
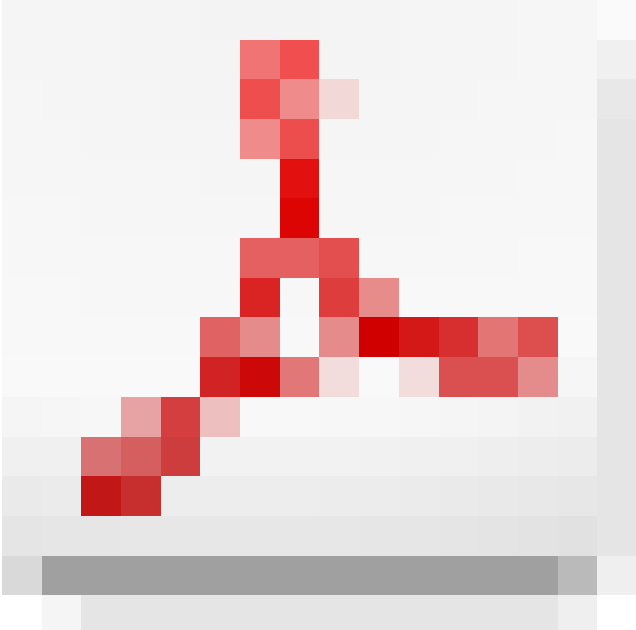
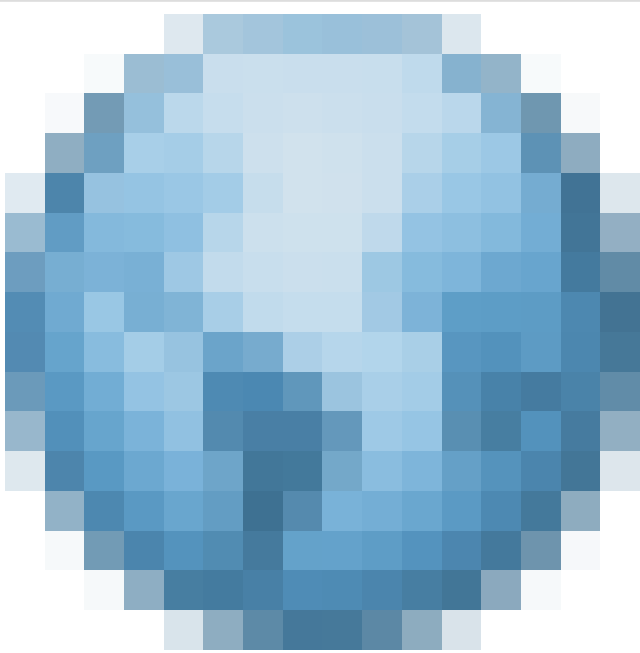


# PDF Version

Our main documentation is available online here at [kb.verba.com](http://kb.verba.com), however, for offline access we are also providing PDF exports of this knowledge-base.

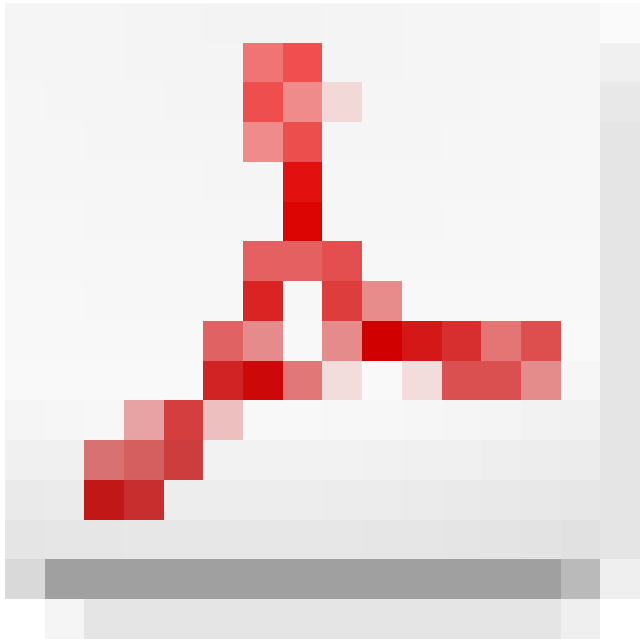
Please note, that the PDF documentation is not generated from our knowledge site, thus is not automatically updated, therefore it does not always represent the latest status of the documentation. Date of last PDF export: **October 13, 2020. Please contact Verba support if you would like to get an up-to-date version.**

Online versions and PDF exports	Description
 <p><a href="#">Quick Reference Guide</a></p>  <p>Verba-9.6-Quick-Reference-Guide</p>	<p>A quick overview of the <a href="#">web interface</a>, the <a href="#">web-based media player</a>, the <a href="#">search screen</a> and the <a href="#">Cisco IP phone app</a>.</p>

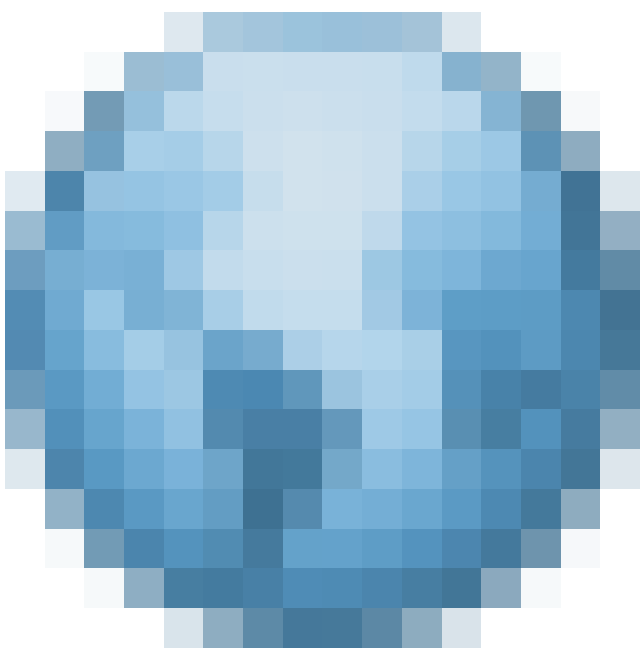


This guide explains how to [access](#), [search](#), [list](#) and [play back](#) phone calls, how to [share](#) and [publish media](#) and how to [work with Cisco phones](#).

[User Guide](#)

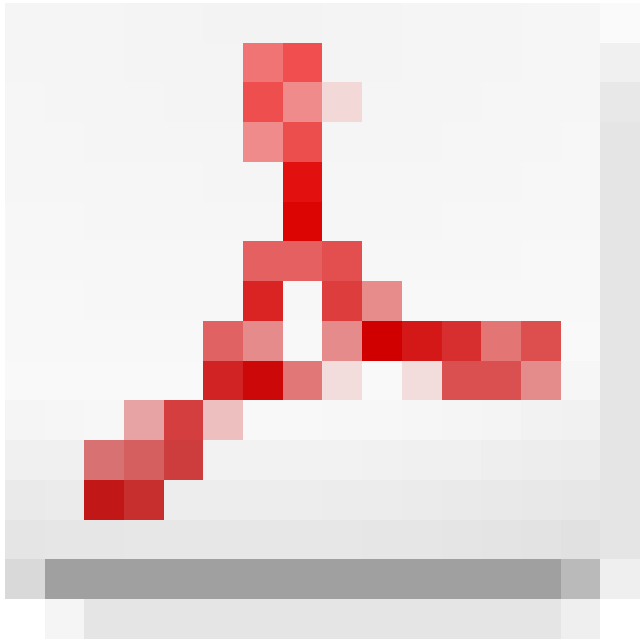


[Verba-9.6-User-Guide](#)



This guide is targeted for administrators responsible for managing user and group rights and register recorded phones and more.

[Administration Guide](#)

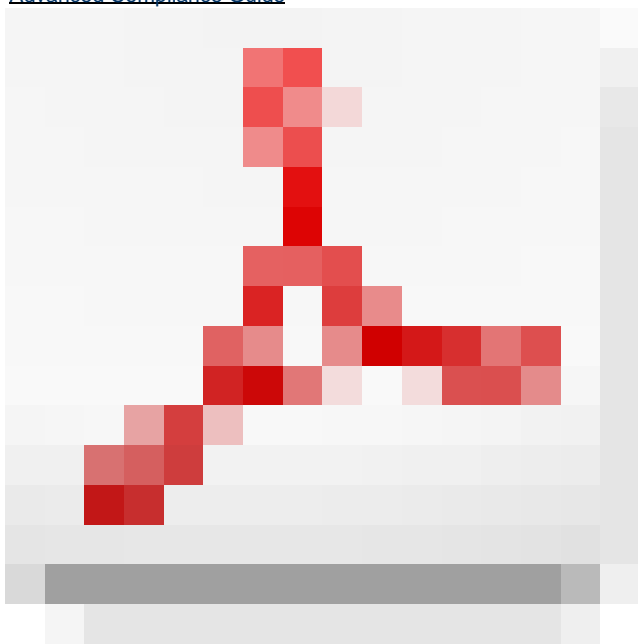


Verba-9.6-Administration-Guide

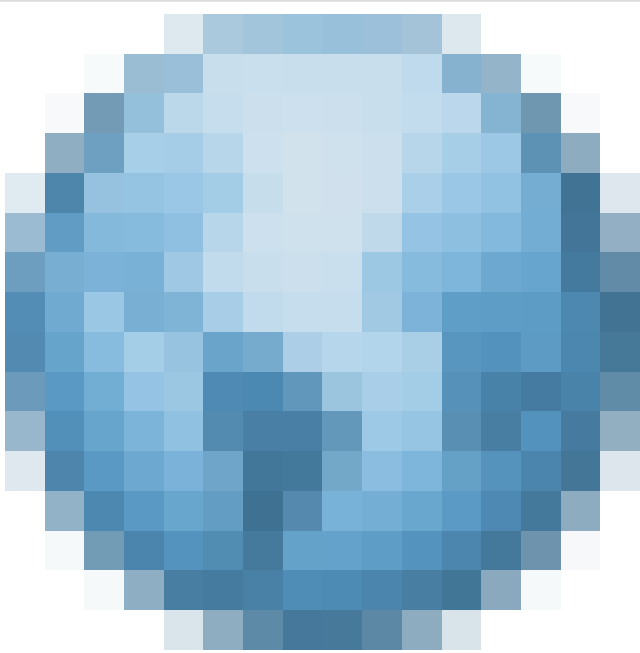


This guide contains articles about the features in Verba that were created specifically to make it possible for organizations to comply with regulatory requirements.

[Advanced Compliance Guide](#)

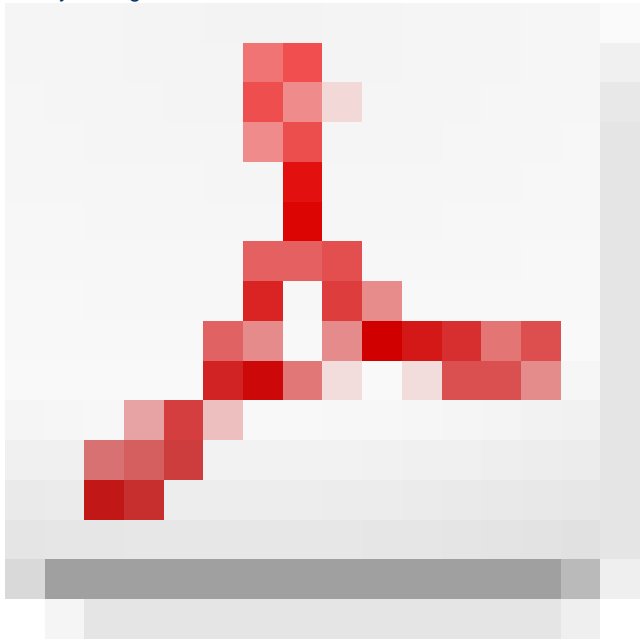


[Verba-9.6-Compliance-Guide](#)

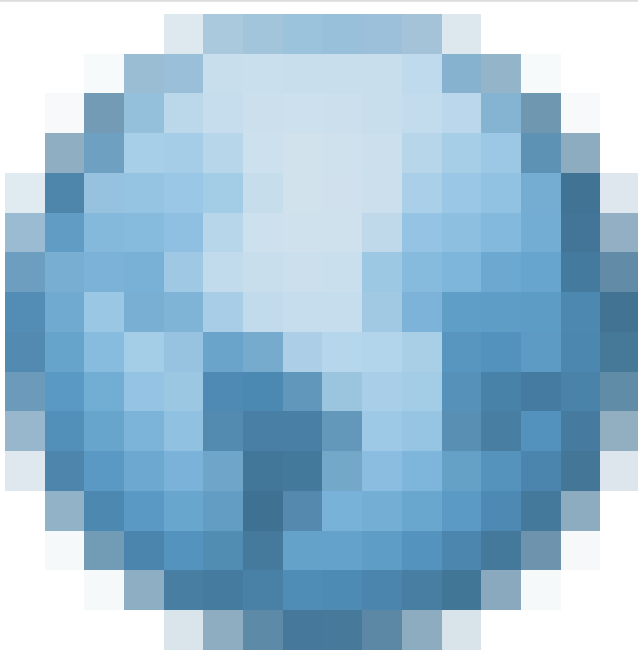


This guide is for contact center supervisors who manage quality assurance projects, design evaluation forms or evaluate and score interactions.

[Quality Management Guide](#)

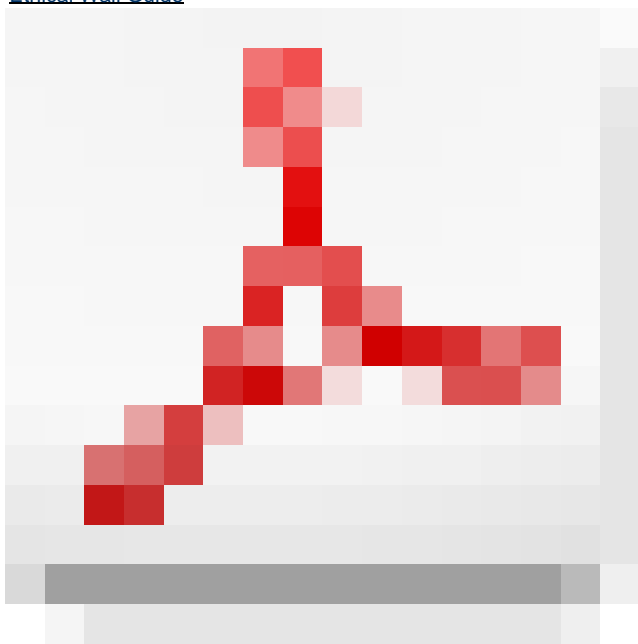


Verba-9.6-Quality-Management-Guide

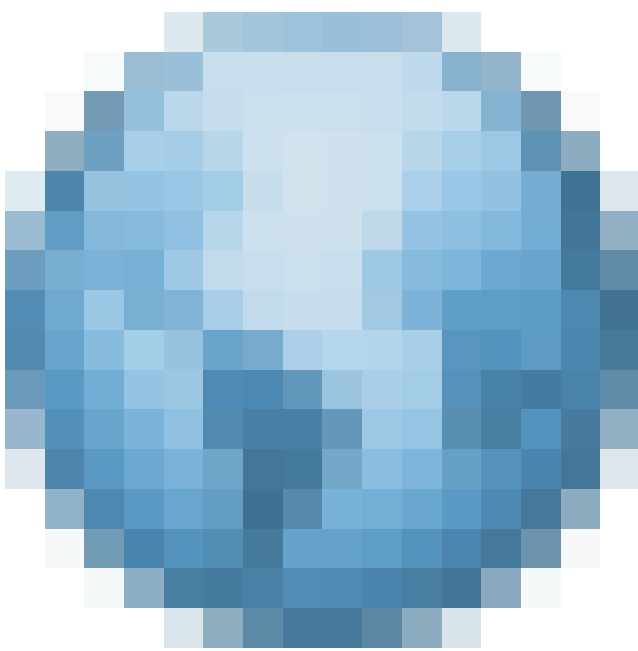


The guide explains the Verba Ethical Wall solution. It describes the design, configuration and administration of the solution.

[Ethical Wall Guide](#)

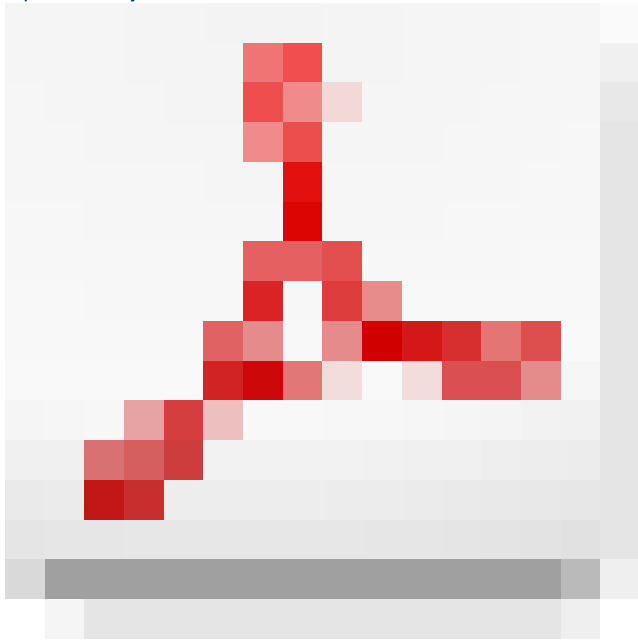


Verba-9.6-Ethical-Wall-Guide



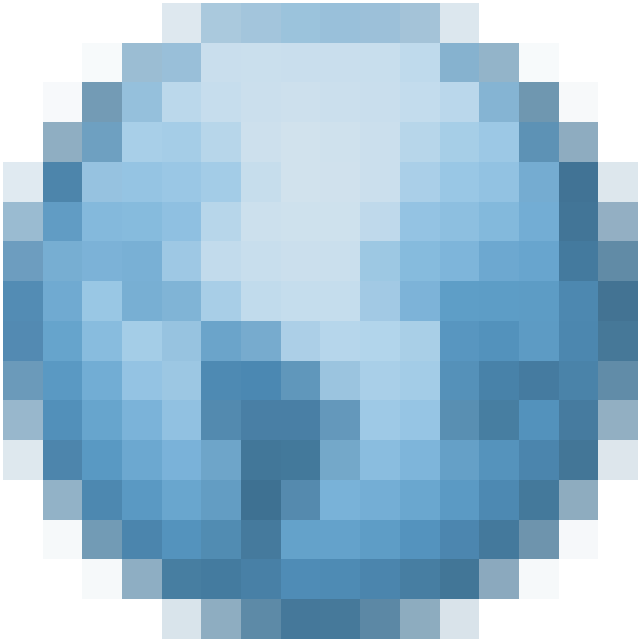
The system offers speech transcription to allow searching in voice conversations. Refer to the corresponding guides to understand the capabilities, language support, limitations and license requirements for each.

[Speech Analytics Guide](#)

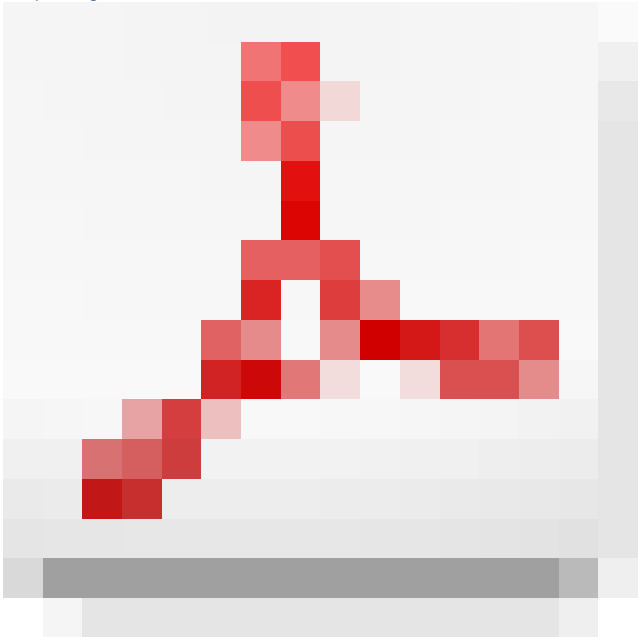


[Verba-9.6-Speech-Analytics-Guide](#)

This guide explains how to create and manage various reports and report types.

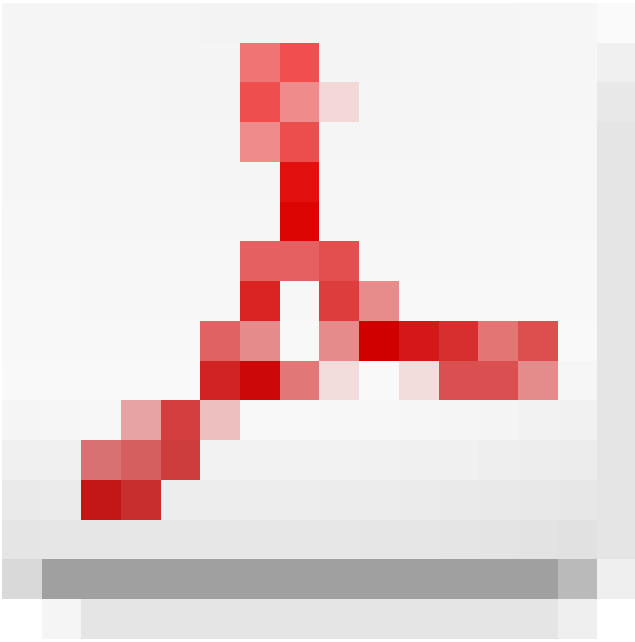


[Reporting and Dashboard Guide](#)

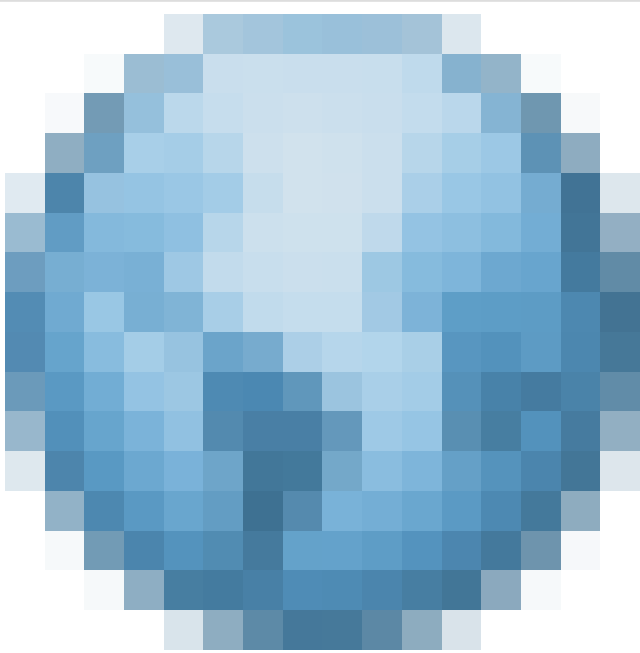


[Verba-9.6-Reporting-Guide](#)



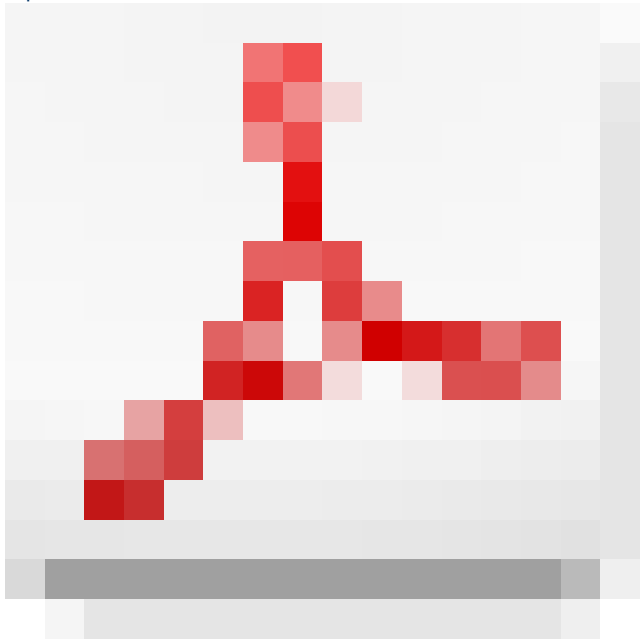


Verba-9.6-Dashboard-Guide

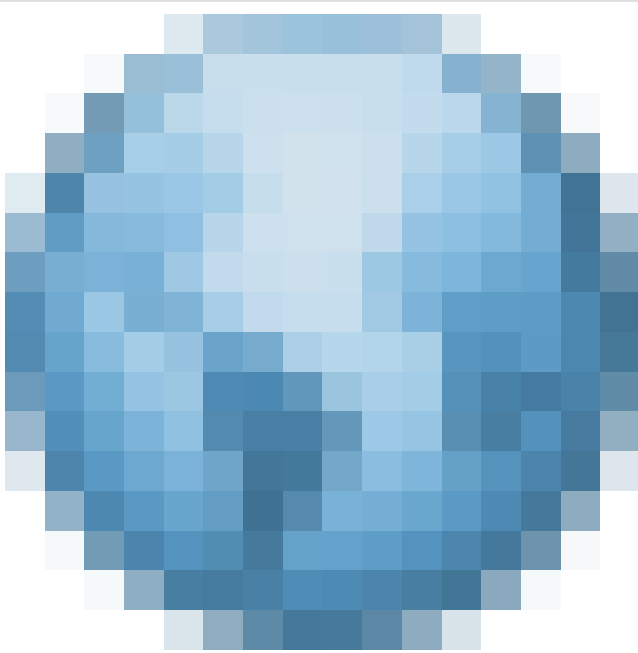


This guide is for system managers working with [monitoring](#), [trouble shooting](#), [SQL administration](#) and [backup/restore operations](#).

[Operation and Maintenance Guide](#)

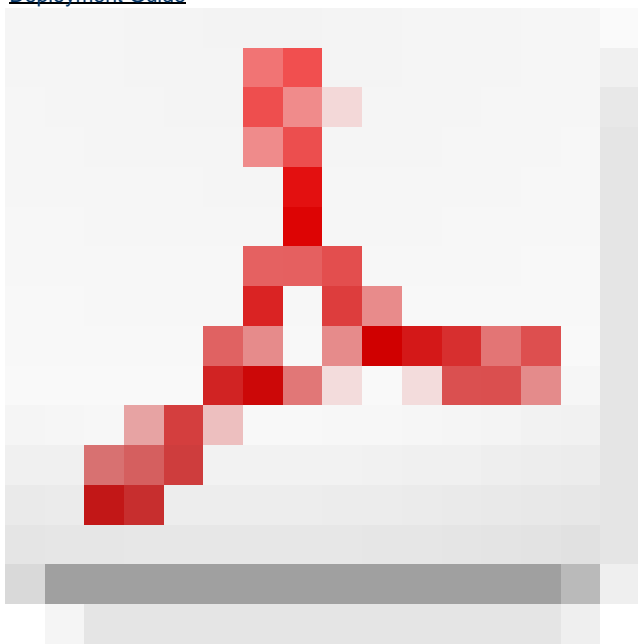


[Verba-9.6-Operation-and-Maintenance-Guide](#)

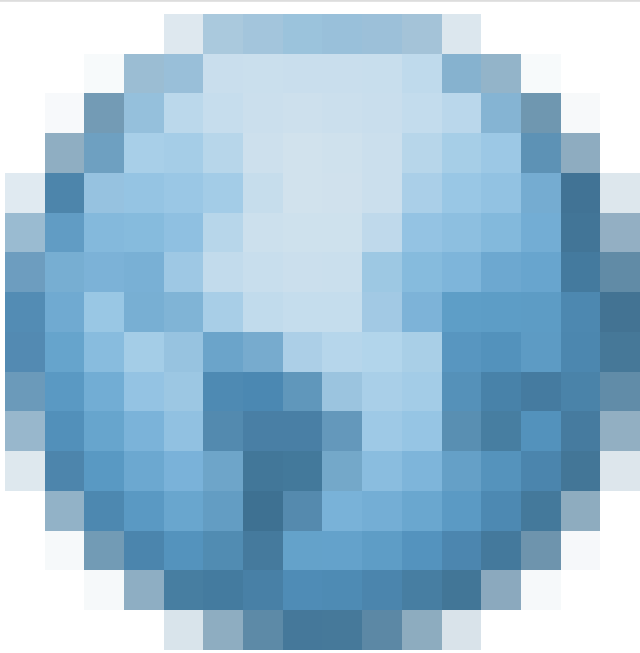


This guide is for system and network engineers who [plan](#), [install](#) and [configure](#) Verba solutions.

[Deployment Guide](#)

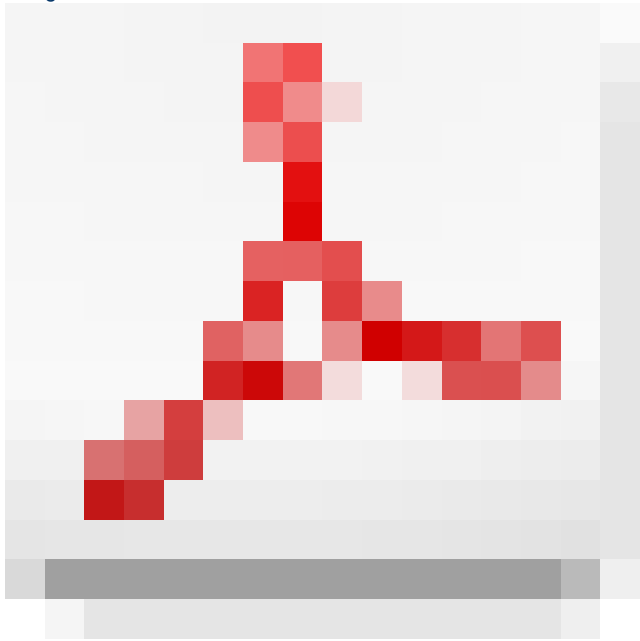


[Verba-9.6-Deployment-Guide](#)



This guide is for system architects and developers building integrated solutions (includes HTTP Business API, HTTP Single Sign-On API and more).

[Integration Guide](#)



Verba-9.6-Integration-Guide