Support	2708 - pr 101	09-19-2022	00:00:59	test 3		
2		5627	Revcord Support	2708 - pr 101	09-19-2022	00:00:30	test 3		
3		5626	Revcord Support	1005 - Agent 1005	10-13-2022	00:00:59	HIPPA		
4		5452	Revcord Support	2708 - pr 101	09-19-2022	00:00:37	asdfsdf		
5		5451	Revcord Support	1003 - Agent 1003	09-20-2022	00:02:57	APCO - NENA QA Form: Call Taking for Fire Incidents		
6		5448	Revcord Support	Revcord Support	09-20-2022	00:02:28	Dinesh MT Test		
7		5447	Revcord Support	Revcord Support	09-20-2022	00:00:59	Dinesh MT Test		

IN PROGRESS

To view the “In Progress” evaluations, select the “In Progress” button to filter the “In Progress” evaluations. “In Progress” evaluations will be displayed on the screen. Such evaluations have been scored partially. For example, say 3 out of 5 questions have been answered.

1. An “In Progress” evaluation can be edited or modified.
2. It can be shared and unshared with other evaluators.
3. Evaluators can delete any “In Progress” evaluation.
4. “In Progress” evaluations cannot be emailed.

COMPLETED

To view the “Completed” evaluations, select the “Completed” button to filter evaluations whose questions have been answered. i.e., The Evaluator has scored all the questions.

1. A completed evaluation can be edited and modified.
2. It can be shared and unshared among other evaluators.
3. Evaluators can delete any completed evaluation.
4. Only a completed evaluation can be marked as “Closed.”
5. “Completed” evaluations cannot be emailed.

CLOSED

1. To view the Closed Evaluations, first filter by selecting the “Closed” button.
2. A closed evaluation can only be viewed.
3. Evaluators cannot Edit or Modify the closed evaluation.
4. Evaluators can reject a closed evaluation.

5. A closed evaluation can be emailed to the associated agent for evaluation feedback.

SHARED

Evaluators can rate the validity of shared evaluations as a method of quality assurance. Shared Evaluations are those which can be shared among all other Evaluators. Any Evaluator who has the right to access the QA Evaluation tab can share their evaluations with other evaluators. Shared evaluations can increase and improve the quality of the evaluation process and can also remove weaknesses and mistakes. To share any evaluation, you can follow the following procedure:

1. To view the Shared Evaluations, first filter by selecting the “Shared” button.
2. A shared evaluation can only be viewed.
3. A shared evaluation cannot be modified.
4. A shared evaluation can be emailed to the associated agent if it has already been marked as closed.

UNSHARED

1. To view the Unshared Evaluations, first filter by selecting the “Unshared” button.
2. A closed evaluation can only be viewed.
3. Evaluators cannot Edit or Modify the closed evaluation.
4. Evaluators can reject a closed evaluation.
5. A closed evaluation can be emailed to the associated agent for evaluation feedback.

MULTI CALL EVALUATION

1. To view the Multi Call Evaluations, first filter by selecting the “Multi Call Evaluations” button.
2. A closed evaluation can only be viewed.
3. Evaluators cannot Edit or Modify the closed evaluation.

SEARCH A CLOSED EVALUATION BY EVALUATOR NAME

Users of the quality assurance module can search for a closed evaluation by an evaluator name. To perform such a search by evaluator name, please complete the following steps.

1. On the “Agents Evaluation” page, click on the “Closed” button to search filters for closed evaluations.
2. Enter the evaluator's name in the “Evaluator Name” text box and click on the search button.
3. You will find the result of your search if any evaluation matches the search criteria.

EMAIL A CLOSED EVALUATION

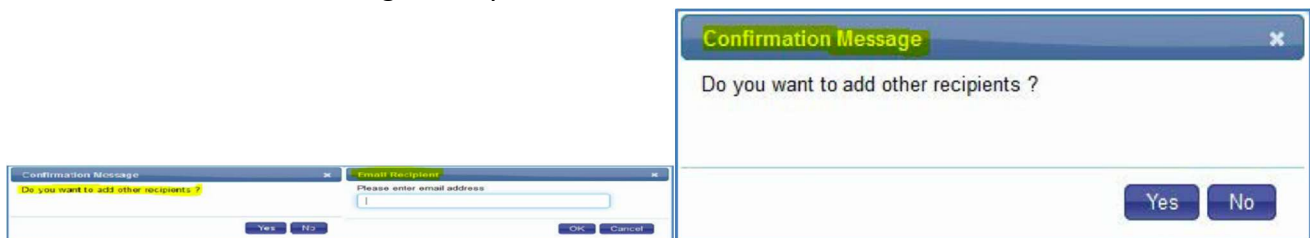
This functionality is only specific to closed evaluations. To email a closed evaluation, select it from the list and click on the view link under the action(s) menu. The evaluation screen will appear. Prior to clicking the email, make sure the evaluation is already associated with an agent and “Agent Email” is appropriate.



To email a closed evaluation, complete the following procedure.

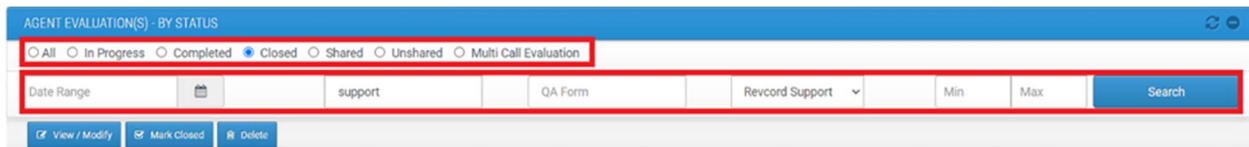
1. On the “Agents Evaluation” page, filter by closed evaluations.
2. Select the evaluation you want to email and click on the “View” button in the action bar.
3. An evaluation pop-up screen will appear.
4. Click on the email button, and a pop-up menu will open, asking to add another recipient. To add another recipient, click on the YES button and enter the email address of other recipients.
5. Click the No button if you intend to email the evaluation to the associated agent only.

The Evaluator needs to then click on the email button. It will open the following confirmation dialog box. If you want to add other recipients, click the yes button. Otherwise, clicking the No button will email the evaluation to the agent only.



SEARCH EVALUATION

On the “Agents Evaluation” page, Users can perform a search based on multiple search criteria. You are able to search by Date/Time, Evaluator Name, Agent Name, Min/Max Score, QA Form, Shared/Unshared in the following categories All/Progress/Completed/Multi Call Evaluation.



ACTION(S) BAR

On the “Agents Evaluation” page, there are multiple actions that can be completed either on single or multiple selected evaluations.



To perform row-level actions, a column titled “Action(s)” has also been provided with all evaluations. Users can view or edit an evaluation, delete or reject an evaluation, or “Mark Closed” an evaluation.

VIEW/MODIFY AN EVALUATION

1. Click on the “Agents Evaluation” link on the left menu.
2. To modify an evaluation, select “View/Modify” at the top or click the edit image button under the action(s) column.
3. An Evaluate pop-up menu will open. Modify the score and save the evaluation by clicking the “Score Call” button.

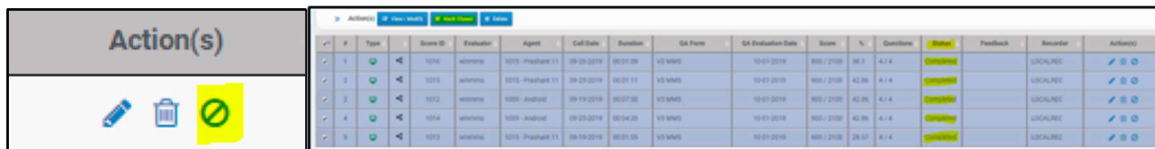
“MARK CLOSED” AN EVALUATION

To finalize the evaluation process, only completed evaluations can be marked as closed. First, filter the completed evaluations on the “Agents Evaluation” page by selecting the “Completed” button.

1. An evaluation can be marked as closed only if all the fields/questions in the QA form are scored.

- To mark one or more evaluations as closed, select the evaluations and click on the “Mark Closed” link. You should have answered all the questions before marking an evaluation as “Closed.”
- Once an evaluation is marked as closed, it will be available when filtering based on “Closed Evaluations.”
- The evaluator will not be able to Edit or Modify the closed evaluation.
- A closed evaluation can be rejected by selecting and clicking the reject button (trash icon) in the action bar.

Another way to “Mark Closed” an evaluation is to click the mark closed button under the “Action(s)” menu. This will work for the evaluations having completed status.



DELETE AN EVALUATION

Any evaluation having an “In Progress” or “Completed” status can be deleted. Users can perform the delete evaluation operation by selecting one or multiple evaluations and then clicking on the delete trash icon in the action bar.

#	Type	Score ID	Evaluator	Agent	Call Date	Duration	QA Form	QA Evaluation Date
1		1185	admin	admin	09-26-2019	00:07:56	APCO - NENA QA Form: Call Taking for EMS Incidents	09-27-2019
2		1184	admin	1001 - Agent 1001	09-26-2019	00:04:00	APCO - NENA QA Form: Call Taking for EMS Incidents	09-26-2019
3		1181	admin	Agent 1	09-22-2019	00:05:57	APCO - NENA QA Form: Call Taking for Police Incidents	09-24-2019
4		1180	admin	1011 - Agent 1011	09-15-2019	00:07:55	APCO - NENA QA Form: Call Taking for EMS Incidents	09-20-2019

Another option to delete an evaluation operation is to click the trash icon under the Actions column beside the evaluation. This will delete one evaluation.



ASSOCIATE AN AGENT WITH THE EVALUATION

On the evaluation screen, the ability to associate an agent has been provided. A list of pre-configured agents will be available. To associate an evaluation with an agent, complete the following steps.

1. On the “Agents Evaluation” page, select any evaluation by clicking on the checkbox and clicking the view/modify button in the action(s) bar.
2. The Evaluation screen will then open. If the evaluation is not associated, you will see a drop-down list of all the available agents.



3. From the drop-down list, select an agent.
4. After selecting an agent, the specific evaluation will be associated with the selected agent.
5. Once the evaluator has marked the evaluation as closed, agents will see the evaluation after logging in. They will then be able to provide feedback to the supervisor.

MULTI CALL EVALUATION

SELECTION OF MULTIPLE CALLS FOR EVALUATION

On the search page, select more than one call using the checkbox and click on any of the QA image buttons. A confirmation will appear in a popup screen, as shown below.

CALL RECORDS							
<input type="checkbox"/>	#	Type	Channel Name	Channel #	Call Comments	Start Time	Duration
<input checked="" type="checkbox"/>	27	QA	CH_0003	1003		03-29-2023 11:27...	00:00:00
<input checked="" type="checkbox"/>	28	QA	Added Latest 2	2159		03-29-2023 11:26...	00:00:30
<input checked="" type="checkbox"/>	29	QA				03-29-2023 11:26...	00:00:00
<input type="checkbox"/>	30					03-29-2023 11:26...	00:00:00
<input type="checkbox"/>	31					03-29-2023 11:25...	00:00:30
<input type="checkbox"/>	32	A				03-29-2023 11:25...	00:01:00
<input type="checkbox"/>	33		New Channel	2156		03-29-2023 11:25...	00:00:00
<input type="checkbox"/>	34		CH_0002	1002		03-29-2023 11:25...	00:00:30

CONFIRMATION MESSAGE

Are you sure you want to do multi-call evaluation of the selected calls?

Click the YES button to add multiple call evaluations. The following screen will appear. The user needs to enter name, comments and select a QA Form from the drop-down list.

SAVE MULTI-CALL EVALUATION

Multi-Call Evaluation Name


Comments

-- Select Form --

Click the Save button to insert all the evaluations into multi-call evaluation.

MULTI CALL EVALUATION – AGENTS EVALUATION PAGE

The newly created evaluation will be listed under the “Multi Call Evaluation” section on the agents' evaluation page.

AGENT EVALUATION(S) - BY STATUS					
<input type="radio"/> All <input type="radio"/> In Progress <input type="radio"/> Completed <input type="radio"/> Closed <input type="radio"/> Shared <input type="radio"/> Unshared <input checked="" type="radio"/> Multi Call Evaluation					
Date Range 					
#	Name	Comments	Status	Evaluator	QA Form
1	Score	test new	Completed	Revcord Support	Hospital Form
2	MCE-0	SA-0	InProgress	Revcord Support	APCO - NENA QA Form: Call Taking for EMS Incidents

All the multi-call evaluations are listed under “multi-call evaluation” section. The following attributes/columns are displayed.

1. Name of Multi-Call Evaluation
2. Comments
3. Status
4. Evaluator Name
5. Associated QA Form Name
6. Created Date
7. Number of calls associated with the multi-call evaluation.

MAIN FUNCTIONALITIES

1. View / Edit Multi Call Evaluation
 - a. This is the screen where all the details about the multi-call evaluation are displayed. In addition, the details about selected calls are displayed.
 - b. Users can score the evaluation.
 - c. Only one evaluation score is needed, and the rest of the selected calls will have the same score and be handled in stealth mode.

QA EVALUATION(S)

Score Call Print

Eval #1

Title : MCE-0	No Of Questions : 30	#	Type	Channel #	Start Time	Duration	Action(s)
Comments SA-0	Evaluated Questions : 4	1	🔊	1006	9/20/2022 6:11:42 AM	00:00:29	🔍
Survey Title : APCO - NENA QA Form: Call Taking for EMS Incidents	Evaluated On : 9/20/2022 6:15:27 AM	2	🔊	1003	9/20/2022 6:08:05 AM	00:02:57	🔍
Evaluator Name : Revcord Support	Score : 230						
No. of Evaluations : 2	Perfect : 1722.5						

Form - APCO - NENA QA Form: Call Taking for EMS Incidents

Interview Questions

Question 1: Type the following: Calltaker's Name - CAD/RD Number - Evaluator's Name - Date and Time of Call -

Robert

Question 2: Type the following: Nature of Call - Address of Call -

2. Delete Multi-Call Evaluation

- a. A confirmation appears, and the respective multi-call evaluation is deleted permanently.

PRINTING QA EVALUATION FORM

1. Open the evaluation form by selecting the "Agents Evaluation."
2. Select the evaluation that needs to be printed. Click on the "View" button.
3. A window will be displayed. Click on the print button.
4. The evaluation form will be displayed in the window as shown below:
5. Click on the "Print" button. It will show the preview of the form which has been selected for printing, as shown below. Also, the print dialog box appears on the screen, where you can select the printer and set other printing options.

4/9/23, 1:28 AM admin@revcord.com

REVCORD
Revolutionizing Multimedia Recording

Event Type : Audio User : Revcord Support Event Time : 00:00:59

Evaluation Details:

QA Evaluation Id : 5447 No Of Questions : 3 Evaluated Questions : 3 Evaluated On : 9/20/2022
1:09:04 AM Score : 10 User : admin@revcord.com User Name : Revcord Support Agent Email :
admin@revcord.com

Form - Dinesh MF Test

Question 1: Name

Question 2: Gender
 Male
 Female
 Transgender

Question 3: Call Responded?

Comments

Call completed with no issues.

admin@revcord.com 5/1

Print 1 sheet of paper

Destination

Pages

Layout

Color

More settings

EVALUATION FEEDBACK

The ability to log in agents and provide feedback regarding their conducted evaluation is done from the Evaluation screen.

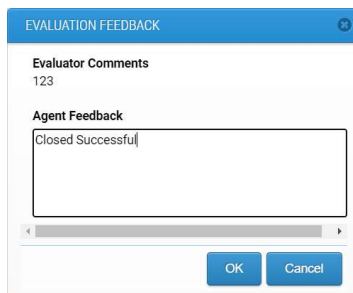
From the Login page, agents will enter their credentials and will be redirected to the feedback page. Following are the actions that can be performed on the feedback page.

1. Agents can playback the calls (audio/screens) associated with the evaluation.
2. Agents can view the evaluator's comments and evaluate the score, average, and added feedback.
3. Agents can add the evaluation feedback. Feedback will be sent to the respective evaluator via email.



Type	Score ID	Evaluator	Call Date	Duration	QA Form	QA Evaluation Date	Score	%	Questions	Feedback
🔊	5448	Revcord Support	09-20-2022	00:02:28	Dinesh MT Test	09-20-2022	10 / 10	100	3 / 3	Feedback
🔊	2353	Revcord Support	09-08-2022	00:00:00	test 3	09-09-2022	100 / 100	100	1 / 1	Feedback
🔊	2296	Revcord Support	09-05-2022	00:00:30	Hospital Form	09-09-2022	10 / 30	33.33	2 / 2	Feedback

4. Click the feedback link under the feedback column to add feedback to any evaluation. The following dialog box will appear. Add feedback and then click on the OK button. Added feedback will be saved and sent to the respective evaluators via email.



EVALUATION FEEDBACK

Evaluator Comments
123

Agent Feedback
Closed Successful

THE PLAYLIST TAB

A Playlist is a recreation of an incident or scenario. A User can create their own Playlist and add audio, video, screens, social, text, emails, and even third-party material (e.g., photographs)

PLAYLIST FEATURE UPGRADE

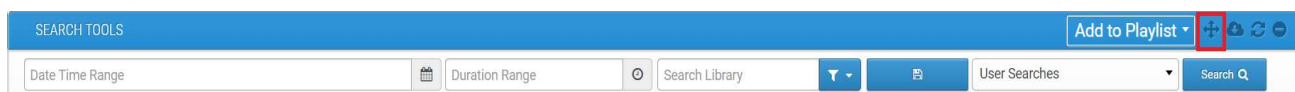
Feature Specifications

Users can add calls and other items to a playlist by drag and drop feature, along with the split screen implementation, which is given below.

1. The user can load all the playlist names in a drop-down on top of the split screen.
2. The user can fetch and load existing playlist items and display them on the left side of the split screen.
3. Users can display search page selected calls on the right side of the split screen.
4. The user can drag and drop calls to playlist items and deal with multiple calls dragging and dropping.
5. The user can delete any of the existing playlist items.
6. Save playlist items in bulk by clicking the save button.

Split Screen Mockup

Once the user clicks the Drag and Drop Icon in the Search Tool Right side top menu, the Split screen will open in an entire window. By pressing the escape key, the user can close the split screen and return to the search page. Here is the mockup of the split screen.



ADD TO PLAYLIST

Vessel Select All Reset

Playlist Items						
#	Type	Channel #	Channel Name	Start Time	Duration	Action(s)
1		0		2022-09-15 18:46:36	00:01:26	<input type="button" value="Delete"/>
2		0		2022-09-15 18:41:52	00:00:44	<input type="button" value="Delete"/>
3		0		2022-09-15 18:33:58	00:02:26	<input type="button" value="Delete"/>
4		0		2022-09-15 18:33:19	00:00:20	<input type="button" value="Delete"/>
5		0		2022-09-15 18:32:25	00:00:30	<input type="button" value="Delete"/>

Calls To Add In Playlist						
#	Type	Channel #	Channel Name	Start Time	Duration	
1		203	Social Admin 1 Fire	2023-11-09 22:28:51	00:00:01	
2		204	SMS Admin 2 Fire	2023-11-09 22:28:51	00:00:01	
3		205	Social Admin 1 Police	2023-11-09 22:28:51	00:00:01	
4		206	Social Admin 2 Police	2023-11-09 22:28:51	00:00:01	
5		303	Email Admin 1 Fire	2023-11-09 22:28:51	00:00:01	
6		304	Email Admin 1 Police	2023-11-09 22:28:51	00:00:01	
7		305	Email CC 1	2023-11-09 22:28:51	00:00:01	
8		306	Email CC 2	2023-11-09 22:28:51	00:00:01	
9		403	Video Truck 1 Fire	2023-11-09 22:28:51	00:01:12	
10		404	Video Truck 2 Fire	2023-11-09 22:28:51	00:00:31	
11		405	Video Truck Vice	2023-11-09 22:28:51	00:00:31	
12		406	Video 911 Truck	2023-11-09 22:28:51	00:00:43	
13		1002	CH_0002	2023-11-09 22:25:51	00:00:30	
14		2165	CH0018	2023-11-09 22:25:45	00:00:29	
15		2243	CH0025	2023-11-09 22:25:14	00:00:59	
16		2253	CH0035	2023-11-09 22:24:11	00:01:59	
17		2156	revcell 1	2023-11-09 22:23:52	00:00:59	
18		2250	CH0032	2023-11-09 22:23:37	00:01:29	
19		2166	CH0019	2023-11-09 22:23:22	00:01:59	
20		1006	CH_0006	2023-11-09 22:23:07	00:02:28	
21		2163	Vacant	2023-11-09 22:22:48	00:01:29	
22		1003	CH_0003	2023-11-09 22:22:33	00:01:58	
23		2244	CH0026	2023-11-09 22:22:18	00:02:28	

OPEN MULTIPLE PLAYLISTS IN TABS FEATURE

The instructions required to complete Open multiple playlists in the tabs feature are shown below.

1. Selecting multiple tabs in Playlist page will enable open button at the top. User can also open separate playlist like before using open button at each row of playlist.
2. After selecting and opening all the selected playlist will be opened in multiple tabs.
3. User can close a separate tab using the close button provided in each tab.
4. User can open a new tab using the new tab button after the last tab in the top.
5. Player will be based on the current tab. When user navigates to next tab player controls will be defaulted and new playlist calls/events will be added in queue for playback

PLAYLIST INDEX

Search:

#	<input type="checkbox"/>	Playlist Name	Count	Created Date	Visibility	Settings
1	<input type="checkbox"/>	20231107	1	11/08/2023	Private	<input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="X"/>
2	<input type="checkbox"/>	Test KT	1	11/01/2023	Private	<input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="X"/>
3	<input checked="" type="checkbox"/>	Publish Test 2	1	09/19/2023	Private	<input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="X"/>
4	<input checked="" type="checkbox"/>	Publish Test	1	09/18/2023	Private	<input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="X"/>
5	<input type="checkbox"/>	20230917	1	09/18/2023	Private	<input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="X"/>

Publish Test 2 Publish Test

PLAYLIST TOOL

CALLS TIMELINE

(0) | 2023-09-16 16:37:01

CREATE A NEW PLAYLIST

For Incident/Scenario Recreation, you can create playlists to manage records for a particular scenario. All playlists show up in the bottom left corner.

To create a new playlist for Scenario Recreation, complete the following procedure.

1. Click on the “Add to Playlist” button on the search page.
2. Enter the name of the New Playlist and click on the “Create New Playlist” button.
3. A new playlist will be created and displayed in the Playlist Tab.

SEARCH TOOLS

Date Time Range Duration Range Search Library User Search

CALL RECORDS

<input type="checkbox"/>	#	Type	Duration	Group Name	Channel #	Channel Name	Start Time	Call Co	Call ID	Call Num
<input type="checkbox"/>	1		00:00:01	Social Admin Fire	203	Social Admin 1 Fire	04-07-2023 13:35...		20230405	
<input type="checkbox"/>	2		00:00:01	Social Admin Fire	204	SMS Admin 2 Fire	04-07-2023 13:35...		20230330	
<input type="checkbox"/>	3		00:00:01	Social Admin Poll...	205	Social Admin 1 Police	04-07-2023 13:35...		20230329	

Add to Playlist

Add to Playlist

20230405

20230330

New Playlist

20230329 Test

20230329

DELETE A PLAYLIST

Users can delete playlists, too. If you want to delete a playlist, click on the “X” icon. A pop-up menu will be displayed. Click on the “Yes” button to delete the playlist.

PLAYLIST INDEX Search:

#	Playlist Name	Count	Created Date	Visibility	Settings
1	20230405	2	04/06/2023	Private	Open Edit X
2	20230330	1	03/30/2023	Private	Open Edit X
3	New Playlist	6	03/29/2023	Public	Open Edit Share X

CONFIRMATION MESSAGE

Are you sure you want to delete this Playlist?
 Playlist Name : **New Playlist**

ADD ITEMS TO PLAYLIST

From extensive search results, a User can select multiple audio, video, text, social, emails, or screens and add them to an existing playlist for future use and analysis. The Playlist items limit has been set to 100 items. To add calls to a playlist, complete the following steps.

1. From the search results, select the calls, events, or screens that you want to add to the playlist.
2. Click on the “Add to Playlist” drop-down menu.
3. Select the desired playlist.
4. The Selected calls will be added to the Playlist.

Note: Only calls that contain GPS information will be mapped.

ADD SCREEN ITEM TO PLAYLIST

Revcord has added the ability to playback multi-monitor recorded screens in the search view. Only the primary screen will be added to the playlist. The Remaining screens will not be added to the list.

DELETE ITEMS FROM A PLAYLIST

Open any playlist whose items you want to delete. Click on the “X” icon for each of the calls that you want to delete from the calls panel. In the list view, click on the X icon in the table header to delete all items from your playlist, or click on the “X” icon within the table row to delete individual calls. Any deletion (delete all or single delete) either from Timeline or List View is permanent; once a call is deleted from the List View, it cannot be recovered.

EDIT PLAYLIST NAME

Users can edit the name of an existing playlist. Just double-click on the Edit button. A pop-up menu will be displayed. Replace the existing name with a new name and click on the “Save” button.



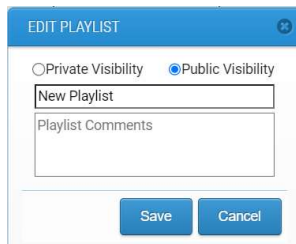
PLAYLIST SHARE FEATURE

Playlist sharing allows sharing of playlists to both system and Non-System Users. For system Users, it will be visible on their account Playlist page, and Non-System Users can access the shared playlist one time using the link sent in their mail.

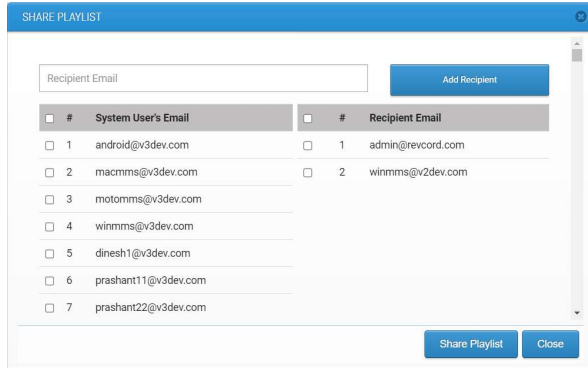
Editing anything in the playlist for Non-System Users is not allowed. They can play and save the playlist using the one-time access link.

To Share a playlist, please follow the steps. Included the screenshots for the same.

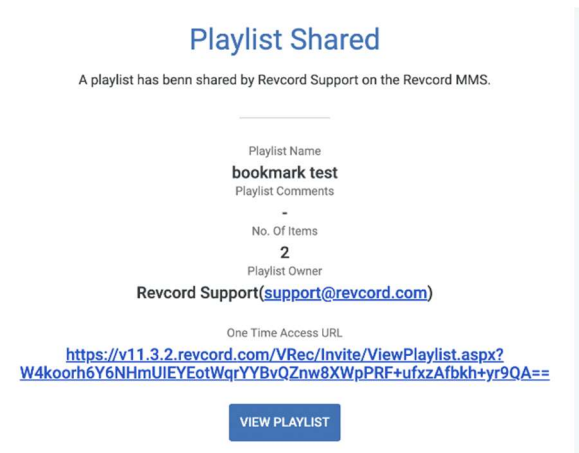
1. The playlist must be in Public visibility mode. If not, please edit the playlist and check the Public Visibility.



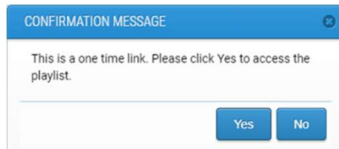
2. Now, the Share button will be visible. Click on the Share Button.
3. Select the Users or add User Mail to share the playlist.



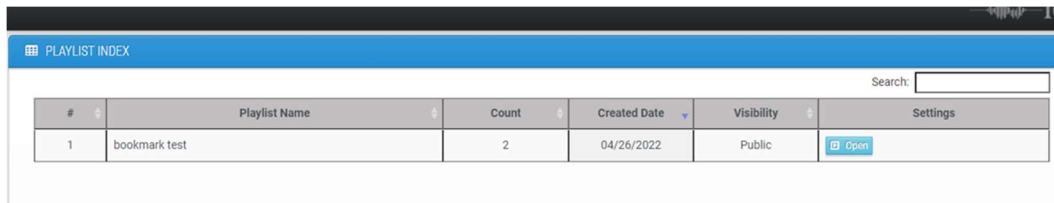
4. Click on Share Playlist.
5. Email will be sent to Non-System Users.



6. Open the link received.






7. Click Yes to access the playlist one time.



8. The shared playlist must behave similarly except for edit functionality, which should be blocked.

IMPORTANT POINTS

1. The ability to select IQ3 events for evaluation is no longer on the search page.
2. To be able to view a playlist, it is mandatory to first add the respective IQ3 events to a playlist.

<input checked="" type="checkbox"/>	1		2052	Sekar Ad	08-08-2022 20:06...
<input type="checkbox"/>	2		2075	test a1	08-05-2022 18:57...
<input type="checkbox"/>	3		2075	test a1	08-05-2022 18:55...

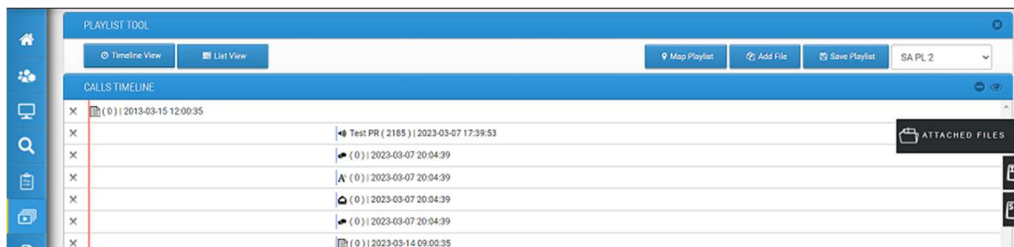
3. Clicking the IQ3 link, as shown in the above picture, will open up a dialog. All the existing playlists will be listed there. Users can select any playlist, and the selected event will be added to the playlist.

4. Once the event is added, you can view and save the report in pdf. Details are given below.

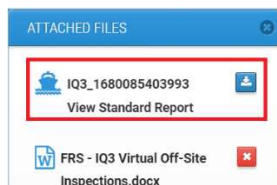
VIEW STANDARD/VESSEL REPORT AND EXPORT IN PDF FORMAT

In the playlist view during event playback, the User can view/see standard/Vessel reports. In addition, the ability to download the IQ3 report is also provided in the attached files dialog.

On the playlist, click the Attached Files link. Clicking the attached files will open up a dialog, and the playback pauses. As soon as the dialog closes, the playback will resume.



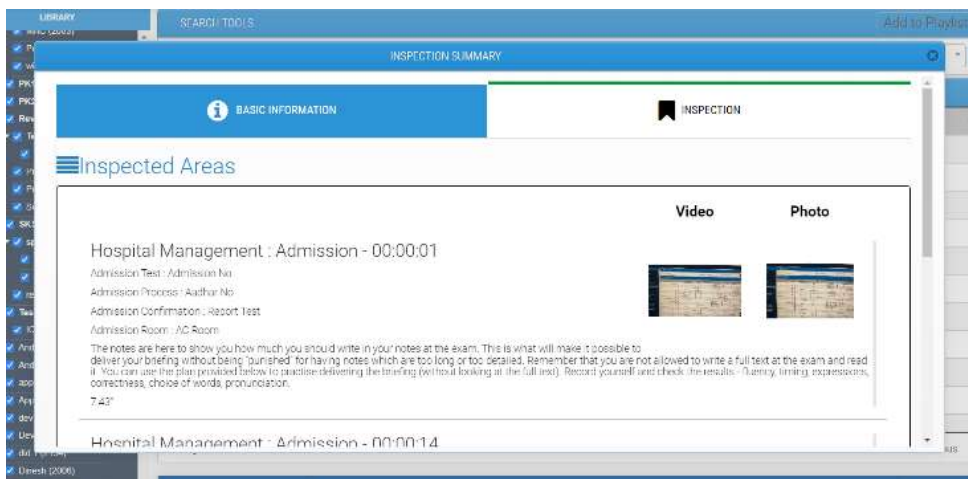
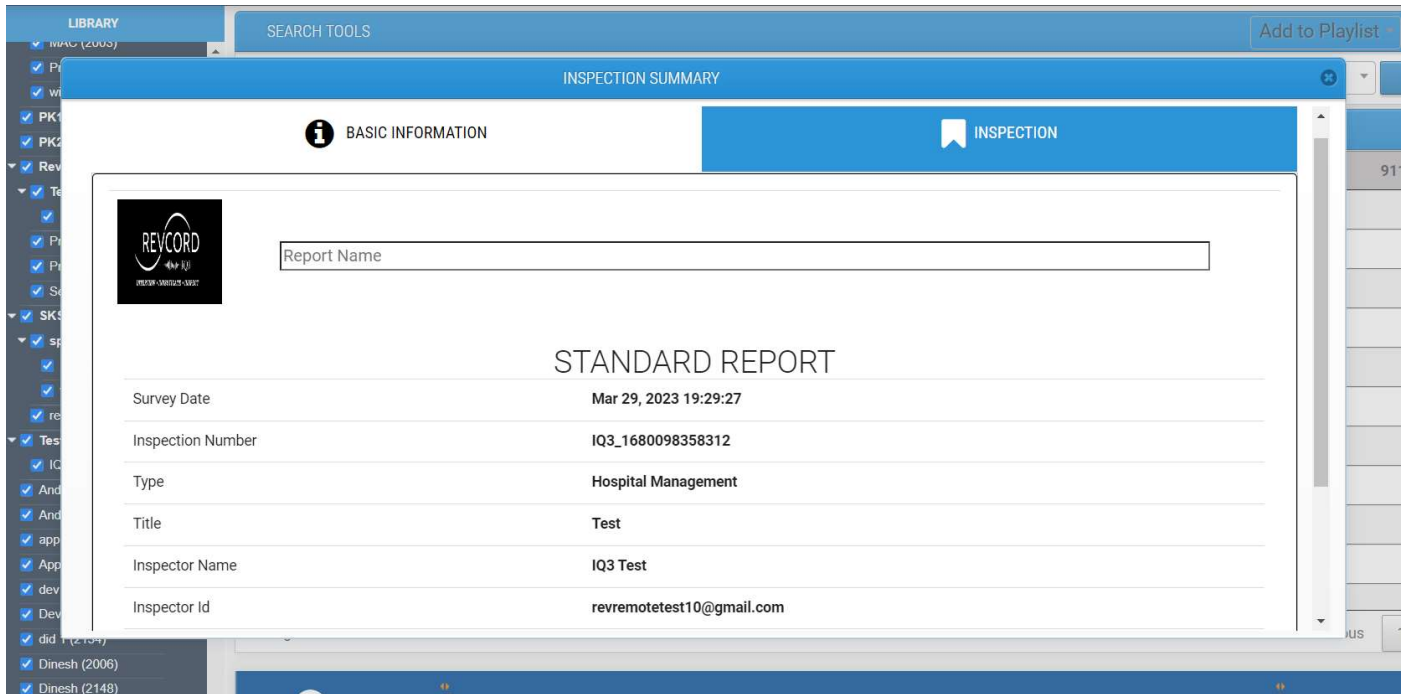
A dialog will open with the link to View Standard Report OR View Vessel Report.



To view the report, click on the View Standard Report as highlighted in the above picture.

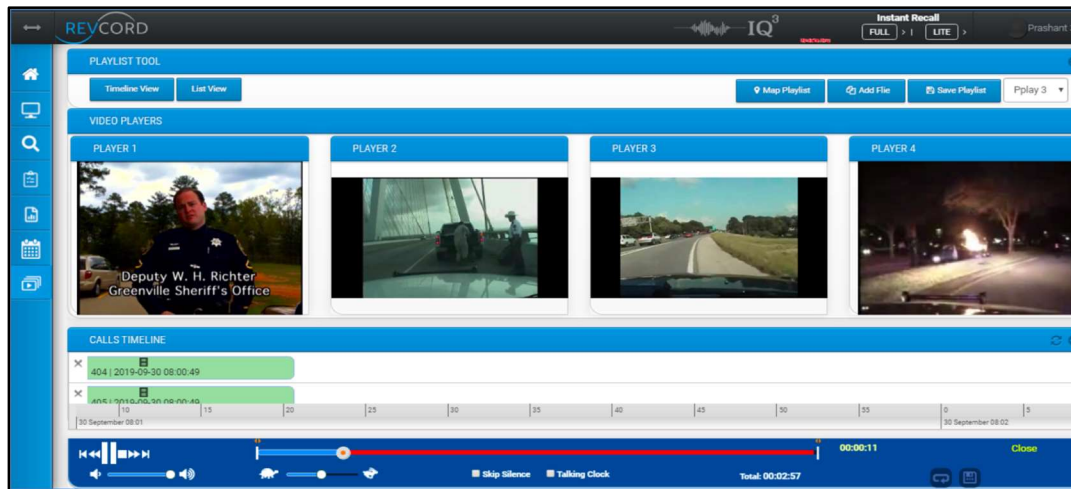
In addition, the ability to download the pdf report has also been implemented, and you can download the pdf report by clicking the download button new to View Standard Report.

Based on the fact if you opted for Vessel ID for an event, you can view/download the vessel report. If you have not selected Vessel ID during the event, you can view/download the standard report in PDF format.



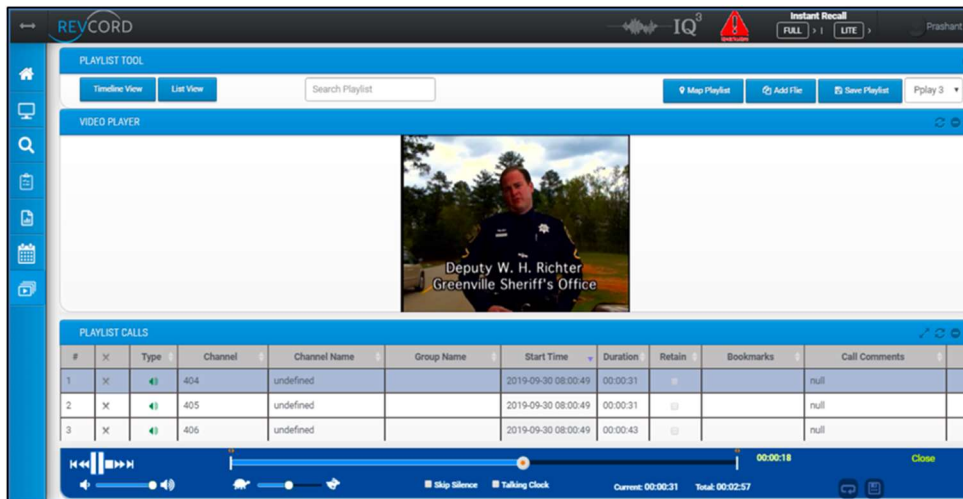
PLAYLIST VIEWS

The Revcord Web Client offers two distinct Playlist views, allowing users to listen to or watch their selected Playlist easily. It makes it easy to access desired Playlists in two different formats that occupy the full screen. This feature enhances user visibility and understanding of Playlist views. Two buttons have been provided on both Playlist views to toggle between them, located in the top left.



LIST VIEW

In the list view, you can play audio, video, and screens and view text and emails in a single-channel sequential playback. In list view, one video displays at a time and takes up the full video space. If you select an item other than video, the table will slide up to the top, like on the main search page. You can play multiple files at the same time. While text, social, and emails are being displayed by placing the mouse pointer over the icon, and you will find the textual input in the form of text. You can come back to the “Search View” by clicking on the button.



CALL COMMENTING

In the list view, Users can add call comments to audio calls and screens. These comments will be stored permanently and exported with playlists.

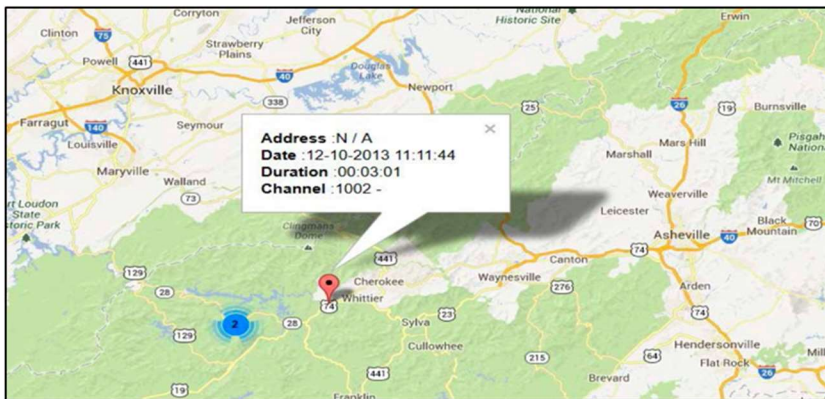
PLAYLIST ITEM RETENTION

All audio calls are kept for a specified period. This period is known as the retention period. By default, a retention period is 365 days for audio calls. A column titled “Retain” has been provided to retain playlist items in the List view. To retain a specific call, please check its respective checkbox.

Note: Retaining file/playlist items only works for audio and screen calls. For all other types of data, the file check box will remain disabled.

MAP PLAYLISTS

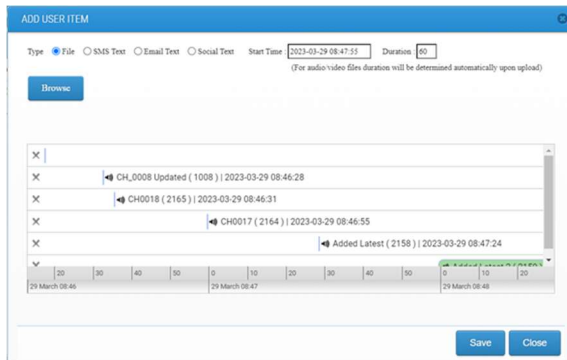
Any created playlist can be mapped easily using Google Maps. Revcord provides this feature to view the physical location of the caller. Using playlist mapping only calls that have GPS data will be mapped. When you have mapped a playlist, you can view the basic details of any call just by clicking the red colored marker. With playlist mapping you can search your target destination very easily, and this map can be posted to dispatch to easily pinpoint the exact location of the incident.



ADDING A MANUAL FILE

USER ITEMS

To add any of the User items, open any playlist in a timeline view. Click on the “Add Files” button. You will see the “Add User item” menu. Four different types of User items can be added to any scenario: File, SMS, Email, and Social.



ADD FILE

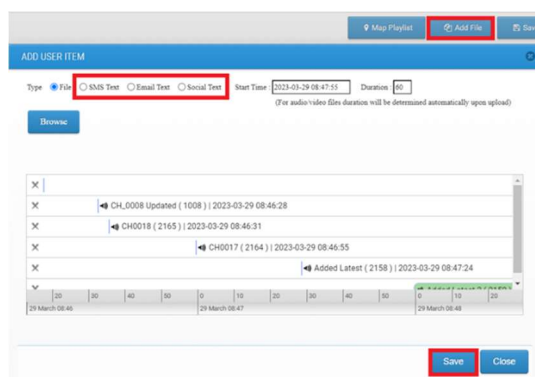
Select “File” from the “add User item” dialog to add any supported file. Start Time shows where the file will be placed on the timeline. The default duration is 60 seconds for all files; for audio/video files, the duration will be determined automatically upon upload. In addition to the “Start Time” and “Duration” fields, Users can adjust the file position/duration using a graphical timeline. Clicking the browse button will open the file select dialog; select your desired file, and click the OK button.

The following features/actions will be available:

1. The line with a file being added will be highlighted.
2. Users can click any place inside the timeline, hold the mouse key, and drag the timeline to the left or right.
3. Users can use the mouse wheel to scale up or down the timeline resolution.
4. Users can click on the file thumbnail, hold the mouse key, and drag a file to the left or right along the timeline. The “Start Time” field will be updated accordingly.
5. Users can click on the right corner of the thumbnail of the file being added, hold the mouse key, and drag the right edge to the left or right, adjusting file duration. The “Duration” field will be updated accordingly.

After following the above steps, click the “Continue” button to begin the file upload process. As shown below, a new window with a progress bar will be displayed. The Progress bar shows the upload progress, file conversion progress for audio/video files, and screenshot generation progress for document files.

ADD TEXTUAL INFORMATION



Select the desired item type from the “add User item” menu to add textual information like SMS, Email, or Social. Add your desired text in the available text field. Follow steps 1-5 above to adjust item positioning on the timeline, then click the continue button.

PLAYBACK ADDED DOCUMENT

When Users play back a scenario with added documents, a window like the one shown above will be displayed:

1. Timeline will contain an item describing the added document. This item will have a new color and new icon. If the playback cursor reaches the start time of the document, its preview will be shown in one of the video placeholders. If the playback cursor reaches the end of the document, then it’ll be removed from the preview placeholder.
2. Document preview is a series of images, with one image per document page. Users will not be able to perform any editing with these documents. It also means that Users will not be able to copy any text from the document.
3. Users will be able to scroll up and down the document content using the scroll bar.
4. A new “Full Screen” button will open the document preview control to full screen. Users will be able to switch back to the normal screen at any time. If preview mode is “full screen” and the document reaches the end time, then full-screen mode will end automatically, and the User will return to the normal playback screen.

FILE TYPES AND SUPPORTED FORMATS

To upload files, Users will have the option to select any of the following types of files. i.e., Audio file, Video file, Image file, Document file. All FFMPEG-supported file formats and Web player native-supported file formats are acceptable for audio and video file types.

AUDIO FILE

Any audio file supported by FFMPEG can be chosen. If the file format is not supported by Web player natively, it’ll be converted to a supported format automatically upon uploading to the server.

VIDEO FILE

Any video file supported by FFMPEG can be chosen. If the file format is not supported by Web player natively, it'll be converted to a supported format automatically upon uploading to the server.

IMAGE FILE

.BMP, .TIF, .GIF, .PNG or .JPG files.

DOCUMENT FILE

Acceptable formats are Adobe Acrobat (.PDF), Word (.DOC, DOCX), Excel (.XLS, XLSX), and PowerPoint (.PPT, PPTX) document files. After uploading, the server will generate screenshots of every page of the document file and store them alongside the document file itself. When the User is playing the scenario, the generated screenshots will be shown in the preview window.

FULL-SCREEN PLAYBACK

All videos, Screens, User-added images, documents, and videos can be viewed as full screen. To switch to full screen, left-click the windowed image/video/document/screen. It will convert them from a window display to a full screen. Left-click or hit the escape button to switch from full screen to window display.

INCIDENT/SCENARIO RECREATION (PLAYLISTS)

Revcord introduces Incident/Scenario Recreation Technology that can accept and leverage disparate information and communications related to one incident. This also dramatically expands the pool of available evidence associated with many of today's emergency incidents.

NG9-1-1 recognizes this, and so does Revcord. Additionally, there are security and traffic cameras and even more cell phone cameras. Revcord records all of this and much more. With our Incident/Scenario Recreation features, any real-world incident, such as a car accident or a natural disaster, can be recorded precisely as it happened. In addition, any relevant third-party data sources can also be combined into a single computer file for analysis. It is just like being there. Security video footage, landline/cell phone/VoIP calls, Text messages. Once gathered, the system can assemble time stamps

and put all data into an integrated incident recreation timeline, which helps to recreate, simulate, and ultimately solve the crime.

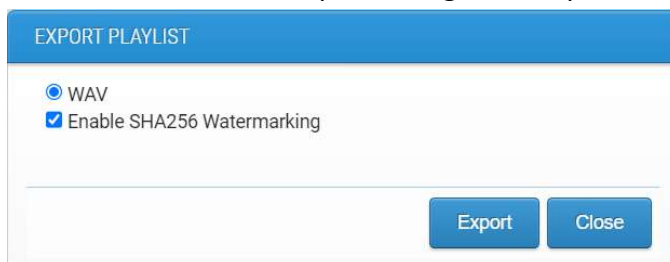
EXPORT INCIDENT ON THE TIMELINE AND LIST VIEWS

With our Save Incident/Scenario Recreation features, any real-world incident, such as a car accident or a natural disaster, can be saved by the client exactly as it happened. A view of the incident will be available on one customizable replay screen. The Save button is available on both Timeline and Playlist views. Save will work for only those Users who have access rights to Save & Email.

To save an incident, complete the following procedure:

1. Click on the “Save” button.
2. Select either. WAV or. WMA from the pop-up menu.
3. Click on the “Export Playlist” button.
4. Wait until all audio files have been converted to your selected format and added to a zip file.
5. As this Server-Side processing completes, you will be notified to save the zip file.
6. Click on the OK/SAVE button and save it to your desired directory.
7. The exported playlist will be downloaded to your browser's default path, or a prompt will ask you to select the download path.
8. Third-party data source material will automatically be added to the zip file if you have selected any extra document using Paper Clip.

Note: It is a Server-Side processing, and its performance depends upon your network speed.

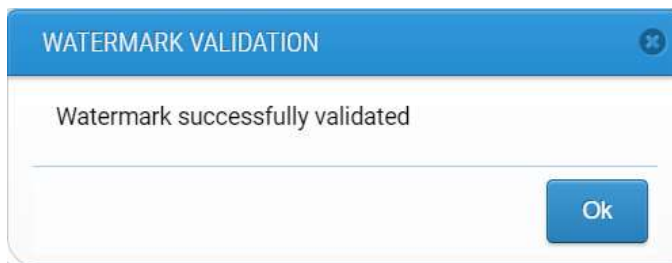


WATERMARKING USING SHA256

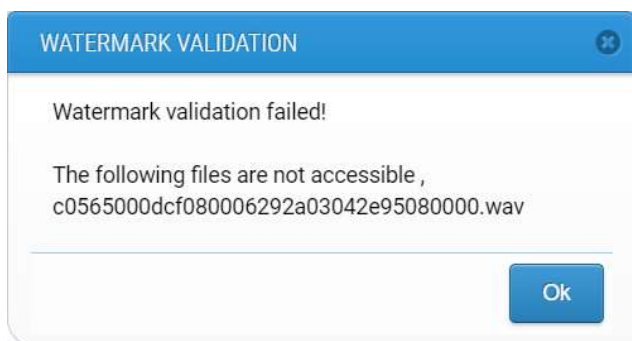
The Secure Hash Algorithm (SHA) is a family of cryptographic hash functions published by the National Institute of Standards and Technology (NIST) U.S.A. Audio and Video security can be enhanced using

the reversible watermarking technique. It allows us to embed the relevant information with the media, providing confidentiality, integrity, and authentication by embedding a SHA-encrypted digital signature with the media when exporting media from the “Save” button. To insert watermarking, follow the following procedure.

1. Select any playlist in the timeline and click on the “Save” button.
2. Select the “Enable SHA256 Watermarking” checkbox and click on the “Export Playlist” button.
3. Your playlist will be exported with watermarking signatures.
4. Whenever an exported media is played in Timeline View, authentication will begin at runtime. If no files have been tampered with, a pop-up window will appear with a message that the watermark is validated.



5. If someone has edited the media (Audio or Video), then a pop-up window will be displayed that shows that the media file has been modified or edited.



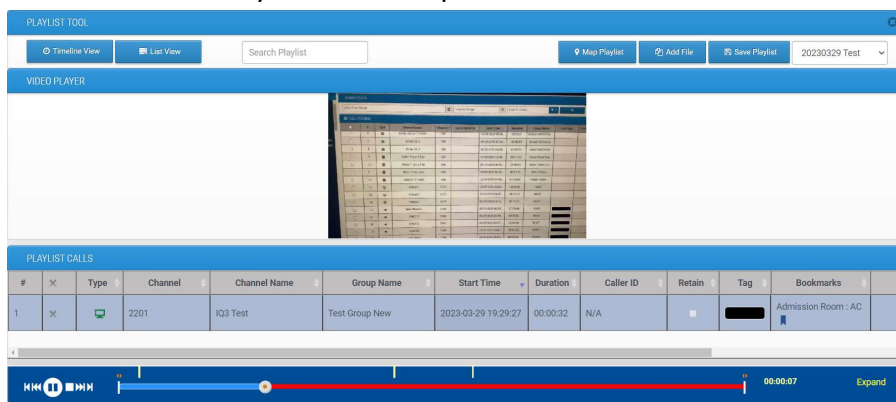
REPLAY INCIDENT

You can replay the exported incident in the same view in which you have saved the incident. Replay can be either in the List view or Timeline view.

REPLAY INCIDENT EXPORTED FROM LIST VIEW

Once an incident has been stored as a zip file, it can be viewed on any system. Exported Saved Events will be available in the form of a zip file. To replay the incident, complete the following procedure.

1. Extract the downloaded zip file.
2. You will see a “Recreated Scenario” directory. Open it and then double-click on “Startup.exe” to replay the incident.
3. Incident/Scenario will be displayed in your default browser.
4. At the bottom, you will see a player. Standard controls are available to playback the scenario.
5. If there are any attachments/paper clips, then they will be available in the “Paper Clip” directory inside the exported “Recreated Scenario” directory.



The screenshot displays the REVCORD software interface. At the top, there is a 'PLAYLIST TOOL' section with buttons for 'Timeline View' and 'List View', a search bar, and options for 'Map Playlist', 'Add File', and 'Save Playlist'. Below this is a 'VIDEO PLAYER' section which is currently empty. At the bottom, there is a 'PLAYLIST CALLS' table with the following data:

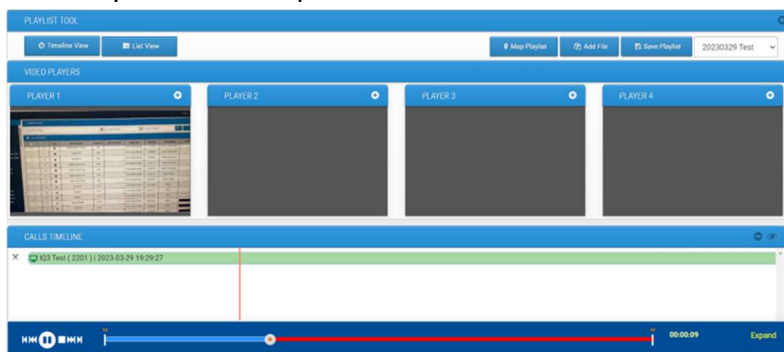
#	X	Type	Channel	Channel Name	Group Name	Start Time	Duration	Caller ID	Retain	Tag	Bookmarks
1	X	📞	2201	IQ3 Test	Test Group New	2023-03-29 19:29:27	00:00:32	N/A	👍	🔖	Admission Room : AC

At the very bottom, there is a video player control bar with a progress slider, a play/pause button, and a timestamp of 00:00:07.

REPLAY INCIDENT EXPORTED FROM TIMELINE VIEW

Once you have exported a playlist from the timeline view using the “Save” button, you will receive a .zip file. All the playlist items (Audio, Video, Social, Text, Emails, and Screens) will be exported to the zip file. To replay the incident, complete the following procedure.

1. Extract the downloaded zip file.
2. You will see a “Recreated Scenario” directory. Open it and then double-click on “Startup.exe” to replay the incident.
3. The Incident/Scenario in Timeline view will be displayed in your default browser, as shown below.
4. At the bottom, you will see a player. Standard controls are available to playback the scenario.
5. If there are any attachments/paper clips then it will be available in the “Paper Clip” directory inside the exported “Recreated Scenario” directory.



SAVING A CALL

You will receive a zip file once you have exported a playlist from the timeline view using the “Save” button. All the playlist items (Audio, Video, Social, Text, Emails, and Screens) will be exported to the zip file. To replay the incident, complete the following procedure.

1. Extract the zip file.
2. You will see a “Recreated Scenario” directory. Open it and then double-click on “Startup.exe” to replay the incident.
3. Incident/Scenario in the Timeline view will be displayed in your default browser, as shown below.
4. At the bottom, you will see a player. Standard controls are available to playback the scenario.

5. If there are any attachments/paper clips, then it will be available in the “Paper Clip” directory inside the “html” directory.

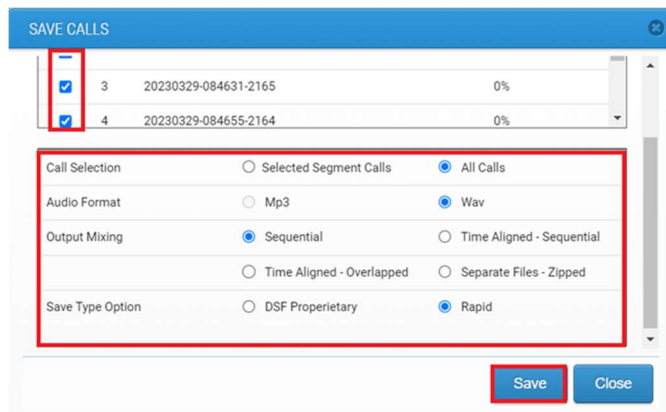


Once the segment length is determined, click on the Save button. The software will give the User the option to save the segment or the entire call.

1. To Save a Segment of the call, click the “Selected Segment Only” option when saving.
2. Check the segment option and select your desired format.
3. Click the Save button to save the segment of the call.

SAVING COMPLETE CALL(S)

First, select the calls that you would like to save. After selecting the call(s) that you want to save, press the “Save” button on the Player Control Panel, and the Save window will pop up. To save a complete call, select the “Entire Call” option. You can save it. WMA or. WAV formats. Revcord uses its own file naming convention, i.e., “Date-Time-Channel Number . DSF”. The following screen will appear when saving a file:



Here, you will have several options for how you can save your call(s):

SELECT FILE CHECKBOX

Select only the files you want to save if you have multiple files.

FILE NAME

This is where you name the file of the call to be saved. Revcord uses a standard naming convention for File names. i.e., “Date-Time-Channel Number”.

PERIOD

You can select to save a segment or the entire call either.

OUTPUT FORMAT

Revcord allows you to save calls in multiple formats besides the proprietary Revcord .DSF file format. You have the option to change the sound file type from a .MP3 to a .WAV file. The .WAV file is not compressed and may not be supported by your email, while the .MP3 file is compressed and is much more email-friendly. By clicking ng on the .MP3 icon, three options will be displayed. Please note that the Revcord File Player is required to play the.DSF file format.

OUTPUT MIXING

When saving multiple calls, you have three options to select for output mixing.

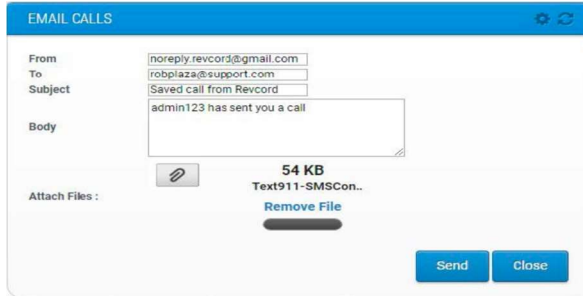
1. One File (sequential): All selected calls will be saved to a single file in sequential order.
2. One File (call time aligned): All the selected calls will be stored to a single file but in multichannel mode (time aligned way).
3. Multiple Files (zipped): All the selected calls will be stored in a single zip file. You are just required to set the path of the zip file.

FINISH SAVING A CALL

When you are ready to save the file, click the “Save” button. It will take a few moments to convert (decode and encode) the files. Once it is finished, you will have the option of emailing the file(s) by clicking the Email button. Once that is complete, click the “Close” button to exit.

EMAIL A CALL

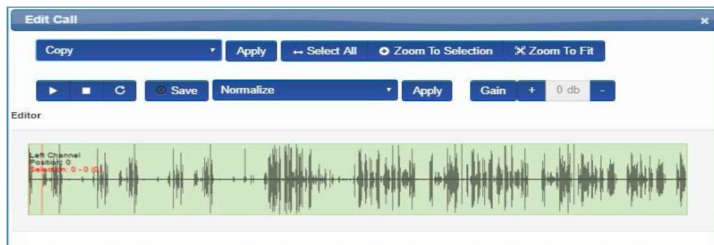
Once you have finished saving the call, you can email the file(s) by clicking on the Email button. You will need to enter the receiver's email address, enter your message, then attach the file by clicking on the ‘Attach Files’ button, select the file from the downloaded location, and click ‘ok’ to continue. Users can easily email the call to the desired address by adding the email addresses and clicking on the ‘Send’ Button. The email will be sent automatically using SMTP.



CALL COPY EDITING

Revcord provides an amazingly powerful and easy to use audio file editor with a full set of audio features. It supports the .WAV audio format. You can use it to edit your .WAV files, copies of original files, using Mute, White Noise, and Delete process. Also, there are four different types of filters available to apply to a selected region. i.e., High Pass, Low Pass, Band Pass, and Notch filters. The .WAV file editor also provides annotations, which can be added to the existing call within the current or a new channel. To edit a call please complete the following process:

1. Select a file and click on the “Save” button available on the player. The Save dialog will be displayed.
2. Select the Output format as .WAV and click on the Save button.
3. When the “Save” process is complete you will see that the “Edit” button is now visible.
4. Clicking the “Edit” button will open the “Wave Form Editor” shown below.
5. Other than player controls, there are three main features available.
 - a. Process
 - b. Filters
 - c. Annotation



PROCESS

To edit any .WAV file, Revcord provides five different processes see list below. To apply a process, select a .WAV file and left-click. Then select your desired process and then click on the apply button.

Process Types:

1. Cut
2. Copy
3. Paste
4. Crop
5. Delete

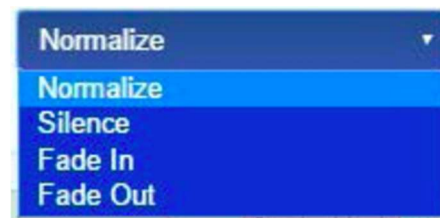


FILTERS

Filters clean up any noise caused naturally or by a nearby signal. Four different types of filters are available. Depending on their effectiveness and advantages, you can use any filter to get good-quality audio. Please note that before applying any filter, you are required to select the region first. Then, you can apply any filter by clicking the apply button.

Filter Types:

1. Normalize
2. Silence
3. Fade In
4. Fade Out



Users can increase or decrease the Gain control by setting the level from the Gain Controller.

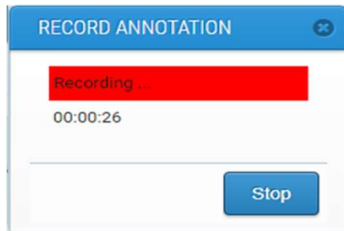


ADD ANNOTATIONS

With annotations, you can layer voice over your audio. They help you enrich the audio experience by adding information. You can add either to the left or right channel. Two types of voice mixing are available. That is, you can mix new audio with existing audio or overwrite the existing audio. To add annotations, complete the following steps:

1. Click the Red Record Button to add annotations to your .WAV file.

2. HTML5 player will ask permission for camera and microphone access. Click on the OK button to allow access; recording will not work, and you cannot add an annotation. Clicking on the YES button will open the below “Record Annotation” pop-up window.
3. Select the new channel from the Record Annotation pop-up.
 - a. Selecting the current channel will overwrite or overdub/mix on the existing channel.
 - b. Selecting “New Channel” will add a separate channel for overwriting or overdubbing/mix.
4. Select your desired option and click on the “Start” button.



THE REPORTS TAB

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 Logger. 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 call 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

Upgrade of the Call Reports and QA Reports, providing 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 allow users to run reports automatically at a specific time and save them to a local directory or email. And you will also run i3 integration reports.

REPORTS CATEGORY



ALL REPORTS

It will show all reports saved on the Entire System not specific to a User.

#		Report Name	Report Type	Description	Last Run Date	Actions
1	<input type="checkbox"/>	☆ STAANDARD XT One	Standard Report	Test	24-Aug-2021	
2	<input type="checkbox"/>	☆ PBX/911	911 PBX Report	REPORT	24-Aug-2021	
3	<input type="checkbox"/>	☆ EVALUATION-123	Evaluation Report	Revcord	24-Aug-2021	
4	<input type="checkbox"/>	☆ REPOORT	Evaluation Report	123	24-Aug-2021	
5	<input type="checkbox"/>	☆ evaluation report	Evaluation Report	Report	24-Aug-2021	
6	<input type="checkbox"/>	☆ Standard Report	Standard Report	Date wise	24-Aug-2021	
7	<input type="checkbox"/>	☆ STAND 001	Standard Report	PRADA	23-Aug-2021	
8	<input type="checkbox"/>	☆ PIE-C	Standard Report	CHART	23-Aug-2021	
9	<input type="checkbox"/>	☆ PBX	911 PBX Report	REPO	23-Aug-2021	
10	<input type="checkbox"/>	☆ act	Activity Report		23-Aug-2021	
11	<input type="checkbox"/>	☆ map FOR secondary	Map Report	recorder	23-Aug-2021	
12	<input type="checkbox"/>	☆ VESSEL	Standard Report	REPORT	23-Aug-2021	
13	<input type="checkbox"/>	☆ vessel for null	Standard Report	NO NOTES	23-Aug-2021	
14	<input type="checkbox"/>	☆ vessel images	Standard Report	test	23-Aug-2021	
15	<input type="checkbox"/>	☆ IQ3 vessel report	Standard Report	YAHOOO	23-Aug-2021	
16	<input type="checkbox"/>	☆ Sec server - QA DONOT TEST PLZ	Standard Report		23-Aug-2021	

RECENT REPORTS

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

#		Report Name	Report Type	Description	Last Run Date	Actions
1	<input type="checkbox"/>	☆ STAANDARD XT One	Standard Report	Test	24-Aug-2021	
2	<input type="checkbox"/>	☆ PBX/911	911 PBX Report	REPORT	24-Aug-2021	
3	<input type="checkbox"/>	☆ EVALUATION-123	Evaluation Report	Revcord	24-Aug-2021	
4	<input type="checkbox"/>	☆ REPOORT	Evaluation Report	123	24-Aug-2021	
5	<input type="checkbox"/>	☆ evaluation report	Evaluation Report	Report	24-Aug-2021	
6	<input type="checkbox"/>	☆ Standard Report	Standard Report	Date wise	24-Aug-2021	
7	<input type="checkbox"/>	☆ Sec server - QA DONOT TEST PLZ	Standard Report		23-Aug-2021	
8	<input type="checkbox"/>	☆ IQ3	Map Report	ALL	20-Aug-2021	
9	<input type="checkbox"/>	☆ MAHA	Map Report		20-Aug-2021	
10	<input type="checkbox"/>	☆ STAND	Standard Report		20-Aug-2021	
11	<input type="checkbox"/>	☆ Tabular	Standard Report	hahaasefgdfg	20-Aug-2021	
12	<input type="checkbox"/>	☆ 2131	Activity Report	46546	19-Aug-2021	
13	<input type="checkbox"/>	☆ standard	Standard Report	rep	19-Aug-2021	
14	<input type="checkbox"/>	☆ STD	Standard Report	REP	19-Aug-2021	
15	<input type="checkbox"/>	☆ 231d	Standard Report		18-Aug-2021	

REPORTS CREATED BY ME

Reports Created by Me are my custom reports that I have created as a User.

#	<input type="checkbox"/>	<input type="checkbox"/>	Report Name	Report Type	Description	Last Run Date	Actions
1	<input type="checkbox"/>	<input type="checkbox"/>	☆ STAANDARD XT One	Standard Report	Test	24-Aug-2021	
2	<input type="checkbox"/>	<input type="checkbox"/>	☆ PBX/911	911 PBX Report	REPORT	24-Aug-2021	
3	<input type="checkbox"/>	<input type="checkbox"/>	☆ EVALLUATION-123	Evaluation Report	Revcord	24-Aug-2021	
4	<input type="checkbox"/>	<input type="checkbox"/>	☆ REPOORT	Evaluation Report	123	24-Aug-2021	
5	<input type="checkbox"/>	<input type="checkbox"/>	☆ evaluation report	Evaluation Report	Report	24-Aug-2021	
6	<input type="checkbox"/>	<input type="checkbox"/>	☆ Standard Report	Standard Report	Date wise	24-Aug-2021	
7	<input type="checkbox"/>	<input type="checkbox"/>	☆ Sec server - QA DONOT TEST PLZ	Standard Report		23-Aug-2021	
8	<input type="checkbox"/>	<input type="checkbox"/>	☆ IQ3	Map Report	ALL	20-Aug-2021	
9	<input type="checkbox"/>	<input type="checkbox"/>	☆ MAHA	Map Report		20-Aug-2021	
10	<input type="checkbox"/>	<input type="checkbox"/>	☆ STAND	Standard Report		20-Aug-2021	
11	<input type="checkbox"/>	<input type="checkbox"/>	☆ Tabular	Standard Report	hahaasfgdfg	20-Aug-2021	
12	<input type="checkbox"/>	<input type="checkbox"/>	☆ 2131	Activity Report	46546	19-Aug-2021	
13	<input type="checkbox"/>	<input type="checkbox"/>	☆ standard	Standard Report	rep	19-Aug-2021	
14	<input type="checkbox"/>	<input type="checkbox"/>	☆ STD	Standard Report	REP	19-Aug-2021	

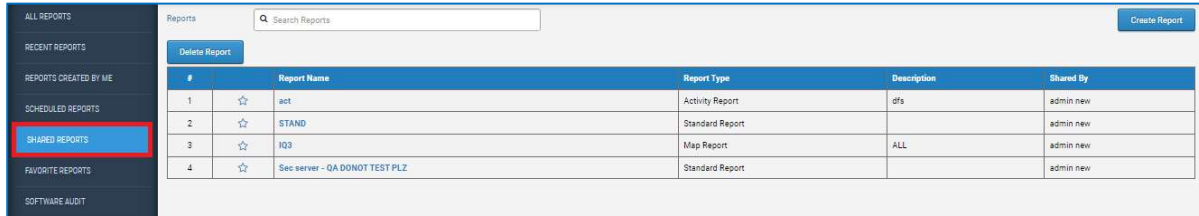
SCHEDULED REPORTS

- Scheduled Reports are All Reports that have scheduling enabled.
- The schedules for the Report will be available in the Scheduled Reports section.

#	Report Name	Export Type	Recipients	Last Report On	Next Report On	Actions
1	SCHEDULE-EXCEL-STANDARD-REPORT	Excel	PRASHANT@REVCORD.COM pm1@v11.com pm2@v11.com pctestuser101@gmail.com		8/23/2021	
2	MAP for excel	Excel	prashant@revcord.com pm1@v11.com pm2@v11.com pctestuser101@gmail.com		8/16/2021	
3	MAP Report	PDF	prashant@revcord.com pm1@v11.com pm2@v11.com pctestuser101@gmail.com rg@apk.com rg@mms.com		8/16/2021	

SHARED REPORTS

- Users can share reports with other Users
- To share a Report, please select a row and click the Share Button.
- Shared Reports will be available to the Users under the Shared Reports tab.



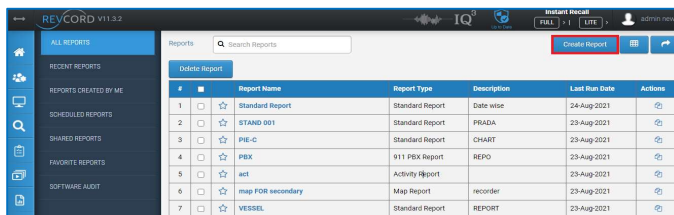
FAVORITE REPORT

- It will show all viewed reports
- To mark a report Favorite, please click on the Star in the table row.
- Similarly, to remove from Favorite or mark as Unfavorite, please click on the Star in the table row.



NEW REPORT

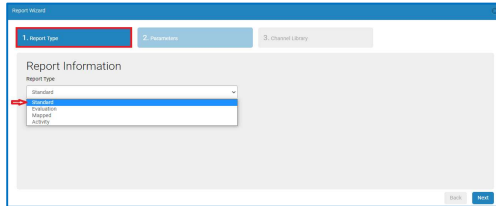
Create a new report by choosing the report type and its parameters. Report types are standard, Evaluation, mapped, and Activity.



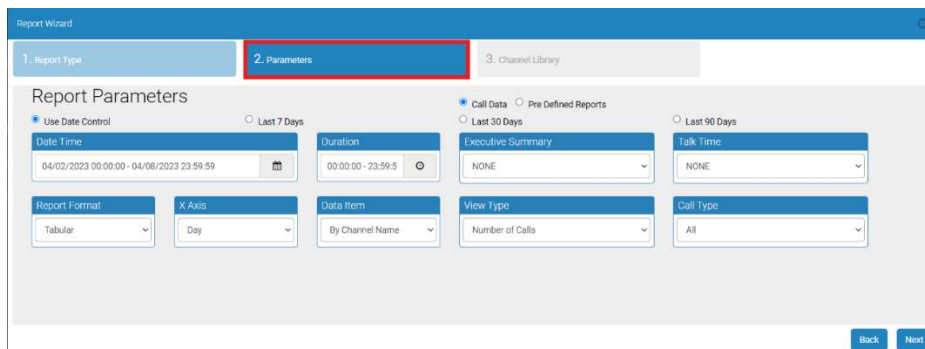
STANDARD REPORTS

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

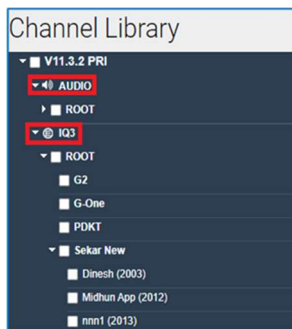
1. Click on the Reports menu in the Main menu.
2. Click on the Create Report button.
3. From the Report wizard, Select Standard Reports from the dropdown and click the following button.



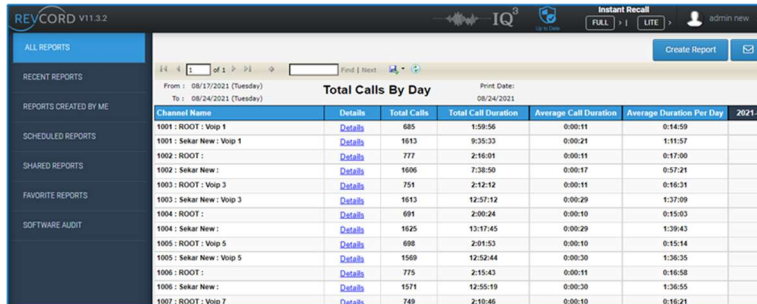
SELECT REPORT PARAMETERS



1. You can see a tree menu on the left side of the page. By default, you will get the results of all channels. If you want to have results of a particular channel, then select that channel from the left tree menu and click the Next button.
2. By default, on Standard reports, there is no way to distinguish between IQ3 Events and Recorder Calls. It just lists down all the channels (Recorder and IQ3). But the User can get reports for IQ3 and Audio by selecting the channels/groups from the left-hand side tree view.



3. Enter the Report Name and comments(optional.) Then, you can Click 'Save and Run' to save the report or Click 'Run' to view the report.



Channel Name	Details	Total Calls	Total Call Duration	Average Call Duration	Average Duration Per Day	2021-01
1001 : ROOT1 : Voip 1	Details	655	1:59:56	0:00:11	0:14:59	
1001 : Sekar New : Voip 1	Details	1613	9:35:33	0:00:21	1:11:57	
1002 : ROOT : Voip 1	Details	777	2:16:01	0:00:11	0:17:00	
1002 : Sekar New :	Details	1606	7:38:50	0:00:17	0:57:21	
1003 : ROOT : Voip 3	Details	751	2:12:12	0:00:11	0:16:31	
1003 : Sekar New : Voip 3	Details	1613	12:57:12	0:00:29	1:37:09	
1004 : ROOT :	Details	691	2:00:24	0:00:10	0:15:03	
1004 : Sekar New :	Details	1625	13:17:45	0:00:29	1:39:43	
1005 : ROOT : Voip 5	Details	698	2:01:53	0:00:10	0:15:14	
1005 : Sekar New : Voip 5	Details	1569	12:52:44	0:00:30	1:36:35	
1006 : ROOT :	Details	775	2:15:43	0:00:11	0:16:58	
1006 : Sekar New :	Details	1574	12:55:19	0:00:30	1:36:55	
1007 : ROOT : Voip 7	Details	749	2:10:46	0:00:10	0:16:21	

REPORT PARAMETERS

REPORT FORMAT

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

X-AXIS (HORIZONTAL)

This parameter works for graphical reports. If you want to view reports as a bar chart or a pie chart, the 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 Week Day," "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 Channel Name," "By Agent," "By Channel," "By Group," or by "Total."

VIEW TYPE

A User can view reports by selecting either "Number of Calls," "Call duration," "Average Call 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.

CALL TYPE

You can generate a call report based on incoming, outgoing, or both. All radio is selected by default, and incoming and outgoing call reports will be generated.

DATE

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

EXECUTIVE SUMMARY

An executive summary, sometimes known as a management summary, is a short report produced for business purposes. It summarizes a more extended report so 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 AND DURATION

Set the Start and End times to generate reports accordingly. The generated report will have results in the Start and End time range. Users can select any time span. The report will have all those calls that were recorded in the given time range.

DURATION

You can also search calls based on Duration. This feature gives the User increased flexibility in call 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, channel, 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: Channel Name, Agent, Channel, Group, or Total.
5. Select view type: Number of Calls, Call Duration, Average Call 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 an end date, and the search will generate all the calls made during that period.
7. Enter the start and end times to search for a specific time frame. You may highlight the numbers and type them in or arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will return every call during the specified dates.
8. You may also select specific call durations. For example, if you want to search all calls 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 could take a while.

ABILITY TO PLAYBACK CALLS IN STANDARD REPORT

You can find a Details link on the generated report. Clicking on the details link will list the detailed calls in a pop-up window and the ability to playback the file.

The screenshot displays the REVCORD software interface. The main window shows a 'Total Calls By Day' report for the period from 08/17/2021 to 08/24/2021. The report is a table with columns for Channel Name, Total Calls, Total Call Duration, Average Call Duration, Average Duration Per Day, and daily call counts from 2021-08-17 to 2021-08-23. A red box highlights the 'Details' link in the 'Channel Name' column for the first row (1001: ROOT: Voip 1).

Clicking on the 'Details' link opens a 'CALL DETAILS' pop-up window. This window displays a table of individual calls with columns for #, Type, Channel #, Channel Name, Start Time, Duration, Group Name, Event Name, and Survey Report. The table shows 9 calls for the selected channel, all of which are 'Voip 1' calls from 'Sekar New'.

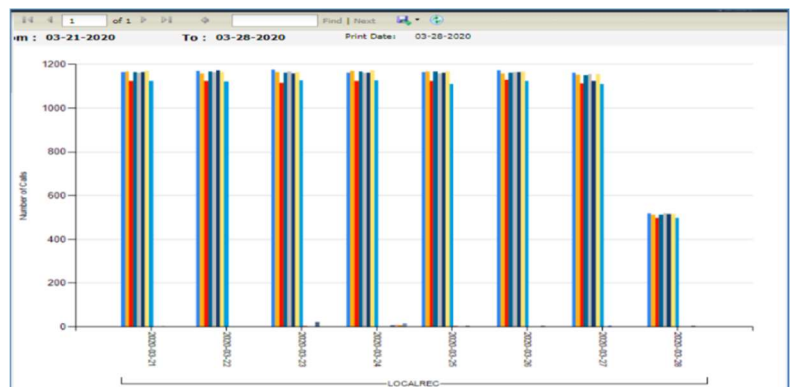
Channel Name	Total Calls	Total Call Duration	Average Call Duration	Average Duration Per Day	2021-08-17	2021-08-18	2021-08-19	2021-08-20	2021-08-21	2021-08-22	2021-08-23
1001: ROOT: Voip 1	685	1:59:56	0:00:11	0:14:59	308	278	99	0	0	0	0
1001: Sekar New: Voip 1	1610	5:35:30	0:00:21	1:11:57	0	0	218	324	341	337	331
1002: ROOT:	777	2:16:01	0:00:11	0:17:00	319	361	97	0	0	0	0
1002: Sekar New:	1606	7:35:56	0:00:17	0:57:21	0	0	230	341	322	334	316
1003: ROOT: Voip 3	781	2:12:12	0:00:11	0:16:21	315	330	106	0	0	0	0
1003: Sekar New: Voip 3	1610	12:57:02	0:00:29	1:37:09	0	0	223	319	335	337	338
1004: ROOT:	691	2:00:34	0:00:10	0:15:03	309	278	104	0	0	0	0
1004: Sekar New:	1626	13:17:45	0:00:29	1:39:43	0	0	233	332	336	340	324
1005: ROOT: Voip 5	698	2:01:53	0:00:10	0:15:14	316	284	98	0	0	0	0
1005: Sekar New: Voip 5	1609	12:53:44	0:00:30	1:36:35	0	0	207	309	336	337	323
1006: ROOT:	775	2:15:43	0:00:11	0:16:58	315	370	90	0	0	0	0
1006: Sekar New:	1571	12:55:19	0:00:30	1:36:55	0	0	231	330	323	336	299
1007: ROOT: Voip 7	745	2:10:46	0:00:10	0:16:21	320	333	96	0	0	0	0
1007: Sekar New: Voip 7	1548	12:40:36	0:00:29	1:35:04	0	0	223	311	315	334	310
1008: ROOT:	633	2:01:45	0:00:11	0:15:13	313	273	107	0	0	0	0
1008: Sekar New:	1586	13:17:14	0:00:30	1:39:29	0	0	219	307	324	343	323
2002: ROOT: PM-1	109	12:48:56	0:07:00	1:36:07	29	20	3	18	14	0	25
2003: ROOT: Dineah	1	0:03:59	0:03:59	0:06:30	1	0	0	0	0	0	0
2004: Sekar New: sekar iq3 new	9	1:06:07	0:07:26	0:08:22	3	2	1	0	1	0	2
2005: ROOT: PM-2	92	5:24:10	0:06:14	0:40:21	2	4	30	14	0	0	0
2006: ROOT: sekar tab	1	0:05:07	0:05:07	0:06:38	1	0	0	0	0	0	0
2006: Sekar New: sekar tab	1	0:04:52	0:04:52	0:06:34	0	0	0	0	0	0	1
2007: ROOT: HS-1	28	1:03:32	0:02:16	0:07:54	4	14	4	6	0	0	0
2007: Sekar New: HS-1	1	0:02:30	0:02:30	0:06:19	0	0	1	0	0	0	0
2012: ROOT: Midhun App	13	0:47:14	0:03:38	0:05:54	13	0	0	0	0	0	0
V11.3.2.PRI	18759	123:41:10	0:10:41	16:42:39	2568	2547	2620	2611	2648	2688	2396
Total	19758	133:41:10	0:10:41	16:42:39	2368	2347	2620	2611	2648	2688	2396
Average	790.4	5:20:51	0:00:26	6:40:56	102.7	104.8	104.4	105.8	107.9	103.8	100.8

#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Event Name	Survey Report
1	☞	1001	Voip 1	08-24-2021 04:56:28	00:00:22	Sekar New		
2	☞	1001	Voip 1	08-24-2021 04:54:23	00:00:05	Sekar New		
3	☞	1001	Voip 1	08-24-2021 04:46:18	00:00:29	Sekar New		
4	☞	1001	Voip 1	08-24-2021 04:44:13	00:00:18	Sekar New		
5	☞	1001	Voip 1	08-24-2021 04:34:03	00:00:29	Sekar New		
6	☞	1001	Voip 1	08-24-2021 04:25:58	00:00:14	Sekar New		
7	☞	1001	Voip 1	08-24-2021 04:23:53	00:00:29	Sekar New		
8	☞	1001	Voip 1	08-24-2021 04:15:48	00:00:27	Sekar New		
9	☞	1001	Voip 1	08-24-2021 04:13:43	00:00:10	Sekar New		

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, lines in a line chart, or sections in a pie chart. Revcord's Advanced Reports provide a powerful feature to display reports pictorially using Bar charts and Pie charts. You can quickly generate graphs using Advance Reports. The graph shows colors for each agent and charts the number of calls per day.

1. Select the Bar chart or Pie chart from the "Report Type" drop-down to generate charts.
2. Select the X-axis type: Day, Month, Week, Day, or Hour.
3. Select View Type for the Y-axis: Number of Calls, Call Duration, and Average Call Duration.
4. Select the data item type: By Channel Name, By Agent, By Channel, By Group, or by Total.
5. To select the date, click 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 calls made during that period.
6. Enter the start and end times to search for a specific time frame. You may highlight the numbers and type in the time or arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will return every call during the specified dates.
7. You may also select specific call durations. For example, if you want to search all calls 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.



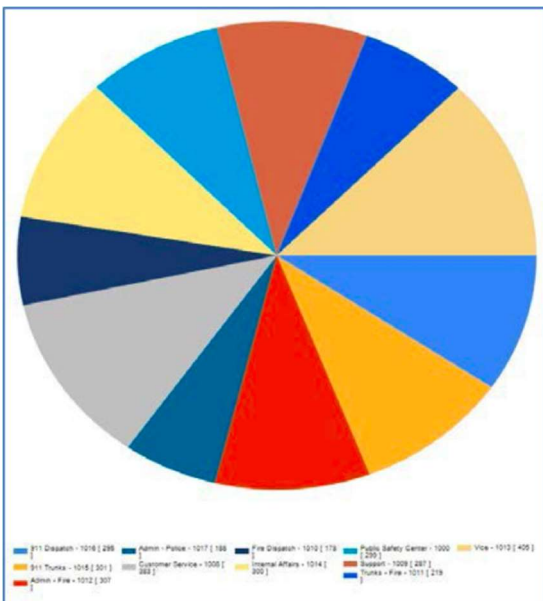
PIE CHARTS

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 in the mass media.

1. Select Pie chart from the "Report Type" drop-down menu to generate pie charts.
2. Select the X-axis type: Day, Month, Week, or Hour.
3. Select View Type for the Y-axis: Number of Calls, Call Duration, or Average Call Duration.

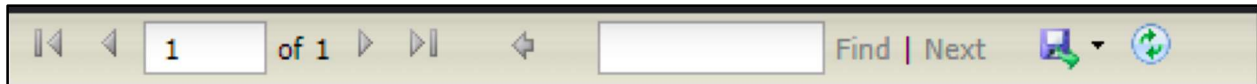
4. Select the data item type by the Channel Name, Agent, Channel, Group, or Total.
5. To select the date, click on the Start/End date text box. A calendar will appear. Enter a start date and an End date, and the search will generate all the calls made during that period.
6. To search a specific time frame, enter the start and end times. You may highlight the numbers and type in the time or arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will return every call during the specified dates.
7. You may also select specific call durations. For example, if you want to search all calls 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.

You will see a pie chart like the one pictured.



THE TOOLBAR

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



PAGING CONTROLS

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

FIND

To find a specific item from a generated report, the find option is also provided for 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. 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 the drop-down arrow and select the desired format to save the reports to your system.
3. A download will start/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

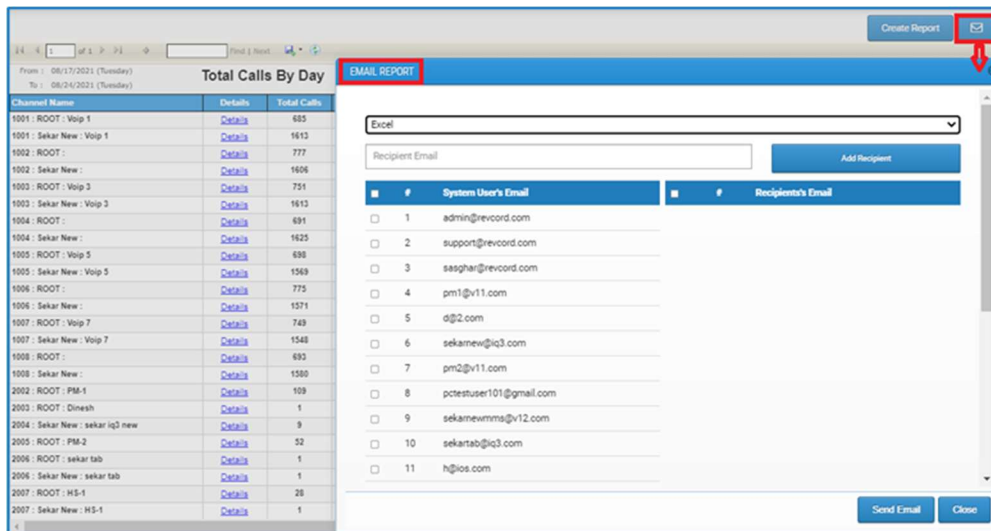
This option lets the User refresh the reports. Any change to the Report parameters will be updated just by clicking on the refresh button.

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 view, 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 delivered to the recipient address using SMTP email.



QA EVALUATION REPORTS

QA Evaluation Reports are like Standard Reports; they provide quantitative data for all the calls 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 calls. i.e., Tabular Reports, Bar Charts, or Stacked Bar Charts.

Report Information

Report Type

Evaluation

Standard

Evaluation

Mapped

Activity

Report Wizard

1. Report Type 2. Parameters 3. Channel Library

Report Parameters

Use Date Control Last 7 Days Last 30 Days Last 90 Days

Date Time

04/02/2023 00:00:00 - 04/08/2023 23:59:59

Report Format

Tabular

Report Format

QA Evaluations Evaluated Calls

QA Evaluation Name

APCO - NENA QA Form: Call Taking for EMS Incidents

View Type

Report by Agents

Back Next

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 calls 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 channels. If you want results from some particular channel, then select that channel from the left tree menu.

REPORT BY ASSOCIATED AGENTS

In addition, you can generate evaluation reports based on associated agents. If you have configured associated agents from RevConfig, you will be able to see a tree named “Associated Agent” on the left side. Select the evaluation-associated agent from the tree, and you can generate a QA Evaluation report.

REPORT FORMAT

1. Tabular (Excel) Reports

2. Bar Charts
3. Stacked Bar Charts

Also, Results Can Be Viewed Based On:

1. Show by agent – 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 agent'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 Evaluation reports. We can generate an Evaluation report based on "QA Evaluation" or "Evaluated Calls." An option box has been given to select either "QA Evaluation" or "Evaluated Calls." When you have selected "QA Evaluation," you will have an evaluation report conducted for any QA Form. "Evaluated Calls" generate a report of only those calls that have been selected for QA Evaluation.

GENERATE QA EVALUATION REPORT

1. Click the Create Report button.
2. Select Evaluation Report from the dropdown and click the Next button.
3. Select the QA Evaluation Name.
4. Select the date range for evaluation.
5. Select "QA Evaluation" or "Evaluated Calls" 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 results of all channels. If you want results from a particular channel, then select that channel from the left tree menu.
7. Enter the Report name and comment(optional)
8. Click 'Save and Run' if you want to save the report, or click 'Run.'

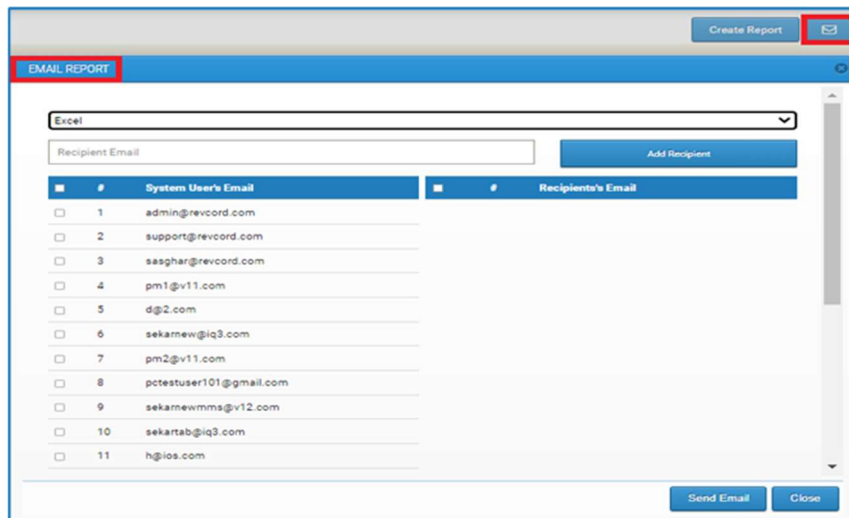
1 of 1 Find | Next

From : 08/17/2021 (Tuesday) To : 08/24/2021 (Tuesday) **Data from KMC QA Evaluation** Print Date: 08-24-2021

Agent Name	Score ID	Completed Date	Scores	Gender	Patient Discharge Date	Patient Id and Name	Test Required
	1111	8/20/2021	110		10	0	100
	1112	8/20/2021	320		10	0	310
	1113	8/24/2021	400		10	0	390
	1114	8/24/2021	120		10	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 the Email address in the text box, and click on the “Email” button. Then, the exported sheet in the selected format will be attached automatically and delivered to the recipient address using SMTP email.



EMAIL REPORT

Excel

Recipient Email

Add Recipient

#	System User's Email	#	Recipient's Email
<input type="checkbox"/>	1 admin@revcord.com		
<input type="checkbox"/>	2 support@revcord.com		
<input type="checkbox"/>	3 sasghar@revcord.com		
<input type="checkbox"/>	4 pm1@v11.com		
<input type="checkbox"/>	5 d@2.com		
<input type="checkbox"/>	6 sekarnew@iq3.com		
<input type="checkbox"/>	7 pm2@v11.com		
<input type="checkbox"/>	8 pctestuser101@gmail.com		
<input type="checkbox"/>	9 sekarnewmms@v12.com		
<input type="checkbox"/>	10 sekarnew@iq3.com		
<input type="checkbox"/>	11 hgios.com		

Send Email Close

SAVED REPORTS

The ability to save a report and view it later has been added to the reports page. Reports will be saved only if the User has supplied the report name and select the ‘Save’ or ‘Save and Run.’ You can find the report name option on the bottom side panel. See the following Screenshots.

Date

Start: 03/22/2020

End: 03/29/2020

Enter report name to save

Revcord

View Report

Send E-mail

Email

Saved Reports

Load Saved Report ▾

Load **Manage**

Schedule

Report Wizard

1. Report Type 2. Parameters 3. Channel Library

Channel Library

- ▼ V11.3.2 PRG
 - ▼ AUDIO
 - ROOT
 - Dinesh
 - G2
 - G-One
 - PKRT
 - Solar View
 - 1002
 - 1004
 - 1006
 - 1008
 - Vap 1 (1001)

Save **Save and Run** **Back** **Run**

Report Wizard

1. Report Type 2. Parameters 3. Channel Library 4. Done

Report Details to Save

Report Name

Enter Report Name

Comments

Enter Comments

Save **Save and Run** **Back** **Run**

- 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.

- Saved Report Management: Users can view all their saved reports criteria and can delete a saved report.
- All the saved reports are User-based and will be available to the User only.

#		Report Name	Report Type	Description	Last Run Date	Actions
1	<input type="checkbox"/>	evell	Evaluation Report	dada	27-Aug-2021	
2	<input type="checkbox"/>	Bar Chart	Standard Report	90 days	27-Aug-2021	
3	<input type="checkbox"/>	PIE CHART	Standard Report	Report	27-Aug-2021	
4	<input type="checkbox"/>	all in one	Standard Report	tata	27-Aug-2021	
5	<input type="checkbox"/>	active 90	Activity Report	day	27-Aug-2021	
6	<input type="checkbox"/>	MAP	Map Report	For 90sssss	26-Aug-2021	
7	<input type="checkbox"/>	90 Pie	Standard Report	Days	26-Aug-2021	
8	<input type="checkbox"/>	ONLY SPECIAL 26	Map Report	MAPPED	26-Aug-2021	

DELETE SAVED REPORT

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

#		Report Name	Report Type	Description	Last Run Date	Actions
1	<input checked="" type="checkbox"/>	Bar Chart	Standard Report	90 days	27-Aug-2021	
2	<input type="checkbox"/>	evell	Evaluation Report	test new	27-Aug-2021	
3	<input type="checkbox"/>	PIE CHART	Standard Report	dada	27-Aug-2021	
4	<input type="checkbox"/>	all in one	Standard Report	Report	27-Aug-2021	
5	<input type="checkbox"/>	active 90	Activity Report	tata	27-Aug-2021	
6	<input type="checkbox"/>	MAP	Map Report	day	27-Aug-2021	
7	<input type="checkbox"/>	90 Pie	Standard Report	For 90sssss	26-Aug-2021	

CONFIRMATION MESSAGE

Are you sure to delete the selected reports ?

SCHEDULED REPORTS

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

#		Report Name	Report Type	Description	Last Run Date	Actions
1	<input checked="" type="checkbox"/>	Bar Chart	Standard Report	90 days	27-Aug-2021	
2	<input type="checkbox"/>	evell	Evaluation Report	dada	27-Aug-2021	
3	<input type="checkbox"/>	PIE CHART	Standard Report	Report	27-Aug-2021	
4	<input type="checkbox"/>	all in one	Standard Report	tata	27-Aug-2021	
5	<input type="checkbox"/>	active 90	Activity Report	day	27-Aug-2021	
6	<input type="checkbox"/>	MAP	Map Report	For 90sssss	26-Aug-2021	

ADD SCHEDULE REPORT

Report Name:

PDF

Recipient Email:

System User's Email
 Recipients's Email

- support@revcord.com
- android@v3dev.com
- winmms@v2dev.com
- macmms@v3dev.com

Doesn't Repeat
 Daily
 Weekly on Friday
 Monthly on the Fourth Friday
 Annually On
 Every WeekDay
 Custom

Custom Recurrence Types can also be Selected.

CUSTOM RECURRENCE

Repeat every

Repeat On

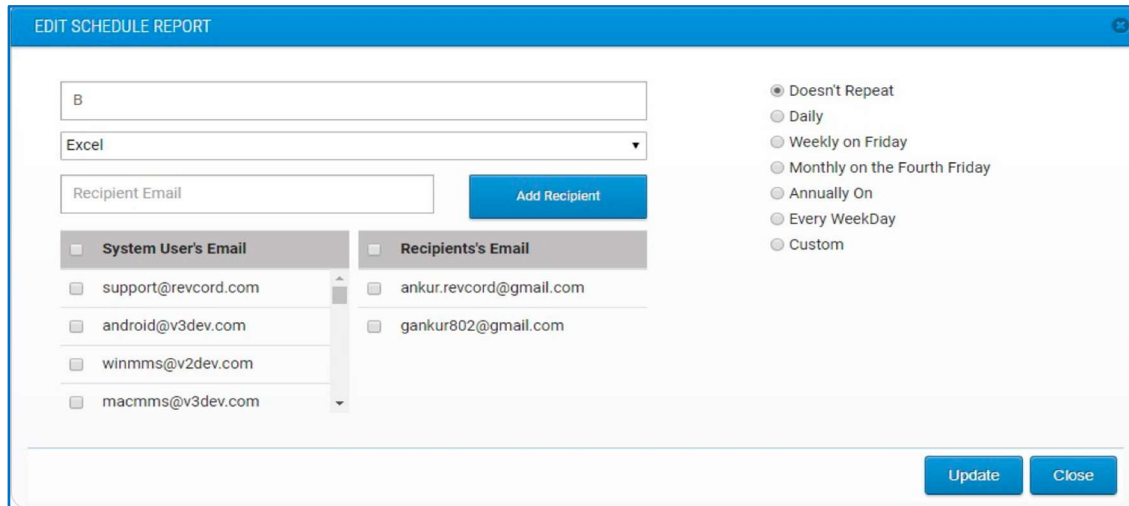
Ends

Never
 Ends On
 Ends After

Schedule Reports can be managed from the Schedule Report Page.

#	Report Name	Export Type	Recipients	Last Report On	Next Report On	Actions
1	pm1-pm2	Excel	pctestuser101@gmail.com prashant@revcord.com	8/27/2021	8/28/2021	
2	SCHEDULE-EXCEL-STANDARD-REPORT	Excel	PRASHANT@REVCORD.COM pm1@v11.com pm2@v11.com pctestuser101@gmail.com	8/28/2021	8/29/2021	
3	MAP for excel	Excel	prashant@revcord.com pm1@v11.com pm2@v11.com pctestuser101@gmail.com		8/16/2021	
4	MAP Report	PDF	prashant@revcord.com pm1@v11.com pm2@v11.com pctestuser101@gmail.com r@apk.com r@mms.com		8/16/2021	

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 many locations or call markers based on ANI/ALI data. Large numbers of markers are converted to clusters using the viewport marker management technique.

SEARCH CRITERIA

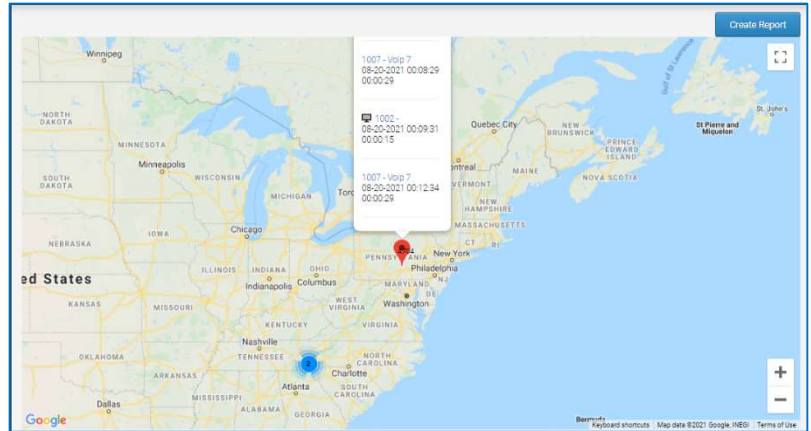
Geo-tagging reports depend on ANI/ALI data. To search for geotagged reports, you can search for calls that have GPS data. By entering a date, time, and duration, you can produce map reports just by clicking the “Save and Run” button. Calls with GPS data will be marked on the map either in the form of a call marker (red) or clusters (blue). Each cluster can contain many markers. Each cluster displays the number of call markers. To open a cluster, click it. You will see all call markers under the selected/clicked cluster.

PLAYBACK GEOTAGGED CALL/EVENTS

To play any geotagged call, click on a call 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. In addition to simple player controls, you can save, email, and edit any geotagged call.

If there is more than one call from the same location, you cannot see the call 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. All User activity is logged based on the configuration from log-in to sign-out. 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, 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.

#	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

IQ3 PRINTABLE REPORTS

INTRODUCTION

IQ3 Printable Reports are user-friendly printable reports in MMS. The main theme is to develop a mechanism to easily download and print the IQ3 reports in PDF format.

Features of the printable IQ3 reports.

- a) Ability to display link on Search, QA Search, Reports and Playlist.
- b) Implement the functionality to confirm to either email or just generate the PDF report and download.
- c) User can fetch report details and write them to the PDF.
- d) Ability to save and download the IQ3 PDF Report.
- e) Email generated report if user has opted to email.
- f) Implementation of the ability to extract first frame from the recorded video.
- g) User can Keep track of the IQ3 reports generation and log them in RevLog database.
- h) **Email Report**
- i) Instead of directly downloading the pdf report, there needs the ability to email the pdf report directly. The email reports, dialog box will provide the ability to generate IQ3 report, attach it and email report directly either to system users or non-system users.

Report Format

Primarily there are two types of IQ3 reports.

1. Standard Report
2. Vessel Report

Each report consists of following pages.

1. Report Title Page

This will be a cover / report title page and will have the following information.

- a. Logo either Revcord logo or the report logo configured for the tenancy.
- b. Tenancy name
- c. Related useful information related to event.

2. Basic Information Page

This part is similar to what we have on the HTML based IQ3 report on the basic info tab.

3. Vessel Information Page

This part is similar to vessel information similar to Vessel Info tab on the HTML based IQ3 report. Vessel Information page is specific to Vessel Reports only.

4. Inspections Page

Inspection page may contains the following important data.

- All the inspection information
- Time of inspection
- Notes
- Picture bookmark
- Extract the first frame from the video and place in the report.

IQ3 Reports Types

- Generate Standard PDF
- View Standard Reports
- Export Standard Repots

SEARCH TOOLS										
Date Time Range		Duration Range	Search Library	User Searches						
CALL RECORDS										
#	Type	Channel #	Channel Name	Start Time	Duration	Bookmarks	Report	Event Name	Call Comments	
1		2124	Prashant - 1 - Logger	11-09-2023 21:03...	00:02:00	Scope of S		picture button		
2		2124	Prashant - 1 - Logger	11-09-2023 20:48...	00:11:01	Cargo Stow		test@111		
3		2124	Prashant - 1 - Logger	11-09-2023 20:33...	00:01:49	In the Dep		SCH2		
4		2124	Prashant - 1 - Logger	11-09-2023 19:16...	00:02:36	Textual Re		SCH 1		
5		2124	Prashant - 1 - Logger	11-09-2023 19:00...	00:12:42	Textual Re		SCH009		

Generate Standard PDF

IQ3 INSPECTION REPORT

Inspection Information			
Template Id	5	Template Title	Container Cargo Damage.
No. of Sections	3	No. of Markers	8
Inspector Id	1382	Inspector Name	Prashant - 1 - Logger
Event Id	IQ3_1699543997373	Report Type	Standard Report
Duration	00:02:00	Time of Event	11-09-2023 21:03:32
GPS	29.041000, 77.702510	Event Notes	

Post Event Data
Motor Inspection
QA
First Inspection



Revcord,
1250 Wood Branch Park Dr.,
Ste 490 Houston,
Texas, Houston TX 77079
USA

The IQ3 Enterprise Inspection System

Test
 For
 Revcord
 281-404-7040 ext. (300)
 REPORT DATE: Nov 07, 2023 01:59:21
 INSPECTION DATE: Nov 07, 2023 03:04:52
 INSPECTION NUMBER: IQ3_1699306470036
 By
 Prashant 1
 Email: prashant1@logger.com
 Phone: N/A
 GPS Location: 29.041049, 77.702527
 YEAAAA

REPORT DATA

Correspondence and related records	FOLLOW B1
Records relating to casualties, vessel inspection, and safety of life at sea	testing

View Standard Reports

INSPECTION SUMMARY

REVCORD

Address 1: Revcord,
 Address 2: 1250 Wood Branch Park Dr.,
 Address 3: Ste 490 Houston,
 City: Texas, State: Houston, Zip:TX 77079
 Country: USA

THE IQ3 ENTERPRISE INSPECTION SYSTEM

Revcord
 Nov 09, 2023 21:03:32
 INSPECTION NUMBER: IQ3_1699543997373
 Freshport - 1 - Logger
 Email: freshport1@logger.com
 Phone: N/A
 Location: 29.041600, 77.702510

Button Inspection

STANDARD REPORT

Survey Date	Nov 09, 2023 21:03:32
Inspection Number	IQ3_1699543997373
Inspection Name	picture button
Type	Container Cargo Damage.
Instruction	picture button

INSPECTION SUMMARY

INSPECTION SUMMARY

INSPECTED AREAS

		Default Section - 00:00:06 Damage to Cargo
		Default Section - 00:00:02 Scope of Survey

Export Standard Reports



THE IQ3 ENTERPRISE INSPECTION SYSTEM

Revcord
 Nov 09, 2023 21:03:32
 INSPECTION NUMBER: IQ3_1699543997373
 Prashant - 1 - Logger
 Email: prashant1@logger.com
 Phone: N/A
 Location: 29.041000, 77.702510

Button Inspection

STANDARD REPORT

Survey Date	Nov 09, 2023 21:03:32
Inspection Number	IQ3_1699543997373
Inspection Name	picture button
Type	Container Cargo Damage.
Instruction	picture button
Inspector Name	Prashant - 1 - Logger

INSTANT RECALL

Revcord continues its dedication to simplification and listening to its customers. An easy-to-use, simple solution is Instant Recall. Emergency call information is often stressful and in a noisy environment. Confirmation of facts is required to ensure correct dispatch. In Progress Live Calls and Recently Recorded Calls have been provided on the same page. A replay of recently recorded calls is available with a single click. Two separate User rights/permissions have been added in the User setup, IR Lite and IR Full links are dependent on these permissions.

You can show/hide columns, resize them, and arrange their order from the Site Administration. In addition to column customization, Revcord provides two different types of Instant Recall. These are:

1. IR Full
2. IR Lite

IR FULL

When an incoming telephone call is difficult to understand, the operator can play it again. IR Full provides support for Live and Recorded calls. A recently completed recorded call will be available for

playback in the recorded calls section. Revcord provides variable speed control, which gives call takers the ability to slow down the playback without degrading the sound quality. In addition to Instant Recall features, column customization has been added to IR Full. Using Site Administration, columns can be arranged, shown, hidden, and sized. The IR Full consists of the following two features:

1. Live Calls
2. Recorded Calls

LIVE CALLS

The Live Calls portion displays a list of all channels. You can monitor and listen to playback in the live mode. The player under the live calls section is the live player and is capable of Bookmarking and Live Recall. You can insert bookmarks and listen to a recorded portion of the live call. If the status icon of a channel is red, it means that the channel is active and the call is being recorded. The Live Calls portion of the IR Full provides support to monitor and listen to playback in live mode. If a channel gets disconnected or the operator is unable to understand the conversation, he or she can go to the recorded portion and instantly recall the recorded conversation.

Note: Bookmarking works for Single channels only.

RECORDED CALLS

The Recorded Calls section contains calls based on User restriction. The file player has full functionality, including Segment Looping, Bookmarking, Fast Forward and Rewind of an archived call, Skip Silence, and Variable Speed. The recorded portion of the page displays the recorded call immediately; you can playback just by double-clicking the call. You can listen to one file at a time using the file player. Every recorded call is clearly identified on the grid's top row and color-coded to distinguish individual calls. Data that is available on recorded calls purely depends upon User search and shift restriction. If the User has only a search restriction of 2 hours, then on a recorded portion, the User can go back 2 hours when he opens the instant recall page. When shift restriction is enabled, there will be no record on page load, and the User is notified of all incoming calls until shift time is reached.

To make Instant Recall even more useful, Revcord provides different controls on the player. This makes it easier to identify the scenario. Also, you can insert Call Comments and bookmarks on the recorded call.

IR VIEWS

Instant Recall has been improved. For ease of use, two different views of IR Full have been introduced. I.e., IR Stack View and IR Non-Stack View.

STACK VIEW

LIVE CALLS					
#	Status	Channel #	Channel Name	Duration	Recorder Name
1	📞	1001	CH_0001	00:00:00	LOCALREC
2	📞	1002	CH_0002	00:00:00	LOCALREC
3	📞	1003	CH_0003	00:00:00	LOCALREC
4	📞	1004	CH_0004	00:00:00	LOCALREC
5	📞	1005	CH_0005	00:00:00	LOCALREC
6	📞	1006	CH_0006	00:00:00	LOCALREC
7	📞	1007	CH_0007	00:00:00	LOCALREC
8	📞	1008	CH_0008	00:00:00	LOCALREC

RECORDED CALLS							
#	Type	Channel #	Channel Name	Start Time	Duration	CallComments	Recorder Name
1	📞	1004	CH_0004	04-10-2020 08:43:20	00:00:16		LOCALREC
2	📞	1007	CH_0007	04-10-2020 08:43:16	00:00:02		LOCALREC
3	📞	1002	CH_0002	04-10-2020 08:43:12	00:00:14		LOCALREC
4	📞	1003	CH_0003	04-10-2020 08:43:05	00:00:21		LOCALREC
5	📞	1008	CH_0008	04-10-2020 08:43:04	00:00:10		LOCALREC
6	📞	1006	CH_0006	04-10-2020 08:43:01	00:00:30		LOCALREC
7	📞	1001	CH_0001	04-10-2020 08:42:08	00:00:32		LOCALREC
8	📞	1007	CH_0007	04-10-2020 08:42:05	00:00:34		LOCALREC
9	📞	1004	CH_0004	04-10-2020 08:42:04	00:00:34		LOCALREC
10	📞	1002	CH_0002	04-10-2020 08:42:01	00:00:30		LOCALREC
11	📞	1005	CH_0005	04-10-2020 08:41:57	00:00:02		LOCALREC

NON-STACK VIEW

LIVE CALLS					
#	Status	Channel #	Channel Name	Duration	Recorder Name
1	📞	1001	Admin 1 CC	00:00:00	LOCALREC
2	📞	1002	Admin 2 CC	00:05:42	LOCALREC
3	📞	1003	Admin 3 CC	00:00:00	LOCALREC
4	📞	1004	CS 1 CC	00:00:00	LOCALREC
5	📞	1005	CS 2 CC	00:00:00	LOCALREC
6	📞	1006	CS 3 CC	00:04:53	LOCALREC
7	📞	1007	Support 1 CC	00:00:00	LOCALREC
8	📞	1008	Support 2 CC	00:00:00	LOCALREC
9	📞	1009	Support 3 CC	00:03:46	LOCALREC
10	📞	1010	Admin 1 Fire	00:03:53	LOCALREC
11	📞	1011	Admin 2 Fire	00:00:00	LOCALREC

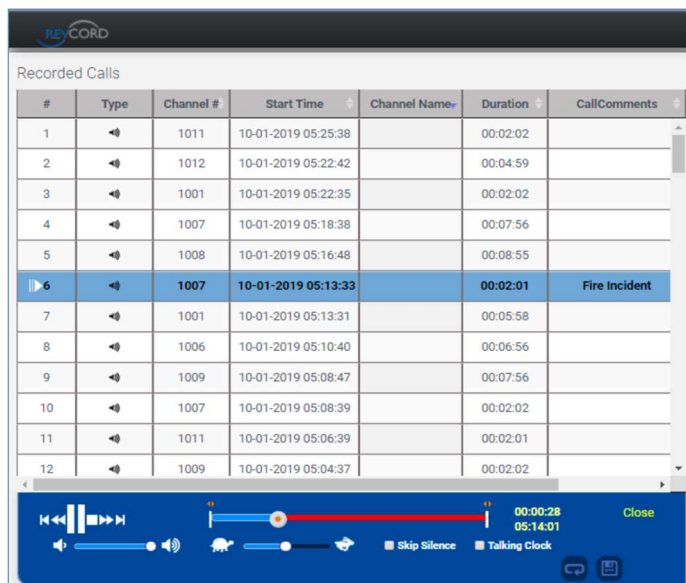
RECORDED CALLS					
#	Type	Channel #	Channel Name	Start Time	Duration
1	📞	1011		10-01-2019 05:25:38	00:02:02
2	📞	1012		10-01-2019 05:22:42	00:04:59
3	📞	1001		10-01-2019 05:22:35	00:02:02
4	📞	1007		10-01-2019 05:18:38	00:07:56
5	📞	1008		10-01-2019 05:16:48	00:08:55
6	📞	1007		10-01-2019 05:13:32	00:02:01
7	📞	1001		10-01-2019 05:12:33	00:05:58
8	📞	1006		10-01-2019 05:10:40	00:06:56
9	📞	1009		10-01-2019 05:08:47	00:07:56
10	📞	1007		10-01-2019 05:08:39	00:02:02
11	📞	1011		10-01-2019 05:06:39	00:02:01
12	📞	1009		10-01-2019 05:04:31	00:02:02

IR LITE

Instant Recall Lite gives Users the ability to recall recently completed calls. A recently completed call will be displayed on top of the IR Pop-up grid. IR Lite will display only ten calls at a time. IR Lite is displayed as a separate window, independent of the main application window. You can monitor recently recorded calls while doing other work on your desktop. Revcord provides and updates its customers with the latest technology and ease of use.

IR Lite allows full player features, including Segment Looping, Bookmarking, Fast Forward and Rewind of an archived call, Skip Silence, variable speed, and call saving to .WAV or .WMA formats and emailing using SMTP. To save and email calls, you must have permissions set up from your Administrator. In addition to player features, other features like resizing IR Lite pop-up, show/hide columns, column sorting, column ordering, and column resizing are also available. These settings are located under Site Administration. Call comments can be added to any call by clicking on the correct cell under the call the comments column.

In the case of User search time restriction, the User can go back as many hours as defined in his/her search restriction. In the case of shift restriction, no calls will be displayed on page load, and Users will be notified for all incoming calls till the shift time reaches.

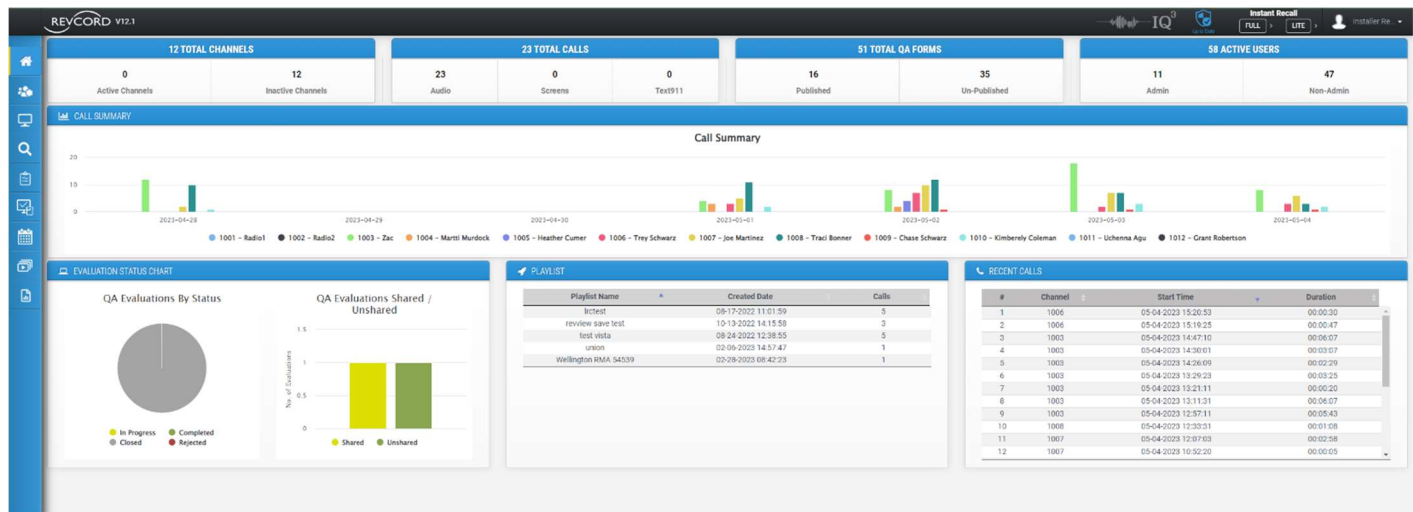


The screenshot displays the REVCORD IR LITE interface. At the top, the REVCORD logo is visible. Below it, the title "Recorded Calls" is shown. The main area contains a table with the following columns: #, Type, Channel #, Start Time, Channel Name, Duration, and CallComments. The table lists 12 calls, with the 6th call (Channel # 1007, Start Time 10-01-2019 05:13:33, Duration 00:02:01) highlighted in blue and labeled "Fire Incident". Below the table is a playback control bar with various icons for play, stop, previous, next, and volume, along with a progress slider and a "Close" button.

#	Type	Channel #	Start Time	Channel Name	Duration	CallComments
1	☞	1011	10-01-2019 05:25:38		00:02:02	
2	☞	1012	10-01-2019 05:22:42		00:04:59	
3	☞	1001	10-01-2019 05:22:35		00:02:02	
4	☞	1007	10-01-2019 05:18:38		00:07:56	
5	☞	1008	10-01-2019 05:16:48		00:08:55	
6	☞	1007	10-01-2019 05:13:33		00:02:01	Fire Incident
7	☞	1001	10-01-2019 05:13:31		00:05:58	
8	☞	1006	10-01-2019 05:10:40		00:06:56	
9	☞	1009	10-01-2019 05:08:47		00:07:56	
10	☞	1007	10-01-2019 05:08:39		00:02:02	
11	☞	1011	10-01-2019 05:06:39		00:02:01	
12	☞	1009	10-01-2019 05:04:37		00:02:02	

ENTERPRISE CONFIGURATION (EC)

Enterprise Configuration provides unlimited use across multiple servers in multiple locations, all running Microsoft SQL Server 2019. You can access multiple servers' data on a single enterprise machine. The WebUI allows us to have connections to multiple databases and access their data with a single interface. Enterprise configurations can be activated from WebUI Configuration.exe. By default, EC is disabled. You must check this if you want to have an enterprise version of client software. For details, see the following screen.



EC IMPLEMENTATION

Enterprise Configurations is available to Users and will grant access to multiple servers using a single web interface. To keep common configurations a primary server is required to configure for enterprise application management. It is just giving Users the option to attach to multiple servers.

Note: Enterprise configurations are available to both Admin and Non-Admin Users.

ENTERPRISE CONFIGURATION - NEW ARCHITECTURE

This feature brings Revcord's "Enterprise" configuration to Revcord's 10 series software release. Enterprise is dramatically improved for reliable usage across a wide variety of end-customer network topology and network connectivity configurations.

ENTERPRISE CONFIGURATIONS

EC ACCESS

The EC module is only accessible to Admin Users, and enterprise Users. Admin Users will have full access to all servers. However, enterprise User's access is based on the configured rights and permissions for each recorder. EC mode will not be available to any other type of User. i.e., additional/group based, simple User etc.

COMMUNICATION UPGRADE

Based on the newest EC implementation, we are no longer establishing a direct database connection by using TCP/IP ports. It's a type of web service-based communication between central server and sub servers. Proper security measures have been taken to make the web-service secure.

USER MANAGER

ENTERPRISE USER

This EC upgrade has added a new type of User, the Enterprise User. An enterprise User will have a mixed type of access rights based on the Is Enterprise Recorder Flag. When the enterprise server is a recorder, then enterprise Users will have group based/simple access rights to the primary server and have simple access rights to the sub server. Based on configuration, an enterprise User could have access to even a single specific channel/extension. Administrators can assign access to any number of channels/extensions of any of the configured recorder/sub-server.

CREATE AN ENTERPRISE USER/CHANGE ENTERPRISE FLAG FOR EXISTING USER

On the User form there is a drop-down menu provided to switch a User to an Enterprise User. You can switch an additional User or simple User to an enterprise User. All the existing rights to local the recorder will remain as is when you change an existing User to an enterprise User.

User Form

*Login Email:

*User Name:

*Password:

*Confirm Password:

Channel Number:

Email On Demand:

Start / Stop Recording:

Is Enterprise:


Search Time Restriction:

Silence On Demand:

Is Admin:

Enable Shift Restriction





When a User is set as an enterprise User, a blue colored icon will be displayed. It is for setting enterprise rights to the sub-server.

Recorder Name	User Type	Permissions	User Settings
LOCALREC	Enterprise	IR Lite	Monitor
		Search	Evaluation
		Dashboard	QA Evaluation Reports
		Advanced Reports	IR Full
		Save And Email	
EC DEV	Admir	IR Lite	Monitor
		Search	Evaluation
		Dashboard	QA Evaluation Reports
		Advanced Reports	IR Full
		Save And Email	
		Invitation	

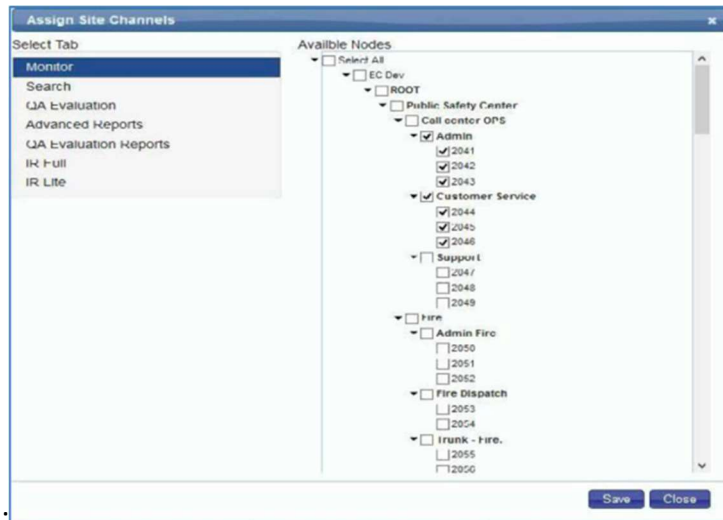
Keep a note that the rest of the User rights, additional, group-based, and simple rights, will work as is, and Enterprise rights will work for sub-servers only. This is what we call mixed rights.

Mixed Rights = (Existing group-based or simple rights) + (simple rights to sub-server) When the enterprise server / primary server is not a recorder, then there will be only enterprise Users.

Note: whenever an enterprise server is a recorder, there will be mixed rights, and when the enterprise server is not a recorder, there will be simple rights to the sub-server.

SETUP ENTERPRISE RIGHTS

To set up enterprise rights for a User, click on the blue-colored icon “Assign channel rights” for enterprise rights. It will display the following dialog box.



Permissions to tabs will be listed on the left and right sides, showing all the sub-recorders and their respective channels. One by one, move to the permissions tab and select the channel of your choice

for each tab. Once you complete all the permissions, click the Save button. Enterprise rights will be saved for the selected User.

LIMITED FEATURES (WHERE EC IS NOT IMPLEMENTED)

For the following modules, EC has not been implemented. They will work for the local recorder or primary server only and based on the same privileges as non-EC mode.

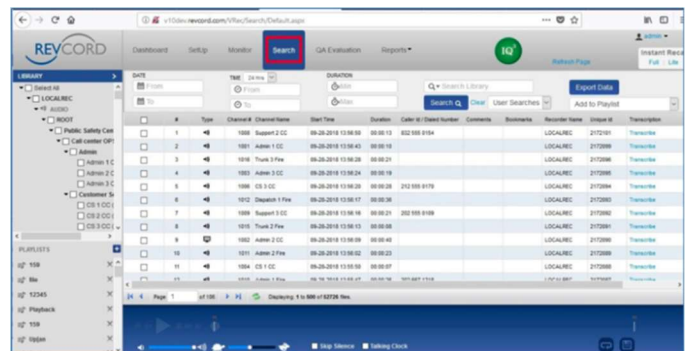
1. Dashboard
2. Activity Report
3. Map reports
4. IQ3 Capabilities

Revised EC Features are implemented on Search, Monitor, IR Full, IR Lite, Advanced Reports, and QA Evaluation Reports.

SEARCH MODULE

The first tree will be listed in enterprise mode based on the User type. i.e., For Admin, the entire tree will be loaded for all the configured servers, and for enterprise Users, their tree will be loaded based on the enterprise User rights. Once the tree has loaded successfully, then search results from respective recorders will be loaded. In addition to records, the following actions can be performed in the search module concerning EC.

1. Call Commenting
2. Bookmarks
3. Custom Fields
4. Export Data
5. Export Playlist
6. User Searches
7. Load results based on User searches

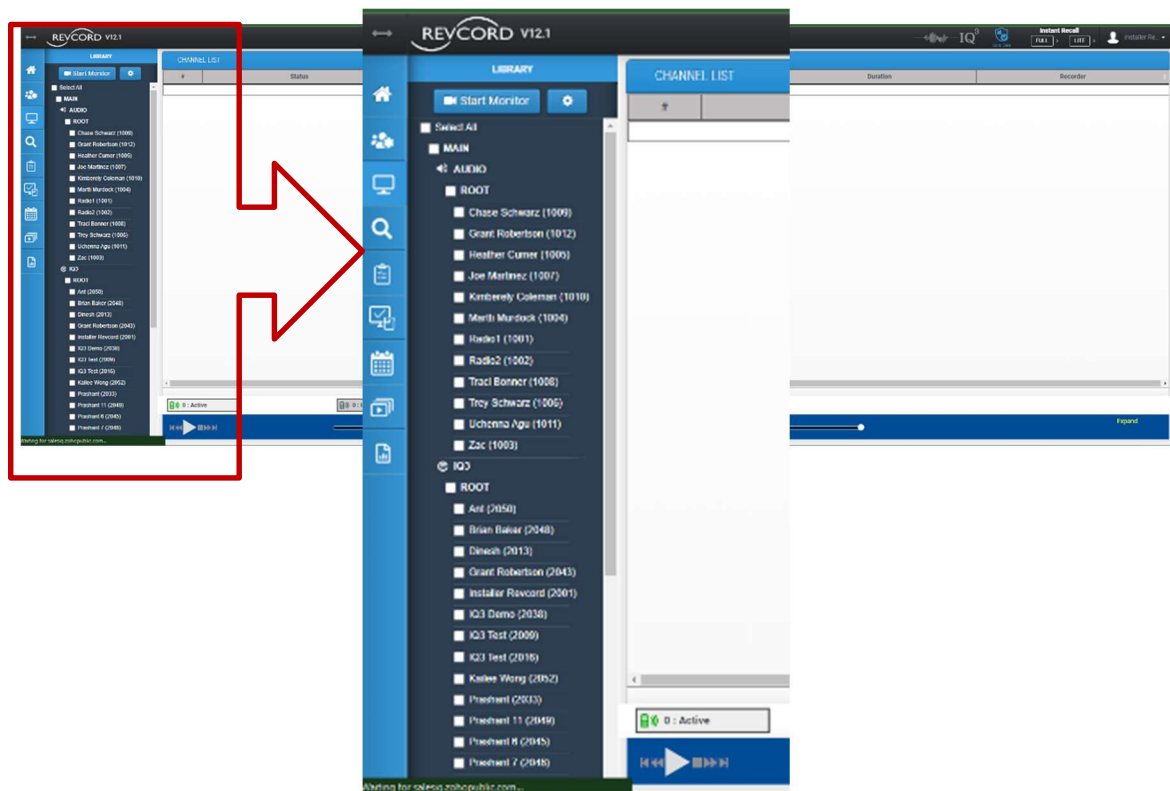


In the above screenshot, the logged-in User has access to four recorders. The tree from all four recorders will be loaded, and the call records will be searched and listed on the page.

Note: EC is not implemented for the sub-server IQ3. i.e., a sub-server having IQ3 enabled will not work in EC mode. However, EC capabilities will be given for audio and screen categories for all the configured sub-servers.

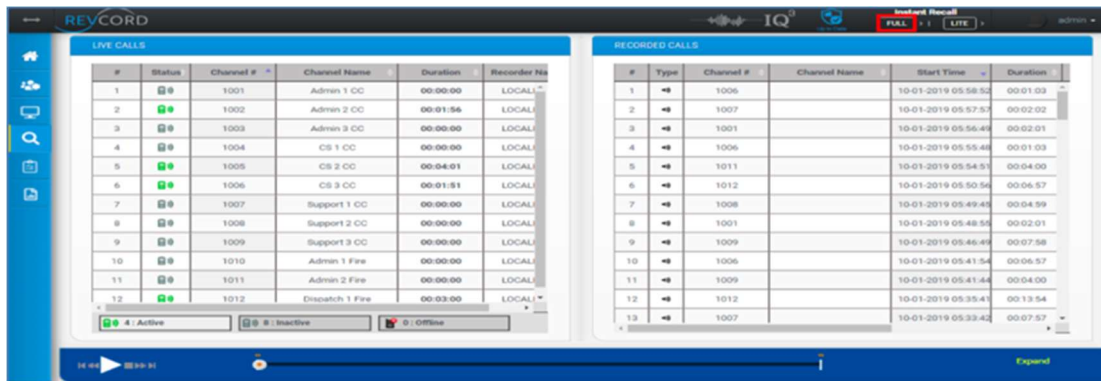
MONITOR

Monitor page loading is a bit different from the search page. It will list the tree for the very first recorder/server. The functionality on the monitor page is on a per-recorder basis. A Menu is given to switch to the other recorders. The number of recorders listed under the menu will be based on the User Permissions/Privileges for the Enterprise Mode, the logged-in User can be either an Administrator or Enterprise User. So, the tree will be loaded according to permissions/rights based on User Type. To switch to another recorder, select the corresponding recorder from the list. Channel loading is the same. i.e., select the channels from the tree and Click the Monitor Button.



INSTANT RECALL (FULL)

Instant recall Full is also based per recorder. It will list the channels and call data for one recorder at a time. To change the recorder, select one from the drop-down list. Based on the selected recorder, channels will be loaded, and then, on the right-hand side, recorded calls will be loaded from the selected recorder. Later, whenever a channel becomes inactive, its respective call will be propagated on the right-hand side under the recorded calls section.

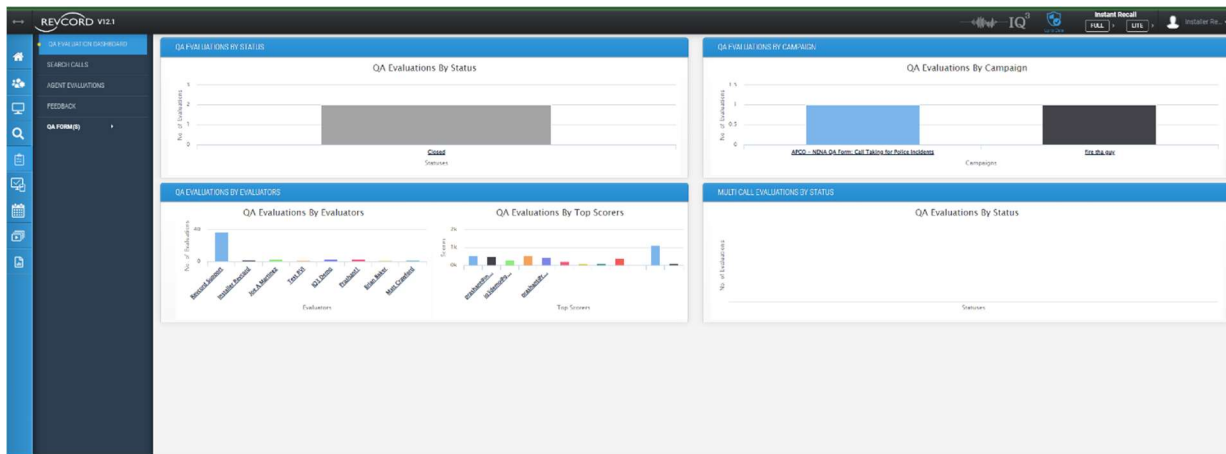


IR LITE

Instant Recall Lite is also based per recorder. It will list the call data of one recorder at a time. To change the recorder, select one from the drop-down list. Based on the selected recorder, channels will be loaded, allowing the User to recall recently completed calls. A recently completed call will be displayed on top of the IR pop-up grid. IR Lite is displayed as a separate window, independent of the main application window. You can monitor recently recorded calls while doing other work on your desktop.

QA EVALUATION

QA Evaluation module is fully implemented with enterprise configurations. Like other modules, QA Evaluation will work in EC mode for Administrator and enterprise Users only. Other Users will not be able to access this module in enterprise mode. However, QA Evaluation will work in local mode for other Users.



DASHBOARD

By default, all the dashboard objects will be loaded for the first and default recorder. There will be a Menu item on the left side to switch to another recorder dashboard. Users can change the recorder from the list and see dashboard statistics.

#	Type	Channel #	Channel Name	Start Time	Duration	Report	Event Name	Recorder Name	Unique id	Call Comments
1		2039	Prashant Int	05-04-2023 17:45:41	00:23:10		Invite 1	Main	187931	
2		2039	Prashant Int	05-04-2023 17:22:31	00:02:09		Sit13	Main	187930	
3		2039	Prashant Int	05-04-2023 17:20:10	00:10:50		Stream 004	Main	187929	
4		2039	Prashant Int	05-04-2023 17:16:04	00:03:03		Stream 03	Main	187928	
5		2039	Prashant Int	05-04-2023 16:52:50	00:22:04		Stream 2	Main	187927	
6		2019	Eddie Guerrero	05-04-2023 16:00:07	00:01:55			Main	187902	
7		2019	Eddie Guerrero	05-04-2023 15:57:47	00:01:36			Main	187891	
8		1006	Trey Schwarz	05-04-2023 15:20:53	00:02:31			Main	187904	
9		1006	Trey Schwarz	05-04-2023 15:19:25	00:00:48			Main	187903	
10		1003	Zac	05-04-2023 14:47:10	00:06:08			Main	187900	
11		1003	Zac	05-04-2023 14:30:01	00:03:07			Main	187899	
12		1003	Zac	05-04-2023 14:26:09	00:02:29			Main	187898	
13		1003	Zac	05-04-2023 13:29:23	00:03:25			Main	187897	
14		2038	IG3 Demos	05-04-2023 13:24:35	00:03:03		Intst	Main	187896	
15		1001	Zac	05-04-2023 13:11:11	00:00:21			Main	187905	

SEARCH CALLS

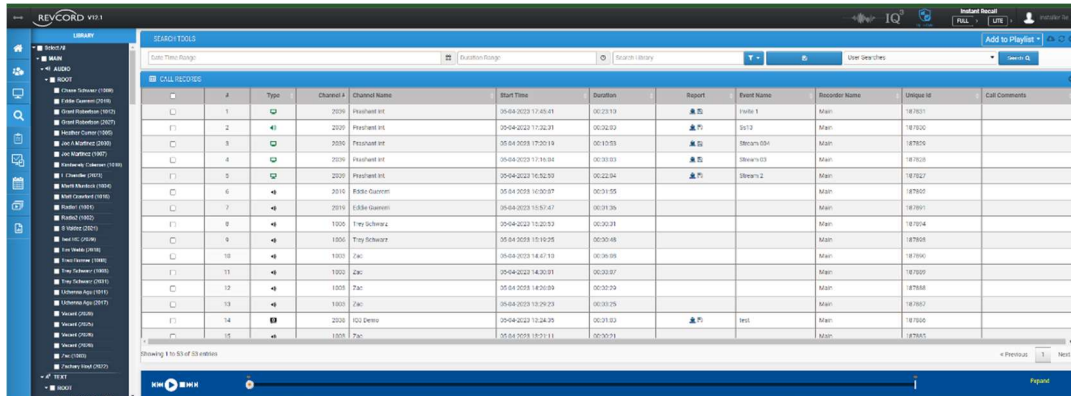
The Search Calls section loads the recorders/sub-servers and retrieves data based on User permissions in the backend. Clicking the “Search Calls” link will load the call records based on channel permissions and associated recorders. When selecting calls for evaluation, it is mandatory to select the rows/records from a unique recorder. Selecting records from multiple records will not allow you to add the selected calls for evaluation, and it will show the following Pop-up menu.

The screenshot shows the REVCORD Search Calls interface. A table lists call records with columns for Select, #, Type, Channel, Channel Name, Call Date, Start Time, Duration, Group Name, and Recorder Name. A red box highlights the text "Add Selected Call(s) to be Evaluated". A yellow box highlights a pop-up message that says "Information Message Please select calls from unique recorder." with an "OK" button. A green box highlights the Recorder Name column, which contains values like "EC DEV", "Customer Service", "Support", "Admin Fire", "Admin", "Trunk - Fire", "Customer Service", "EC Test 1", "EC Test 1", "EC Test 1", "EC Test 1", and "EC Test 1".

The screenshot shows the REVCORD Search Tools interface. It displays a list of call records with columns for #, Type, Channel #, Channel Name, Start Time, Duration, Report, Event Name, Recorder Name, Unique Id, and Call Comments. The table contains 15 rows of data. A search bar and various filters are visible at the top of the interface.

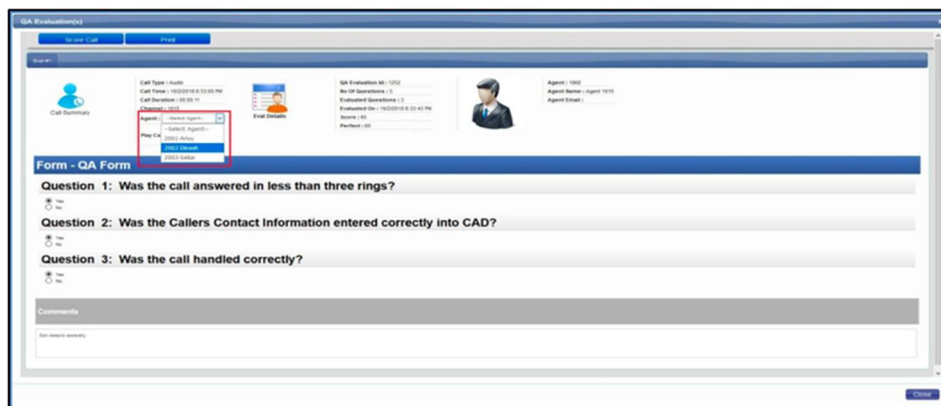
AGENTS EVALUATION

All evaluations by Status will be listed on this page. In EC mode the evaluations from other recorders will also be listed here. A new feature called Enterprise Associated has been introduced. Clicking the “Enterprise Associated” radio button will list the evaluations conducted by the enterprise User and some other recorders/sub-servers. The evaluations for the calls of sub-servers added by an MMS User Administrator/enterprise will be displayed with the Administrator of the sub-server name as an evaluator. However, you will have the ability to do evaluations and score them in Enterprise Mode. All the operations like evaluate, score calls, delete evaluation, mark as closed, share, and unshared were included for the enterprise configurations.



Call ID	Type	Channel #	Channel Name	Start Time	Duration	Report	Event Name	Recorder Name	Unique ID	Call Comments
1		2000	President Int	20-04-2022 17:45:41	00:23:13		Event 1	Man	187821	
2		2000	President Int	20-04-2022 17:52:21	00:32:53		SA13	Man	187820	
3		2000	President Int	20-04-2022 17:50:19	00:33:55		Stewart 034	Man	187825	
4		2000	President Int	20-04-2022 17:50:04	00:33:03		Stewart 03	Man	187828	
5		2000	President Int	20-04-2022 16:52:59	00:22:54		Stewart 2	Man	187827	
6		2010	ESB-Guest	20-04-2022 16:30:07	00:31:55			Man	187803	
7		2010	ESB-Guest	20-04-2022 16:57:47	00:31:35			Man	187801	
8		1800	Trey Schwarz	20-04-2022 16:20:53	00:30:21			Man	187814	
9		1800	Trey Schwarz	20-04-2022 16:19:25	00:30:48			Man	187808	
10		1800	Zac	20-04-2022 14:47:19	00:36:08			Man	187890	
11		1800	Zac	20-04-2022 14:30:01	00:32:07			Man	187809	
12		1800	Zac	20-04-2022 14:30:09	00:30:29			Man	187868	
13		1800	Zac	20-04-2022 10:39:23	00:30:25			Man	187887	
14		2000	SGI Denis	20-04-2022 10:24:25	00:31:63		Int	Man	187866	
15		1800	Zac	20-04-2022 10:19:11	00:30:31			Man	187845	

In addition, you can associate an evaluation as well. For this purpose, a list will be populated based on associated agents from respective recorders and will be available on the evaluation pop-up.



QA Evaluation Form

Call Type: InCall
Call Time: 2022-04-20 16:53:05 PM
Call Duration: 00:30:21

Call Evaluation: 1/5
No. of Questions: 3
Evaluated Questions: 3
Evaluated On: 2022-04-20 16:53:05 PM
Score: 100
Pass/Fail: All

Agent: 1800
Agent Name: Agent 1800
Agent Email:

Form - QA Form

Question 1: Was the call answered in less than three rings?

Question 2: Was the Callers Contact Information entered correctly into CAD?

Question 3: Was the call handled correctly?

Comments

QA FORMS

Like the other modules, enterprise configuration has also been implemented with survey forms. The ability to import and export QA forms has been added to all recorders/servers.

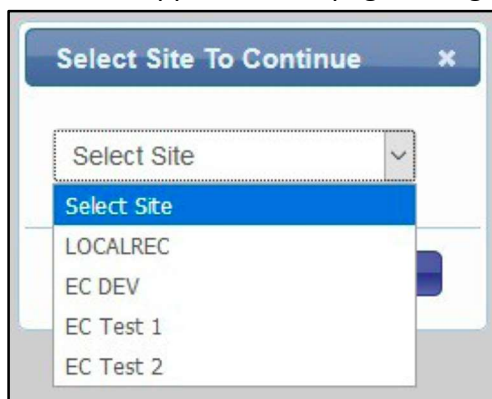
Implementing this feature gives Users the ability to easily grab the QA Evaluation form from one system and use the same form on another system without going through the entire data entry and QA form preparation steps.

QA FORMS LIST

All QA forms from all the configured servers will be listed on page load. The ability to import/export, publish, edit, and delete will be available in enterprise mode and across the sub-servers.

DESIGN A NEW QA FORM

Designing a new QA form is a way of adding a new form on a local recorder. After clicking “Design New QA Form Link,” you will be asked which site/recorder you want to use. After choosing it, a pop-up menu will appear on the page asking to select the site (see screenshot below).



Select the desired recorder/site and click the Next button. After clicking on the next button, add the QA form details and complete it. After completing the data entry for the form, your QA form will be inserted on a selected recorder/site.

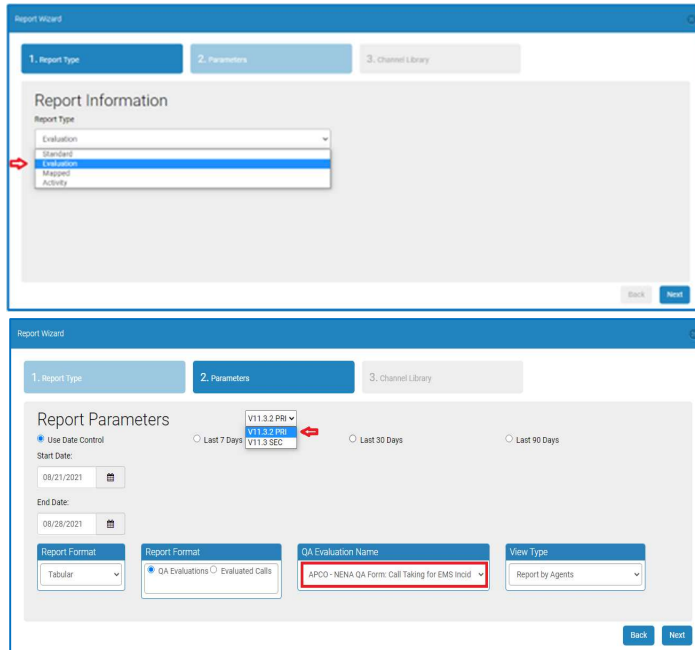
REPORTS

STANDARD REPORTS

Standard Reports is available to Admin Users and Enterprise Users. On the standard reports page, the tree from all the configured recorders will be loaded, and report generation will be an accumulation of all the servers.

QA EVALUATION REPORTS

QA Evaluation reports are based per recorder. A drop-down menu will be listed in the left panel when the page is downloaded. Based on the User permissions across all servers/recorders, this drop-down list will be populated on page load. Switching the recorder from the drop-down menu will return the corresponding QA forms from the selected server. To generate, select your QA Form and click the view report button. Tree loading is based on User specific permissions to a specific recorder; Admin Users will have access to all channels/Users, but enterprise Users will have limited access based on the configured permissions/rights.



EC ACCESS

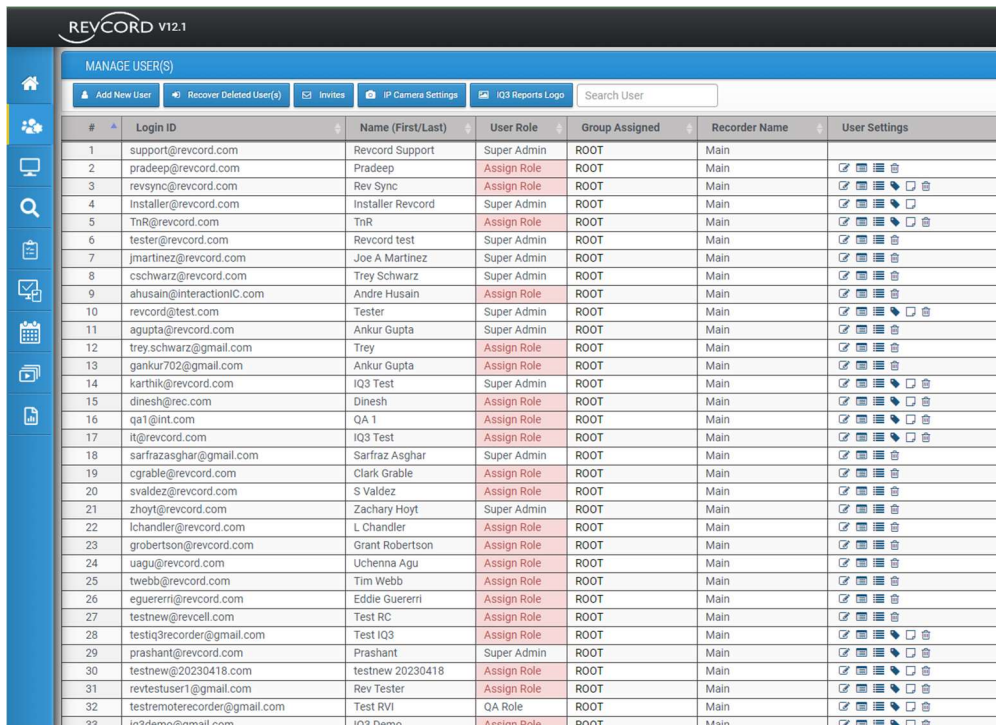
Admin Users and Non-Admin Users are able to access EC. The availability of data from primary recorders is purely based on the access rights of Non-Admin Users.

SETUP IN EC MODE

To access the setup page in the EC mode, Log on to WebUI on the primary server. Clicking the Setup tab will display a list of all the primary and secondary servers/recorders users. Next to each Username,

the name of the respective recorder is displayed under the “Recorder Name” column. For details, see the following screenshot. In the following screenshot, there are a total of five Users. The number of Users on LOCALREC and EC2 are two; EC3 has only one User.

1. Here, you can modify the permissions of the User of any recorder.
2. You can edit the User profile and change the User group for Users across all the connected recorders.
3. Delete a User’s account from any recorder.
4. Creating a new User account will work for primary recorders only.



#	Login ID	Name (First/Last)	User Role	Group Assigned	Recorder Name	User Settings
1	support@revcord.com	Revcord Support	Super Admin	ROOT	Main	
2	pradeep@revcord.com	Pradeep	Assign Role	ROOT	Main	
3	revsync@revcord.com	Rev Sync	Assign Role	ROOT	Main	
4	Installer@revcord.com	Installer Revcord	Super Admin	ROOT	Main	
5	TnR@revcord.com	TnR	Assign Role	ROOT	Main	
6	tester@revcord.com	Revcord test	Super Admin	ROOT	Main	
7	jmartinez@revcord.com	Joe A Martinez	Super Admin	ROOT	Main	
8	cshwarz@revcord.com	Trey Schwarz	Super Admin	ROOT	Main	
9	ahusain@interactionIC.com	Andre Husain	Assign Role	ROOT	Main	
10	revcord@test.com	Tester	Super Admin	ROOT	Main	
11	agupta@revcord.com	Ankur Gupta	Super Admin	ROOT	Main	
12	trey.schwarz@gmail.com	Trey	Assign Role	ROOT	Main	
13	gankur702@gmail.com	Ankur Gupta	Assign Role	ROOT	Main	
14	karthik@revcord.com	IQ3 Test	Super Admin	ROOT	Main	
15	dinesh@rec.com	Dinesh	Assign Role	ROOT	Main	
16	qa1@int.com	QA 1	Assign Role	ROOT	Main	
17	it@revcord.com	IQ3 Test	Assign Role	ROOT	Main	
18	sarfrazasghar@gmail.com	Sarfraz Asghar	Super Admin	ROOT	Main	
19	cgrable@revcord.com	Clark Grable	Assign Role	ROOT	Main	
20	svaldez@revcord.com	S Valdez	Assign Role	ROOT	Main	
21	zhoyt@revcord.com	Zachary Hoyt	Super Admin	ROOT	Main	
22	lchandler@revcord.com	L Chandler	Assign Role	ROOT	Main	
23	grobertson@revcord.com	Grant Robertson	Assign Role	ROOT	Main	
24	uagu@revcord.com	Uchenna Agu	Assign Role	ROOT	Main	
25	twebb@revcord.com	Tim Webb	Assign Role	ROOT	Main	
26	eguereri@revcord.com	Eddie Guereri	Assign Role	ROOT	Main	
27	testnew@revcell.com	Test RC	Assign Role	ROOT	Main	
28	testiq3recorder@gmail.com	Test IQ3	Assign Role	ROOT	Main	
29	prashant@revcord.com	Prashant	Super Admin	ROOT	Main	
30	testnew@20230418.com	testnew 20230418	Assign Role	ROOT	Main	
31	revtester1@gmail.com	Rev Tester	Assign Role	ROOT	Main	
32	testremoterecorder@gmail.com	Test RVI	QA Role	ROOT	Main	
33	iq3demo@gmail.com	IQ3 Demo	Assign Role	ROOT	Main	

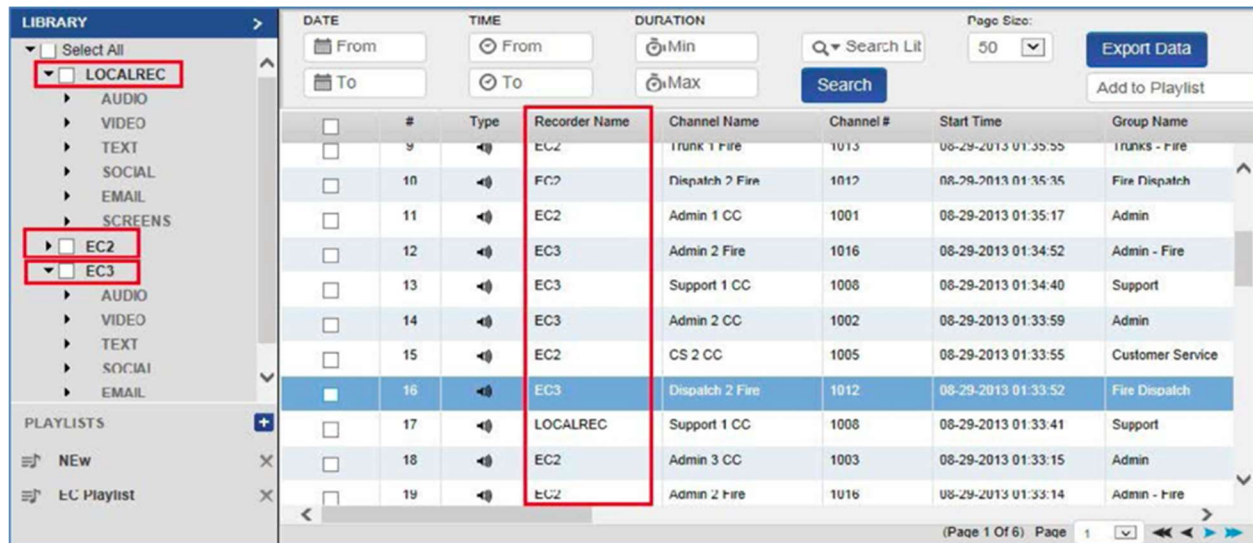
SEARCH IN EC MODE

EC implementation on the search page gives its Users a dynamic new feature. You can see the call records from all attached recorders on the search page. Here, you can perform the following operation and access call records. For details, please see the following screen. Under the “Recorder Name” column, you can see that calls from multiple servers are available on the search page.

1. Export call data to an excel file from all the connected servers and local server.
2. EC Users can create their own playlist and include calls from multiple servers.

3. Bookmarking works for all the connected servers. You can add/edit any bookmark for any call available on the search page.
4. You can save calls from any server to your selected location on the primary server.
5. Search for call records from all the connected servers.
6. Comments can be added to any call.
7. Select limited/selecting data from any server from tree control.

Here, in the following screen, three servers are shown. I.e., LOCALREC, EC2 and EC3. LOCALREC is primary, while the other two are secondary servers.



	DATE	TIME	DURATION	Recorder Name	Channel Name	Channel #	Start Time	Group Name
<input type="checkbox"/>				EC2	Trunk 1 Fire	1013	08-29-2013 01:35:55	Trunks - Fire
<input type="checkbox"/>				EC2	Dispatch 2 Fire	1012	08-29-2013 01:35:35	Fire Dispatch
<input type="checkbox"/>				EC2	Admin 1 CC	1001	08-29-2013 01:35:17	Admin
<input type="checkbox"/>				EC3	Admin 2 Fire	1016	08-29-2013 01:34:52	Admin - Fire
<input type="checkbox"/>				EC3	Support 1 CC	1008	08-29-2013 01:34:40	Support
<input type="checkbox"/>				EC3	Admin 2 CC	1002	08-29-2013 01:33:59	Admin
<input type="checkbox"/>				EC2	CS 2 CC	1005	08-29-2013 01:33:55	Customer Service
<input checked="" type="checkbox"/>				EC3	Dispatch 2 Fire	1012	08-29-2013 01:33:52	Fire Dispatch
<input type="checkbox"/>				LOCALREC	Support 1 CC	1008	08-29-2013 01:33:41	Support
<input type="checkbox"/>				EC2	Admin 3 CC	1003	08-29-2013 01:33:15	Admin
<input type="checkbox"/>				EC2	Admin 2 Fire	1016	08-29-2013 01:33:14	Admin - Fire

Note: In EC mode, the logged-in User will access all the extension's data from all secondary servers.

PLAYLIST IN EC MODE

All the playlists will be created on a local recorder; however, it can contain the records (audio, screens) from all of the attached recorders. Revcord collects the playlist item details from all the connected recorders in enterprise mode and allows the Users to export the playlist in either timeline mode or list view mode.

STANDARD REPORTS IN EC MODE

Rercord collects the information from all connected SQL databases and creates Excel spreadsheets, word documents, PDFs, and graphs to illustrate the data. Standard Reports in enterprise mode are available to Admin Users only while in enterprise mode. Non-Admin Users cannot access the standard

reports. See the following screen for standard reports in enterprise mode. Here, you can see that a report can be generated for selected data from any connected server. EC2 and EC3 are secondary servers, and LOCALREC is the primary server.

Report Wizard

1. Report Type | 2. Parameters | 3. Channel Library

Report Information

Report Type

- Standard
- Standard**
- Evaluation
- Mapped
- Activity

Report Wizard

1. Report Type | 2. Parameters | 3. Channel Library

Report Parameters

Use Date Control | Last 7 Days | Last 30 Days | Last 90 Days

Start Date: 08/21/2021 | Start Time: 00:00:00 | Start Duration: 00:00:00

End Date: 08/28/2021 | End Time: 00:00:00 | End Duration: 00:00:00

Calls Data | 911/PBX Data

Executive Summary: NONE | Talk Time: NONE

Report Format: Tabular | X Axis: Day | Data Item: By Channel Name | View Type: Number of Calls | Call Type: All

Back | Next

Report Wizard

1. Report Type 2. Parameters 3. Channel Library

Channel Library

- ▼ V11.3 SEC
 - ▼ AUDIO
 - ▼ ROOT
 - G2
 - G-One
 - PDKT
 - SPS Test
 - 1002
 - 1004
 - 1006
 - 1008
 - 1010

Save Save and Run Back Run

From : 08/21/2021 (Saturday) To : 08/28/2021 (Saturday) Print Date: 08/28/2021

Total Calls By Day

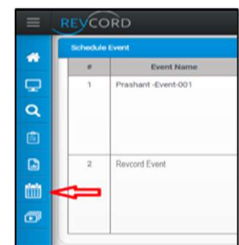
Channel Name	Details	Total Calls	Total Call Duration	Average Call Duration	Average Duration Per Day	2021-08-21	2021-08-22	2021-08-23	2021-08-24
1001 : ROOT : Voip 1	Details	3000	17:53:21	0:00:21	2:14:10	397	413	398	394
1002 : ROOT :	Details	2930	14:01:08	0:00:17	1:45:09	395	389	389	401
1003 : ROOT : Voip 3	Details	3088	24:16:50	0:00:28	3:02:06	412	408	422	409
1004 : ROOT :	Details	3096	24:21:58	0:00:28	3:02:45	412	429	409	411
1005 : ROOT : Voip 5	Details	3095	24:19:06	0:00:28	3:02:23	420	410	419	415
1006 : ROOT :	Details	3090	24:21:55	0:00:28	3:02:44	409	424	411	415
1007 : ROOT : Voip 7	Details	3091	24:21:49	0:00:28	3:02:44	420	411	417	415
1008 : ROOT :	Details	3097	24:23:16	0:00:28	3:02:54	405	428	411	412
1009 : ROOT : Radio 9	Details	3131	24:39:55	0:00:28	3:04:59	419	426	413	428
1010 : ROOT :	Details	3132	24:40:15	0:00:28	3:05:02	419	420	423	414
1011 : ROOT : Radio 11	Details	3117	24:36:04	0:00:28	3:04:30	418	426	411	419
1012 : ROOT :	Details	3128	24:39:48	0:00:28	3:04:59	423	420	424	414
1013 : ROOT : Radio 13	Details	3118	24:35:26	0:00:28	3:04:26	409	429	413	419
1014 : ROOT :	Details	3125	24:37:08	0:00:28	3:04:38	427	414	421	420
1015 : ROOT : Analog 15	Details	3130	24:40:56	0:00:28	3:05:07	415	426	418	418
1016 : ROOT : Analog 16	Details	3137	24:44:11	0:00:28	3:05:31	422	424	416	425
V11.3 SEC		49505	375:13:06	0:07:17	46:54:08	6622	6697	6615	6629
Total		49505	375:13:06	0:07:17	46:54:08	6622	6697	6615	6629
Average		3094.1	23:27:04	0:00:27	2:55:53	413.9	418.6	413.4	414.3

THE SCHEDULE EVENT TAB

The Schedule Event feature is only available to device Users. Users can edit and delete scheduled events along with the ability to re-invite participants via email concerning event edits or to delete operations.

The Schedule event tab will be available at the end of the list of permissions of pages (Leftmost panel).

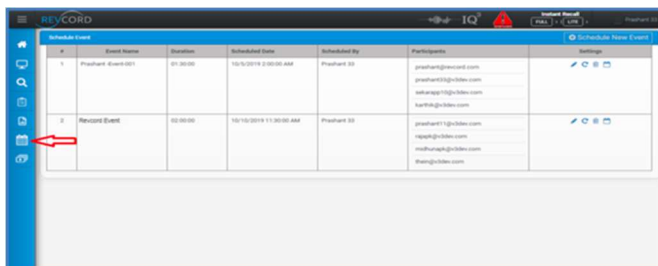
The Calendar link will be available only when the logged-in User is a device User.



FEATURES OF SCHEDULED EVENTS

Below are features of Scheduled Events

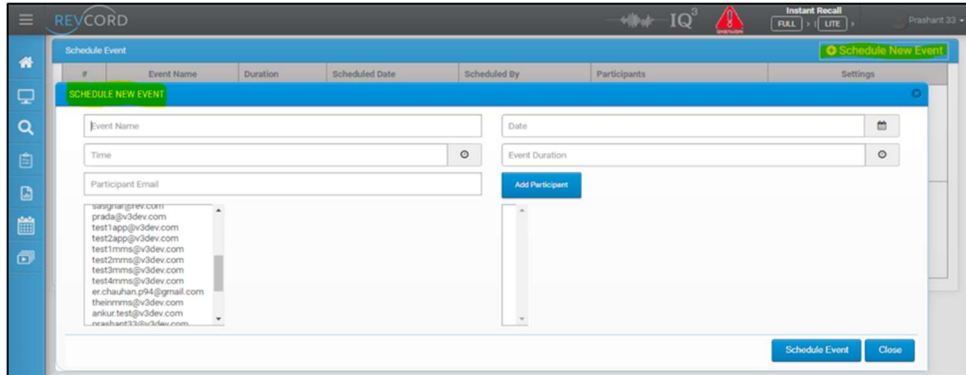
1. The ability to schedule events will be available to app Users only.
2. The Schedule Event option will be available to app Users in a new menu called “Schedule Event,” as highlighted in the above screenshot.
3. Clicking the highlighted link will list all the scheduled events along with the ability to edit, send or, resend, and delete the scheduled event under the settings column.
4. Ability to edit and delete a scheduled event along with the ability to re-invite participants via email about the event edits or delete the operation.
 - a. Edit: when a scheduled event has been edited, an email will be sent to all the participants about rescheduling the event. Upon editing, there won't be any effect on the event URL for existing participants. However, the number of participants increased or decreased will be listed immediately on the page.
 - b. Delete Scheduled Event: When a scheduled event is deleted, all the participants will be invited via email to delete or cancel a scheduled event.



SCHEDULE NEW EVENT

To schedule a new event, follow the directions below

1. Click on the “Schedule Event” link.
2. Users will have the option to invite any Non-System User and system Users.









3. Select the Date and Time for the event.
4. Select the duration of the event.
5. On the scheduled new event menu, all system Users (Admin, additional, simple, and app Users) will be listed. You can either select the system User from the list by clicking any of the Users. Alternatively, manually add a participant (Non-System User) and click on the “Add Participant” button.
6. To schedule an event, click on the “Schedule Event” button.
7. After saving the scheduled event, an email will be generated and sent to the entire participant(s) list.

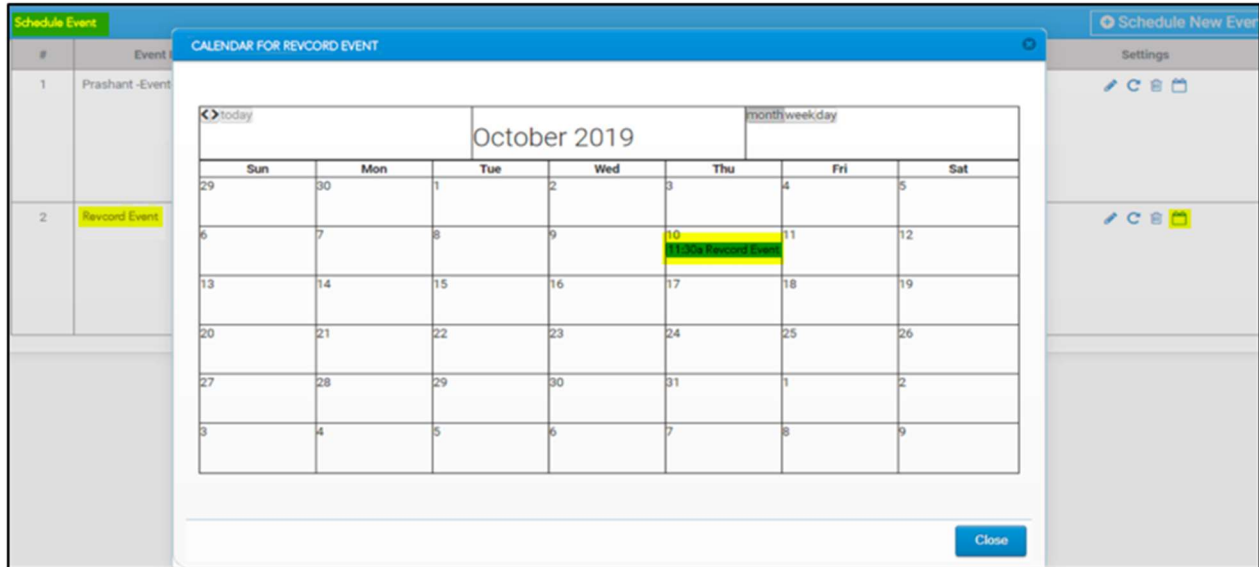
In addition, an invite to the event organizer/scheduler via email. This email will contain event details and a list of participants as well.

VIEW EVENT ON CALENDAR

On the Events list table, action links for each row are provided. Users need to click on the Calendar icon on the right.

#	Event Name	Duration	Scheduled Date	Scheduled By	Participants	Settings
1	Prashant-Event-001	01:30:00	10/5/2019 2:00:00 AM	Prashant 33	prashant@revcord.com prashant33@v3dev.com sekarapp10@v3dev.com karthik@v3dev.com	  
2	Revcord Event	02:00:00	10/10/2019 11:30:00 AM	Prashant 33	prashant11@v3dev.com rajapk@v3dev.com midhunapk@v3dev.com thein@v3dev.com	  

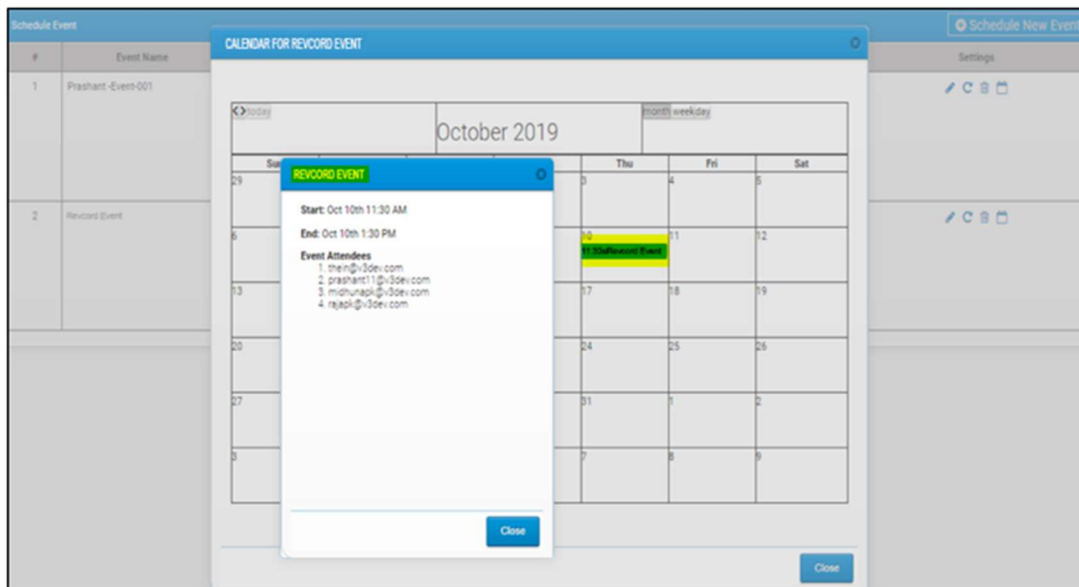
Clicking on this will add the listed event to the Calendar.



CALENDAR EVENT DETAILS

When a User clicks on a calendar event link, the system will retrieve the details from Google Calendar and display it in the pop-up dialog window.

This dialog will display the “Scheduled Event” details like the Start/End time and event attendees.



OTHER REVCORD APPLICATIONS

Revcord applications that are not in the User manual are outlined below. They are in the Installation and Administrator Manual. They are typically used and managed by the Administrator.

REMOTE MONITORING SERVICES

Revcord supplies all its systems with a software program that acts as a remote monitoring service. Administration of the Remote Monitoring Services is in the Installation Manual. This software program runs in the background of the recording software. In conjunction with this service, Revcord has client software, which can be installed on any PC-based computer system on the network or the internet. This software can manage one to multiple recorders and will monitor all systems. Any error or failure in what is listed below will generate a visual and audible alarm on the recorder and the system where the RMS client resides. In addition, it can also send emails to numerous parties if an SMTP server is specified on the recorder and/or where the RMS client resides.

The software keeps a constant connection and monitors the following:

1. CPU Usage
2. Memory Usage (Both the Physical Memory and the Page file)
3. Hard Drives (Total space, Available Space, and Usage)
4. Network Connections (Traffic)
5. All the Revcord Software Applications:
 - a. The Cascading Database Application: (DBSplitter.exe)
 - b. The Email on Demand Application: (AutoEmail.exe)
 - c. The Record on Demand Application: (VSLoginSvr.exe)
 - d. The ANI/ALI Application: (ANIALI.exe)
 - e. The Backup Manager Application: (VMBackupServer.exe)
 - f. The Live Monitoring Application: (VsRealTimeServerEx.exe)
 - g. The Main Recording Application: (VSCTiMgr.exe)
 - h. The Call Streaming Application: (VsVodSvr.exe)
 - i. The File Transfer Server Application: (FileTransferServer.exe)
 - j. The Policy Server: (PolicyServer.exe)

BACKUP MANAGER

Revcord gives every system purchased a program that will control the archiving of your data and how long you will retain your data on your recorder. Administration of the Backup Manager is in the Installation Manual. The Revcord Backup Manager Service allows you to back up data to various media types and set retention periods on how long you want to keep your data onsite. In addition, Revcord provides a Backup Manager client that can run on a remote system and manage multiple recorders with one graphical User interface. Lastly, it will provide for a centralized backup of all data. This provides for enterprise system management.

The Revcord Backup Manager has the following features:

1. Schedule backups of your call data and database hourly, daily, weekly, or monthly.
2. Manages call retention on the server.
3. Backup to various forms of media: NAS, DAS, USB Hard Drives, and RevSync.
4. Maintains Hard Disk Space.
5. Centralized Backup Capabilities.
6. Enterprise Management of multiple recorders.

REVAGENT

Auto reconnect RevAgent Workstations after a server reboot. SDK upgrade for RevAgent.
FT Server File transfer issue resolved for asynchronous transfer.

REVSHIELD SOFTWARE SUITE

The RevShield software suite is made up of a server program called RevGuard and a client program called RevWatch. These two software programs work hand in hand to monitor your logger and provide secure access that addresses most IT security concerns.

Revcord is proud to announce the most innovative and advanced monitoring solution on the market today. Below is a detail of what's new to the RevShield software:

REVGUARD

RevGuard is an integrated hardware and software monitoring application that has been handcrafted to monitor your Revcord Voice Logging System components as well as many other items. RevGuard works together with RevWatch. RevWatch is a cloud-based application that manages the alerts and

notifications pertaining to the health and status of all systems running RevGuard. In addition, RevGuard's sister software RevWatch can operate on an internal network.

At Revcord, we know security is a leading factor in many IT Departments' decision-making. RevGuard was designed and built with keeping Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. That means RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User defined outbound port only for base situations. For remote access and support, there are also security protocols in place.

DATABASE FULL

Revcord added a new alert to RevGuard to detect when the Revcord database is nearing full. It will send an email alert. This is like a drive usage or memory usage error.

This alert will catch problems when dB Splitter stops working. The new RevGuard alert will tell Revcord there is a problem before any calls are lost.

CHANNEL ALERT FORMATTING

Revcord modified channel alerts formatting for emails for better understanding of alerts with some more information and duration time formats.

CHANNEL RANGE ALERTS

Revcord added a new type of alert to RevGuard, "Channel Range" alert. Revcord keeps the existing "Channel" alerts. The program can support any number of operators defined "Channel Range" alerts. The idea is to check each channel situation and make sure that at least one call has been made to any of the channels collectively within the configured time (in hours). If no calls have occurred, an alert email will be sent. Periodic emails will also be sent.

This alert will work for the following example situations.

1. All recording stops on all channels because of an unusual error condition.
2. All recording on a Synway analog board stops because of a Synway board error.
3. All recording on a T1 stops because the cable is disconnected.
4. No 911 calls are recorded for an extended time interval.
5. No dispatcher calls are recorded for an extended time interval.
6. No integration calls occur for an extended time interval.

7. No VOIP calls occur because dedicated network cable is disconnected, or a port mirror is reconfigured. RevGuard will periodically check the database to make sure that at least one call has occurred on any of the specified channels.

RevGuard will by default create one “Channel Range” alert. Subsequently, the operator can modify or delete this alert.

REVWATCH

RevWatch receives signaling that acts as a heartbeat and a report. It includes a dashboard that shows a system summary. RevWatch also receives all the alerts from RevGuard. Please note that RevWatch can also work on closed networks that have no internet ability.

At Revcord, we know security is a leading factor in many IT Departments’ decision-making. RevGuard was designed and built to keep Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. That means RevGuard is “closed off” to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User-defined outbound port only for base situations. For remote access and support, there are also security protocols in place.

RevGuard alert triggers are also configured locally and are fully customizable. Several aspects can be configured for monitoring: Hard Disk Status, Hard Disk Storage Space, CPU usage, Memory usage, Revcord software processes or stops/crashes, exceptions created by Revcord Processes, Revcord channel activity, and file deletion.

RevGuard notifications/alerts are configured locally and are fully customizable. There are many ways in which an alert can be manifested: Email notifications, automatic ticket creation in the Revcord Ticketing System, Remote Assistance Requests, or Taskbar Icon/Balloon messages.

REPORT: RECORDER SYSTEM INFORMATION

This enhancement is to automatically gather data from the server. The data will be displayed to the RevWatch User so that Revcord can have more data about the server which helps for monitoring and support.

1. It contains Windows updates details like Windows updates enabled or not, last windows updates installation date, system reboot required or not after windows updates.
2. It contains Revcord release number, license information, Serial number.
3. It contains Version of, Number of CPU cores, Size of memory. 111

OPTIONAL FEATURES AVAILABLE FOR PURCHASE

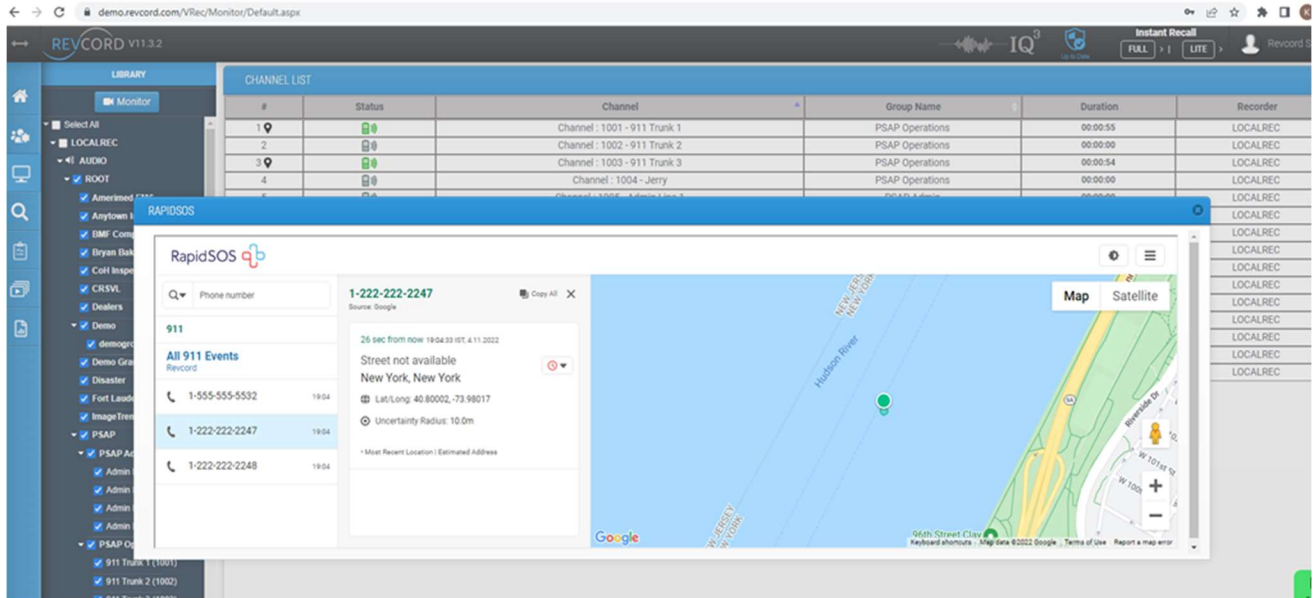
The following Revcord products integrate into the MMS Logger Software seamlessly and can be added to any Version 12 System. Please contact your Sales Representative for more information and pricing for your company.

IQ3

Revcord IQ3 consists of 3 main divisions that specialize in data collection, information storage, and interaction analytics resolutions that quickly transform data into actionable intelligence, allowing operational optimization, enhanced performance, and cost reductions. Our call recording software is reliably used for specified data retrieval requirements in on-going operations for customers in various industries worldwide. Please speak with your Sales Representative for more information.

REVIEW

Eighty percent of the estimated 240 million 911 calls each year are made from cell phones. A Caller's cell phone can provide a live video feed that becomes part of the recorded 911 call event. Revcord now offers Public Safety Telecommunicators (PSTs) and First Responders the ability to view and record critical video information obtained from the caller's cell phone before arrival. RevView will place the first responder virtually on the scene to help understand and communicate valuable situational intel. Dispatchers can now have the situational awareness needed to maximize the response to an emergency call. Beyond that, the PST can add anyone that has a PC, smartphone, or tablet to the event. Imagine having an officer arrive on scene virtually before actually arriving.

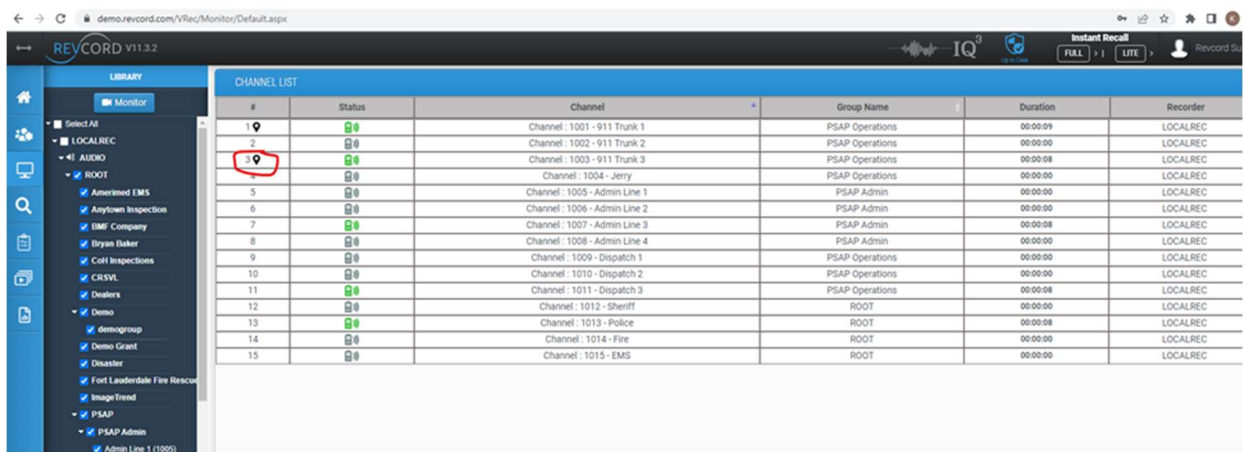


RAPIDSOS

RapidSOS built the emergency response data platform to help first responders get the data they need to save more lives.

During Live monitoring, if RapidSOS metadata's available for the call then an icon appears next to the serial number section of that live channel.

On clicking that icon RapidSOS Deep link URL will be generated and displayed in a separate dialog.



RAPIDSOS ON MONITOR PAGE

After call ends all the available GPS data will be processed and stored in database. If emergency data is available for the call, it will also be processed.

The following list contains reference links for each available Data Source. Select the Data Source name from the list to view additional details about that source.

911 INFORM	911 SECURE
EMERGENCY HEALTH PROFILE ASSOCIATION	MEDICALERT
FARMERS INSURANCE (TRUEMOTION)	SAFE ZONE
URSAFE	VITALS
BRAVE	COVE
GOOGLE	KAZOO
SIRIUSXM	UBER
ZEROEYES	

RAPIDSOS ON REPORTS PAGE

If there is more than one GPS data is available between the start and end time of the call. All the available GPS data will be processed along with Timestamp. While playback in MAP reports based on the time the breadcrumbs will start displaying.

