VRManager™ Pro

Manual

MAX Communication Server
Release 8.6.1

May 11, 2020

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CHAPTER 1

Installing VRManager Pro

VRManager Pro performs recorded file management — indexing, converting, tracking, playback, reporting, and other critical functions for call center customers who would like to keep recorded files for administrative, legal, or quality assurance purposes.

VRManager Pro offers security features that were not available in previous releases of VRManager:

- You can store voice recordings in encrypted format
- You can now grant specific file record privileges to individual users (play, trim, and export)
- You can save VRM application data in an external database
- You can now set password requirements ensure that users create more complex passwords
- You can implement password policies; configure appropriate password expiration periods, set session timeout durations, and define the maximum number of login attempts allowed
- Users can now trim voice recordings and export the trimmed recordings. Note that the original recording *will not be affected* by any trimming. Trimmed recordings cannot be saved back to the recording media.
- The audio player display has been enhanced
- VRManager Pro is integrated with the CDR database

Limitations:

- VRM Pro cannot read unencrypted recording files that were created in earlier releases directly. Instead, VRM Pro will use Windows Media Player to play recordings that were captured in earlier releases

For Customers Who Previously Used VR Manager

If you had a previous release of VRManager, you must upgrade to VRM Pro. VRManager is no longer supported, beginning with Release 8.5.1.

Follow the steps in the separate *VRM Pro Upgrade Guide* to upgrade from VRManager. Note that no new licenses are required when upgrading.

VRM Pro Server Requirements

You must install VRManager Pro on a *different system* than the one on which the MaxCS ACM server is installed.

The VRM Pro Server must meet the following requirements. Installation requires 1GB of available hard drive disk space; however, more space is required for CDR storage and recording files.

- G.729 is approximately 60KB per minute recording
- G.711 is approximately 480KB per minute recording

Operating systems supported:

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2 (64-bit)
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2008 SP2 (32-bit)

Server System minimum requirements:

- A standalone system
- Intel 2 GHz Pentium IV or faster
- 40 GB available hard drive disk space (note that large recording storage will require mode space)
- 4 GB RAM
- MaxCS Release 8.6.1 or later
- A VRManager Server license must be installed at the MaxCS system. (You can verify the licenses when you run MaxCS Administrator by selecting **License** > **License Information**.)
- Recording Seat/Session licenses are needed for users to work with VRM Pro
- IDE RAID 0-1 (minimum) hard drive
- NIC
- Microsoft SQL Server Express 2008 SP1* or SQL Server 2019

  * If you are upgrading from VRM to VRM Pro, note that you cannot use the SQL 2008 express DB bundled with your old VRManager. It is highly advised that you install a new SQL and create a DB in that SQL install because in most cases you will not have enough room in the old VRManager SQL 2008 Express DB to migrate your records.

VRM Pro Client Requirements

VRM Pro client systems must meet the following requirements.

Operating Systems supported:

- Windows Server 2019
- Windows Server 2016
- Windows 10
- Windows 8.1 (64-bit)
- Windows 7 (32-bit or 64-bit)

Client system minimum requirements:

- IBM/PC AT compatible system
- 2 GHz CPU or faster
- If installed on the same server with MaxCS, you will need an additional 2 GB disk space and an additional 2 GB RAM

Pre-Setup Steps

You can use the CDR database as VRM Pro's database. If you do not want to use the CDR database, you should install SQL Server manually before you install VRManager Pro. VRM Pro supports an external SQL server only.

If you choose to install VRM Pro data in a separate database from the CDR database, set up that new database before you begin the installation process.

Java JRE will be automatically installed for you.

Before running the setup program, please ensure the following.

- File and print sharing must be active on your operating system. To verify this (your steps may vary depending on your operating system version):
  1. In the Control Panel, double-click **Network Connections**.
  2. On the Advanced menu, click **Advanced Settings**.
  3. On the **Adaptors and Bindings** page, ensure that **File and Print Sharing for Microsoft Networks** is selected.
- Make sure that **Silently succeed** is selected in the local security options named below.
  1. In the Windows Control Panel, double-click **Administrative Tools**.
  2. Double-click **Local Security Policy**.

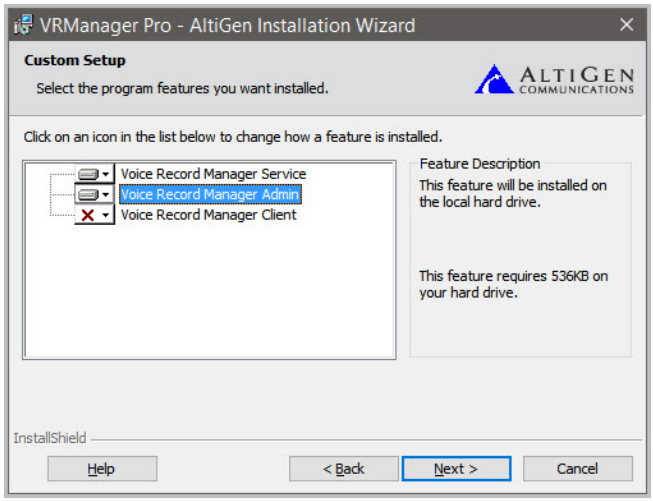
3. Expand **Local Policies**.
4. Select **Security Options**.

- Make sure that the CDR database has already been deployed.

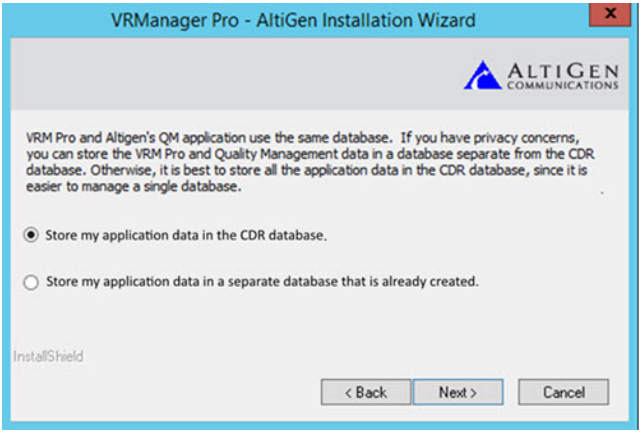
Installing VRM Pro

During installation, Jservice Loader will be installed on your system automatically.

1. Run the Setup program and follow the instructions on the screen.



2. In the *Custom Setup* screen, choose to install both VRM Service and VRM Admin. If you plan to use the VRM Client at this system, also select Voice Record Manager Client. Then click **Next**.



3. The next panel asks where you plan to store the VRM Pro application data.

   VRM Pro and Altigen's *Quality Management* application use the same database. It is easiest to store all of the application data in the CDR database. If you prefer, you can store the VRM Pro and *Quality Management* application data in a database that is separate from the CDR database.

   Choose whether to store the VRM Pro application data in the CDR database, or store it in a separate database. Then click **Next**.

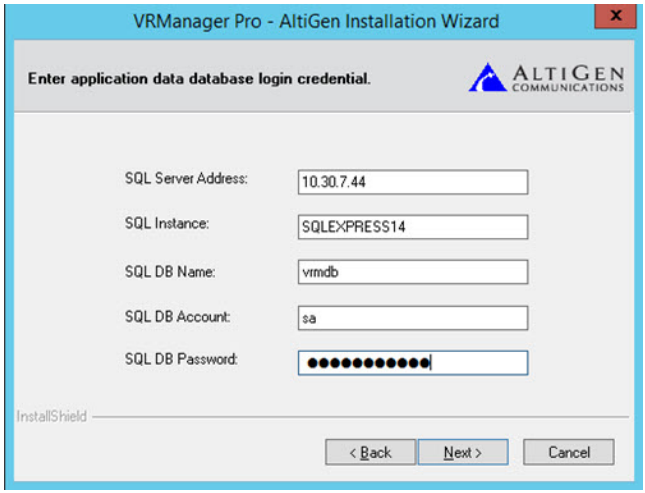
4. If you chose to store VRM Pro application data in a separate database, a panel opens for you to specify the details for that database. Note that the SQL DB account must have read/write/update schema privileges for that database.

   Enter the information and click **Next**.

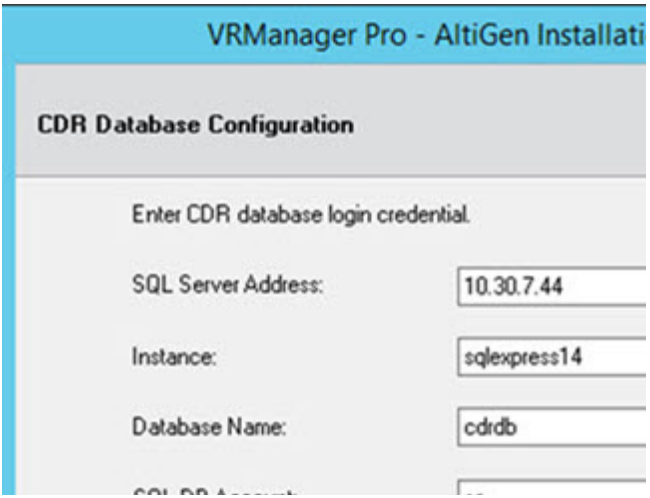
   Cloud customers can retrieve this database information from the Altigen Cloud Portal, on the *General* tab, in the *Call Center* section.

For this field in the VRM Pro Installation Wizard...	**...enter this information from the General tab of the Altigen Cloud Portal.**
SQL Server Address	SQL Server Name
SQL Instance	*Leave this field blank*
SQL DB Name	CDR Database Name

For this field in the VRM Pro Installation Wizard...	...enter this information from the General tab of the Altigen Cloud Portal.
SQL DB Account	SQL Username
SQL DB Password	SQL Password



5. In the next panel, specify details for your CDR database and click **Next**. Note that the SQL DB account must have read/write/update schema privileges for that database.



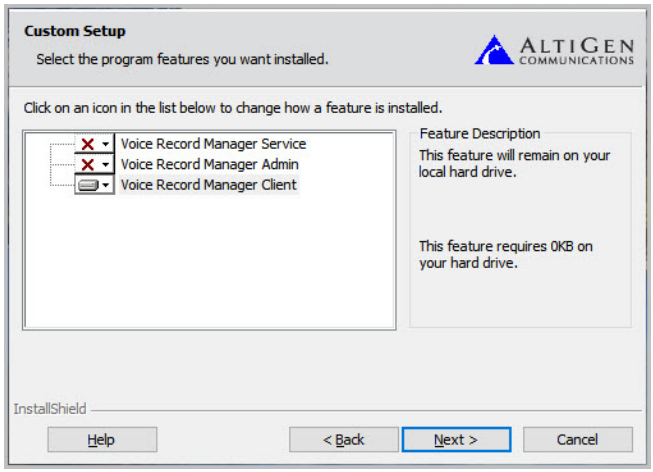
After you complete the installation process, you can run VRM Pro Admin from the Windows Start menu.

Note: If VRManager Pro is run behind a firewall, open TCP port 10040. (VRManager Pro may not work behind NAT.)

Installing VRM Pro Client

To install VRM Pro for a client system,

1. Run the Setup program and follow the instructions on the screen.



2. In the Custom Setup screen, choose to install Voice Record Manager Client.

   Note that if you install VRM Pro Admin on a client system, some **Browse** buttons will not appear.

After installation, you can run the VRManager Pro Admin or VRManager Pro Client from the **Start** menu. Use the “Login as Administrator” option to run VRManager Pro Admin.

Note: If VRManager Pro is run behind a firewall, open TCP port 10040. (VRManager Pro may not work behind NAT.)

Setting Access Privileges

The JService Loader Windows service account must have read/write/delete privileges to any folder used by VRM Pro. This includes the following folders:

- The Primary storage folder specified on the *Pooling* tab
- The Backup storage folder specified on the *Storage* tab
- The Log folder and the Daily report folder, as specified on the *Log* tab
- The Centralized Recording folder specified on the *MaxCS ACM* tab (read/write/delete privileges are not required for this folder if the username and password fields are used)

Configuring Database Connection

In earlier releases of VRManager, a SQL Server Express instance was automatically installed for you. For VRManager Pro, however, we recommend that you use your own SQL Server instance, SQL Server version 2008 or later.

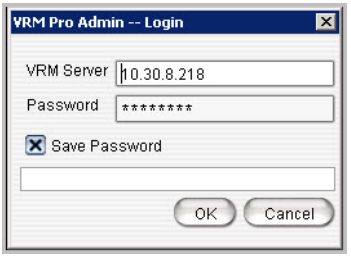
After you install VRManager Pro, we recommend that you open VRManager Pro Admin and configure your database settings. These steps are discussed in the next chapter, “Database Page” on page 26.

CHAPTER 2

Using VRManager Pro Admin

To run VRManager Pro Admin:

1. From the Windows Start menu, choose **VRManager Pro Admin**.
2. Right-click **VRM Pro Admin** and choose **Run as Administrator**.



3. Enter the **VRM Server** IP address or server name and **Password**. (The default password is 22222.)
4. Check the **Save Password** checkbox if you want VRM Pro Admin to remember the password the next time the program runs.
5. Click **OK**.

Note: Each Windows user has his own VRM Admin login setting.

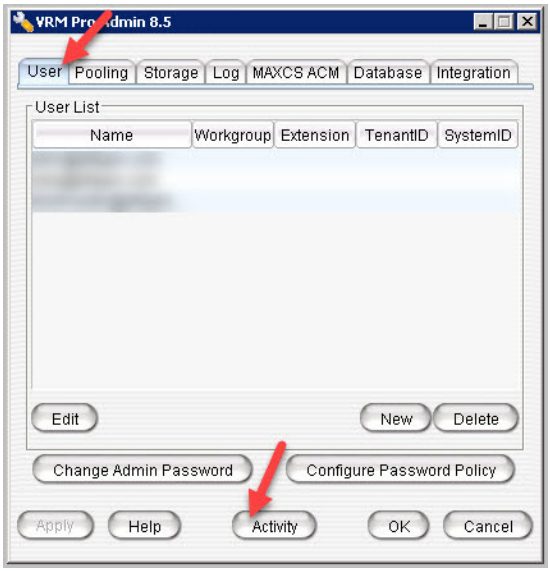
VRM Pro Admin Window

VRM Pro Admin has several configuration pages:

- User Page — see page 12
- Pooling — see page 19
- Storage — see page 21
- Log — see page 21
- MAXCS ACM — see page 24
- Database — see page 26
- Integration — see page 26

User Page

The **User** page shows the User List for VRManager clients and shows the workgroups, extensions, and systems that the user can query. From this page, an administrator can add, edit, and delete users; limit their queries to certain workgroups, extensions, and systems; change user passwords; and change the VRM Pro Admin password.



User Password Requirements

In VRM Pro, user passwords must meet a more complex standard than in VRManager.

When a user changes a password, or when an administrator resets a password, it must meet these requirements:

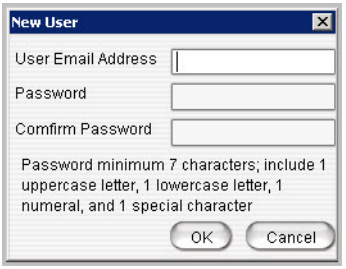
- Passwords must be at least 7 characters long
- Passwords must contain:
  - at least one upper-case letter
  - at least one lower-case letter
  - at least one numeral
  - at least one special character: # ! ? ^, or @

- Passwords cannot contain the user ID
- Passwords must be different from previous passwords

Adding Users

To add a new VRManager Pro Client user:

1. Click **New**.



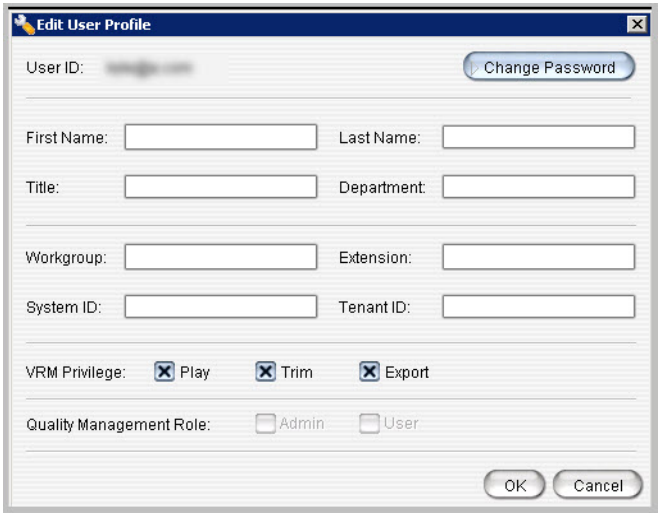
2. Enter a user email address; **this must be in email format** (for example, newuser@altigen.com). The user name is not case-sensitive.

   Enter a password (refer to “User Password Requirements” on page 12), and confirm the password.
3. Click **OK**. The new user appears in the User List field.
4. To limit this new user’s queries and recording privileges, refer to the next sections.

Editing User Details

To edit a user:

1. Select the user on the User page and click **Edit**.



2. Enter (or update) the name, title, department, workgroup numbers, the extension numbers, and system IDs.

   Separate entries with a comma.

   To allow the user to query all workgroups or all extensions, leave those text boxes empty.

   To assign recording privileges, refer to the section “Configuring User Recording-file Privileges” on page 14.

3. Make your changes, and click **OK**.

To delete a user, select the user and click **Delete**.

Configuring User Recording-file Privileges

Administrators can now grant various privileges to individual users as needed. Actions on recording files are logged, so that Administrators can identify any actions upon a recording file.

1. Select the user on the User page and click **Edit**.
2. Check the appropriate *Privilege* checkboxes to grant permissions for this user, and then click **OK**.

- **Play** – Allows this user to play voice recordings

- **Trim** – Allows this user to trim a voice recording and export it. The original recording will not be affected by trimming.

  Trimmed voice recordings *cannot* be saved back to the recording data.

- **Export** – Allows this user to export recordings

Configuring User Quality Management Privileges

AltiGen now offers a new *Quality Management* application, which can be used for assessing the quality of voice recordings. Assessments are accomplished by a user listening to a recorded call while scoring the agent's performance on that call. Performance is scored by responding to a series of evaluation questions within an assessment form.

For information on ordering and using the *Quality Management* application, contact your AltiGen representative.

Administrators can grant *Quality Management* privileges for each user, designating the user as an Admin or a User (or both).

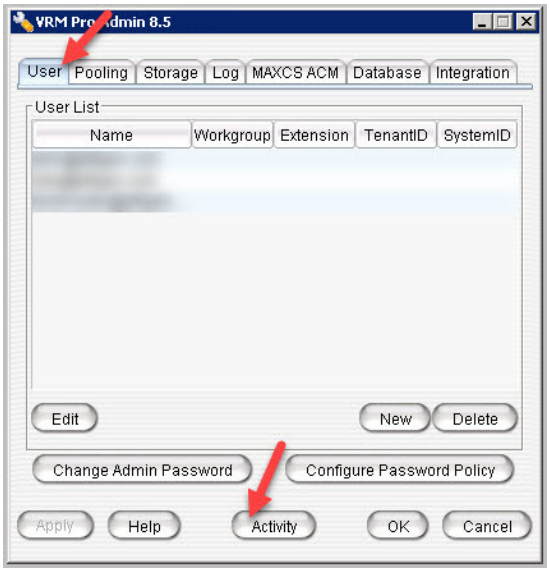
1. Select the user on the User page and click **Edit**.
2. Select the role(s) for this user:

- **Admin** – Admins can set system configuration options and edit user privileges within the *Quality Management* application.
- **User** – Users can log into the *Quality Management* application. More specific privileges, such as the ability to perform assessments and work with forms, can be set by Admins within the *Quality Management* application itself.

Reviewing Activities Performed on Recorded Files

Administrators can now view details for recordings that have been viewed, trimmed, or exported within a certain time period.

1. On the **User** tab, click **Activity**.



A new Activity panel opens. The panel may initially be empty.

2. In the lower right corner, click **Search**.

   In the *Search* panel, specify the search criteria.

3. In the upper set of fields, specify which *activities* to search for:

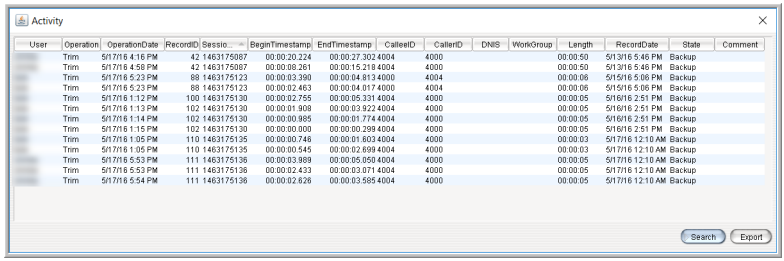
- **User** — Select a user, or leave the field set to **All** to show all records for all user activity.
- **Operation** — The type of activity you're looking for.
  - **All** — Shows records for all user operations
  - **Play** — Shows only those records where the recording was played
  - **Trim** — Shows only those records where the recording was trimmed
  - **Export** — Shows only those records where the recording was exported
- **From/To** — Date range of the activity. Choose a begin and end date and time, to find recordings that were played, trimmed, or exported during a specific time frame.

4. In the lower set of fields, you can narrow your search for a specific voice recording that has been played, trimmed, and/or exported. These fields are optional.

- **Date of Recording** — A date range of the recording. Enter the From and To fields to narrow the results to those messages that were recorded during a specific time period.
- **Callee ID** — Specify a specific callee ID for the recording.
- **Caller ID** — Specify a specific caller ID for the recording.
- **DNIS** — Specify a DNIS for the recording.
- **Workgroup** — Specify a workgroup for the recording.
- **Length** — Specify a length for the recording.
- **Session ID** — Specify a Session ID for the recording.
- **Comment** — Search for a keyword in a comment for the recording.
- **Call Disposition** — Specify a Call Disposition Code.

5. After specifying the search criteria, click **OK**. The results appear in the panel.

The next figure shows an example of a search for records that were trimmed on a specific date. You see the activity “Trim” in the Operation field, and a single date of May 17th in the Operation Date field.



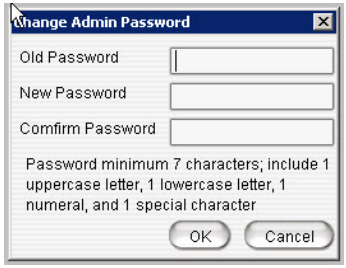
On the results page, you can sort the results by any of the columns. For example, click the column heading User to sort by user name. Click the heading again to reverse the sort order.

To export the data to a CSV (Comma-Separated Value) file, click **Export**. In the Save dialog box, specify the location and a filename. Click **Save**.

Changing the Admin Password

To change the VRM Pro Admin password:

1. On the User tab, click the **Change Admin Password** button.



2. Enter the information in the Old Password, New Password and Confirm Password fields, and then click **OK**.

Configuring Password Policy

Note that user passwords must now meet specific requirements; see “User Password Requirements” on page 12.

You can set global policies for user password expiration and login attempts.

1. On the *Users* tab, click **Configure Password Policy**.
2. In the next panel, customize the options as appropriate for your organization and click **OK**:

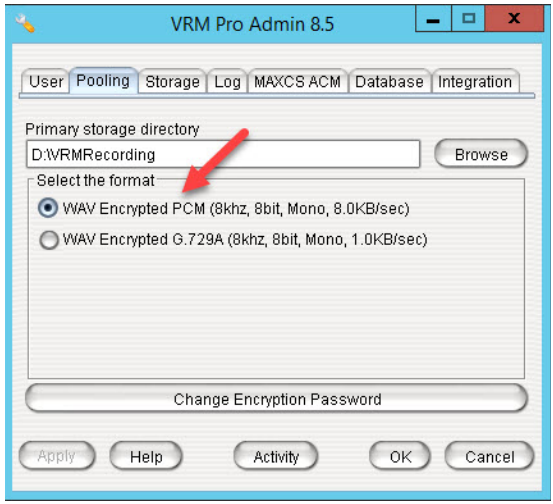
- **Passwords expire in**: Enter how long, in days, a password can remain active. Your entry must be a number from 7-365. Once that interval has passed, users will be required to create a new password.

  If a user logs into the VRM Pro client while the password is within 7 days of expiring, the user will be prompted to change the password.

  Once a user's password has expired, the user will be permitted to log in, but will be forced to change his or her password before using the VRM Pro client.
- **Inactive sessions log out in**: Enter how long, in minutes, a session can remain active. Your entry must be a number from 5-60. Once a user has been inactive for the full interval, the system will prompt the user to log in again.
- **Maximum login retries until account is locked**: Enter how many times a user can incorrectly log in before the account is frozen. To be considered a retry, the entered password must be different from the last attempt. Your entry must be a number from 1-10. Once an account is locked, it remains locked until an admin unlocks it by resetting the password.

Pooling Page

The pooling page lets you set the location of the primary storage directory and specify file format.



Storage Directory

Click **Browse** to select the location. VRM Admin pools the newly recorded files from the MAXCS server, and saves them into the primary storage directory in .wav format (G.729A).

Note: The **Browse** button is not available if VRM Pro Admin is running on a different server than VRM Service.

Encryption

The pooling page is also where you can specify your encryption format preference.

1. To store voice recordings in encrypted format, select the option **WAV Encrypted PCM (8khz, 8bit, Mono, 8.0kb/sec)**. This will encrypt voice recordings with AES 256.S.
2. Click **OK.**

Changing the Encryption Password

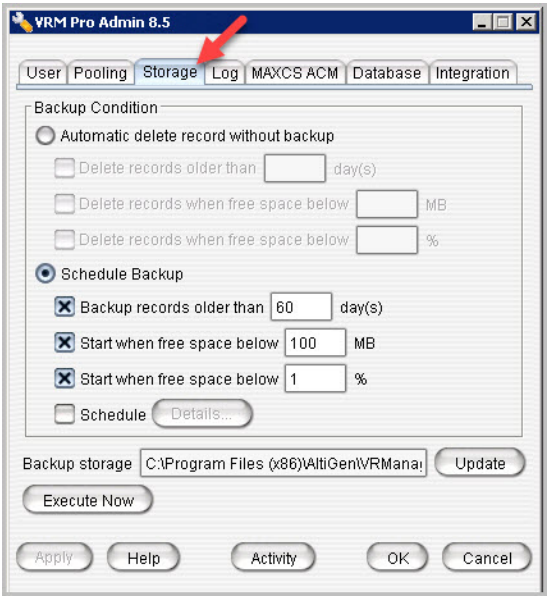
You can change the encryption password as needed. Note, however, that **doing so will re-encrypt all recordings**, which may take several hours and may tie up a significant number of system resources.

To change this password, click **Change Encryption Password**. Enter the old password and a new password (twice).

Note: In order to change the default password, you must leave the “Old Password” field empty.

Storage Page

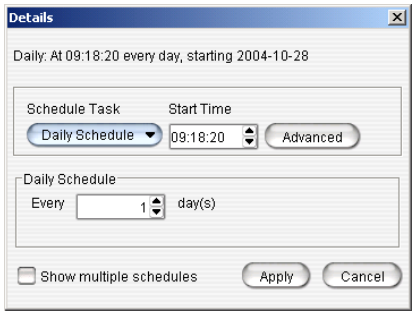
On the **Storage** page you can set backup conditions for the storage of voice records.



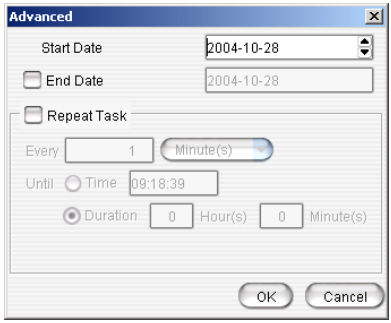
Select from the following conditions:

- **Automatic delete record without backup** – VRM Pro Admin will delete records without backing them up. To set additional automatic delete parameters, select any of the following options:
  - Delete records older than x day(s)
  - Delete records when free space below x MB
  - Delete records when free space below x %
- **Schedule Backup** – VRM Pro Admin will automatically back up, then delete records. To specify backup parameters, select from the following options:
  - Back up records older than xx days
  - Start when free space below x MB
  - Start when free space below x %

- **Schedule** – For detailed settings, click **Details**. Use the drop-down list to select the **Schedule Task** (Daily/Weekly/Monthly), use the up/down arrows to select the **Start Time** and to define the **Daily Schedule** (every x days), **Weekly Schedule** (any day in every x weeks), or **Monthly Schedule** (any date in every month), then click **Apply**.

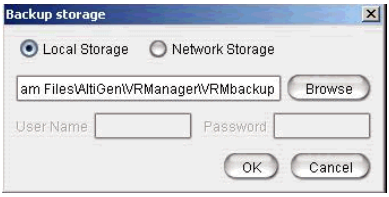


Use the **Advanced** button to set a Start Date and End Date; or check the **Repeat Task** checkbox to set up parameters for a continuous schedule, then click **OK**.



Check the **Show multiple schedules** checkbox to display and set up more than one schedule. You can add new multiple schedules, then modify them.

- **Backup Storage** – Enter the location for the backup storage, or use **Update** to select a new location.



You can enter a local path or network path. The destination of the backup location must be valid and accessible in the local computer or remote computer. The user must have full privilege to read/write to the shared and local folders. Also, VRManager supports backup to DVD/RW; simply enter the path for the DVD/RW location.

Note: The **Browse** button is not available if VRM Admin is running on a different server than VRM Service.

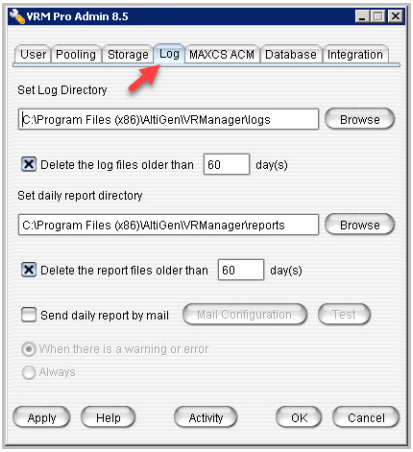
- **Execute Now button** – Click this button will begin backup of records.

When you have finished setting backup parameters, click **Apply** or **OK**.

Log Page

A log file for the VRM Pro server is created each day named "yyyymmdd.log" (for example, 20040404.log). A daily report for the VRM server is also created "yyymmdd.rpt" (for example, 20040404.rpt). The Log window allows an administrator to set the directory paths for VRM log and report.

Note: The **Browse** buttons are not available if VRM Pro Admin is running on a different server than the VRM Pro Service.

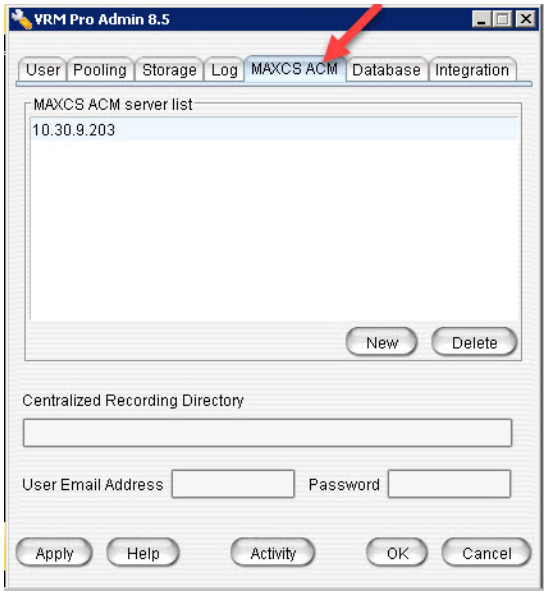


- **Set Log Directory** – Use **Browse** or enter a path to specify where you want log files to be saved; check the **Delete the log files older than x days** checkbox to delete archived log files.
- **Set Daily Report Directory** – Use **Browse** or enter a path to specify where you want daily report files to be saved; check the **Delete the log files older than x days** checkbox to delete archived daily report files.
- **Send daily report by mail** – VRM will send a report **When there is a warning or error** or **Always**. Use the **Mail Configuration** button to configure the recipient's email address. Click **Test** to send a test email.

Click **Apply** or **OK** when finished.

MAXCS ACM Page

The **MAXCS ACM** page displays the MAXCS servers and centralized recording directories that VRManager Pro will access. Here, administrators can add or delete MAXCS servers and specify the centralized recording folder for the specified server.



Adding Servers

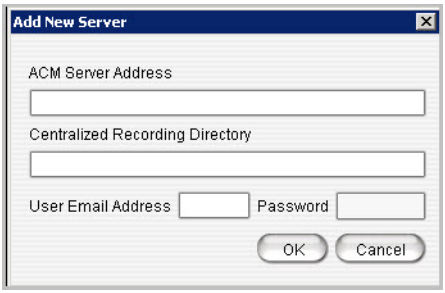
To add a new MAXCS ACM server, refer to the next sections.

Add servers at the MAXCS system

1. Make sure the Centralized Storage directory is located on the local drive on the MAXCS system.
2. Share the storage directory with Full Control to a domain user or local administrator.

Add servers at the VRM Pro Server

1. On the **MAXCS ACM** page of VRM Pro Admin, click **New**.



2. Enter the MAXCS ACM Server IP Address, Centralized Recording Directory (the Share name of the centralized recording folder), User email address and Password. Then click **OK**.

   Note that if the user account belongs to an NT domain, you must enter "NTDOMAIN;username" in the User Name edit box.

   If the account is local Administrator, just enter administrator.

After adding a new server, VRM Pro Service immediately checks the MAXCS server for the VRManager Pro License.

The newly added server is displayed in the MAXCS ACM Server list.

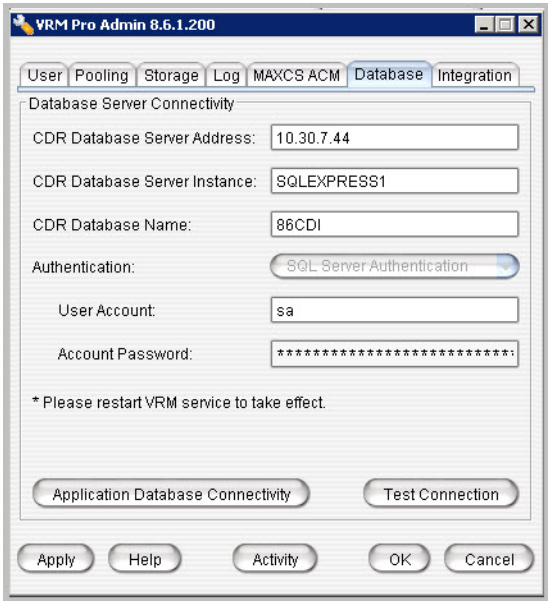
Note: VRManager Pro starts converting all voice recording data as soon as the MAXCS ACM Server information is added to the MAXCS Server List.

Changing the Centralized Recording Directory

To edit a MAXCS ACM server's location for the centralized recording directory, highlight the server in the server list, then input the new location in the **Centralized Recording Directory** field.

Database Page

On this page, you can specify database connection details.



The database information on this page specifies the database to store VRM Pro application data.

For the Database Server Address field, you can indicate a specific port by appending the port number after the IP address, preceded by a colon character. For example: *127.0.0.26:1500*.

Click **Test Connection** to confirm that the configuration is correct.

Integration Page

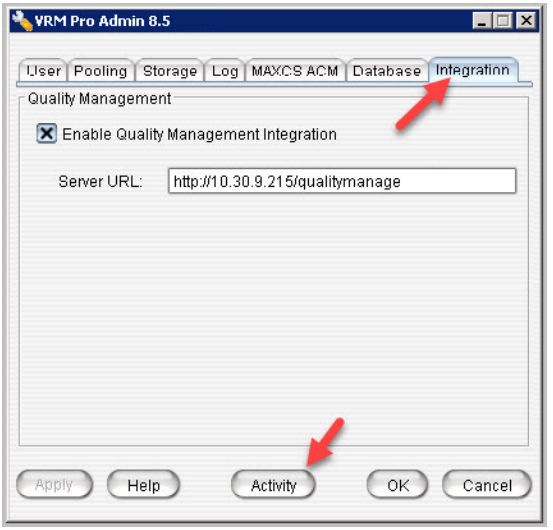
This tab is where you enable or disable integration with the *Quality Management* application. This application is described in a separate document, *Quality Management Guide*. Refer to that document for installation instructions.

To enable or disable integration with the Quality Management application,

1. Click the **Integration** tab.
2. Check or clear the option **Enable Quality Management Integration**.

3. If needed, update the URL for the server where *Quality Management* feature has been deployed.

You can also click the **Activity** button to review activity on voice recordings.



CHAPTER 3

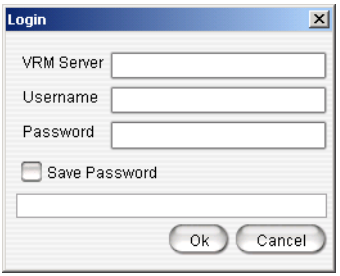
Using VRManager Pro Client

The actions that you can perform within VRManager Pro Client will depend upon the privileges that your administrator has granted to your user account.

This section describes all of the possible actions; if you try to perform an action for which you do not have sufficient privileges, an alert will let you know.

To run VRManager Pro Client:

1. From the Windows Start menu, choose **VRManager Pro Client**.

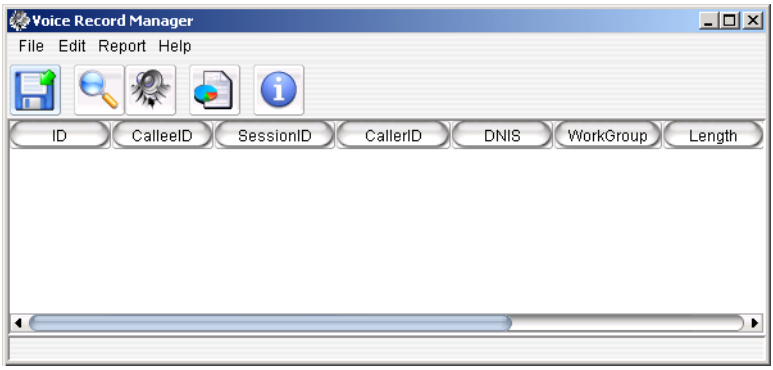


2. Enter the VRM Pro Server IP address or server name, User name and Password.
3. Check the **Save Password** checkbox to have the VRM Pro Client remember the password the next time the program is run.
4. Click **OK**.

Note: Each Windows user has a unique VRM Pro Client login setting.

VRM Pro Client Main Window

When you start VRM Pro Client, the first window you see is the main window.



At the top is a menu bar, and below is a quick-access toolbar. At the bottom is a scroll bar for viewing the columns.

Note: Each Windows user has a unique VRM Pro Client display column in the main window.

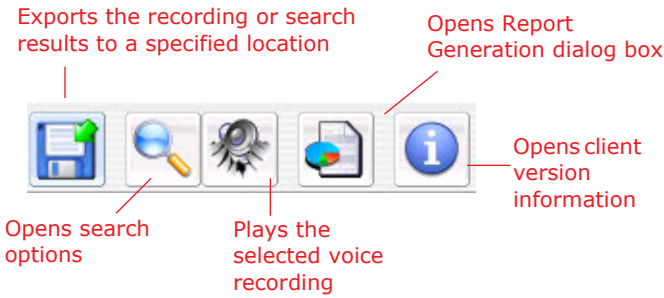
Menu Bar

Using the menus, you can perform the following functions:

- **File** – Export Voice Record, Export Search Result, Change Password, Exit
- **Edit** – Search, Play, Play this Session, Display column, Option
- **Report** – Report
- **Help** – Help Contents, About (VRM Client version information)

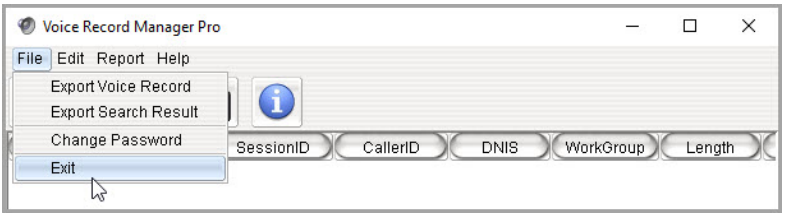
Quick Access Toolbar

The toolbar contains buttons that are menu shortcuts.



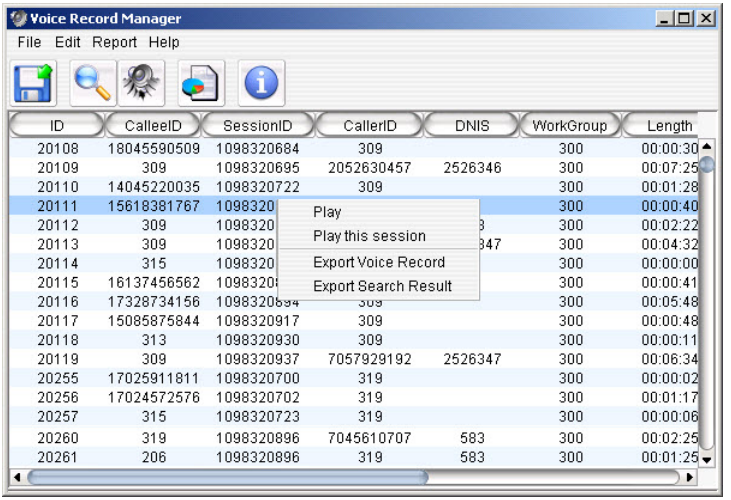
File Menu

On the File menu, you can export records, export search resuts, and change your password.



Saving Files

You can export search results and save actual recording files, depending upon the privileges of your user account. The next figure shows the menu that opens when you right-click in your search results.



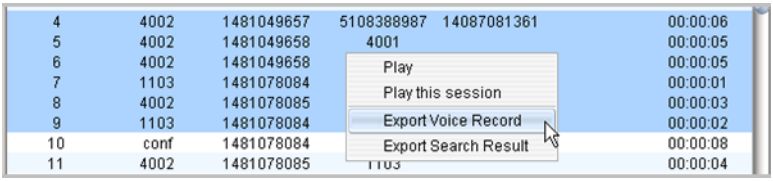
Exporting Search Results

To export the search results to a .csv file, choose **File** > **Export Search Result** from the main menu, or right-click the search results list and choose **Export Search Result**.

Exporting Voice Records

To export voice recordings,

1. Select the record or records to export. Use **Ctrl-Click** to select multiple records.
2. Right-click within your selection and choose **Export Voice Record**.
3. Choose a folder and click **Save**.



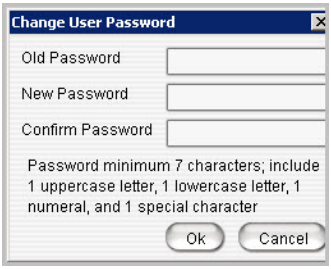
Change Password

In VRManager Pro, user passwords must meet a more complex standard than in VRManager:

- Passwords must be at least 7 characters long
- Passwords must contain:
  - at least one upper-case letter
  - at least one lower-case letter
  - at least one numeral
  - at least one special character: # ! ? ^, or @
- Passwords cannot contain your user ID
- Passwords must be different from previous passwords

To change your password:

1. Choose **File** > **Change Password** from the main menu.
2. Enter the necessary information in the Old Password, New Password and Confirm Password fields, then click **OK**. The new password will be required the next time that you log in.

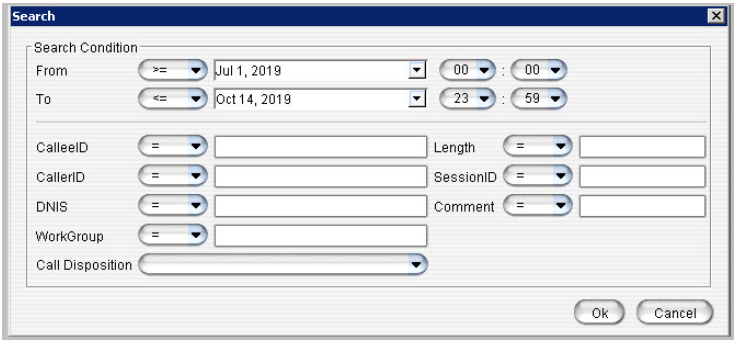


Edit Menu

Searching Voice Records

To search voice records, choose **Edit** > **Search** or click **Search** in the toolbar.

You can search based on various conditions.



The relational symbols for each condition include:

= (equal)

< (greater than)

> (less than)

>= (less than or equal to)

<= (greater than or equal to)

<> (not equal)

like (look for sub-string)

btwn (between)

in — searches the results in sets; for example, CallerID “In” “101 AND 102” means CallerID equals 101 or CallerID equals 102.

Notes

- The date/time format is the same as the system format of the operating system.
- Typing “OR” in upper case in the edit box means “or.”
- Typing “AND” in upper case in the edit box means “and.”
- To leave out a condition, leave the edit box empty.
- Only the Comment column will be editable directly from the main view window.

Starting with Release 8.6.1, you can search by Call Disposition code if your organization is using those codes.

Searching for All of an Extension’s Voice Records

If you query a specified extension’s voice records and in that query you also specify a workgroup, the query results show only the extension’s voice records related to the workgroup. The results do not show non-workgroup voice records.

If you want the query results to display *all* voice records for that extension, leave the WorkGroup field blank.

Working with Voice Records

Depending upon how your administrator set up your VRManager account, you may have privileges to perform certain actions on recordings. Actions can include:

- **Play** — Play voice recordings (see *Playing Voice Records* on page 35)
- **Trim** — Trim the voice recording, in order to remove any confidential information before exporting it to a file (see *Trimming Voice Records* on page 36)
- **Export** — Export the voice recording to a file (see *Exporting Voice Records* on page 32)

If you organization has implemented the *Quality Management* application, you can evaluate voice recordings. Your VRM Pro Client user account must have the appropriate permissions in order for you to access that application and perform assessments. See *Performing Assessments on Voice Recordings* on page 36.

Playing Voice Records

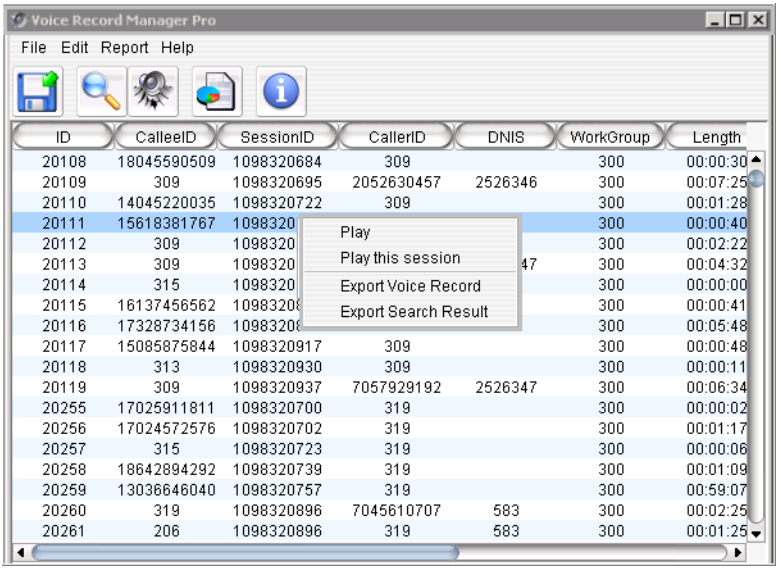
Calls may be broken into separate recording segments. All recordings from a single call share the same Session ID. Therefore, a complete call may include many records, all with the same Session ID.

To play a single recording segment, use the **Play** command.

To play a complete call, including all segments, use the **Play this session** command.

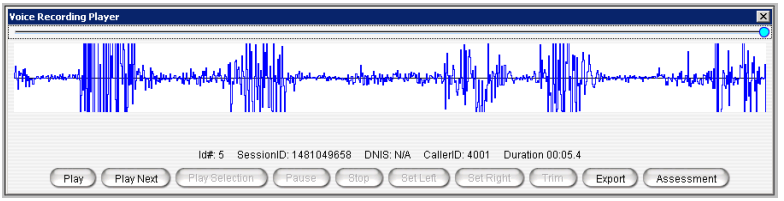
To play a voice recording,

1. Right-click a voice record in the main window and then click **Play**. A new panel opens.



Note that deleted voice files do not play.

2. In the Voice Recording Player, click **Play**. The playback begins from the current position.

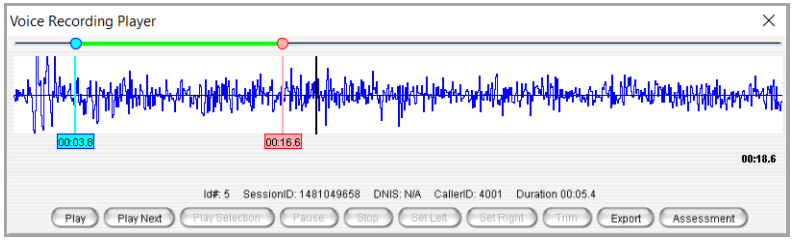


You can click **Play Next** to play the next session without having to choose it from the list.

Trimming Voice Records

For privacy reasons, some recordings may need to be trimmed before exporting. You can trim and export voice recordings (if you have been granted the appropriate privileges). Note that the original recording will not be affected by any trimming.

1. To begin playing this recording, click **Play**. (Note that you can pause and stop the playback as needed, by clicking those buttons.)
2. When you reach the beginning of a section that contains sensitive information that must be removed before you export the file, click **Set Left**. This marks the beginning of the section to be deleted from the exported version. You will see a vertical notation to mark this spot.
3. When you reach the end of the confidential information, click **Set Right**. This marks the end of the section that should be removed, and it is designated visually by another vertical mark.



4. After the recording has played, or after you press **Stop** to stop the playback, you can adjust these left and right markers as needed. To do so, click the circle along the timeline on the top and drag it earlier or later, as needed.
5. To remove the section between the begin (Set Left) and end (Set Right) markers, click **Trim**.
6. Repeat steps 6 and 7 as needed to remove any other additional confidential information from the recording.
7. Click **Export** to save the trimmed file. Specify a name and a location for the file.

Performing Assessments on Voice Recordings

If your organization has set up AltiGen's *Quality Management* application, which helps organizations improve the overall quality of service by performing evaluations of calls, you can click the **Assessment** button in the Voice Recording Player to jump directly to that application.

Note: Your administrator must have assigned specific privileges to your VRManager account in order for you to work with recordings and forms in the *Quality Management* application.

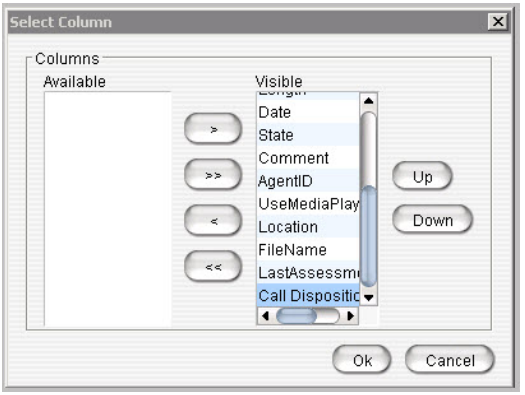
Displaying Columns

You can select which columns you want displayed in the main view window. These are the column headers you can select from:

- ID
- Callee ID
- Session ID
- Caller ID
- DNIS
- Workgroup
- Length
- Date
- State – There are three states that a record file can be in:
  - **Delete**: In this state, a record cannot be played or exported.
  - **Backup**: In this state, you must manually put the right backup media in the path if you back up the record and remove it.
  - **Normal**: In this state, the file can be played or saved.
- Comment

To select columns for display,

1. Choose **Edit** > **Display Column**. The fields in the Visible list appear as columns under the VRM toolbar.



2. Use the arrow keys (**<** or **>**) to move a field from one list to the other. You can use the **<<** or **>>** buttons to move the entire group of fields from one list to the other.
3. Click **OK**.

Sorting

In the main view window, you can click on a specific column heading to sort records in ascending or descending order on that field. You can use the scroll bar at the bottom of the window to view all the displayed columns.

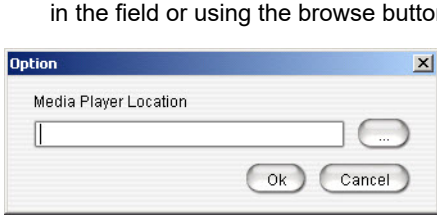
Media Player Option

The VRM Pro client plays the selected file using a selected media player

If the media player is not defined, VRManager Pro will not play the file, and instead opens a dialog box so you can assign a media player.

To select a media player,

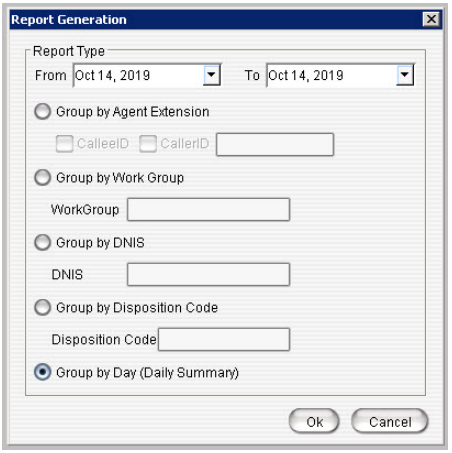
1. Choose **Edit** > **Option**.
2. In the dialog box, select the Media Player Location by typing the path in the field or using the browse button (**...**), then click **OK**.



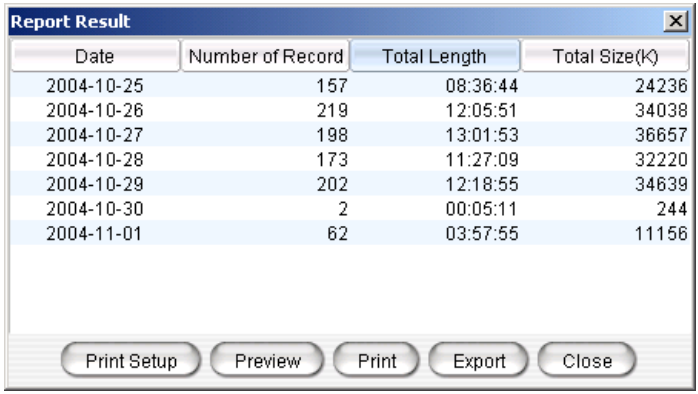
Report Menu

You can generate reports based on agent, workgroup, DNIS or date. To generate a report,

1. Choose **Report** from the main menu or click the **Report** button.



2. Click the Down arrow to select From and To dates from a calendar.
3. Select one of the following format options and click **OK**.
   - **Group by Agent Extension** – Select Callee ID or Caller ID, or both, and enter the agent's extension in the field.
   - **Group by Workgroup** – Enter the workgroup number in the Workgroup field.
   - **Group by DNIS** – Enter the DNIS number in the DNIS field.
   - **Group by Disposition Code** – Enter the Call Disposition Code in the Disposition Code field.
   - **Group by Day** (Daily Summary) – Formats the report based on date period summary for each day.
4. A window show the selected parameters. From there, select **Print Setup**, **Preview**, **Print**, or **Export** (as a tab-separated text file).


Report Result
Date
Number of Record
Total Length
Total Size(K)
2004-10-25 157 08:36:44 24236
2004-10-26 219 12:05:51 34038
2004-10-27 198 13:01:53 36657
2004-10-28 173 11:27:09 32220
2004-10-29 202 12:18:55 34639
2004-10-30 2 00:05:11 244
2004-11-01 62 03:57:55 11156
Print Setup
Preview
Print
Export
Close

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