

Welcome

If you only have 2 minutes...

Verint Verba Collaboration Compliance and Quality Management Platform

Verint Verba 9.6

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Frequently asked questions

Is this a software or hardware solution?

It is a software-only solution, server/OS is delivered by our integrator partners.

What server and operating system do I need?

Any standard PC server that runs a Windows Server edition, see [Server sizing and requirements](#) for details.

How much disk space will I need for my conversations?

See [Storage requirements](#).

Documentation Overview

The documentation for the Verba Recording System comes in a set of documents each targeted to various roles/users of the Verba call recording system.

Quick Reference Guide	A quick overview of the web interface , the web-based media player , the search screen and the Cisco IP phone app .
User Guide	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 .
Administration Guide	This guide is targeted for administrators responsible for managing user and group rights and register recorded phones and more.
Advanced Compliance 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.
Quality Management Guide	This guide is for contact center supervisors who manage quality assurance projects , design evaluation forms or evaluate and score interactions .
Speech Analytics 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.
Ethical Wall Guide	The guide explains the Verba Ethical Wall solution. It describes the design, configuration and administration of the solution.
Deployment Guide	This guide is for system and network engineers who plan , install and configure Verba solutions.

Operation and Maintenance Guide	This guide is for system managers working with monitoring, trouble shooting, SQL administration and backup/restore operations.
Reporting and Dashboard Guide	This guide explains how to create and manage various reports and report types.
Integration Guide	This guide is for system architects and developers building integrated solutions (includes HTTP Business API, HTTP Single Sign-On API and more).

PDF exports of this knowledge base are available for offline use.

Technical Assistance

You can get English language technical assistance directly from Verba Technologies or from your system integrator/distributor.

Support channel	Contact information
Web	Support Site: http://support.verba.com (registration required) Public Knowledge Base: http://kb.verba.com
Email	<i>see your support certificate</i>
Phone	<i>see your support certificate</i>

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