

How Do I DELETE CALLS

Call Delete* is an optional, licensed Quantify Search & Replay feature from Red Box and provides simple functionality to delete recorded calls. Call Delete provides a secure way for senior managers to have fine control of recorded call data.

* Note that Call Delete is a “restricted license” and requires executive authority to purchase.

Options & Limitations

- You can enable as many Call Delete users as needed. However, we recommend that you limit access to this feature to help prevent potential errors and misuse.
- Call Delete is used to delete recorded calls **within the recorder**. That is, all data that the recorder has access to. Therefore, any call data that has been exported (e.g. exported to WAV), or any recorded calls stored on media that have been removed from the recording system (e.g. DVD), can't be accessed or modified by this feature.
- An additional Bulk Call Delete utility is also available from Red Box. This tool allows you delete a large number of recordings at the same time. Please contact Red Box if you need access to Bulk Call Delete.

Enable Call Delete

To enable Call Delete, simply apply a license in the recorder and provide access permissions in user accounts. No additional software installation is needed.

To check and apply licenses:



1. Login to Quantify with an administrator account (System Configuration permissions) and go to **Configuration > Setup > Licensing**.

From here you can check your current licenses – check **Call Deletion** under the recorder licenses.

2. If you need to apply a new license code, enter the code in the **New License Code** field and click **Update** to apply the license. Note that a **Call Deletion** license will require a recorder restart to take effect.

If you need to purchase a new license, or need to be advised of an existing license code, please contact your dealer or Red Box.

3. If you need to restart the recorder:
 - Prepare and download config (Configuration) & diag (Diagnostics) files – go to **Configuration > Maintenance**.
 - To perform the restart, go to **Maintenance > Recorder**, select the **Restart** radio button and then click **Stop Recorder**.



Configure Licensing

Recorder ID:	3321
Number of Archive Devices:	0
Max Number of PP's:	5
Number of Replay or Export Clients:	20
Number of Record Channels:	200
Time Synchronisation:	Yes
Label Printing:	Yes
Network Storage:	Yes
Replay To Phone:	Yes
Record On Demand:	Yes
Call Authentication:	Yes
Call Deletion:	Yes
NAS Compression:	Yes
CallSafe:	Yes
Hosted:	Yes
Analytics:	No

To apply access permissions:

1. Login to Quantify with an administrator account (User Management permissions) and go to **Configuration > Management > Users**.
2. Highlight a user and click the **Edit** button. In the **Replay Permissions** panel, tick the **Call deletion** option.

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3. When you're done, click the **Update** button to save your changes. Note that the change will be applied when the user next logs in to Quantify.

Replay Permissions:

Replay:

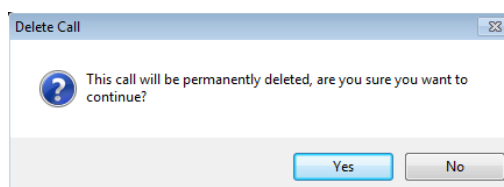
Export:

Live acquire:

Call deletion:

Use Call Delete**To delete a call:**

1. Login to Quantify with a user account that has access to Search & Replay and Call Delete. In Search & Replay, search for the call.
2. Review the call first before deleting it to check you have the right one — highlight the call in the **Results** panel and click the **Play** button.
3. To delete the call, click the **Call Deletion** tab in the **Media Player** and click **Delete this call**. You will be asked to confirm the delete action.



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