



**Interaction Recorder Extreme Query Help**  
**Printed help**

**PureConnect powered by Customer Interaction Center® (CIC)**

**2018 R5**

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**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.



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## Interaction Recorder Extreme Query

### Welcome to 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. 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 more information, see [About Interaction Recorder Extreme Query](#).

### 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

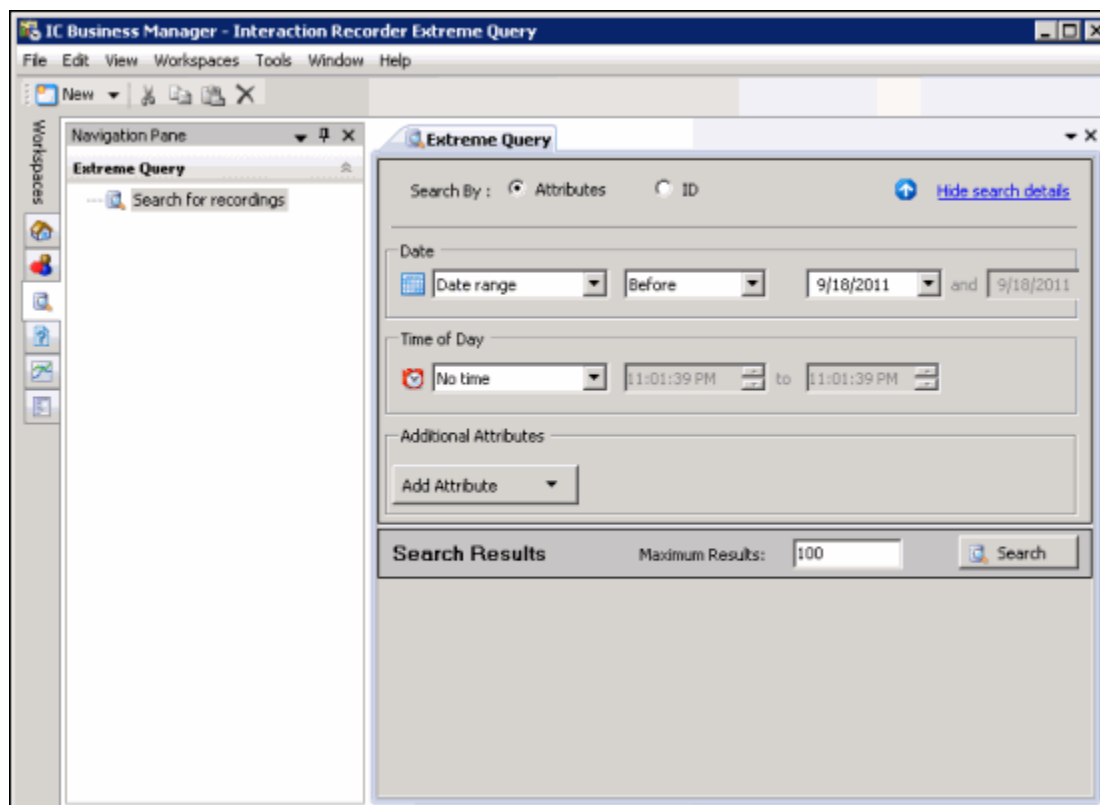
[Extreme Query Client User Interface](#)

[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

### Extreme Query Searches

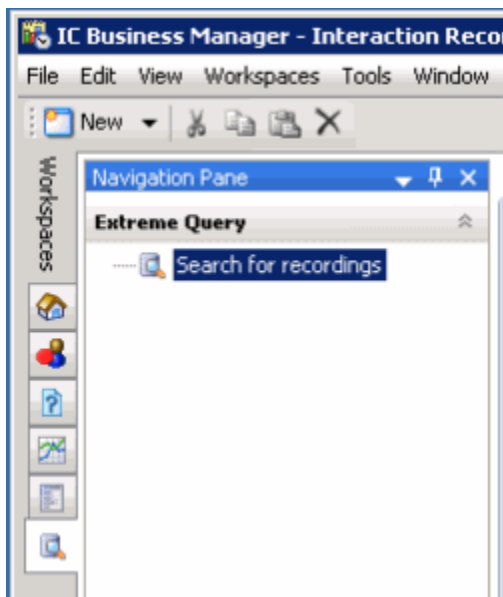
The **Interaction Recorder Extreme Query** view, for searching recordings, is displayed in the Workspace. Searches are easily created in the Workspace by selecting pre-defined and custom search attributes. After running a Search, results are displayed in a list of recorded call interactions in the Search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

### Creating an Extreme Query Search

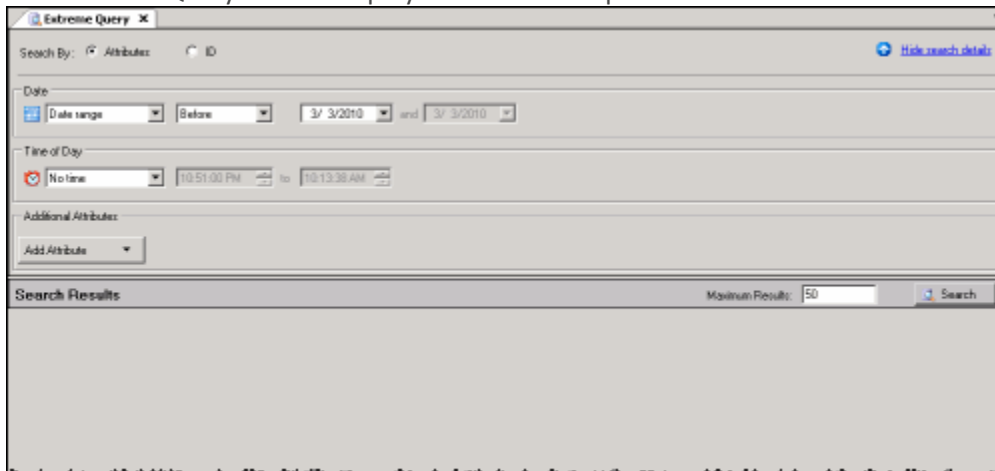
Create an Extreme Query search to quickly retrieve and playback a recorded call. In the Extreme Query view, select Attributes or an ID to run a search. The Search Results are displayed in the Workspace.

#### 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.

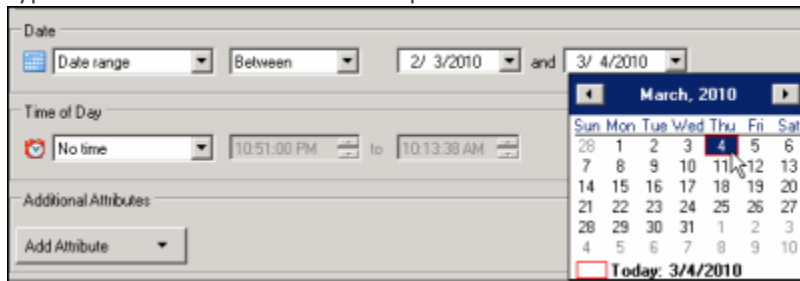


### Creating a Search using Attributes

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.

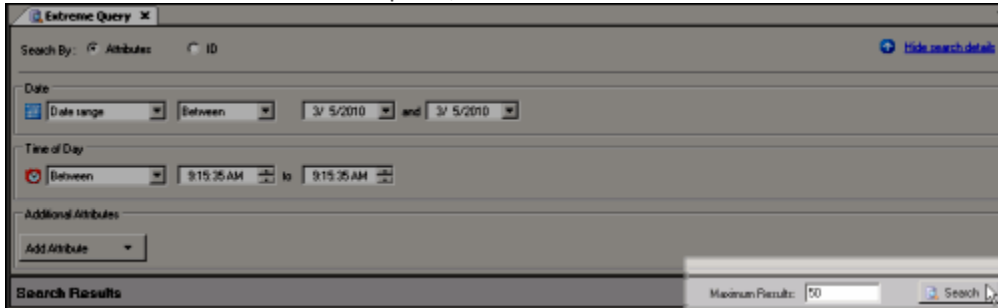


3. Under **Time of Day**, in the drop-down list, select the Time attribute. Time options are: **No Time**, **After**, **Before**, **Between**. Depending on your choice, in the Time boxes type or select the part of the time you want to change.
4. Add additional attributes to your search using the **Add 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](#).

- When search attributes are complete, click **Search**.



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

| Date      | Time        | Duration | Agent            | Queue     | Category     | Interaction Id | Phone Number       | Recording Id            |
|-----------|-------------|----------|------------------|-----------|--------------|----------------|--------------------|-------------------------|
| 12/3/2009 | 12:44:33 PM | 00:00:05 | Todd Zerbe       | Marketing | Unclassified | 2001893192     | sip:3000@localh... | 194ub26'pek59y-1v.2     |
| 12/3/2009 | 12:44:28 PM | 00:00:09 | Walter Hruska    | Marketing | Unclassified | 2001893188     | sip:3000@localh... | ebag'5vv4ipjw7/4=3      |
| 12/3/2009 | 12:44:23 PM | 00:00:15 | Tiffany Lottelin | Marketing | Unclassified | 2001893184     | sip:3000@localh... | rx'g4t-c'pu1'ihetLh3    |
| 12/3/2009 | 12:44:18 PM | 00:00:20 | Tom Luciani      | Marketing | Unclassified | 2001893180     | sip:3000@localh... | xxak6+ "hro4@6-q)64     |
| 12/3/2009 | 12:44:13 PM | 00:00:24 | Debra Strongl    | Marketing | Unclassified | 2001893176     | sip:3000@localh... | ?/7/0)gl:c.3.3h.v'g3    |
| 12/3/2009 | 12:44:08 PM | 00:00:29 | Brian Parsons    | Marketing | Unclassified | 2001893172     | sip:3000@localh... | \$kuy'7a6'exc:mog+3872  |
| 12/3/2009 | 12:44:03 PM | 00:00:35 | Arnell Curran    | Marketing | Unclassified | 2001893168     | sip:3000@localh... | 4k4H)id"/z5maxv1        |
| 12/3/2009 | 12:43:58 PM | 00:00:39 | Greg Drinkwater  | Marketing | Unclassified | 2001893164     | sip:3000@localh... | 9ub-2(gb'p)k-7)h)q/4    |
| 12/3/2009 | 12:43:53 PM | 00:00:44 | Patricia Miller  | Marketing | Unclassified | 2001893160     | sip:3000@localh... | 19'789JdLm-4c)636)A1    |
| 12/3/2009 | 12:43:48 PM | 00:00:50 | Aaron Lynch      | Marketing | Unclassified | 2001893156     | sip:3000@localh... | mdl8)6a7)0)q-4)1)1      |
| 12/3/2009 | 12:43:43 PM | 00:00:54 | Allen Jones      | Marketing | Unclassified | 2001893152     | sip:3000@localh... | 48)8)pu",7)(\$'1)@)1,62 |
| 12/3/2009 | 12:43:38 PM | 00:00:54 | Alan Stevens     | Marketing | Unclassified | 2001893148     | sip:3000@localh... | a)w-1)q'oy+0'va2)h)1    |
| 12/3/2009 | 12:43:33 PM | 00:00:54 | David Winters    | Marketing | Unclassified | 2001893144     | sip:3000@localh... | gwp)1)bol'ec+1)dliev)1  |
| 12/3/2009 | 12:43:28 PM | 00:00:54 | Erin Day         | Marketing | Unclassified | 2001893140     | sip:3000@localh... | 85ak5y'7'f)w'0'3)3      |
| 12/3/2009 | 12:43:23 PM | 00:00:54 | Erica Parsons    | Marketing | Unclassified | 2001893136     | sip:3000@localh... | w'7)6.)'uq'1)de+0)1     |
| 12/3/2009 | 12:43:18 PM | 00:00:54 | Walter Hruska    | Marketing | Unclassified | 2001893132     | sip:3000@localh... | #+0)3)l)w'0'3)3         |

### 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.

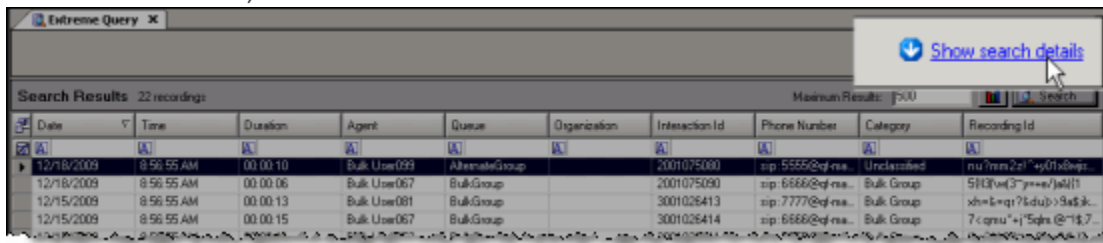
- In the **Search by** area, select **ID**.
- In the box to the right, select either **Recording ID** or **Interaction ID**.



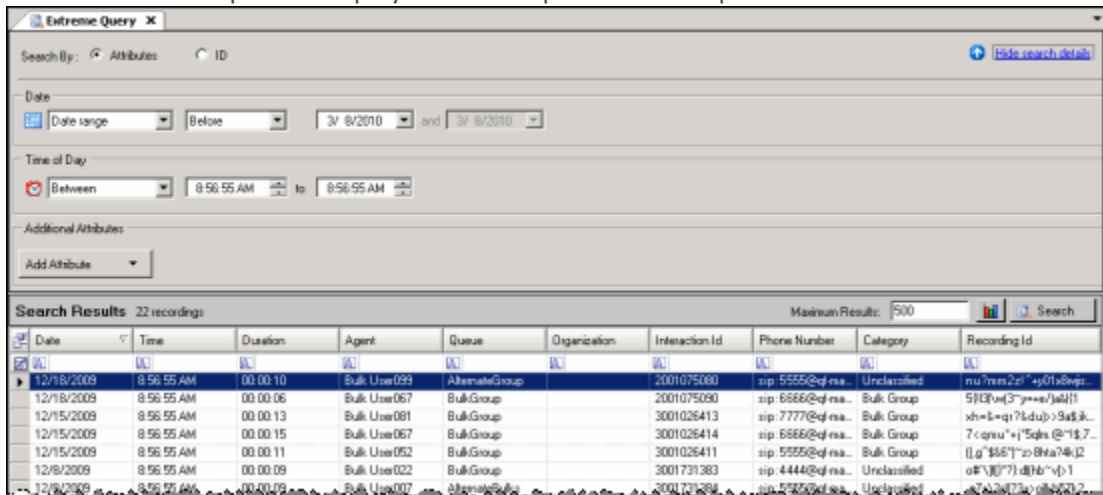
- In the ID box, type a valid ID string.
- Click **Search**. The recording is displayed in the **Search Results** pane.

## 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   |
|---------------------|---|
| <b>Agent</b>        | 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.   |
| <b>Duration</b>     | 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. |
| <b>Phone number</b> | 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.<br><br>Note: Only one Phone Number can be added to the search. Values <i>cannot</i> be specified as a semi-colon separated list.   |

|              |  |
|--------------|--|
| <b>Queue</b> | 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. |
|--------------|--|

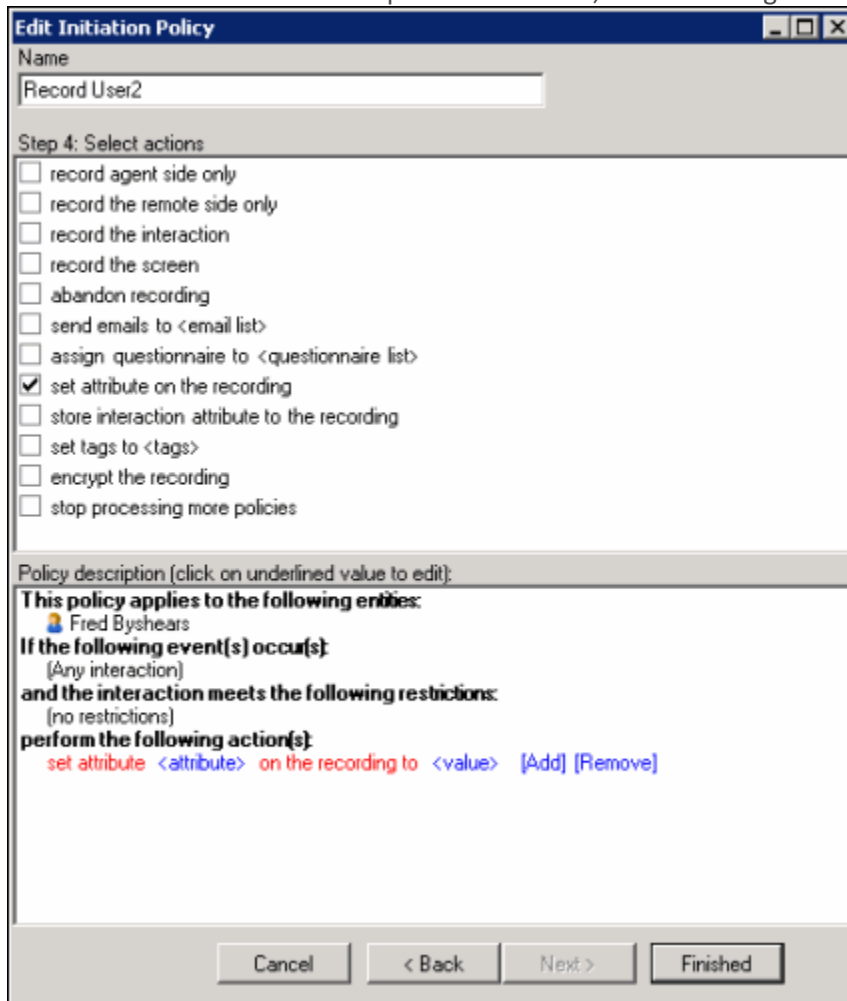
### Defining Custom Attributes

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.

- 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.
- 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

[Creating an Extreme Query Search](#)

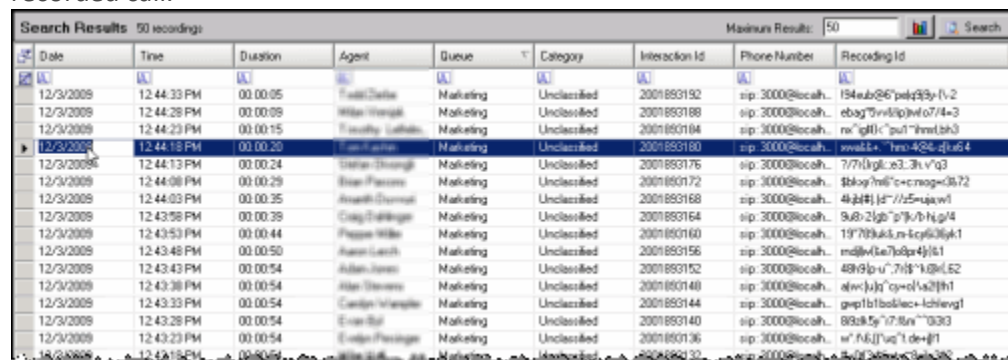
[Exporting Search Results](#)

[Playback a Recording](#)

[Working with Search Results](#)

## Playback a Recording

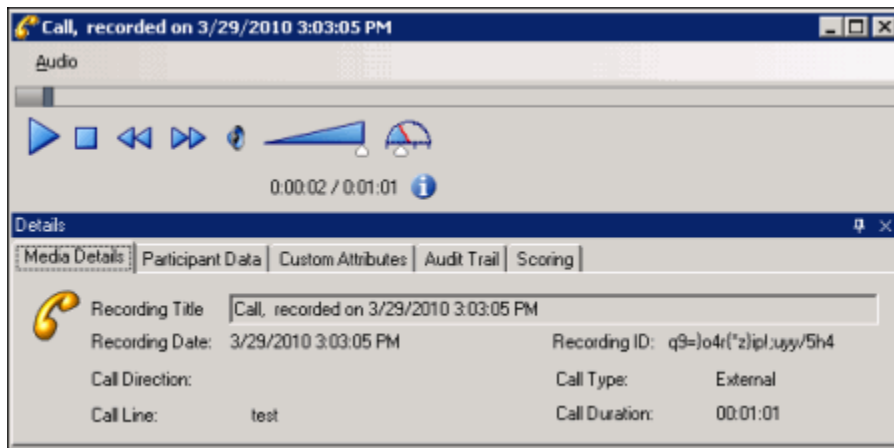
To playback a recorded call, from the **Search Results** pane, in the list of recordings, double-click on a recorded call.



| Date      | Time        | Duration | Agent           | Queue     | Category     | Interaction Id | Phone Number    | Recording Id          |
|-----------|-------------|----------|-----------------|-----------|--------------|----------------|-----------------|-----------------------|
| 12/3/2009 | 12:44:33 PM | 00:00:05 | Fred Davis      | Marketing | Unclassified | 2001893192     | sip:3000@locah. | 194ub26*pk43y/lv-2    |
| 12/3/2009 | 12:44:28 PM | 00:00:05 | Walter Hovak    | Marketing | Unclassified | 2001893188     | sip:3000@locah. | ebag75vrlqjvto744-3   |
| 12/3/2009 | 12:44:23 PM | 00:00:15 | Touhy, Lillian  | Marketing | Unclassified | 2001893184     | sip:3000@locah. | m'glll'c'pu'7hmlbh3   |
| 12/3/2009 | 12:44:18 PM | 00:00:20 | Tom Jones       | Marketing | Unclassified | 2001893180     | sip:3000@locah. | mva4*...7m-428-26-64  |
| 12/3/2009 | 12:44:13 PM | 00:00:24 | Chris Strong    | Marketing | Unclassified | 2001893176     | sip:3000@locah. | 7771vgl.e3.3h.v'q3    |
| 12/3/2009 | 12:44:08 PM | 00:00:29 | Ben Pascoe      | Marketing | Unclassified | 2001893172     | sip:3000@locah. | 9bloy7ml'c+c'mog<3672 |
| 12/3/2009 | 12:44:03 PM | 00:00:35 | Arash Dorval    | Marketing | Unclassified | 2001893168     | sip:3000@locah. | 4q2#14'7z5+qjw1       |
| 12/3/2009 | 12:43:58 PM | 00:00:39 | Greg Tringali   | Marketing | Unclassified | 2001893164     | sip:3000@locah. | 9ub-2jg6's'9-/b'hg/p4 |
| 12/3/2009 | 12:43:53 PM | 00:00:44 | Patricia Miller | Marketing | Unclassified | 2001893160     | sip:3000@locah. | 19'789kuk.r-4cp63jyk1 |
| 12/3/2009 | 12:43:48 PM | 00:00:50 | Adam Smith      | Marketing | Unclassified | 2001893156     | sip:3000@locah. | mdllw6e7d8p4j/61      |
| 12/3/2009 | 12:43:43 PM | 00:00:54 | Allen Jones     | Marketing | Unclassified | 2001893152     | sip:3000@locah. | 4893p'u'.7h\$'1d/W.52 |
| 12/3/2009 | 12:43:38 PM | 00:00:54 | Alan Stevens    | Marketing | Unclassified | 2001893148     | sip:3000@locah. | ajw'juh'c'wcl'v2jfh1  |
| 12/3/2009 | 12:43:33 PM | 00:00:54 | Carolin Mariani | Marketing | Unclassified | 2001893144     | sip:3000@locah. | gqplb1b6llec-1ch1evg1 |
| 12/3/2009 | 12:43:28 PM | 00:00:54 | Erica Bell      | Marketing | Unclassified | 2001893140     | sip:3000@locah. | 89k8.5y'7'flm'0333    |
| 12/3/2009 | 12:43:23 PM | 00:00:54 | Erica Pascoe    | Marketing | Unclassified | 2001893136     | sip:3000@locah. | w'7h'j'wz'1 de+81     |
| 12/3/2009 | 12:43:18 PM | 00:00:54 | Walter Hovak    | Marketing | Unclassified | 2001893132     | sip:3000@locah. | 5u/02dme'c3e'38       |

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.

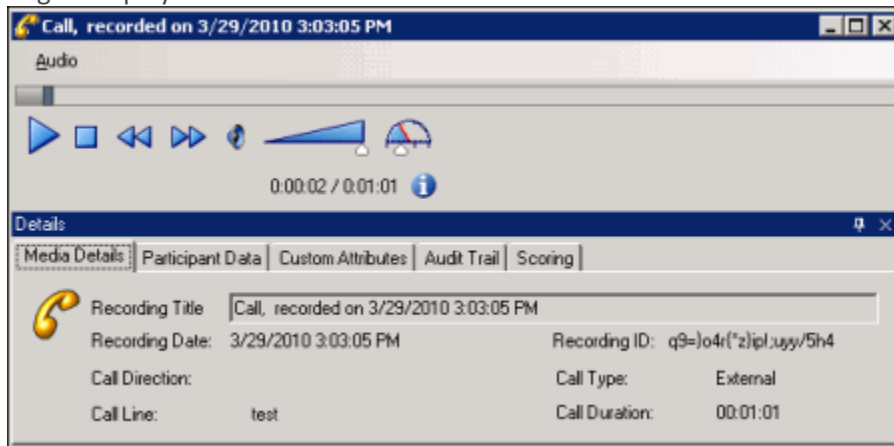


The screenshot shows the 'Extreme Query' window with search results. The table below represents the data shown in the window:

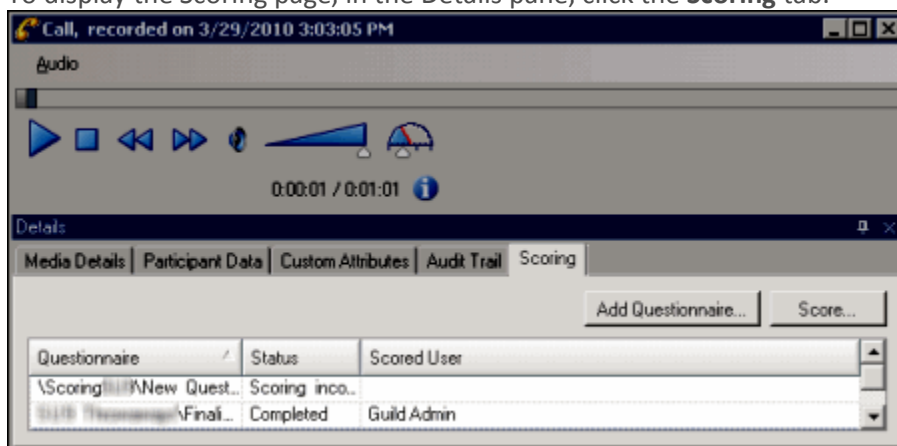
| Date      | Time        | Duration | Agent           | Queue       | Organization | Interaction ID | Phone number    |
|-----------|-------------|----------|-----------------|-------------|--------------|----------------|-----------------|
| 8/9/2010  | 3:29:44 PM  | 00:00:27 | Protoss32 Admin |             |              | 2001082917     | (217) 202-2022  |
| 8/9/2010  | 3:18:32 PM  | 00:00:45 | Protoss32 Admin |             |              | 2001082914     | (217) 202-2022  |
| 7/28/2010 | 9:49:21 AM  | 00:00:14 | Zeng Admin      |             | None         | 2001800170     | 8882            |
| 7/28/2010 | 9:43:56 AM  | 00:00:21 | Zeng Admin      |             | None         | 2001800170     | 8882            |
| 4/19/2010 | 10:46:21 AM | 00:00:08 | Martin Admin    |             | None         | 2001800170     | 8882            |
| 3/31/2010 | 11:14:29 AM | 00:00:19 | Guld Admin      |             | None         | 2001840028     | (217) 202-2022  |
| 3/29/2010 | 3:40:54 PM  | 00:00:21 | Taylor Admin    |             | None         | 2001840024     | 7882            |
| 3/29/2010 | 3:03:05 PM  | 00:01:01 | Guld Admin      |             | None         | 2001840020     | (217) 202-2022  |
| 3/29/2010 | 2:45:58 PM  | 00:00:21 | Taylor Admin    |             | None         | 2001840017     | (217) 202-2022  |
| 3/29/2010 | 2:37:47 PM  | 00:00:18 | Taylor Admin    |             | None         | 2001840005     | (217) 202-2022  |
| 3/25/2010 | 10:43:13 AM | 00:00:01 | Taylor Admin    | Test/Prod   | None         | 2001800170     | 8882            |
| 3/25/2010 | 10:42:49 AM | 00:00:10 | Taylor Admin    | Test/Prod   | None         | 2001800165     | 8882            |
| 3/25/2010 | 10:33:55 AM | 00:03:01 | Taylor Admin    | Test/Prod   | None         | 2001800145     | 8882            |
| 3/25/2010 | 10:24:49 AM | 00:00:02 | Taylor Admin    | Test/Prod   | None         | 2001800125     | 8882            |
| 3/25/2010 | 10:17:46 AM | 00:00:01 | Taylor Admin    | Test/Prod   | None         | 2001800107     | 8882            |
| 3/25/2010 | 9:44:38 AM  | 00:00:03 | Taylor Admin    | Test/Prod   | None         | 2001800097     | 8882            |
| 3/25/2010 | 9:02:44 AM  | 00:00:18 | Taylor Admin    | Test/Prod   | None         | 2001800055     | 8882            |
| 3/25/2010 | 8:58:38 AM  | 00:00:12 | Taylor Admin    | Test/Prod   | None         | 2001800039     | 8882            |
| 3/24/2010 | 2:42:03 PM  | 00:00:04 | Taylor Admin    |             | None         | 2001800012     | (217) 202-2022  |
| 3/24/2010 | 2:41:41 PM  | 00:00:01 | Taylor Admin    | Other Group | None         | 1001160032     | 8883            |
| 3/19/2010 | 4:06:23 PM  | 00:02:01 | Taylor Admin    |             | None         | 2001720005     | 88888888        |
| 3/19/2010 | 10:55:30 AM | 00:00:25 | Guld Admin      |             | None         | 2001700059     | 7882            |
| 3/18/2010 | 4:42:58 PM  | 00:00:05 | Guld Admin      |             | None         | 2001700051     | exp: 2001000048 |
| 3/18/2010 | 4:42:18 PM  | 00:00:00 | Guld Admin      |             | None         | 2001700048     | exp: 31-7718827 |
| 3/18/2010 | 4:41:49 PM  | 00:00:25 | Guld Admin      |             | None         | 2001700045     | (217) 202-2022  |

To access the scoring page:

1. Double-click on a recorded call. The Audio Playback window is displayed, and the recording begins to play.



- 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

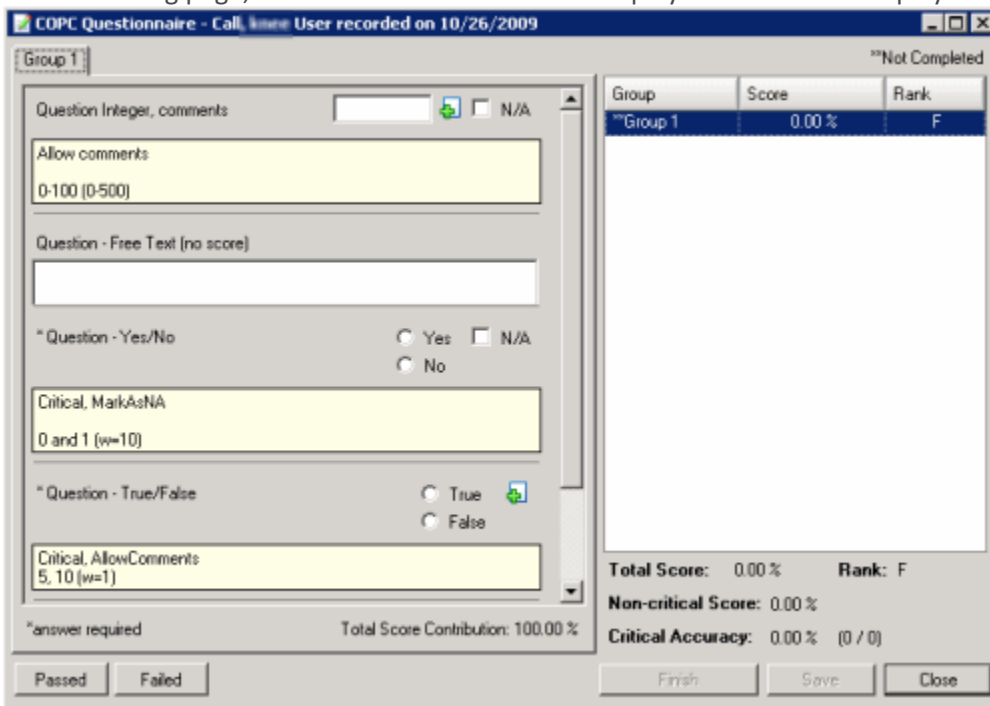
- Non-admin users only see Questionnaire scorecards that they have scored. To allow users to see all scorecards for a recording, the CIC Administrator can create a **Security Policy** so a user **can view scorecards**. This Security Policy can be applied to Agents or Roles. Questionnaire Directory Admin 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.

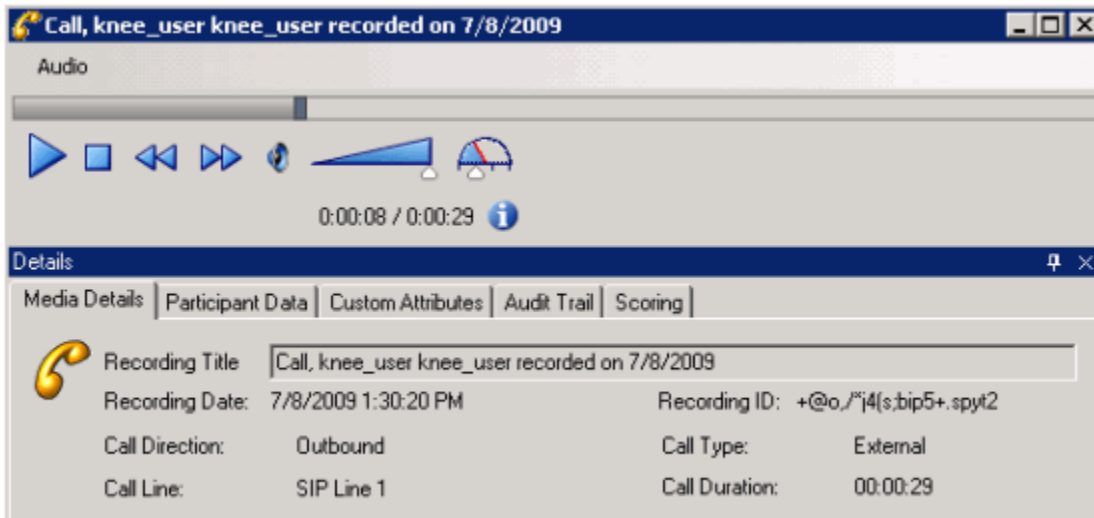
### Scoring a recording

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.

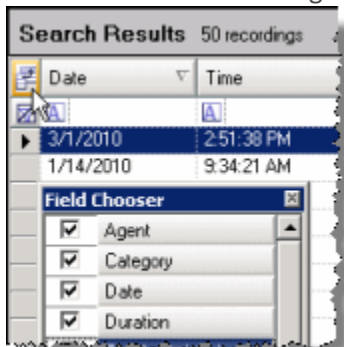
### Search Results grid

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.

| Date      | Time        | Duration | Agent          | Queue     | Category     | Interaction Id | Phone Number       | Recording Id            |
|-----------|-------------|----------|----------------|-----------|--------------|----------------|--------------------|-------------------------|
| 12/3/2009 | 12:44:33 PM | 00:00:05 | Todd Zetke     | Marketing | Unclassified | 2001893192     | sip:3000@localh... | 194xub26'pek99y-1v.2    |
| 12/3/2009 | 12:44:28 PM | 00:00:09 | Walter Hensel  | Marketing | Unclassified | 2001893188     | sip:3000@localh... | ebag'5m4slpjlwz7/4x3    |
| 12/3/2009 | 12:44:23 PM | 00:00:15 | Travis Latham  | Marketing | Unclassified | 2001893184     | sip:3000@localh... | rx'ig#<'<pu1''hmlbh3    |
| 12/3/2009 | 12:44:18 PM | 00:00:20 | Tam Larkin     | Marketing | Unclassified | 2001893180     | sip:3000@localh... | xxw4t+''hmo-48t-aj)z64  |
| 12/3/2009 | 12:44:13 PM | 00:00:24 | Debra Duvall   | Marketing | Unclassified | 2001893176     | sip:3000@localh... | ?/7h(l)glx:z3.3h'v'q3   |
| 12/3/2009 | 12:44:08 PM | 00:00:29 | Brian Parsons  | Marketing | Unclassified | 2001893172     | sip:3000@localh... | \$kixp7n6'c'+cmog+36.72 |
| 12/3/2009 | 12:44:03 PM | 00:00:35 | Arnold Dumont  | Marketing | Unclassified | 2001893168     | sip:3000@localh... | 4k2h(l)d''/z5mzcv1      |
| 12/3/2009 | 12:43:58 PM | 00:00:39 | Greg D'Alagni  | Marketing | Unclassified | 2001893164     | sip:3000@localh... | 9ub.2lgb'p'l'v'p'q/4    |
| 12/3/2009 | 12:43:53 PM | 00:00:44 | Phyllis Miller | Marketing | Unclassified | 2001893160     | sip:3000@localh... | 197893k4,m-4y636yk1     |
| 12/3/2009 | 12:43:48 PM | 00:00:50 | Adam Leach     | Marketing | Unclassified | 2001893156     | sip:3000@localh... | mdlw8e7obpr4)lE1        |
| 12/3/2009 | 12:43:43 PM | 00:00:54 | Adam Jones     | Marketing | Unclassified | 2001893152     | sip:3000@localh... | 48h9(p'u',7l(\$'k@(-.62 |
| 12/3/2009 | 12:43:38 PM | 00:00:54 | Alan Stevens   | Marketing | Unclassified | 2001893148     | sip:3000@localh... | afw(s)q'cy+slva2)h1     |
| 12/3/2009 | 12:43:33 PM | 00:00:54 | Carole Winters | Marketing | Unclassified | 2001893144     | sip:3000@localh... | gwp1b1bol1ec+chlevg1    |
| 12/3/2009 | 12:43:28 PM | 00:00:54 | Frank Sui      | Marketing | Unclassified | 2001893140     | sip:3000@localh... | 8Sok5y77f8m''033        |
| 12/3/2009 | 12:43:23 PM | 00:00:54 | Ernie Penning  | Marketing | Unclassified | 2001893136     | sip:3000@localh... | w'1A6.]'uq'7.de#)1      |
| 12/3/2009 | 12:43:18 PM | 00:00:54 | Walter Parsons | Marketing | Unclassified | 2001893132     | sip:3000@localh... | #+033)w''8ok232         |

### 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

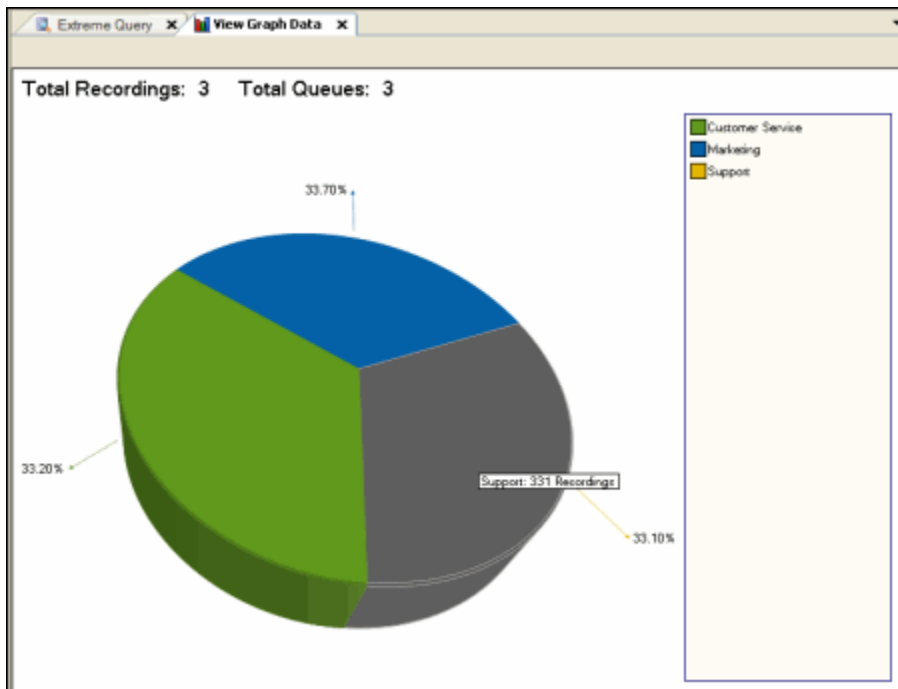
search results are displayed according to your search filter. To clear the filter criteria, in the field click . To clear *all* filter criteria, click  at the left on the Filter Criteria selection fields grid row.

### 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.







### 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.

The screenshot shows a table titled "Search Results" with 50 recordings. The table has columns for Date, Time, Duration, Agent, Queue, and Category. A context menu is open over the table, with "Selected rows" selected, and a sub-menu showing "Excel File", "PDF File", and "CSV File" options.

| Date       | Time        | Duration | Agent         | Queue | Category     |
|------------|-------------|----------|---------------|-------|--------------|
| 3/1/2010   | 2:51:38 PM  | 00:01:39 | knee User     |       | Unclassified |
| 1/14/2010  | 9:34:21 AM  | 00:00:06 | knee User     |       | Unclassified |
| 12/17/2009 | 1:08:35 PM  | 00:00:00 | knee User     |       | Unclassified |
| 12/16/2009 | 10:22:11 AM | 00:00:14 | Jarrod Stormo |       | Unclassified |
| 12/11/2009 |             | 0        | knee User     |       | Unclassified |
| 12/10/2009 |             |          | Ernie Pol     |       | Unclassified |
| 12/10/2009 |             |          |               |       | Unclassified |
| 12/10/2009 |             |          |               |       | lassified    |
| 12/10/2009 | 10:28:44 AM | 00:00:06 | Jarrod Stormo |       | lassified    |
| 12/10/2009 | 10:27:54 AM | 00:00:15 | Jarrod Stormo |       | lassified    |
| 12/10/2009 | 10:27:18 AM | 00:00:22 | Jarrod Stormo |       | lassified    |
| 12/10/2009 | 10:18:02 AM | 00:02:04 | Jarrod Stormo |       | Unclassified |

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](#)