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Genesys Recording, Quality Management, and Speech Analytics User's Guide

Using the Media Player

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- Administrator

Use the Media Player to play back the audio of a recorded interaction and explore other aspects of the interaction. With the Media Player you can listen to an interaction, access a transcript of the interaction to view the words spoken, read comments to view other users ideas and thoughts about the interaction, add your own comments, view events associated with the interaction, and so on.

Related documentation:

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The Media Player provides a range of interaction playback features that can help you to:

- Quickly and easily find information associated with the specific interaction.
- View events associated with the interaction.
- View an interaction's transcript.
- Add comments and view comments made by other users.

To activate the Media Player, click the **Play** icon  in the Search Results grid. The Media Player is displayed as a timeline with various controls and a variety of information. If interactions are recorded with two audio channels (for example, one for the agent and the other for the customer), the audio channels are shown on both sides of the audio line (one speaker above and the other below).

Events (both linguistic and non-linguistic) and comments are indicated by icons above the audio graph.

To learn more about how to work with the Media Player refer to the following sections:

- Playback: Enables you to listen to a specific interaction.
- Media Player actions: Enables you to perform numerous tasks associated with the interaction you are playing.
- Interaction transcript: Enables you to view the words spoken during the interaction.
- Interaction comments: Enables you to view other users' ideas and thoughts about the interaction and provides you with the option of making comments yourself.
- Interaction attributes: Enables you to view specific characteristics about the interaction you are playing.
- Interaction events: Shows you when events are detected during the interaction.

Important

Interactions are re-indexed when an interaction is played and when a comment is added or changed.

Playback

The Media Player is activated above the Search Results grid when you select to play back an audio interaction, event and/or screen recording.

Before you begin working with the Media Player consider the following:

- You can play back an interaction from any point in the recording.
- Supports voice recordings in both primary and secondary regions. You can use the SpeechMiner UI of the primary region to play back the recordings from both regions.

Warning

SpeechMiner is deployed in the primary region. If the primary region goes down, the recordings for the calls in the secondary region are not lost. Because of the switchover, there is a delay in SpeechMiner processing the calls from the secondary region.

- Voice recordings metadata is now exported to Azure Blob for download. You can access and export the call events associated with an interaction and also find other interactions.
- Playback always begins from the location of the marker in the audio graph.
- When you play back an interaction from the Search Results grid, the marker moves to the beginning of the interaction.
- Playback begins automatically when the interaction is loaded.
- The Media Player includes various playback controls that enable you to better analyze the specific interaction. For additional information, see Playback controls.

Playback timeline

The following non-linguistic icons may appear on the playback timeline. For details about each one of these refer to Interaction Events.

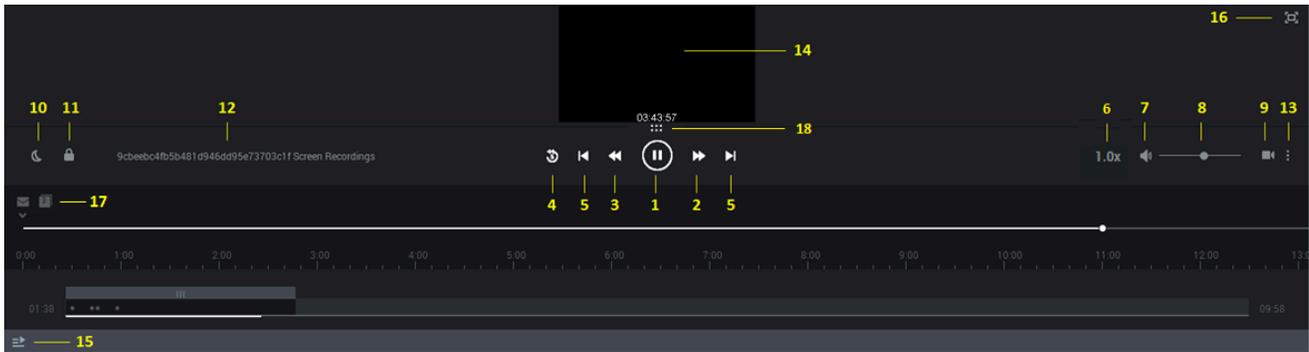
-
-  Silence
 -  Agent Busy
 -  Agent Unknown
 -  Music
 -  Ringback
 -  DTMF
 -  Negative Emotion
 -  Positive Emotion
 -  Cross Talk
 -  After Call Work

Playback controls

The following image and table represent all the available **playback controls**:

Important

The Quality Management media player contains fewer controls than the Media Player. In addition, the Quality Management media player contains an icon  that when clicked opens the media player in a new separate window. The advantage is that you can view the media player in one screen while looking at SpeechMiner data in a second screen. For more information about Quality Management, see Quality Management (QM).



Number	Description	Available for
1	Play or pause the interaction in the current location.	Audio Interactions, Events
2	Play the next event.	Audio Interactions, Events
3	Play the previous event.	Audio Interactions, Events
4	Rewind the playback 5 seconds from the current location of the marker.	Audio Interactions, Events
5	Play the next or previous interaction.	Audio Interactions, Events
6	Control the speed at which the interaction is played. 1.0 is the default normal speed and every number above is faster. For example, 2.0 is twice as fast as the normal speed.	Audio Interactions, Events
7	Turn on/off the volume.	Audio Interactions, Events
8	Select a volume level.	Audio Interactions, Events
9	Show / Hide Screen Recording. Note: If the screen recording is longer than the available audio an ACW (after call work) icon appears  . The ACW icon appears on the playback timeline at the time that is equal to the duration of the audio media file. The screen recording plays beyond the end of the audio file.	Audio Interactions, Events
10	Change the screen's brightness.	Audio Interactions, Events
11	Lock/Unlock the playback with the scroll bar. When this option is turned Off, you can scroll towards the end of the interaction before the playback reaches the same location. Turn this option On if you want the interaction to automatically scroll so that the part of the interaction that is currently being played back is always visible. The scroll bar moves automatically to keep up with the playback.	Audio Interactions, Events
12	Indicates the specific interaction ID and agent name.	Audio Interactions, Events
13	A menu with the following options: <ul style="list-style-type: none"> • Export: Export the interaction to a zip file. • Add To...: Add the interaction to an interaction list. • Tag: Add a tag to the interaction to create a connection between the specific interaction and a specific topic. 	Audio Interactions, Events

Number	Description	Available for
	<p>For more information, refer to Specifying search criteria.</p> <ul style="list-style-type: none"> • Evaluate: Create an evaluation session (Ad-Hoc Evaluation) for the selected interaction. For details about how to create and work with an Ad-Hoc evaluation, see Create an Ad-Hoc Evaluation Session. • Permalink: Copy a link to the specific interaction. • Protect from Deletion / Unprotect from Deletion: Tag the selected interaction with a Cannot Delete tag so that it cannot be deleted, or conversely, remove the Cannot Delete tag from the selected interaction. • Delete: Delete the specific interaction. <p>Note: For more information about some of these options, refer to Batch actions.</p>	
14	<p>Screen Recording playback. In this area of the screen you can view the selected screen recording. A screen recording is a video of the agent's screen during the specific agent-customer interaction.</p> <p>You can export screen recordings by using the Export option in the More Actions menu. This export is only available for single recordings. Batch export of recordings is disabled. Note: For the screen recording Export option to be enabled for a user, the user must have the Enable Video Context Menu permission enabled.</p>	Audio Interactions
15	Return to the search results list.	Audio Interactions, Events
16	<p>Full screen view.</p> <p>Note: Internet Explorer 10 and 11 does not support this option.</p>	Audio Interactions, Events
17	The envelope (email) and paper (chat) icon appear in the location of the recording when an email was received or a chat conversation took place.	Audio Interactions, Events
18	Enables you to enlarge the video screen in the media player.	Audio Interactions, Events

Hidden Confidential Information

Interaction audio and text may be filtered in your system so that it is hidden from the users eyes. This is done to ensure that confidential information cannot be accessed by users who do not have permission to do so. For this reason, different users may have different permissions. As a result, certain parts of an interaction may be hidden for some users but not for others.

The parts of an interaction that are hidden appear in the audio graph in gray rather than black. Likewise, the text associated with the hidden parts of the interaction is not included in the interaction transcript and the Media Player skips these areas during playback.

The following content can be hidden:

Sensitive Topics: Some topics may be defined in your system as Sensitive. This attribute is assigned to Topics in the SMART application and only users with special permissions can hear the audio or see the text.

Numbers: Numbers consisting of more than two digits may be filtered out of interactions to ensure unauthorized users do not have access to credit card numbers and other confidential information. When you filter text interactions, the confidential digits appear as asterisks.

Enhanced digits filtering (voice interactions only): Digits can be filtered based on complex logic. Additional conditions can be included in the filter, such as greater than, smaller than or equal to. The conditions must be separated by a semi-colon. For example, >5;. If complex conditions are not allowed, the default logic of filtering numbers consisting of more than two digits will take effect.

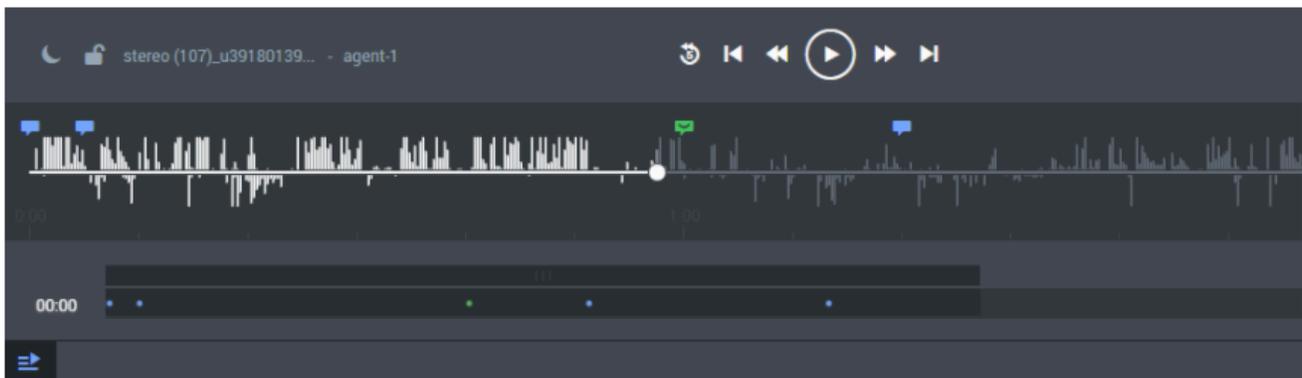
Comment-Only permission: Some users may only be able to access the parts of an interaction where comments were attached.

Important

For additional information about the filter rules in your system, consult your system administrator.

Dual-channel audio

Recordings in Genesys Multicloud CX are recorded with dual channel audio, one for the agent's side of an interaction and the other for the customer's side of the interaction. If your recording system does this, an energy bar (as shown in the following image) will appear above and below the line in the audio graph so that you can tell who is speaking at any given moment. Filtered audio content is still displayed in gray. As a result, you may see as many as three different colors in the audio graph.



Other Media Player actions

In addition to playing back an interaction, the Media Player enables you to perform numerous tasks.

In the following sections you will learn how to:

- Export an interaction.
- Add an interaction to an interaction list.
- Delete an interaction from the current interaction list.
- Create a permalink to the interaction.
- Tag an interaction.
- Remove a tag from an interaction

Export an interaction

If you want to save an interaction or send it to another user, you can export the interaction as a .zip file that contains the following:

- A CSV file with information about the interaction. This file can be opened using a spreadsheet application such as Microsoft Excel.
- An MP3 file. A playable audio file of the interaction (optional).

1. Select **Explore > Search**.
2. Select the interaction(s) that you want to export.
3. Click **More**  and select **Export**. A dialog box opens and asks if you want to include the audio files with the export.
4. Select **Export the selected interactions** or **Export all the interactions**.
5. Select the **Include audio and text interaction files** checkbox if you want to include these files in the .zip file and click **Export**.
6. Select the desired option. If you select **Open**, the file opens in the application that is configured to open ZIP files on your computer. If you select **Save**, a **Save As** dialog box opens.
7. Navigate to the folder in which you want to save the file, and then click **Save**. The file is saved in the selected location.

Add an interaction to a list

An interaction list is a list of interactions that is saved for later use.

You can add an interaction to a global interaction list.

For additional information, see: Batch actions.

Delete an interaction from the current interaction list

1. Select **Explore > Search**.
2. Select the interaction(s) that you want to delete.
3. Select **More**  and click **Delete**.
4. Click **OK** when asked if you are sure you want to delete. The selected interactions are deleted.

Create a permalink to an interaction

1. Select **Explore > Search**.
2. Select the interaction(s) that you want to delete.
3. Select **More**  and click **Permalink**.
4. Copy the link from the dialog box that opens.

Tag an interaction

1. Perform a search. See Create a new search for details.
2. From the search results list, select the interaction that you want to tag.
3. Select the **More** menu  in the media player and click **Tag...** The **Tag Interaction** window appears.
4. In the **Tag Interaction** window, select one or more tags and click **Confirm**. The selected interaction is tagged with the selected tags.

Important

In multiple segment interactions, tags will be associated with the entire interaction and not a specific segment. Segments will not have their own tags.

Remove a tag from an interaction

1. Search for the interaction whose tag you want to remove.
2. Select the interaction.
3. Select the **More** menu  in the media player and click **Tag...** The **Tag Interaction** window appears.
4. In the **Tag Interaction** window, clear the checkbox associated with the tag you want to remove from the interaction and click **Confirm**. The tag is removed from the selected interaction.