
Administration Guide

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

Authentication and access control

- Authentication
- User roles
- User permissions
- Visibility of functions and conversations
- How to make Secondary recordings visible

Users

- Find and List Users
- User Configuration
- User-Group Association
- User Group Membership History
- User Default Call List Layout
- Custom User Fields

Groups

- Group List
- Group Details
- Group Membership History
- Group queries configuration

Recording rules

- Extension list
- Extension details
- Recording modes
- Conversation direction and modality support
- Modality and recorded platform support matrix
- Selective recording rule configuration
- Administration of recorded extensions for Cisco Central Recorder
- Administration of recorded extensions for Passive Recorder
- Correcting user-extension assignments
- Relay-only configuration for Microsoft SfB - Lync

Audit logs

- Audit log for user related events
- Searching a call playback event
- Conversation audit log

Data management

- Data management policies
- Data retention
- Storage and export targets
- Data processors
- Import sources
- Data management policy monitoring
- Data management policy audit log
- Disposal audit log
- Recycle bin

Export

Metadata templates

- Metadata template details
- Metadata template fields

Central configuration

- Service control and activation
- Verba server administration
- Verba server configuration
- Verba server configuration profiles
- Shared servers
- Server Certificates

Labels

- Managing Labels
- Automatic labeling

Log and Configuration Collector

Multitenancy

- Creating a new Environment
- Adding a user to an Environment
- Adding an extension to an Environment
- Environment login
- Searching calls in different Environments
- Managing Data Retention in Environments
- Multi-tenant License Allocation

Configuring metadata for contact center integrations

User and Group Management Tools

- Active Directory synchronization
- Bulk User and Extension Update
- Bulk user import
- Using the Group CSV Import

Migration from Verint

- Migration from Verint v11 and v15.1 Legacy systems
- Migration from Verint v15.2 systems

Sites

Hub