

# Verint Financial Compliance Capture (Verba)

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## 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 web interface. On the left is a search panel with fields for 'Enter query name...', 'Interval', 'Phone Number', and 'User'. Below these are sections for 'Advanced Search Options', 'Metadata and Markers', 'Text Search', and 'Speech Search'. A 'Search' button is at the bottom. The main area shows a list of conversations with columns for 'Start Date', 'Start Time', 'Duration', 'User', 'From', 'From Info', 'To', 'Recorded Extension', 'To Info', 'Conversation Type', and 'Direction'. A list of 45 items is shown, with the first item selected. Below the list is a waveform player with a timeline from 00:00 to 00:24. A 'Markers' section at the bottom left shows a list of markers with timestamps and labels like 'fraud', 'Caddo Parish', and 'BuyingSampleBeer'. A 'Conversation Details' panel on the bottom right shows the selected conversation's metadata and participants.

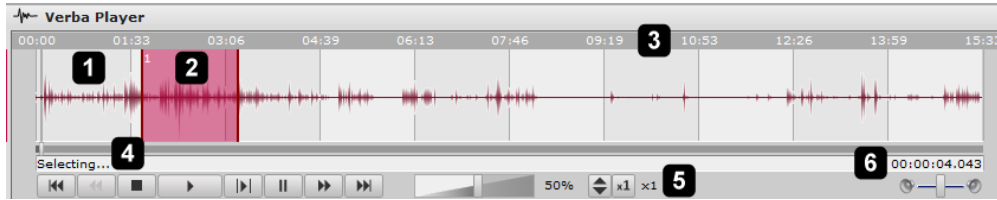
1. Flex Search for recorded calls	8. Quick-sort columns with the arrows
2. Save search as easy query	9. Click on the line for call details
3. Load query, Reset search fields	10. Play, download, delete and share controls
4. Toggle search panel	11. Hide Verba Player
5. Call list controls, Personalize call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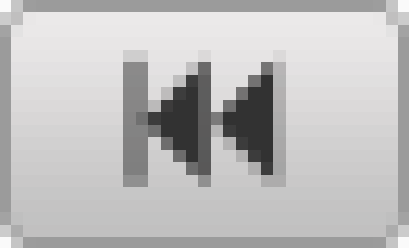
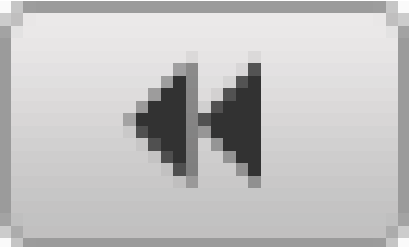
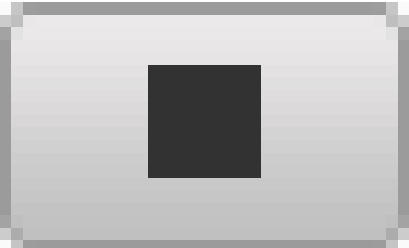
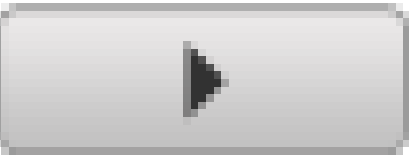


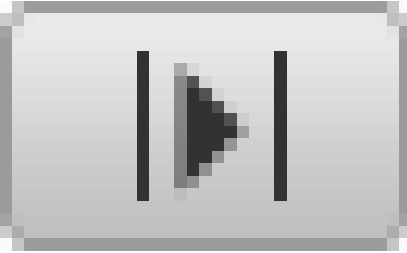
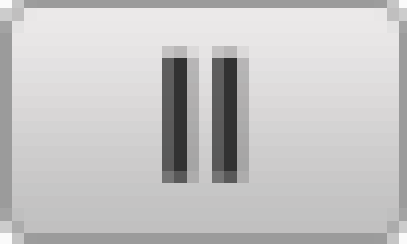
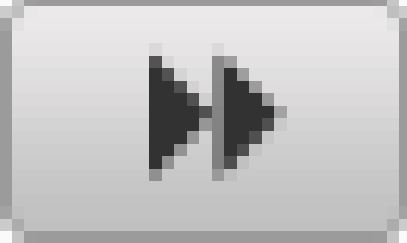
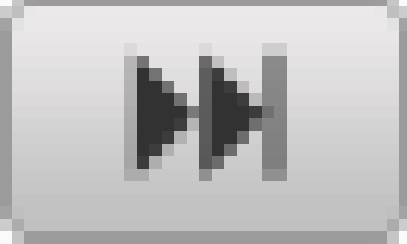


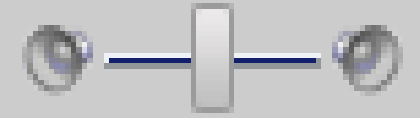
## Media player quick reference

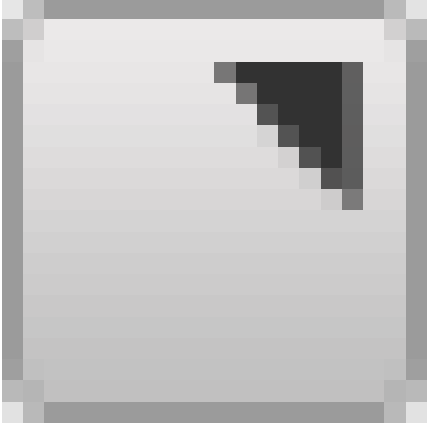
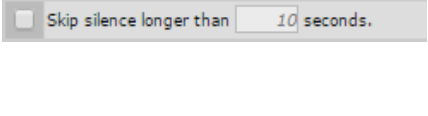
### Verba media player controls



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.

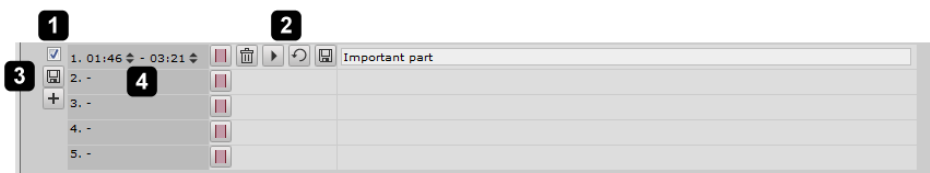
	<p>Play selected</p>	<p>Starts playing the selected timeframe.</p> <p>In order to select a timeframe follow these steps:</p> <ul style="list-style-type: none"> <li>▪ Move the mouse over the timeline area.</li> <li>▪ Press the left mouse button and drag it to left/right to select a timeframe.</li> <li>▪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

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

## 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



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



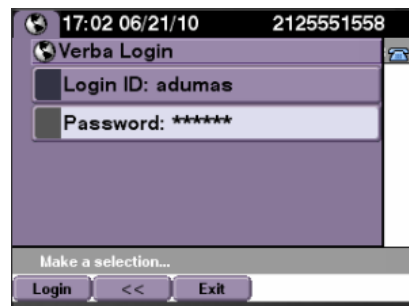
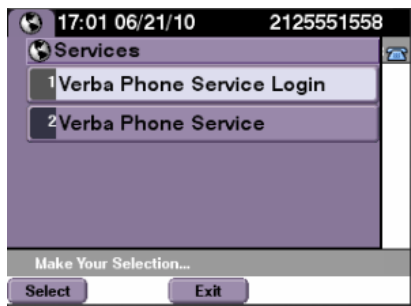
## Search screen quick reference

The screenshot shows a search interface with the following sections:

- Search Header:** Includes a search bar with a refresh icon, a save icon, a placeholder for a saved query name, and a save icon.
- Basic Search Options (1):**
  - Interval:** A date range selector showing 2010.08.29 00:00 to 2017.08.29 23:59.
  - Phone Number (From or To Party):** A text input field with a phone icon and a save icon.
  - User:** A text input field with a user icon and a save icon.
  - Search conference participants
  - Label:** A text input field with a tag icon.
  - Case:** A dropdown menu currently set to "-- All Conversations ---".
- Advanced Search Options (2):**
  - Display results according to timezone:** A dropdown menu set to "GMT+01:00 - Europe/Budapest - Central European".
  - Archived conversations:** A dropdown menu set to "Online conversations only".
  - Conversation detail record fields:** A dropdown menu set to "--Choose field--" with a plus icon below it.
- Metadata and Markers:**
  - Instant Messaging / Transcript (3)
  - Speech Search
- Footer:** Includes a "Reset Search" link, a "Can not find a conversation?" message, and a blue "Search" button with a magnifying glass icon.

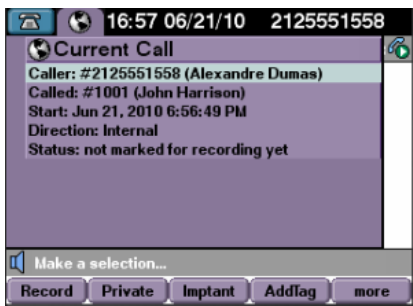
1.	<p>Date</p> <p>Use &lt;&lt; and &gt;&gt; to select year</p> <p>Use &lt; and &gt; to select month</p> <p>Hold left mouse button for faster selection</p>	<p>Time</p> <p>Click any of the time parts to increase</p> <p>Shift-click to decrease</p> <p>Click and drag for faster selection</p>
2.	Advanced search 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.

