NOETICA CALL PLAYER

Search Calls Dialog

Play back Recordings

CONTENT

NOETICA CALL PLAYER

The Noetica Call Player is a web application that enables contact centre administrators to search for and play back call recordings of agent and customer interactions.
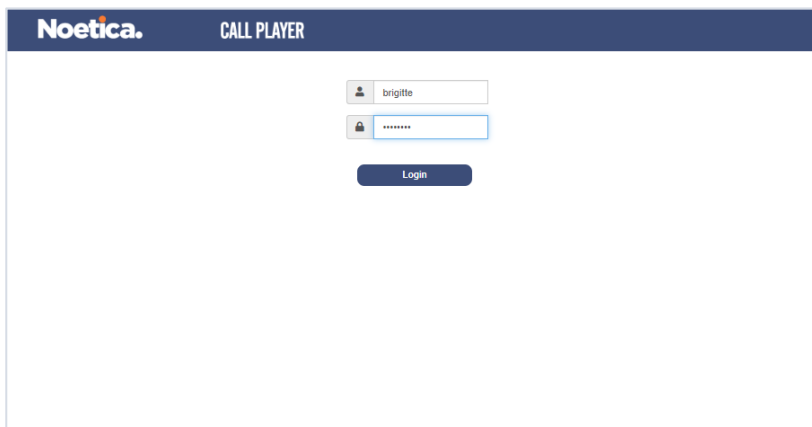
In the **Search Calls** screen of the Call Player, you can search for Synthesys™ or SDK calls, and quickly locate the required recordings by entering search criteria associated with a Campaign, CRM, Telephony and/ or a User.

The recordings that match the search criteria are then displayed In the **Search Results** dialog, together with associated information, enabling you to select and play back the recordings.

Launching the NVP Call Player

To access the Noetica Call Player, open your preferred Web Browser.

- Launch the Call Player via the Noetica Admin Portal, or
- Enter the URL for the Call Player into the address field of the Web Browser, e.g. http://WebserverName/CallPlayer.
- Next, enter your username and password, as provided by your system administrator.

Access to the Call Player and associated permission levels are managed in Synthesys ™ User Management.

Please contact your Synthesys™ system administrator for more information.

SEARCH CALLS SCREEN

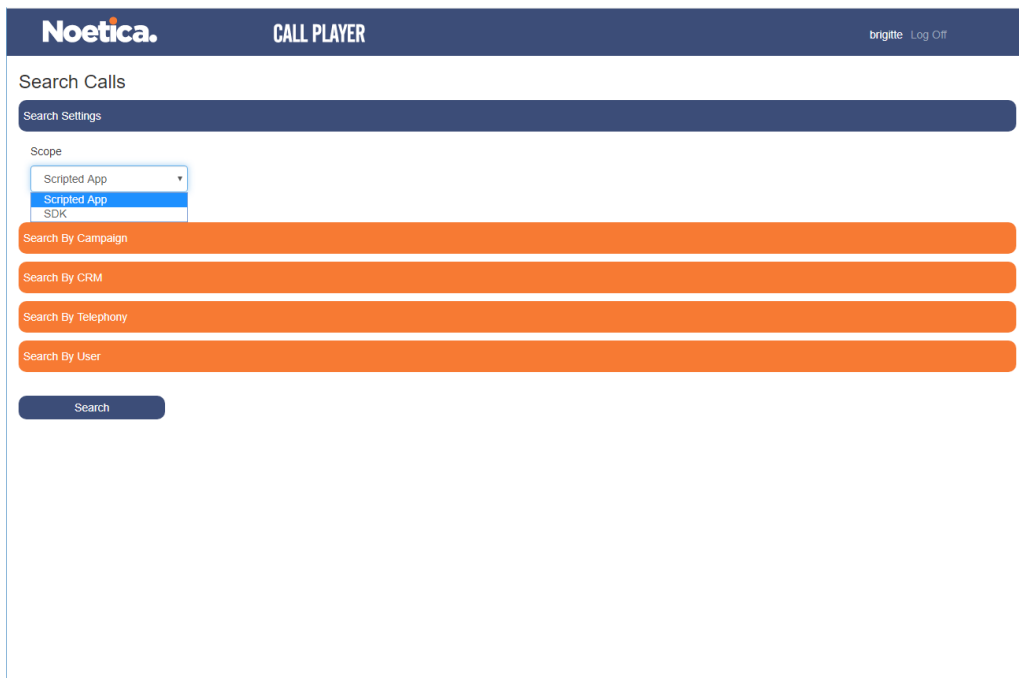You can locate the call recordings that you wish to play back easily, by using the scope and search options available in the Search Calls page of the Call Player.

Scope

Use the Scope drop down menu in the *Search Settings* section, to select **Scripted App,** if you are searching for recordings associated with Synthesys ™ calls or select **SDK.**

You can then narrow down your search using the following options:

- Search By Campaign
- Search By CRM
- Search By Telephony
- Search By User

Search By	Description
Campaign	Allows you to search for call recordings by selecting the associated workspace, campaign, and / or Scripted App for Synthesys ™ calls.
CRM	Allows you to search for recordings to be played back by adding CRM Entity fields and associated search criteria.
Telephony	Allows you to search for call recordings based on the start/ end date of the call, the telephone number, the minimum/ maximum call length and/ or the Call Result.
Users	Allows you to search for call recordings handled by a specific agent.

Search by Campaign

If you wish to listen to recordings associated with a specific workspace, campaign, or scripted app

- Select the relevant workspace from the **Workspace** drop-down menu.
- Select the associated campaign from the **Campaign** drop down menu.
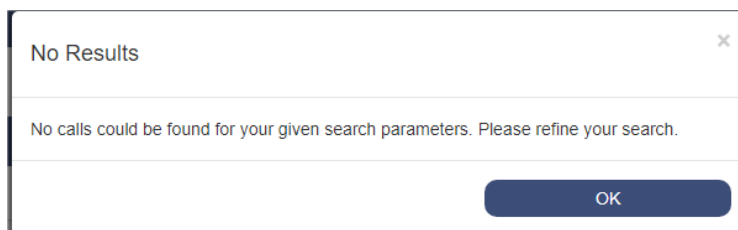- Select the relevant scripted app from the **Scripted App** drop-down menu.

Please note that users will only be able to select campaigns to which they have been assigned. The Scripted App option is only displayed when searching for Synthesys ™ calls.

- Click the **Search** button, to show the recordings that match your search criteria.
- If the search criteria entered are insufficient to return a result, a message will prompt you to refine your search.

- Click OK in the No Results dialog and refine your search by adding further search criteria.
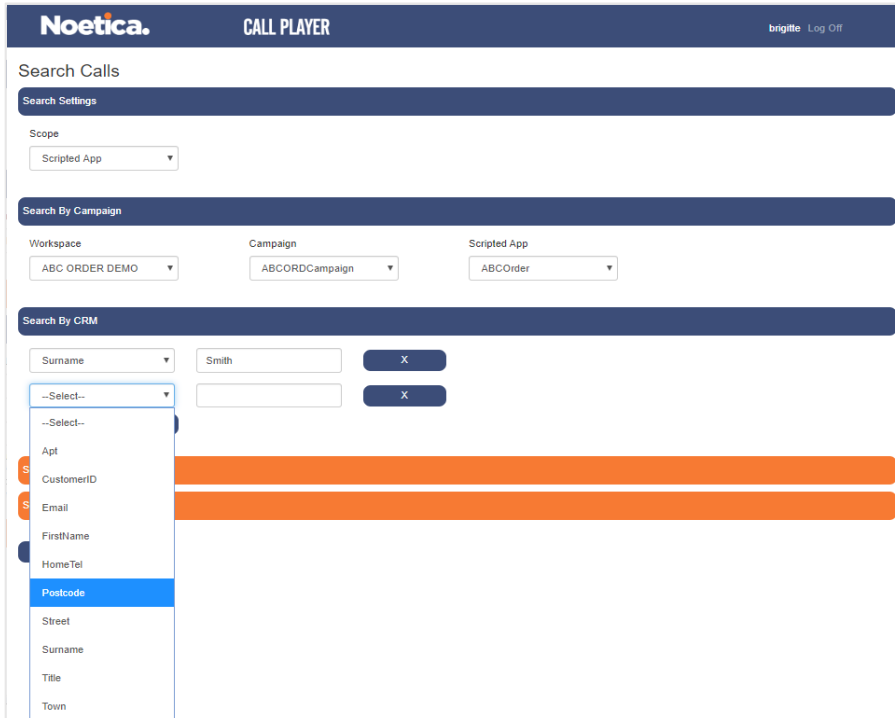
Search by CRM

To locate and listen to recordings associated with a particular customer, use the Search By CRM option.

To enable a search using CRM fields, you must first select the workspace that contains the associated CRM Entity.

- In the **Search By Campaign** section, select the relevant workspace.

- Next, go to the **Search By CRM** section and click the ![Add CRM Field] button.
- Select the **CRM field** that you wish to use in your search from the list displayed.
- Enter the associated **search criteria**, i.e., a surname or postcode.
- Repeat the above steps to add further CRM fields and search criteria, as required, to locate the recordings that you wish to play back.
- To remove a selected CRM field from the search section, click the ![x] button next to the field.
- Click the **Search** button, to initiate your search.

If your search does not return any results, a message will prompt you to refine your search by entering further search criteria.
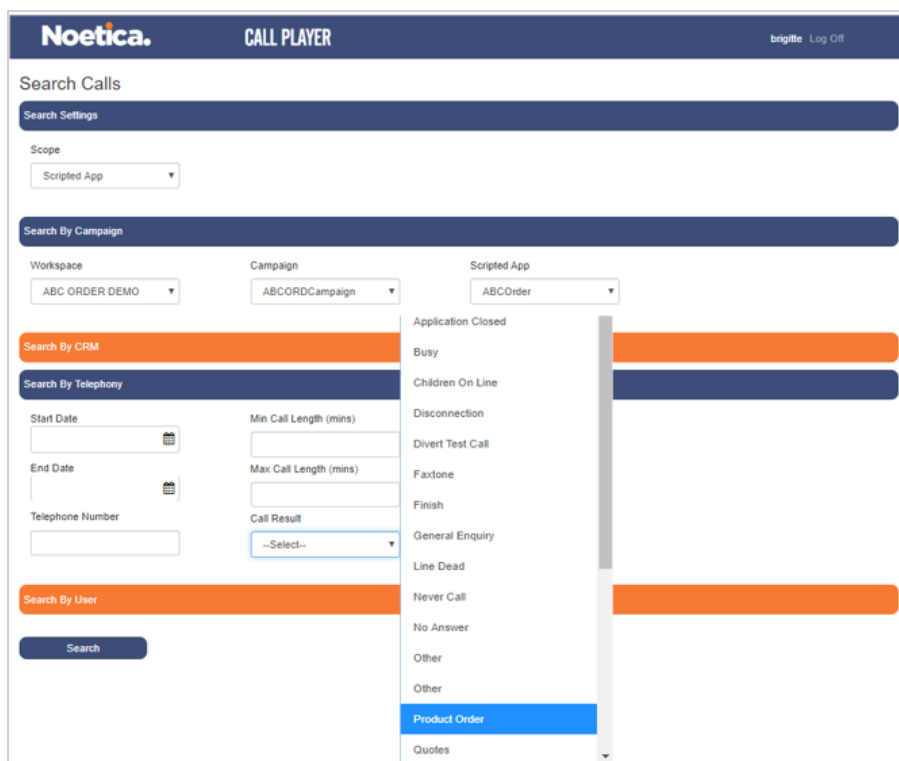
Search by Telephony

To carry out a search based on a telephone number

- Go to the **Search By Telephony** section and enter the telephone number associated with the recording that you wish to play.
- To search for recordings of calls handled at a specific time, click the **Diary** icons and select the relevant Start and End Date.
- You can also specify a minimum & maximum call length (in minutes) to assist with your search for the recordings.
- If you wish to search for recordings based on a specific call outcome, use the **Call Result** drop-down list.

> To speed up your search, you may first want to select the workspace that contains the CRM Entity with the associated number, or the user that handled the call.
>
> To base your search on a Call Result, you must first select the associated the workspace, campaign and scripted app.

- Click the **Search** button, to initiate your search.

If the search criteria entered are insufficient to return a result, a message will prompt you to refine your search by entering further search criteria.
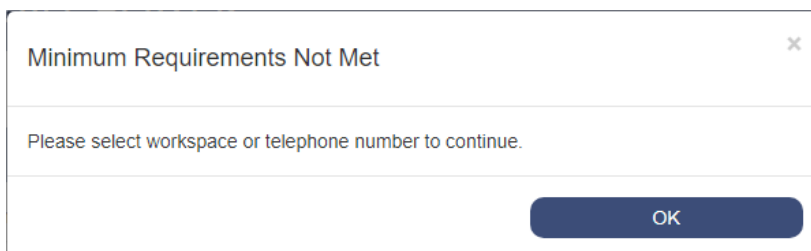
Search by User

To locate recordings for calls handled by a specific agent, use the Search By User section.

- In the **Search By User** section, enter the name of the user who handled the call into the Agent field.
- Click the **Search** button, to initiate your search.

- If the search criteria entered is insufficient to return a result, a message will prompt you to refine your search by entering further search criteria.

- Click **OK** in the **Minimum Requirements Not Met** dialog and refine your search by adding, for example, a workspace or telephone number, before initiating another search.

SEARCH RESULTS

The recordings that match your search criteria entered are displayed In the **Search Results** dialog, together with call related information and Play buttons.

The information displayed under the various column headings can help you to locate the recordings that you wish to play back.

Search By	Description
Call Result	This column contains either the call outcome for a completed call or the reason for aborting the call.
Call Type	Displays the type of call processed, i.e., Inbound, Outbound, Predictive.
Date	Displays the date the call was handled.
Time	Shows the time the call was handled.
Origination Number	Shows the number from which the call was made.
Destination Number	Displays the number that was dialled.
Talk Time	Shows the duration of the call.
Customer ID	Displays the Customer ID associated with the record handled.
Agent Name	Displays the name of the agent who handled the call.
Call	Used for playing the full recording associated with the selected call.
Agent	Used for playing only the agent part of the recording associated with the selected call.
Customer	Used for playing only the customer recording for the selected call.

Play Recordings

Using the **Play** buttons, you can play back the conversation of both the agent and the customer, or you can play back and listen to the recording of the agent or the customer separately.

> If Stereo recording is used, the agent and customer are recorded in stereo on two channels, with the recording file saved to the Call folder for improved use with 3rd party speech analytics tools. No additional recordings and files are created for the Customer and Agent.

- Select **Play** in the **Call** column to play back and listen to the conversation of both the agent and the customer.
- Select **Play** in the **Agent** column, if you only want to listen to the agent part of the conversation.
- Select **Play** in the **Customer** column to play back the customer part of the conversation.

In the **Call Recording Playback** dialog

- Click the ▶ arrow to start playing the selected recording.
- Click the II arrow to stop playing the selected recording.
- Click the **Done** button to close the playback dialog.