

# Verint WFO

Available in version 9.2 and later

This page provides a guide for configuring a Verint Storage Target in the Verba system.

To have access control over the media files in the Verint system first, you have to create the employee profiles in Verint. In case the media cannot be assigned to a Verint employee, then only superusers will be able to search and playback the calls using the **search outside visibility** checkbox. The Verba Storage Manager service also sends out e-mail alerts when the media could not be assigned to an employee.

For a general description of storage targets, please refer to [Storage and export targets](#).

## Creating an Employee in the Verint system

Follow the steps below to create a new Employee in the Verint system:


**Step 1** - Open the Verint Web interface then click on the top left area to bring up the menu.

**Step 2** - Select **User Management** then click on **Profiles**

The screenshot shows the Verint web interface. At the top left is the Verint logo. Below it is a navigation menu with 'MY HOME' highlighted. To the right of the logo is a search bar and a 'Send Message' button. Below the search bar is a navigation bar with 'MY INFORMATION', 'MY SCHEDULE', 'MY REQUESTS', 'MY TIME', and 'MY TRACK'. Below the navigation bar is a breadcrumb trail: 'Dashboards > Notifications > Schedule Preferences > Personal Profile'. The main content area is divided into three sections: 'SECURITY' (Roles Setup, Self Identification, Usernames, User Access Rights), 'EMPLOYEES' (Profiles, Groups, Schedule Preferences, Time Off, Skills, Work Rules, Interactions), and 'STAFFING PROFILE' (Staffing Profile). The 'Profiles' link under 'EMPLOYEES' is highlighted with a mouse cursor.

**Step 3** - Click on the **Create** button (  )

**Step 4** - The required fields are the **First Name**, **Last Name** and **Employee ID** for which you can enter multiple values (sip address, telephone number)


**Step 4** - Click on the save button (  ).

## Creating an API key in the Verint system

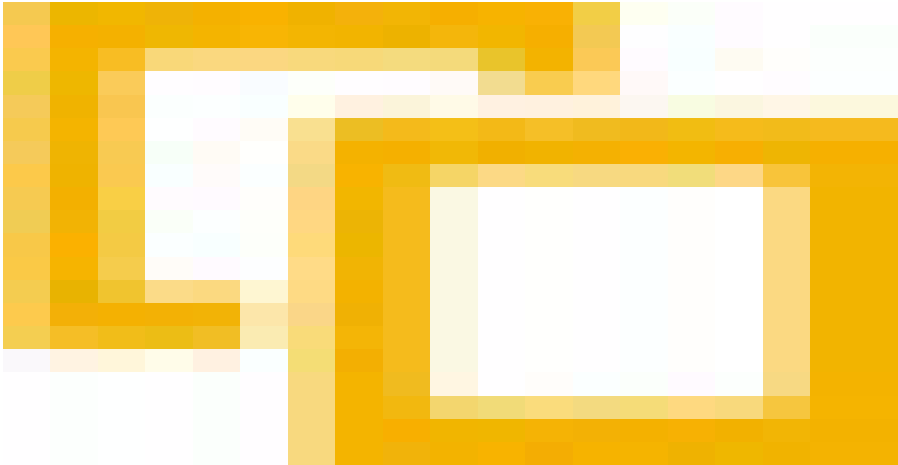
Follow the steps below to create a new API key in the Verint system:


**Step 1** - Open the Verint Web interface then click on the top left area to bring up the menu.

**Step 2** - Select **System Management** then click on **API Keys**

**Step 3** - Click on the plus icon (  ) on the top right edge of the view to add a new key.

**Step 4** - In the popup window select **External** key type:



**Step 5** - Hit the generate button then copy the key to the clipboard by pressing the copy icon (  ).

## Creating a Verint storage target

### Storage Target Configuration

[Add New Storage Target](#)  
[Back to Previous Storage Target List](#)

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**Storage Target Data**

**Name\***

**Type\***

**Verint application server url**

Example url:  
http(s)://verintappserver.contoso.com

**Verint API key id**

**Verint API key secret**

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**Export Target**

**Export Target**

Everyone  Selected Users/Groups

[Save](#) [Delete](#)

**i** When you change the folder of a storage target, it is always your responsibility to move the files in the file system, otherwise the conversations cannot be played back from the web interface.

Creation Date: May 31, 2018 12:42:31 PM  
 Created By: Verba Administrator (Administrator)  
 Last Modification Date:  
 Last Modified By:  
[View Change History](#)

\* Indicates required item.

Follow the steps below to create a new Verba Storage target for Verint:

**Step 1** - Open the Verba Web interface then select **Policies > Storage Targets** from the top menu.

**Step 2** - Click on **Add New Storage Target**

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**Step 3** - Fill out the configuration form according to the requirements in the following table.

Configuration item	Description
Name	Name of the storage target. This name will identify this target across the system.
Type	Select Verint
Verint application server url	Address of the Verint application server in the following format: <i>http(s)://verintappserver.contoso.com</i>
Verint API key id	API key id for authentication.
Verint API key secret	API key value for authentication.

**Step 4** - Click **Save** to save the settings

After this point, the storage target is available for use by other Verba components (e.g. [Data management policies](#)).