Welcome

If you only have 2 minutes...

Verint Financial Compliance Capture
(formerly Verba)

VFC Capture (Verba) 9.6

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Quick links - What do you want to do?
Design - Install - Configure
Use - Administer - Operate - Integrate

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.

<table>
<thead>
<tr>
<th>Quick Reference Guide</th>
<th>A quick overview of the web interface, the web-based media player, the search screen and the Cisco IP phone app.</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Guide</td>
<td>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.</td>
</tr>
<tr>
<td>Administration Guide</td>
<td>This guide is targeted for administrators responsible for managing user and group rights and register recorded phones and more.</td>
</tr>
<tr>
<td>Advanced Compliance Guide</td>
<td>This guide contains articles about the features in Verba that were created specifically to make it possible for organizations to comply with regulatory requirements.</td>
</tr>
<tr>
<td>Quality Management Guide</td>
<td>This guide is for contact center supervisors who manage quality assurance projects, design evaluation forms or evaluate and score interactions.</td>
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<tr>
<td>Speech Analytics Guide</td>
<td>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.</td>
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<tr>
<td>Ethical Wall Guide</td>
<td>The guide explains the Verba Ethical Wall solution. It describes the design, configuration and administration of the solution.</td>
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<tr>
<td>Deployment Guide</td>
<td>This guide is for system and network engineers who plan, install and configure Verba solutions.</td>
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Operation and Maintenance Guide
This guide is for system managers working with monitoring, troubleshooting, 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.

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<tr>
<th>Support channel</th>
<th>Contact information</th>
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<tr>
<td>Web</td>
<td>Support Site: <a href="http://support.verba.com">http://support.verba.com</a> (registration required)</td>
</tr>
<tr>
<td></td>
<td>Public Knowledge Base: <a href="http://kb.verba.com">http://kb.verba.com</a></td>
</tr>
<tr>
<td>Email</td>
<td>see your support certificate</td>
</tr>
<tr>
<td>Phone</td>
<td>see your support certificate</td>
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Recently Updated

- Creating a Microsoft Teams Compliance Policy
  - updated about 3 hours ago
  - view change
- Whitelisting the Microsoft Teams Bot App
  - updated about 3 hours ago
  - view change
- Upload policy
  - updated yesterday at 2:25 PM
  - view change
- Modality and recorded platform support matrix
  - updated Apr 13, 2021
  - view change
- Configuring the Verba Unified IM Recorder Service on the Media Recorder Servers
  - updated Apr 09, 2021
  - view change
- Configuring the Verba Unified IM Recorder Service on the Recording Director Servers
  - updated Apr 09, 2021
  - view change
- Configuring the Verba Unified IM Recorder Service for Microsoft Teams Chat Recording
  - updated Apr 09, 2021
  - view change
- Registering the Microsoft Teams Bot in Azure
  - updated Apr 09, 2021
  - view change
- Searching conversations
  - updated Apr 07, 2021
  - view change
- Web-based media player and viewer
  - updated Apr 07, 2021
  - view change
- Creating a Microsoft Teams Compliance Policy
  - updated Mar 31, 2021
  - view change
- Whitelisting the Microsoft Teams Bot App