PureConnect®

2023 R3

Generated:

09-November-2023

Content last updated:

12-March-2019

See Change Log for summary of changes.

GENESYS™

Interaction Recorder Extreme Query

Printed Help

Abstract

This document is a printable version of the Interaction Recorder Extreme Query help. Interaction Recorder Extreme Query Client is a component of the Interaction Recorder add-on module for IC Business Manager. Using Extreme Query, you can search for recorded calls, view and sort Search Results, view Graph Data of search results, playback and score recorded calls, and Export search results to a file.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

Table of Contents

About Interaction Recorder Extreme Query

Interaction Recorder Extreme Query is an ultra-fast solution for running searches and retrieving stored call recordings for playback and scoring. The Extreme Query Server can store information about millions of call recordings for quick retrieval. The Extreme Query Client is used to conduct extremely fast searches against the Extreme Query Server, and playback and score recorded phone calls.

Interaction Recorder Extreme Query Client is a component of the Interaction Recorder add-on module for IC Business Manager. Using Extreme Query, you can search for recorded calls, view and sort Search Results, view Graph Data of search results, playback and score recorded calls, and Export search results to a file.
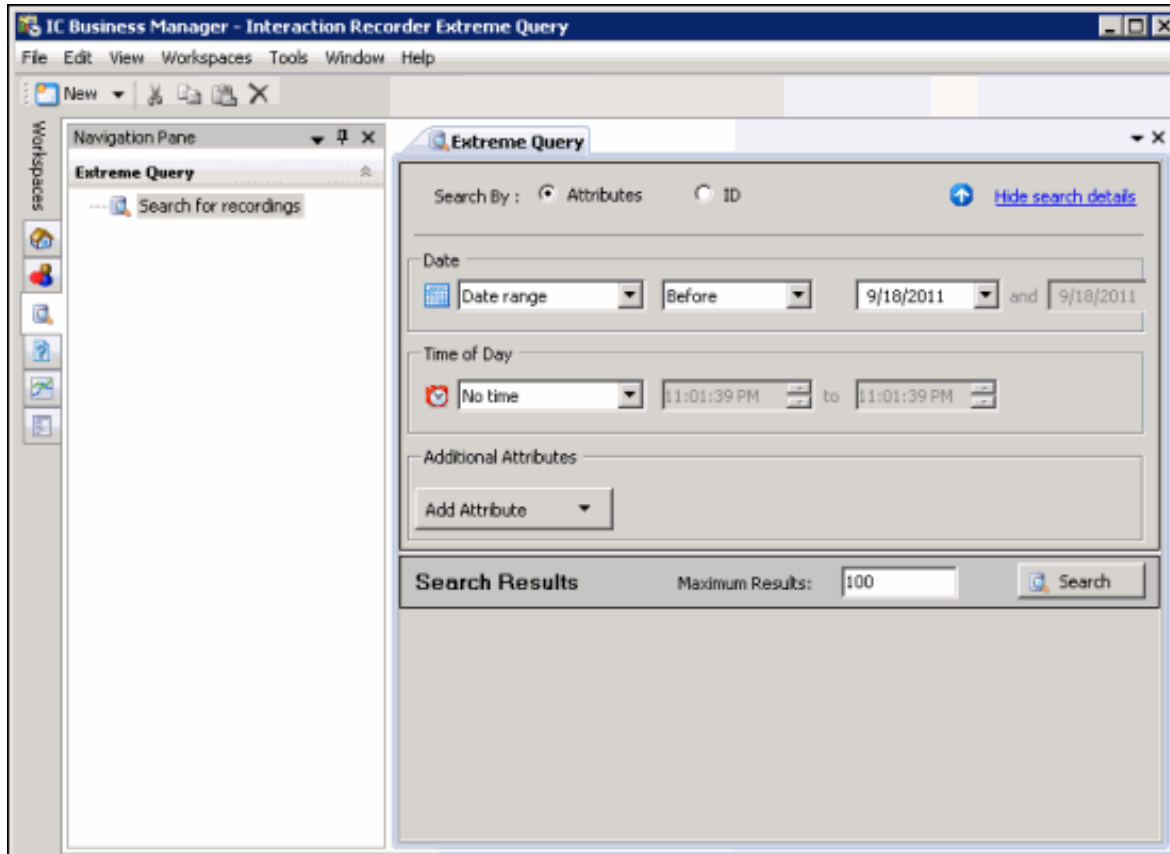
Related Topics

Extreme Query Client User Interface

Review Interaction Recorder Extreme Query Resources

Extreme Query Client User Interface

Extreme Query Client uses the IC Business Manager user interface, which makes it easy to navigate when creating searches and playing back recordings. The interface includes a Workspace to create a search and display Search Results. For basic information on using the IC Business Manager interface, see **Getting Started** on the Help menu.

To learn more about the Extreme Query client user interface features, pause the mouse pointer over areas in the graphic below, and click to display more information.

Related Topics

About Interaction Recorder Extreme Query

Review Interaction Recorder Extreme Query Resources

Review Interaction Recorder Extreme Query Resources

Because Interaction Recorder Extreme Query is integrated with Customer Interaction Center, there are additional technical references, user guides, and online Helps that include Interaction Recorder information. Documents are available in the PureConnect Documentation Library on your CIC server.

The latest versions of these documents can also be accessed from the PureConnect Documentation Library on the PureConnect website at:
http://help.genesys.com

For Interaction Recorder Extreme Query related information, see the following technical references, Helps, and links:

- *Interaction Recorder Extreme Query Installation and Configuration Guide*
- *Interaction Recorder Technical Reference*
- Interaction Administrator Help
- IC Business Manager Help
- Interaction Recorder Client for IC Business Manager Help

Related Topics

About Interaction Recorder Extreme Query

Extreme Query Client User Interface
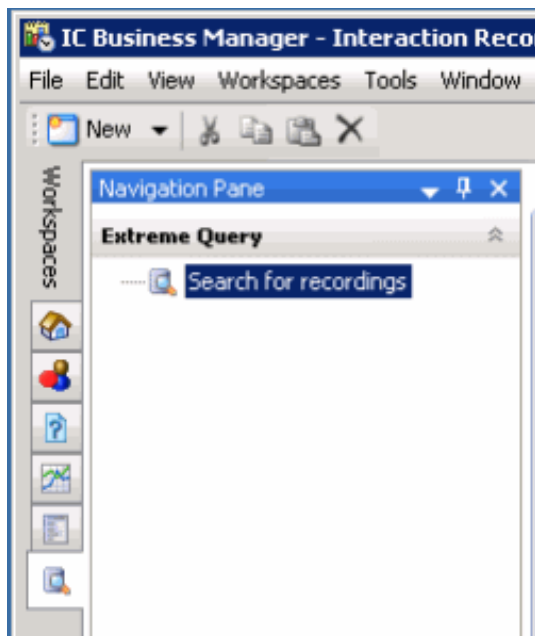
Extreme Query Searches

The **Interaction Recorder Extreme Query** view, for searching recordings, is displayed in the Workspace. Searches are easily created in the Workspace by selecting pre-defined and custom search attributes. After running a Search, results are displayed in a list of recorded call interactions in the Search Results pane in the Workspace.
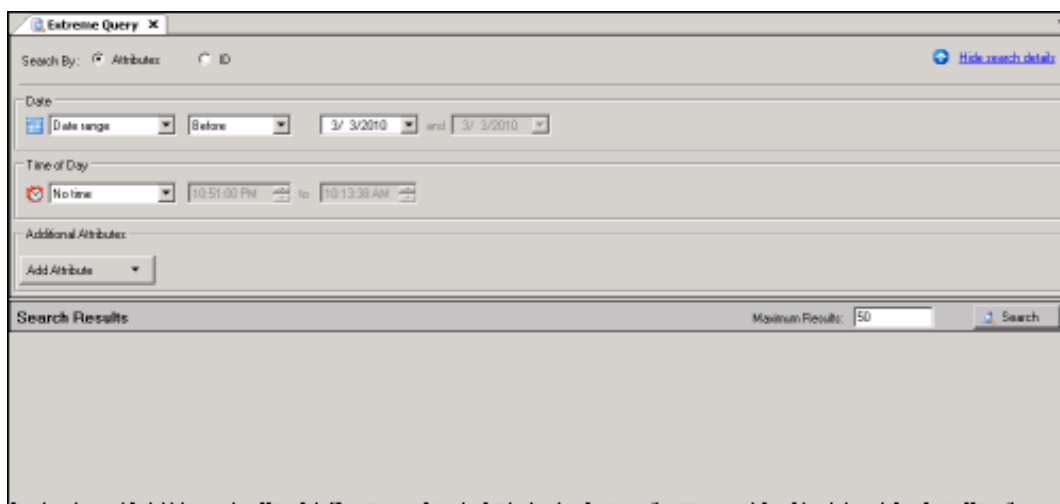
Creating an Extreme Query Search

Create an Extreme Query search to quickly retrieve and playback a recorded call. In the Extreme Query view, select Attributes or an ID to run a search. The Search Results are displayed in the Workspace.

Creating a Search

To begin a search, open the Extreme Query page in the Workspace. From the Interaction Recorder Extreme Query Navigation Pane, click **Search for recordings.**

The Extreme Query View is displayed in the Workspace.

Creating a Search using Attributes

Search criteria must contain a Date attribute or a Time attribute, or both. Date and Time are configured separately. When a Date and Time are both configured, the Time attribute is the time of day a recording might have occurred for each date included in the search. For example, if the Date is specified as Last Month and the Time is specified between 9:00:00 AM and 5:00:00 PM, the search results include recordings that occurred between 9 AM and 5 PM on every day of the previous month. If a Date is not specified, the search results include *all* of the recordings in the database for the configured Time.

Follow these steps to create a search using Attributes.

1. In the **Search by** area, select **Attributes**.
2. Under **Date**, in the drop-down list, select the Date attribute. Date options are: **Date range**, **Today**, **Yesterday**, **Last Week**, **Last Month**, or **No date**. If you select **Date range**, from the next list select an option **Before**, **After**, or **Between**. Depending on your choice, in the Date boxes type or select a date from the drop-down calendar.

3. Under **Time of Day**, in the drop-down list, select the Time attribute. Time options are: **No Time**, **After**, **Before**, **Between**. Depending on your choice, in the Time boxes type or select the part of the time you want to change.
4. Add additional attributes to your search using the **Add Attribute** list. Available attributes are: **Agent**, **Duration**, **Phone number**, and **Queue**. You will be required to configure additional values based on your attribute choices. For more information, see Additional Attributes. To delete an attribute from a search, click the attribute button and on the menu, click **Remove**. To remove All Attributes from the search, right-click in the area of the **Additional Attributes** box, and select **Clear All Attributes** on the shortcut menu.

   Note Up to five additional custom attributes can be defined for the Add Attribute list. Define custom attributes in Interaction Recorder Policy Editor in Interaction Administrator. For more information, see Defining_Custom_Attributes.
5. When search attributes are complete, click **Search**.

The results are displayed in the **Search Results** pane.

Creating a Search using an ID

There are two options for searching with an ID. You can search by **Recording ID** or by **Interaction ID**.

Follow these steps to create a search using an ID.

1. In the **Search by** area, select **ID**.
2. In the box to the right, select either **Recording ID** or **Interaction ID**.
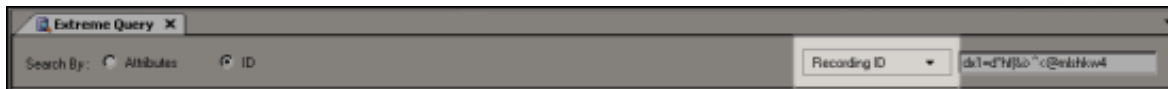
3. In the ID box, type a valid ID string.
4. Click **Search**. The recording is displayed in the **Search Results** pane.

Displaying Search Details with Search Results

When you run a search, the Search Results pane is displayed in the Workspace. If you want to view the details of the search, click **Show search details**.
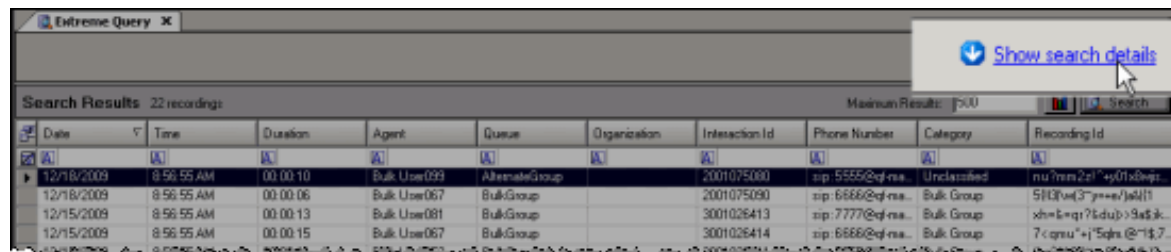
The Search details pane is displayed at the top of the Workspace.

Hiding the Search Details pane

To hide the Search Details pane, allowing more of the Workspace to display Search Results, click **Hide search details**.

What's next?

After creating a search, see Playback a Recording and Working with Search Results.

Related Topics

Additional Attributes

Defining_Custom_Attributes

Exporting Search Results

Additional Attributes

Add Additional Attributes to your search using the **Add Attribute** list. Attributes. The following table describes Additional Attributes that are available for Extreme Query searches.

Attribute	Description
Agent	Select this attribute to specify an Agent's name to be considered in the search. As you type a name, a drop-down list of possible matches is displayed. Additional names can be specified by using a semi-colon separated list.
Duration	Select this attribute to specify the length of a call to be considered in the search. When you select this attribute a value is displayed. When you click on the value, the Duration Attribute Values dialog is displayed. Select an operator from the drop-down list. The following operators are available in the list: Equal to, Greater than, Greater than or equal to, Less than, and Less than or equal to. After you select an operator, enter a time in hh:mm:ss, and click OK.
Phone number	Select this attribute to specify a phone number to be considered in the search. This attribute accepts the first few number of a phone number as a valid value for a search. Note: Only one Phone Number can be added to the search. Values *cannot* be specified as a semi-colon separated list.
Queue	Select this attribute to specify a Queue name to be considered in the search. As you type a queue name, a drop-down list of possible matches is displayed. Additional queue names can be specified by using a semi-colon separated list.

Defining Custom Attributes

Up to five Custom Attributes, associated with recordings from the Interaction Recorder Database, can be included in the **Add Attribute** list for Extreme Query searches. These Custom Attributes are defined in Interaction Recorder Policy Editor in Interaction Administrator, and then specified in the Interaction Recorder Extreme Query Server configuration program. Follow these steps to include Custom Attributes in the Add Attribute list.

First, define the Custom Attributes in Interaction Recorder Policy Editor.

1. From Interaction Administrator, under the Interaction Recorder node, select **Policy Editor.** In the right pane, double-click **Configuration**. The Interaction Recorder Policy Editor dialog is displayed.

2. Custom Attributes are set in Step 4: Select Action, when creating an Initiation Policy.

3. Select the **set attribute on the recording** action, and under Policy description configure the attribute and value.

Next, in the Interaction Recorder Extreme Query Server configuration program, specify up to five of the Custom Attributes, which were defined in Interaction Recorder Policy Editor, to be included in the Extreme Query search Add Attribute list.

1. From the Extreme Query Server, open a command window and change the directory to the 32-bit installation directory. If you chose the default directory during installation, the command will be:
cd "C:\Program Files\Interactive Intelligence\IRExtremeQueryServer"

2. Run the Extreme Query Server configuration utility by running the command:
FastIRQuerySVRCfgU.exe all

3. You will be prompted for individual configuration items. When you are prompted:

   Please enter custom attribute 1 name:
   The Extreme Query Engine can index up to 5 custom attributes that are associated with recordings in the CIC database. If the recordings have no custom attributes, or you do not want to track custom attributes, just enter an underscore "_". If you do want to track a custom attribute, enter the custom attribute name.

   Type the Custom Attribute name, and press Enter.

4. You will be prompted to add up to four additional Custom Attribute names. Type the Custom Attribute name, and press Enter. Or, if you do not want to add additional custom attributes, type an underscore "_" and press Enter.

5. After all the prompts have completed, restart both the Interaction Recorder Extreme Query Engine and the Interaction Recorder Extreme Query Server services.

   Within one minute, the Extreme Query Engine begins loading Interaction Recorder recording information into its cache. When the data is loaded, Extreme Queries can be run.
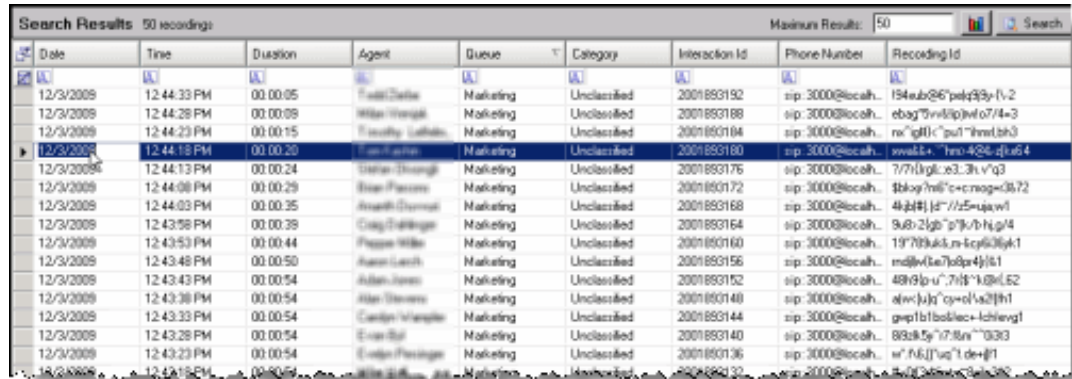
Related Topics

Playback a Recording

To playback a recorded call, from the **Search Results** pane, in the list of recordings, double-click on a recorded call.

The Audio Playback window is displayed, and the recording begins to play.

> **Note** Automatic playback is the default setting when you double-click on a recorded call. This setting is configured in Interaction Recorder. To change the automatic playback setting, from the **Tools** menu, select **Manage Interaction Recorder Settings**.
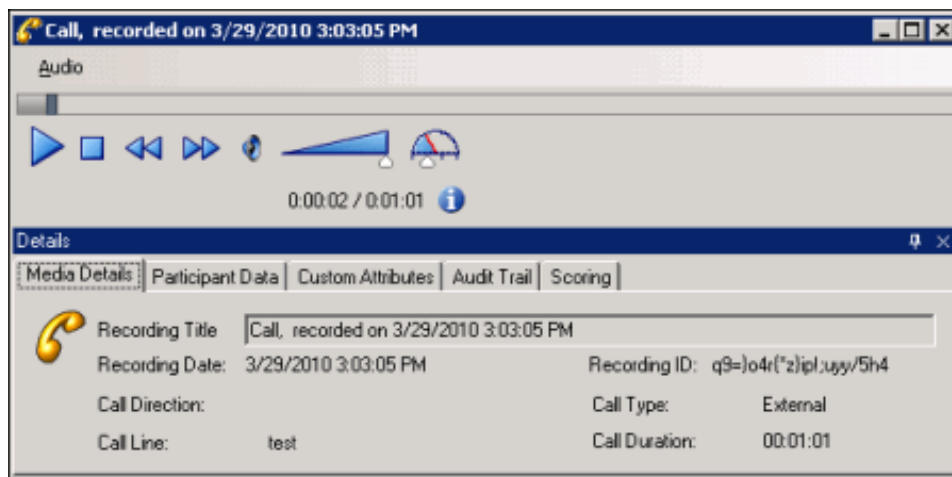
Audio Playback window

Click **Audio** to select the audio device for the playback. Pause the mouse over a playback control to display its function.

Use the sliders to control the Volume and Speed of the audio playback.

Audio timing indicators display the current position in the recording and the total time of the recording.

Click the information icon to view Media Information properties, including Length, Audio format, and compression type.

Details pane

The Details pane is included in the Audio Playback window for your reference. The Details pane includes the following pages.

Media Details

This page displays the details for the recorded call. These details include:
- Recording Title
- Recording Date
- Recording ID
- Details of the call

Participant Data

This page displays information on the parties of the recorded call. The page displays Attributes and Values for the call participants.

Custom Attributes

This page displays the defined custom attributes that apply to this recorded call.

Audit Trail

This page displays information on audit events. The information includes: Date/Time, Audit Event, User, and Comments on the event.

Scoring

Use the Scoring page to assign a published Questionnaire to a recorded call and to Score the call.

Moving the Details pane

You can undock the Details pane from the playback window and move it to another location on your screen. To undock the Details pane, double-click the title bar. The Details pane moves from the window. To move the Details pane to another place on your screen, click on the title bar and drag the window.

To dock the Details pane back in the playback window, double-click the title bar. The Details pane docks back in the playback window.

Hiding the Details pane

There are two ways to Hide the Details pane, Hide and Auto Hide. When you Hide the Details pane, it does not appear in the playback window. When you Auto Hide the Details pane, a tabbed page is displayed at the bottom of the window. Auto Hide allows you to display a pop-up pane.

To Hide the Details pane, right-click on the title bar, and on the shortcut menu, click Hide. To display the Details pane again, right-click in the playback window and on the shortcut menu point to Show and click Details. The Details pane is displayed in the window.

To Auto Hide the Details pane, right-click on the title bar, and on the shortcut menu, click Auto Hide. A tabbed page is displayed at the bottom of the window. To display the Details pane again, click the tab, and the Details pane pops up in the window. To turn Auto Hide off, when the pane is displayed, right-click the title bar and click Auto Hide.

Related Topics

Creating an Extreme Query Search
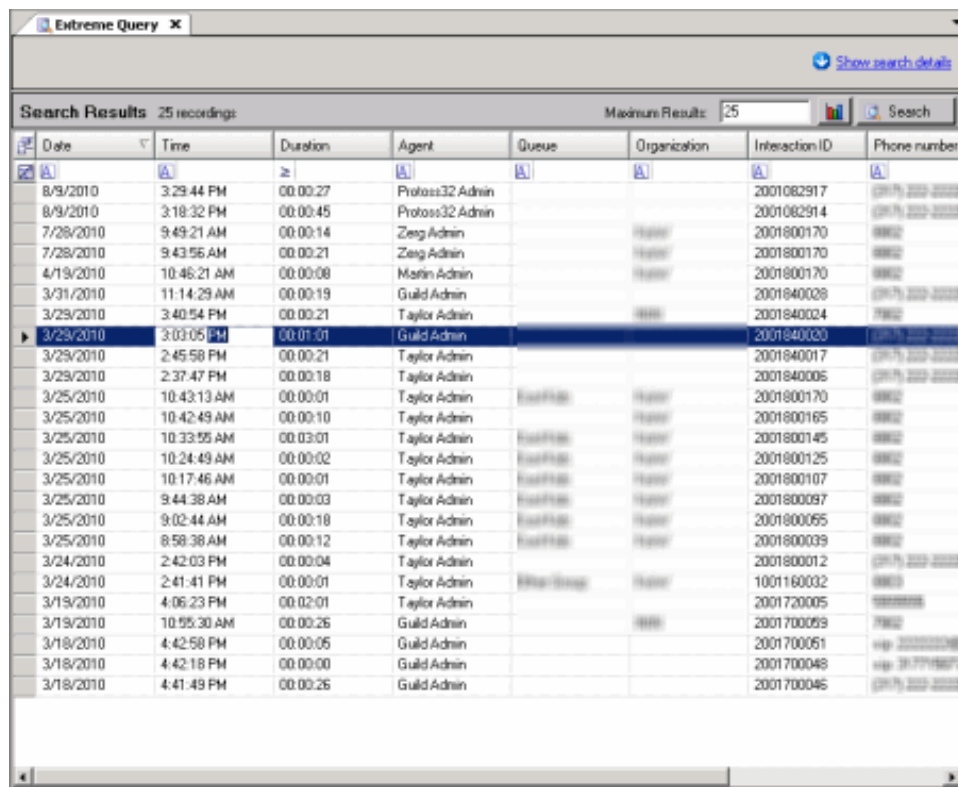
Score a Recording

Working with Search Results

Score a Recording

Accessing the Scoring page

Access the Scoring page from the Search Results view in the Workspace.
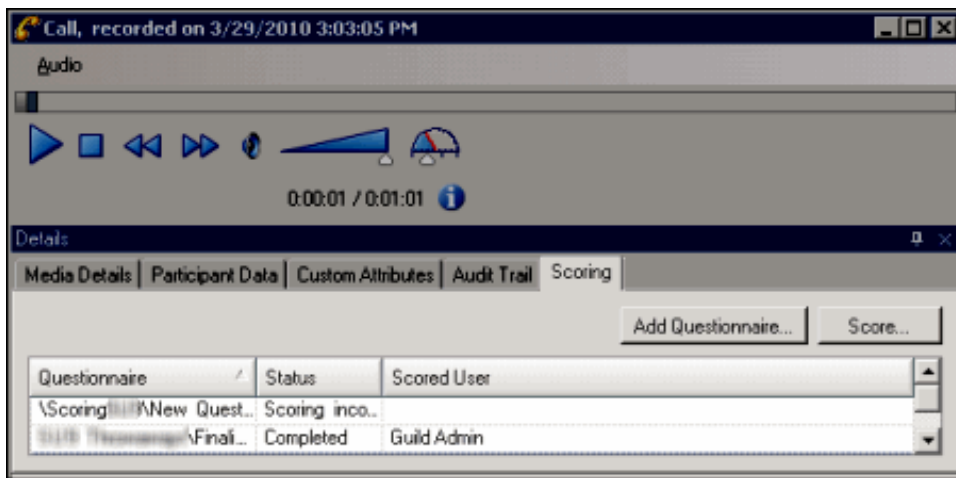

To access the scoring page:

1. Double-click on a recorded call. The Audio Playback window is displayed, and the recording begins to play.
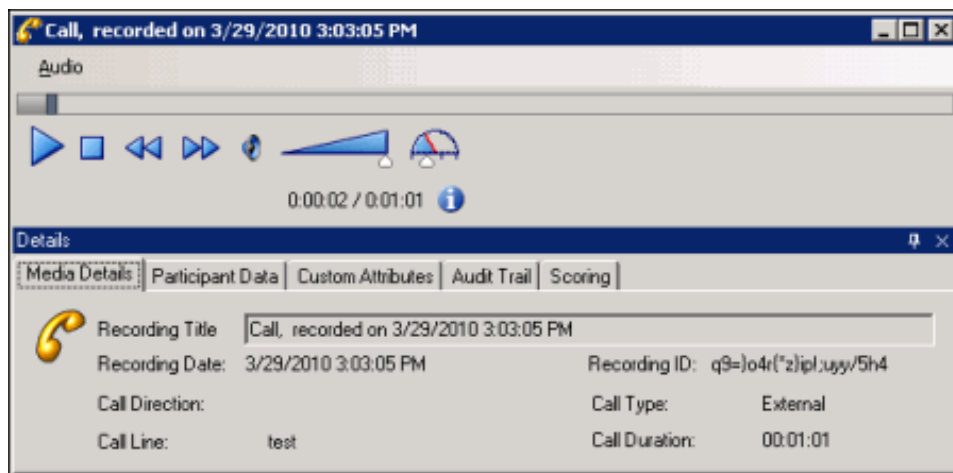
2. To display the Scoring page, in the Details pane, click the **Scoring** tab.

Assigning a Questionnaire

Questionnaires that have previously been assigned to a recording are displayed on the Scoring page. Additional Questionnaires can be assigned to the recording on the Scoring page using the **Add Questionnaire** button. To assign a questionnaire to a recording, click **Add Questionnaire**, and select a questionnaire from the **Select Questionnaire** dialog.

Only Questionnaires that have been published are available for scoring. If no questionnaires are available when you click Add Questionnaire, you need to switch to the Interaction Recorder add-on module to Create and Publish a New Questionnaire.

> **Notes**
>
> - Non-admin users only see Questionnaire scorecards that they have scored. To allow users to see all scorecards for a recording, the CIC Administrator can create a **Security Policy** so a user **can view scorecards**. This Security Policy can be applied to Agents or Roles. Questionnaire Directory Admin Access and other security rights will still apply. For non-admin users, in order to finish a scorecard that has already been scored by another user, the user must first save the scorecard to take ownership and then the user can finish the scorecard.
>
> - When a scoring user does not have the **can view participant contact information** security right for a recording, for security purposes the scored agent's name is not displayed, and is replaced with asterisks. Also, in a recording that has multiple participants, the Select Participant dialog displays participants by number when the scoring user does not have the **can view participant contact information** security right.

Scoring a recording

To score a recording:
  1. On the Scoring page, click **Score**. The Scorecard is displayed and the media player is launched.

For additional information, from the Scorecard press F1 and the Scoring Dialog Help topic is displayed.

Details of the call are displayed in the Audio Playback window.

2. When you have completed scoring the interaction, click **Finish**. If the Scorecard has been failed, the Finish button is labeled **Finish (Failed)**. The scored results are now available for reporting.

3. To save a scored interaction to be e-mailed or to finish scoring later, click **Save.**

Related Topics

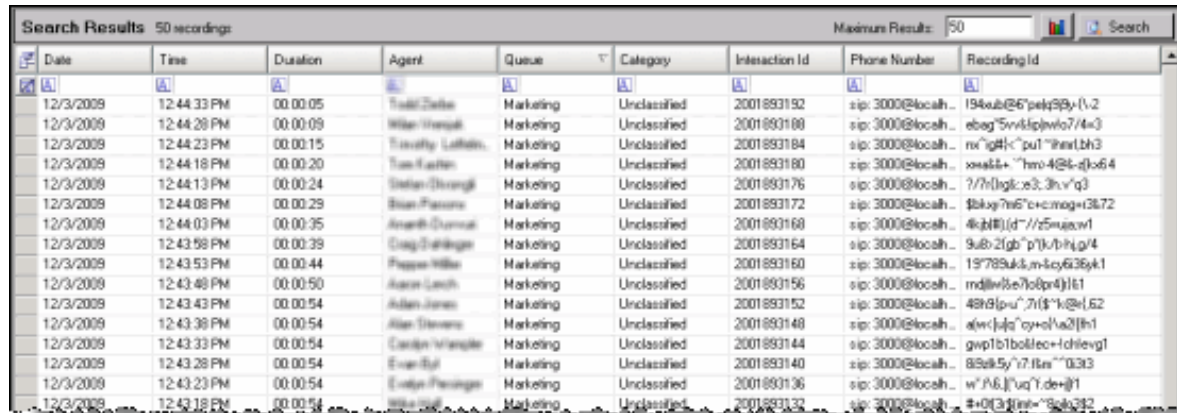Playback a Recording

Working with Search Results

Working with Search Results

When a search is complete, the results are displayed in the Search Results pane. A list of recorded calls is displayed in a grid, which

gives details of the recording. Use the Search Results pane to review the details of a recording and to playback and score a recorded call. Also, you can display the search results in graphs, allowing you to analyze data recording results by Queue, Agent per Queue, and Recordings per Agent.

Search Results grid

The results of a search are displayed in the grid in the Workspace. The grid displays a list of recordings, sorted by date, from the search.

Selecting Fields for the grid

To change the Fields that are displayed in the grid, click the **Field Chooser** on the top left of the grid.
In the Field Chooser dialog select the Fields to display in the grid.

Sorting Columns in the grid

To sort a grid column in ascending or descending order, click the Field name.

Refining search results

To further refine the search results, use the Filter Criteria selection fields below each Field. To create a field filter for the search results displayed in the grid, select the field below the Field name. The field search filter is displayed. To select an operand for the

search, click . In the drop-down list, select the search criteria. Depending on the field and your selections, an additional dialog

might be displayed. The search results are displayed according to your search filter. To clear the filter criteria, in the field click .

To clear *all* filter criteria, click at the left on the Filter Criteria selection fields grid row.

Displaying Search Results in a graph

To display results in a Graph, in the Search Results pane click the Show Graph button.

The View Graph Data page displays the search results in an Agents Per Queue pie graph. Move the mouse pointer over a slice of the pie graph to display information on the number of recordings in a queue.
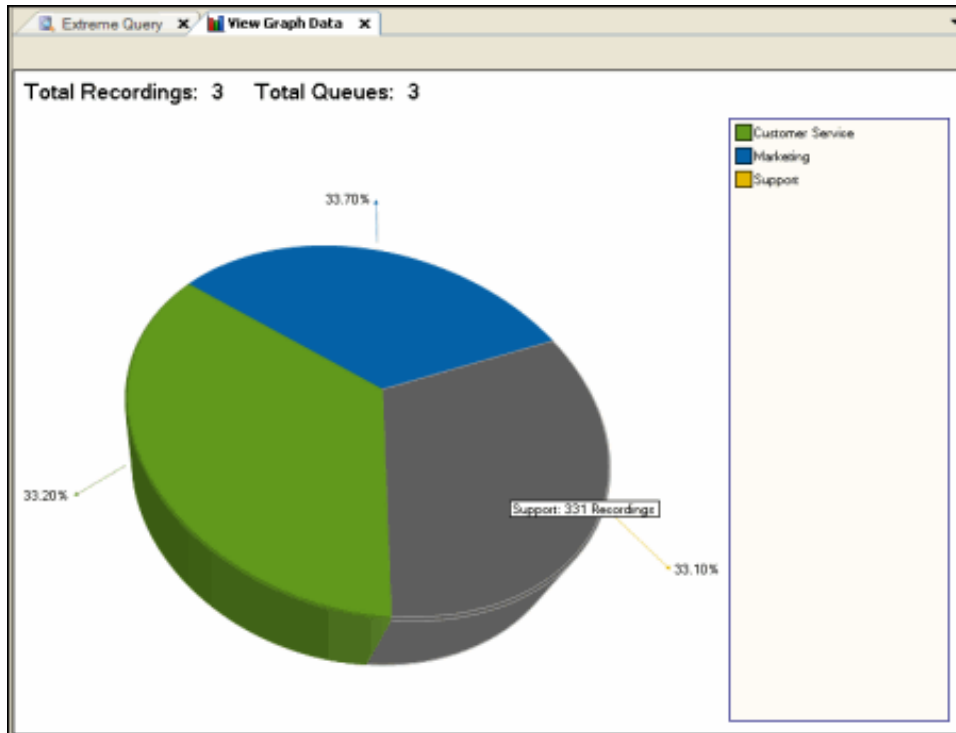
To display a bar graph of Agents and the number of their recordings for a Queue, double-click on a slice of the pie graph. A Bar Graph is displayed.

To show information about an Agent's recordings, move the mouse pointer over an Agent's column.

To display the recordings associated with an Agent, double-click the Agent's column. The recordings are displayed in an Agent grid below the graph.

To playback a recorded call, from the Agent's search results pane, in the list of recordings, double-click on a recorded call. The Audio Playback window is displayed, and the recording begins to play.

Related Topics

Creating an Extreme Query Search

Exporting Search Results

Score a Recording

Exporting Search Results

Search Results can be exported to a CSV, Excel, or PDF file. You can export results from a Search Results grid, or from an Agent's search grid.

Exporting All search results to a file

To export All of the results from a search to a file, in the **Search Results** pane, right-click, and on the shortcut menu point to **Export results** and select a file type.
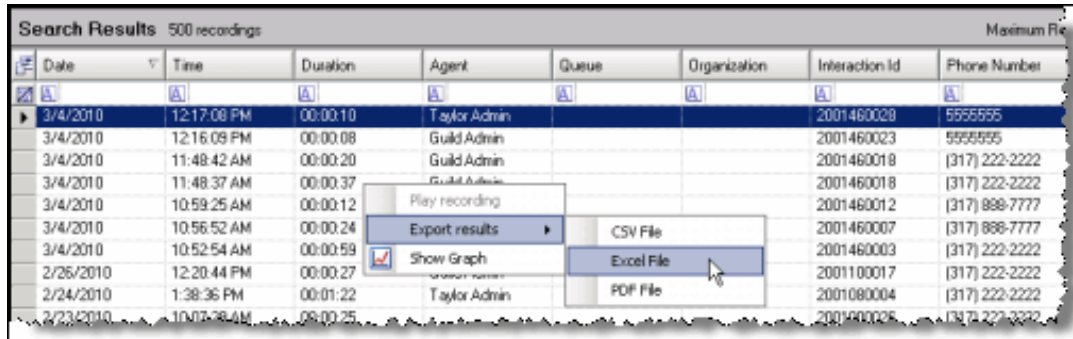
Exporting selected search results to a file

To export Selected rows of search results to a file, in the **Search Results** pane select the rows to be exported. Right-click, and on the shortcut menu point to **Selected rows** and select a file type.
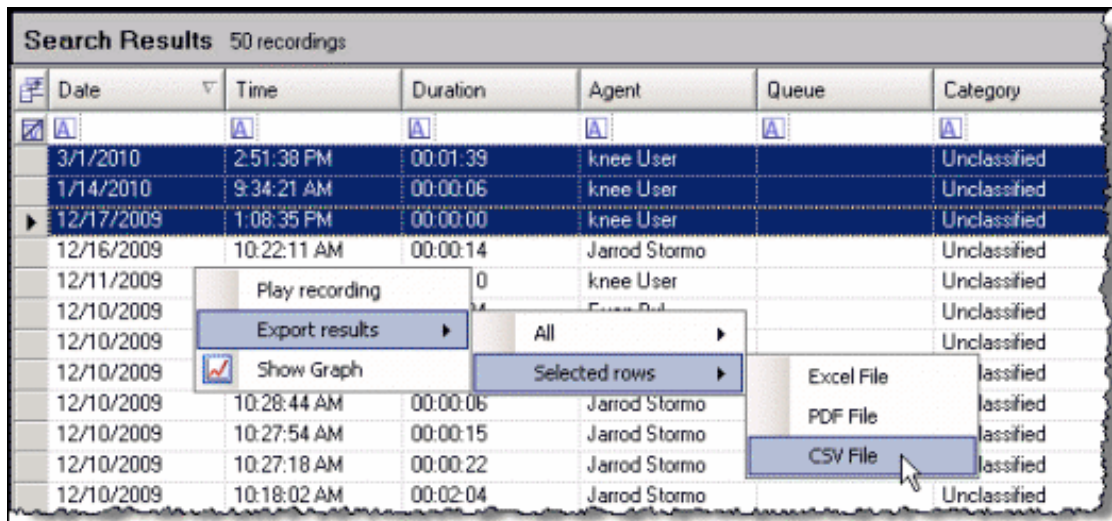
Search results can also be exported using **Export Results** on the **File** menu. After a search is run, on the **File** menu, point to **Export Results** and make your export selection.

Related Topics

Creating an Extreme Query Search

Working with Search Results

Miscellaneous topics

Agent Graph Data View

This page displays the search results for Agents and the number of their recordings for a Queue, in a bar graph. To show information about an Agent's recordings, move the mouse pointer over an Agent's column.

To display the recordings associated with an Agent, double-click the Agent's column. The recordings are displayed in an Agent search results pane below the graph.

To playback a recorded call, from the Agent's search results pane, in the list of recordings, double-click on a recorded call. The Audio Playback window is displayed, and the recording begins to play.

Audio Playback Dialog

Use this dialog to control the playback of a recorded call. Click the **Audio** menu to select the audio device for the playback. The standard playback controls are Play, Stop, Rewind, Fast Forward, Mute, Volume, and Speed. Pause the mouse over a playback control to display its function. Audio timing indicators display the current position in the recording and the total time of the recording.

Click the information icon to view Media Information properties, including Length, Audio format, and compression type.

Details pane

The Details pane is included in the Audio Playback window for your reference. The Details pane includes the following pages.

Media Details

This page displays the details for the recorded call. These details include:
- Recording Title
- Recording Date
- Recording ID
- Details of the call

Participant Data

This page displays information on the parties of the recorded call. The page displays Attributes and Values for the call participants.

Custom Attributes

This page displays the defined custom attributes that apply to this recorded call.

Audit Trail

This page displays information on audit events. The information includes: Date/Time, Audit Event, User, and Comments on the event.

Scoring

Use the Scoring page to assign a published Questionnaire to a recorded call and to Score the call.

Moving the Details pane

You can undock the Details pane from the playback window and move it to another location on your screen. To undock the Details pane, double-click the title bar. The Details pane moves from the window. To move the Details pane to another place on your screen, click on the title bar and drag the window.

To dock the Details pane back in the playback window, double-click the title bar. The Details pane docks back in the playback window.

Hiding the Details pane

There are two ways to Hide the Details pane, Hide and Auto Hide. When you Hide the Details pane, it does not appear in the playback window. When you Auto Hide the Details pane, a tabbed page is displayed at the bottom of the window. Auto Hide allows you to display a pop-up pane.

To Hide the Details pane, right-click on the title bar, and on the shortcut menu, click Hide. To display the Details pane again, right-click in the playback window and on the shortcut menu point to Show and click Details. The Details pane is displayed in the window.

To Auto Hide the Details pane, right-click on the title bar, and on the shortcut menu, click Auto Hide. A tabbed page is displayed at the bottom of the window. To display the Details pane again, click the tab, and the Details pane pops up in the window. To turn Auto Hide off, when the pane is displayed, right-click the title bar and click Auto Hide.

Interaction Recorder Extreme Query View

Use this page to create an Extreme Query search to quickly retrieve and playback a recorded call. Searches can be created using Attributes or an ID.

Creating a search using attributes

Search criteria must contain a Date attribute or a Time attribute, or both. Date and Time are configured separately. When a Date and Time are both configured, the Time attribute is the time of day a recording might have occurred for each date included in the search. For example, if the Date is specified as Last Month and the Time is specified between 9:00:00 AM and 5:00:00 PM, the search results include recordings that occurred between 9 AM and 5 PM on every day of the previous month. If a Date is not specified, the search results include *all* of the recordings in the database for the configured Time.

Follow these steps to create a search using Attributes.

1. In the **Search by** area, select **Attributes**.
2. Under **Date**, in the drop-down list, select the Date attribute. Date options are: **Date range**, **Today**, **Yesterday**, **Last Week**, **Last Month**, or **No date**. If you select **Date range**, from the next list select an option **Before**, **After**, or **Between**. Depending on your choice, in the Date boxes type or select a date from the drop-down calendar.
3. Under **Time of Day**, in the drop-down list, select the Time attribute. Time options are: **No Time**, **After**, **Before**, **Between**. Depending on your choice, in the Time boxes type or select the part of the time you want to change.
4. Add additional attributes to your search using the **Add Attribute** list. Available attributes are: **Agent**, **Duration**, **Phone number**, and **Queue**. You will be required to configure additional values based on your attribute choices. For more information, see Additional Attributes. To delete an attribute from a search, click the attribute button and on the menu, click **Remove**.

   Note Up to five additional custom attributes can be defined for the Add Attribute list. Define custom attributes in Interaction Recorder Policy Editor in Interaction Administrator. For more information, see Defining_Custom_Attributes.
5. When search attributes are complete, click **Search**. The results are displayed in the **Search Results** pane.

Creating a search using an ID

There are two options for searching with an ID. You can search by **Recording ID** or by **Interaction ID**.

Follow these steps to create a search using an ID.

1. In the **Search by** area, select **ID**.
2. In the box displayed to the right, select either **Recording ID** or **Interaction ID**.

3. In the ID box, type a valid ID string.
4. Click **Search**. The recording is displayed in the **Search Results** pane.

Displaying Search Details with Search Results

When you run a search, the Search Results pane is displayed in the Workspace. If you want to view the details of the search, click **Show search details**.
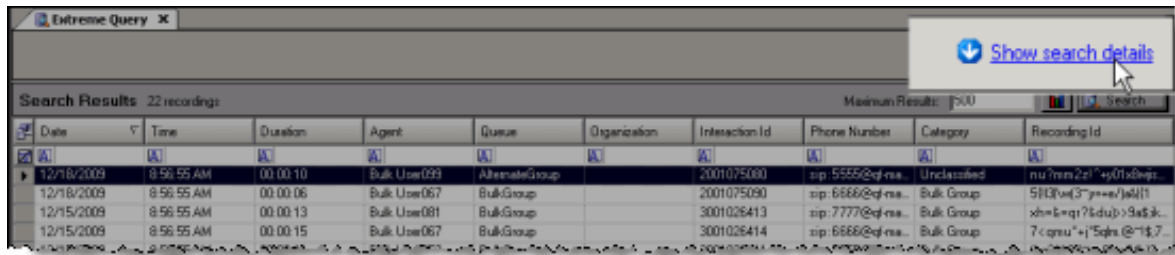
The Search details pane is displayed at the top of the Workspace.

Hiding the Search Details pane

To hide the Search Details pane, allowing more of the Workspace to display Search Results, click **Hide search details**.

Search Results

When a search is complete, the results are displayed in the Search Results pane. A list of recorded calls is displayed in a grid, which gives details of the recording. Use the Search Results pane to review the details of a recording and to playback a recorded call. Also, you can display the search results in graphs, allowing you to analyze data recording results by Queue, Agent per Queue, and Recordings per Agent.

Search Results grid

The results of a search are displayed in the grid in the Workspace. The grid displays a list of recordings, sorted by date, from the search.
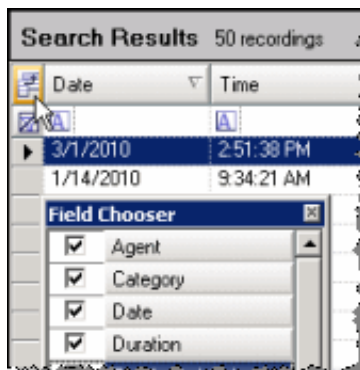
Selecting Fields for the grid

To change the Fields that are displayed in the grid, click the **Field Chooser** on the top left of the grid. In the Field Chooser dialog select the Fields to display in the grid.

Sorting Columns in the grid

To sort a grid column in ascending or descending order, click the Field name.

Refining search results

To further refine the search results, use the Filter Criteria selection fields below each Field. To create a field filter for the search results displayed in the grid, select the field below the Field name. The field search filter is displayed. To select an operand for the search, click. In the drop-down list, select the search criteria. Depending on the field and your selections, an additional dialog might be displayed. The search results are displayed according to your search filter. To clear the filter criteria, in the field click.

To clear *all* filter criteria, click at the left on the Filter Criteria selection fields grid row.

Displaying Search Results in a graph

To display results in a Graph, in the Search Results pane click the Show Graph button

The View Graph Data page is displayed in the Workspace.

Menu Bar

Commands and actions are organized in menus that you use to work with Interaction Recorder Extreme Query. Click a menu title on the *menu bar* to display a list of choices. To choose one of the commands listed on a menu, click it.

Navigation Pane

Use the **Interaction Recorder Extreme Query** Navigation Pane to begin a search. From the Interaction Recorder Extreme Query Navigation Pane, click **Search for recordings** to open the Extreme Query page in the Workspace.

Queue Graph Data View

This page displays the search results for Queues, in a pie graph. The percentages of the number of recordings for each queue, in this search, are displayed. Move the mouse pointer over a slice of the pie graph to display information on the number of recordings in a queue.

The total number of recordings for this search is displayed in **Total Recordings**. The total number of queues for this search is displayed in **Total Queues**. The graph legend lists the names of the queues in this search.

To display a bar graph of the Agents and the number of their recordings for a Queue, double-click on a slice of the pie graph. A Bar Graph of Agent names is displayed, showing the number of recordings for each Agent in the Queue.

Scoring Dialog

Use this dialog to score a recorded call. The title of the Questionnaire is displayed in the dialog title bar. The question group name is displayed on a tabbed page in the dialog, and the questions are on the group page.

After reviewing the recorded call, answer the questions. If Help Text is available for a question, it is displayed below the question. If a comment can be added to a question while scoring, it is indicated by the Add Comments button. Required questions are indicated by an asterisk (*).

The **Total Score Contribution** is displayed at the bottom of the Group page.

Passed

Click this toggle button to indicate this Scorecard has passed.

Failed

Click this toggle button to indicate this Scorecard has failed. When the Failed button is selected a warning is displayed at the top of the dialog indicating the **Scorecard has been failed**, and the Finish button is labeled **Finish (Failed)**.

Scoring Results

The **Score** percentage and **Rank** are displayed by **Group** in the right pane of the dialog.

Total Score and Rank

The averaged percentage for scored Questionnaire groups is displayed in the **Total Score**. The ranking is displayed for the total score in **Rank**.

Non-critical Score

If applicable for the Questionnaire, the averaged percentage for the Non-critical questions is displayed in **Non-critical Score**.

Critical Accuracy

If applicable for the Questionnaire, the averaged percentage for the critical questions is displayed in **Critical Accuracy**. The correct number of responses for the total number of critical questions is also indicated.

Finish

When you have completed scoring the interaction, click **Finish**. If the Scorecard has been failed, the Finish button is labeled **Finish (Failed)**. The scored results are now available for reporting.

Save

To save a scored call to be e-mailed or to finish scoring later, click **Save**.

Extreme Query Workspace tab

The Interaction Recorder Extreme Query Workspace tab is located to the left of the Navigation Pane. Use this tab to display the Extreme Query module in the Workspace.

Workspace

The Interaction Recorder Extreme Query View is displayed in the Workspace. Use this view to create a search and display Search Results in the Workspace.

Change log

Date	Changes
12-March-2019	Created this change log.