

# How Do I MANAGE BLACKLISTING

Blacklisting can be used to provide fine control of what communications are excluded from being recorded. Technically, once a device is enabled for recording, all communications are recorded, even blacklisted ones. However, the difference with blacklisted communications is that once the communication has ended, the data is discarded. Therefore, blacklisting applies to recorded communications only and does **not** affect Monitoring live calls (Live Acquire). Also note that blacklisting is not applied retrospectively.



## Enable Blacklisting

If blacklisting is not enabled (not visible in **Configuration > Management**) you can enable the feature in **Misc Settings**:

### To enable blacklisting:

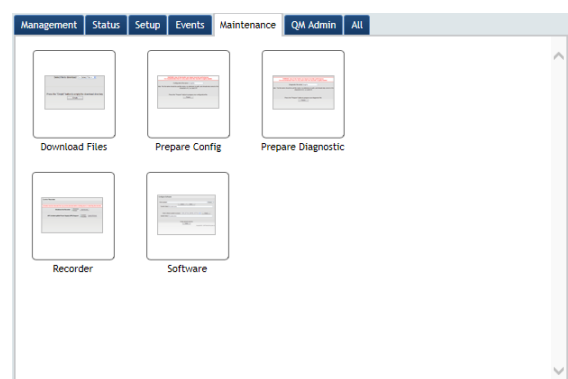
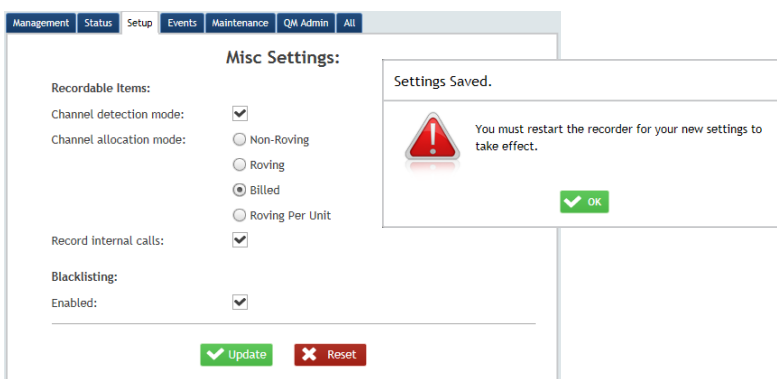


1. Login to Quantify with an administrator account (System Configuration permissions).
2. Go to **Configuration > Setup > Misc Settings**, tick the **Blacklisting Enabled** option, and click the **Update** button.
3. You'll need to restart the recorder for the change to be applied:
  - We recommend that a recorder restart is performed outside of normal usage hours.
  - Although not essential, we recommend that you prepare and download config (Configuration) & diag (Diagnostics) files before performing a restart:

**Prepare (Create):** Go to **Maintenance > Prepare Config** or **Prepare Diagnostic**. Enter a filename and click the **Prepare** button to create the file. Note that recorder performance can be affected.

**Download:** Go to **Configuration > Maintenance > Download Files** and select the file to download. Click the **Empty** button to clear the file folder on the recorder.

- To perform the restart, go to **Maintenance > Recorder**, select the **Restart** radio button and then click the **Stop Recorder** button.



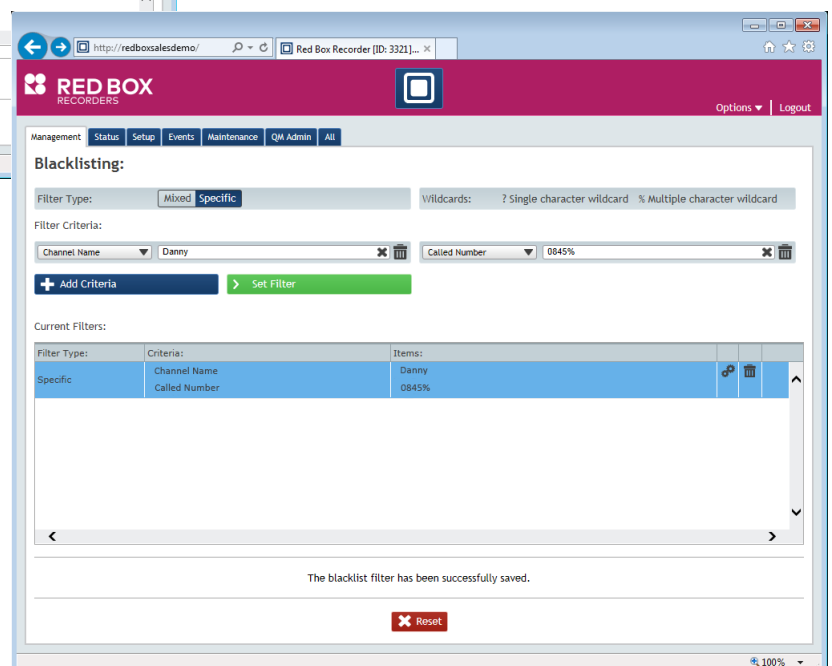
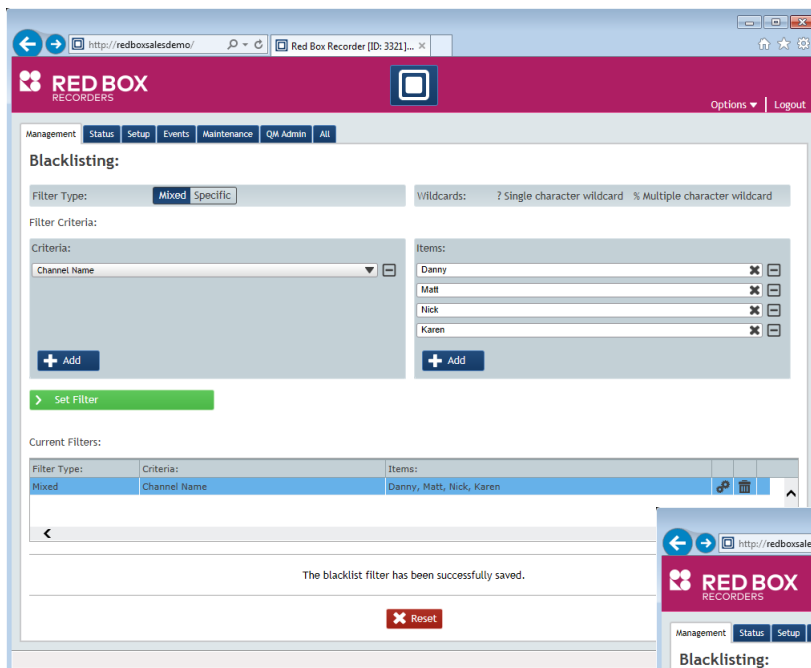
Your Red Box system may look different to the one used in this document.  
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## Create a Blacklist Filter

### To create a blacklist filter:




1. Login to Quantify with an administrator account (System Configuration permissions).
2. Go to **Configuration > Management > Blacklisting** and select your **Filter Type** and criteria:
  - **Mixed:** A **Mixed** filter is used to define multiple **Items** (data) to search across multiple **Criteria** (fields). Only one match is needed for a recorded communication to be discarded. For example, the **Mixed** filter shown below would blacklist all calls to/from channels **Danny, Matt, Nick, or Karen**.
  - **Specific:** A **Specific** filter is used to define one or more **Criteria** (fields) with specific **Items** (data). Here, all criteria/item pairs must match before a recorded communication is discarded. For example, the **Specific** filter shown below would blacklist calls from channel **Danny**, to any **0845** numbers.
  - Click the **+ Add** button to add criteria and items.
  - Click the **- Remove** button to remove criteria and items.
3. When you're done, click the **Set Filter** button to create your blacklist filter.



## Review, Edit or Delete a Blacklist Filter

### To review, edit or delete a blacklist filter:



1. Go to **Configuration > Management > Blacklisting**.
2. Highlight the filter to review/edit in the **Current Filters** list:
  - To edit the filter, click the **Edit Filter** icon.
  - To delete the filter, click the  **Delete Filter** icon next to the filter criteria.
  - To edit filter criteria, just edit the criteria fields and item data as needed.
  - To add/remove criteria and items, use the **+ Add** and **- Remove** buttons.
3. When you're done, click the **Set Filter** button to save your changes.

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