

How Do I DELETE MULTIPLE RECORDINGS

The Red Box Bulk Delete tool can be used to delete multiple recordings from a Red Box recording system. The "standard" Call Delete facility, accessible via Quantify Search & Replay, can only delete one call at a time – Bulk Delete can be used to delete tens, hundreds, or even thousands of recordings.

Considerations

- The Bulk Delete tool is a Windows application. It **must** be run on a client PC, and **not** a recorder server or media server. If you don't have this tool, please contact your Red Box representative for help.
- As with Call Delete in Search & Replay, Bulk Delete should be used with caution. Once recordings are deleted from your Red Box system, they can't be recovered.
- You can only delete recordings that the recording system has direct access to. Therefore, any recordings that have been exported (e.g. exported to WAV), or any recordings stored on media that have been removed from the recording system (e.g. removed NAS), can't be accessed or modified by this application.
- The recorder/media server must be licensed for Call Delete, and the account used with Bulk Delete must have Call Delete enabled in the account settings within Quantify.
- Very large search and delete actions using the Bulk Delete tool can take quite some time to complete – the tool may show as "**Not Responding**" but is still operating. Therefore, Red Box recommends that you break these into smaller actions, which can be easier to manage and control.
- When deleting recordings from NAS devices, the "media delete" actions are queued and will run in the background. Depending on how many recordings are being deleted and the status of the NAS devices, it may take some time for the media to be removed and storage space made available on the NAS devices.



Configure

To configure Bulk Delete:



1. Run the **DeletionUtility.exe** application on a client PC that has network access to the recorder or media server.
2. Click the **Config** button and enter the recorder or media server details:
 - **Username** and **Password**: Quantify account details to use with Bulk Delete.
 - **IP Addr**: IP address of the recorder or media server.
 - **Port No**: Port number for the RAI (Recorder Application Interface). The default is port **1401**.

When you're done, click **Ok** and then click **Connect RAI** to "connect" the application to the recorder/media server. If successful, **Connection** status will be updated to **Connected using RAI**.

The screenshot shows the 'Call Deletion' application window. It has a title bar with 'Call Deletion' and standard window controls. The window is divided into several sections:

- STATUS**: A section with a 'Connection' label and a text box containing 'Not connected'. To the right are two buttons: 'Config' and 'Connect RAI'.
- SEARCH**: A section with search criteria. It includes:
 - 'Start Date' and 'End Date' dropdown menus, both set to '01/01/2018' and '31/01/2018' respectively.
 - 'Start Time' and 'End Time' dropdown menus, both set to '00:00:00'.
 - An 'Additional Search Criteria' text box.
 - Buttons for 'Add Criteria', 'Remove Criteria', and 'Search'.
- RESULT**: A section with a 'Number of Calls Found' label and an empty text box. To the right are two buttons: 'Delete' and 'Clear'.

The screenshot shows the 'Configuration' dialog box. It has a title bar with 'Configuration' and standard window controls. The dialog contains the following fields and buttons:

- 'Username' text box with the value 'admin'.
- 'Password' text box with the value '*****'.
- 'IP Addr' text box with the value '127 . 0 . 0 . 1'.
- 'Port No' text box with the value '1401'.
- 'Ok' and 'Cancel' buttons at the bottom.

Delete

To delete recordings:



1. Login to Quantify using a System Administrator account.
2. Go to **Search & Replay** and perform a search using appropriate criteria to find the exact recordings you want to delete. For example (shown below), I want to delete all calls during January 2018 for call agent Anita Harrow, so I did a simple search for **January 2018** with a **Channel Name** criteria set to **Anita Harrow**.
3. When you're done, click **Start Search** to perform the search.
 - Make a note of the number of results returned – for my example search, I received 307 matches.
 - At this point, you may also want to replay a few recordings, just to double check you have the correct ones defined.
4. In the **Call Deletion** application, replicate your search using the **Calendar** and **Criteria** features in the **Search** panel. When you're ready, click **Search** to perform the search.

Note that when adding **Criteria**, you can also select the **Exclude** option to exclude those matches from your search – this provides further flexibility for defining what you want to delete. Also note that the **End Range** field should be left blank – this is a reserved feature, not for general use.

Now check the **Number of Calls Found**. Obviously this should match your search in **Search & Replay**, discounting any exclusions of course.

When you're ready, click the **Delete** button to delete all the matches. You'll be prompted to confirm the action.

WARNING: Once you confirm the delete action, all communications that match the search will be **permanently** deleted from your recording system and can't be recovered.

The screenshot displays the Red Box interface. At the top, the 'Red Box' logo and navigation options are visible. The main area is divided into 'Search' and 'Results' sections.

Search Panel: Shows a search range from 01/01/2018 00:00 to 31/01/2018 23:59. The 'Channel Name' is set to 'ABC Anita Harrow'. There are buttons for '+ Add Criteria' and '> Start Search'.

Results Panel: Displays a table of search results with columns: Flags, Call Start Time, Call End Time, Call Duration, Extension, Other Party, Call Direction, Channel Name, and Caller Name. The first few rows show calls from 11 Jan 2018.

Call Deletion Dialog: A modal window titled 'Call Deletion' is open. It has a 'STATUS' section with 'Connected using RAI'. The 'SEARCH' section includes:

- Start Date: 01/01/2018, End Date: 31/01/2018
- Start Time: 00:00:00, End Time: 00:00:00
- Additional Search Criteria: Channel Name Anita Harrow

 The 'RESULT' section shows 'Number of Calls Found' as 307. There are 'Delete' and 'Clear' buttons.

Add Search Criteria Dialog: A smaller modal window titled 'Add Search Criteria' is also open. It shows:

- Criteria: Channel Name
- Value: Anita Harrow
- End Range (optional): [Blank]
- Exclude this criteria from the results

 There are 'Add' and 'Cancel' buttons.

Audit

Quantify 5A and above provides an audit log of each delete action – useful for compliance and general usage tracking. To review and export events, go to **Configuration > Events**.

Date and Time	Type	Event	Username
17 Oct 2020 20:29:52	Compliance	Call ID: 49 deleted, from Start Time: 15 Sep 2020 13:55:01.	admin
17 Oct 2020 20:29:52	User	The user requested deletion of Call ID: 49.	admin
17 Oct 2020 20:29:43	User	LAN Replay of call from 15 Sep 2020 13:55:01 was requested.	admin

www.redboxvoice.com

info@redboxvoice.com

+44 (0)115 937 7100



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