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# 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.

## Accessing the web interface

The Verba System can be securely accessed through a standard web browser with a user identity.

- Login
- Four eyes login
- Sign out
- Locking users

## Web interface layout

The Verba Web Application uses a common screen layout throughout the application.

- Body
- Header and menu
- Menu structure
  - Updated menu structure in Verba 9

## Searching conversations

The conversation search page can be accessed through the Conversations \ Search menu.

- Reusing search criteria - saved queries
- Search fields
- Search filter operators
- Special search modifier characters
- Searching in IM conversations and voice transcripts

## Conversation lists and actions

Users can search for recorded conversations, and the search results can be displayed through conversation lists.

- Conversation fields
- Conversation list layout
- Conversation list navigation bar
- Delete conversations
- Downloading a single media file
- Get direct link
- Mark conversations as Protected
- Metadata columns on conversation lists
- Ongoing conversations
- Playback and download multiple records simultaneously
- Playing back recorded conversations
- Presentation of complex conversation scenarios
- Private conversations
- Right click options on conversation lists
- Sending an email
- Silent monitoring ongoing conversations
- Timeline View

## Conversation details

Detailed information is shown for each recorded conversation on the call details screen.

- Adding metadata
- Conversation participant list
- Right click options

## Participant sets

### Web-based media player

The Verba media player is a feature-rich multimedia tool that supports easy in-depth analysis of media recordings.

- Using the media player
- Using conversation markers
- Playback Requirements

### Verba Offline Player

- Installing a Windows Certificate for the Verba Offline Player
- Troubleshooting the Verba Offline Player

## Sharing and publishing conversations

The recording system provides a secure and traceable way to share recordings among various members of your organization.

- Sharing conversations
- Managing shared items
- Accessing shared conversations
- Verba Publishing Server

## Using the Cisco IP phone service

Many convenient features of the Verba System are available from Cisco IP phones.

- Adding a tag to a conversation
- Adding markers to an ongoing conversation
- Flagging a conversation as Important
- Flagging a conversation as private
- Login to the Verba Phone service
- Recording an ongoing conversation or the most recent conversation
- Sending emails
- Silent monitoring and whisper coaching

## Desktop recorder user interface

### Dial-in user interface

## Using the Lync 2010, 2013 and Skype for Business extension for conference call recording

### Agent View

### User Information

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