

Verint Verba Collaboration Compliance Platform

This document includes chapters exported from the online Verba Knowledge Base. For the latest online version of the content of this document, please visit kb.verba.com

© 2018 Verint Systems Inc. © 2018 Verba Technologies Ltd. All Rights Reserved Worldwide.

1. Quick Reference Guide	3
1.1 Web interface quick reference	4
1.2 Media player quick reference	6
1.3 Search screen quick reference	9
1.4 Cisco IP phone quick reference	10

Quick Reference Guide

A quick overview of the [web interface](#), the [web-based media player](#), the [search screen](#) and the [Cisco IP phone app](#).

- [Web interface quick reference](#)
- [Media player quick reference](#)
- [Search screen quick reference](#)
- [Cisco IP phone quick reference](#)

Web interface quick reference

The screenshot displays the Verint Verba interface with several numbered callouts (1-13) pointing to specific features:

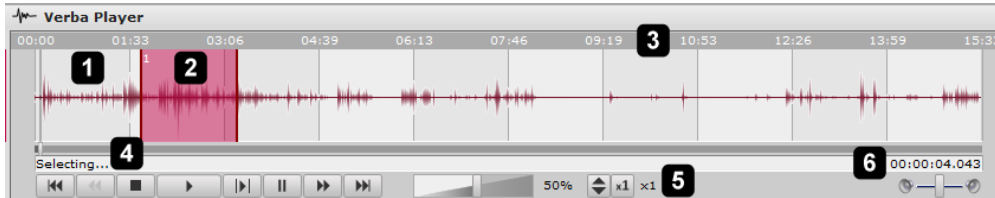
- 1:** Search button in the search panel.
- 2:** Conversations tab header.
- 3:** Basic Search Options section in the search panel.
- 4:** Conversation list table.
- 5:** Top right navigation icons.
- 6:** Page navigation controls (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13).
- 7:** Start Date column header.
- 8:** Start Time column header.
- 9:** Clickable line in the conversation list.
- 10:** Playback controls (play, download, delete, share).
- 11:** Verba Player audio waveform.
- 12:** Verba Player playback controls (play, stop, previous, next, full screen).
- 13:** Markers list for the conversation.

1.	Flex Search for recorded calls	8.	Quick-sort columns with the arrows
2.	Save search as easy query	9.	Click on the line for call details
3.	Load query, Reset search fields	10.	Play, download, delete and share controls
4.	Toggle search panel	11.	Hide Verba Player
5.	Call list controls, Personalize call list layout	12.	Verba Player controls
6.	Quick navigation bar	13.	Marker controls
7.	Quick filtering		


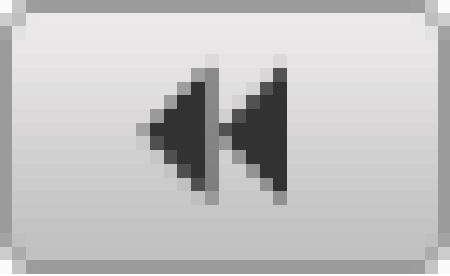
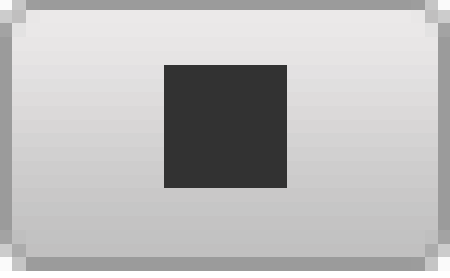
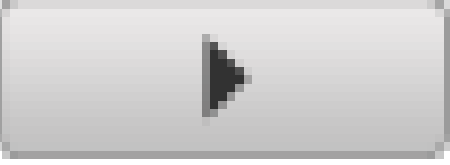
<p>Redesigned searches</p>	<p>List operations options at the top right corner</p>
----------------------------	--

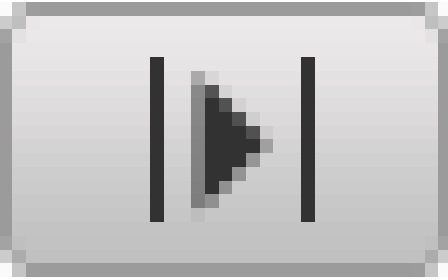
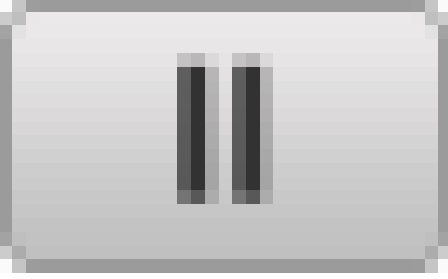
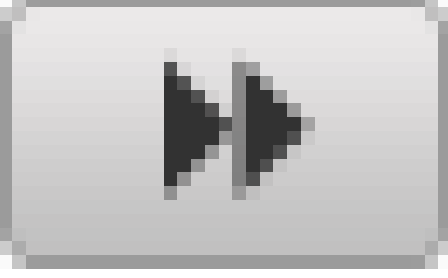
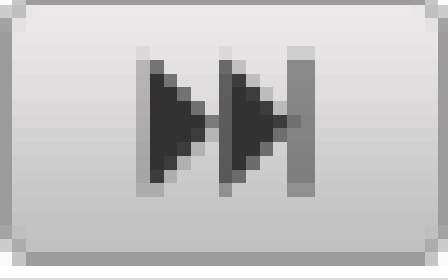

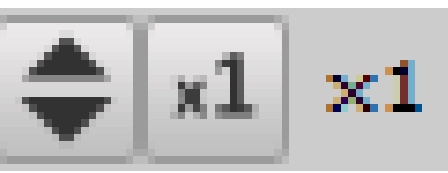
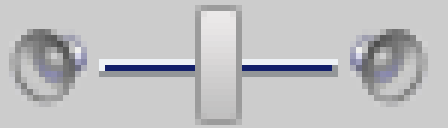
Media player quick reference

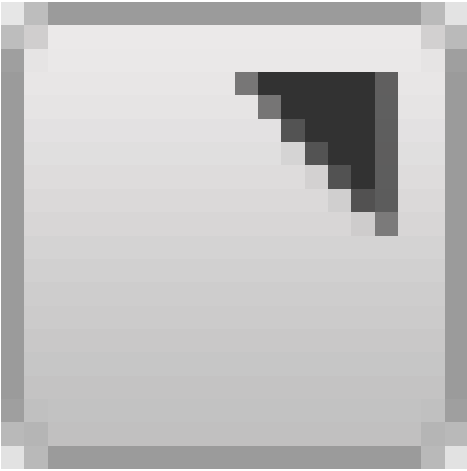
Verba media player controls



1.	Waveform display	4.	Status bar showing actual player status
2.	Marker	5.	Playback controls
3.	Timeline	6.	Playback timer in Hr : Min : Sec : Millisec format

Player Control Icon	Feature	Description
	Begin	Jumps to the beginning of the media.
	Fast reverse	Fast reverses, if applicable.
	Stop	Stops the media playback (and repositions to the beginning).
	Play	Starts playing the stopped or paused media.

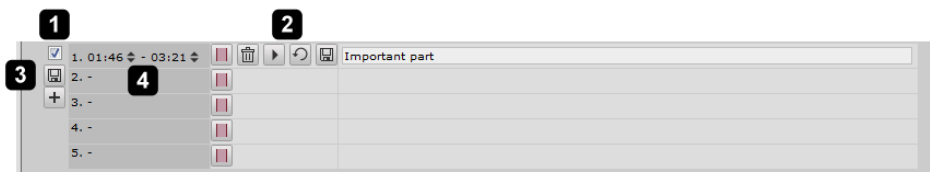
	Play selected	<p>Starts playing the selected timeframe.</p> <p>In order to select a timeframe follow these steps:</p> <ul style="list-style-type: none"> ▪ Move the mouse over the timeline area. ▪ Press the left mouse button and drag it to left/right to select a timeframe. ▪ Release the mouse button the area will be highlighted.
	Pause	<p>Pauses the media playback.</p>
	Fast forward	<p>Fast forwards, if applicable.</p>
	End	<p>Jumps to the end of the media.</p>
	Volume control	<p>Drag the volume bar and move the mouse to the left to decrease or to the right to increase the volume.</p>
	Speed control	<p>Press the up arrow to increase and the down arrow to decrease the speed of the playback. If you would like to reset the playing to normal speed, press the x1 button.</p>
	Balance control	<p>Drag the balance bar and move the mouse to the left to mute the right speaker or to the right to mute the left speaker. *</p>

	Fullscreen	Resizes to full screen. This button is only available when the media type is video.
<input type="checkbox"/> Skip silence longer than <input type="text" value="10"/> seconds.	Skip silence	If turned on, the player will automatically skip the silences longer than the provided value. Please note that this feature requires the Voice Activity Statistics setting to be turned on at the recorder services!

Keyboard shortcuts

Keyboard shortcut	Description
CTRL+Left	Move the position bar/playback 1 second back
CTRL+Right	Move the position bar/playback 1 second forward
CTRL+Space	Stop/Pause the playback
CTRL+Up	Increase the playback speed
CTRL+Down	Decrease the playback speed
CTRL+Page Up	Increase volume by 5%
CTRL+Page Down	Decrease volume by 5%

Marker specific controls



1.	Show/Hide markers on the waveform display	3.	Save all markers button
2.	Marker controls	4.	Marker descriptors - Move the mouse over the area to display the descriptions

Search screen quick reference

Search

↶
📄
<saved query name>
📄

▼ **Basic Search Options** 1 ?

Interval

📅 2010.08.29 00:00

2017.08.29 23:59

Phone Number (From or To Party)

📞

📄

User

👤

📄

Search conference participants

Label

🏷️

Case

📖
--- All Conversations ---
▼

▼ **Advanced Search Options** 2 ?

Display results according to timezone

📅
GMT+01:00 - Europe/Budapest - Central European
▼

Archived conversations

📁
Online conversations only
▼

Conversation detail record fields

🗑️
--Choose field--
▼

+

▶ **Metadata and Markers**

▶ Instant Messaging / Transcript 3

▶ Speech Search


[Reset Search](#)

[Can not find a conversation?](#)

🔍 Search

1.	Date Use << and >> to select year Use < and > to select month Hold left mouse button for faster selection	Time Click any of the time parts to increase Shift-click to decrease Click and drag for faster selection
2.	Advanced search options	
3.	Metadata and Markers, IM, Transcript, Speech Search	

Cisco IP phone quick reference

For CUCM Express, only one service is available, so choosing Verba Phone Service from the Services List is not necessary, continue to Current Call screen as your starting.	
In case of a different configuration, it might also be necessary to provide Login ID/Password for authentication.	
	
Ongoing calls can be recorded and flagged using the corresponding buttons.	
Tags can be added or removed at the group level using Comment Template field - IP Phone Service XML List. See your group administrator if you would like values modified.	

