

How Do I Export Calls

In Quantify Search & Replay and Quantify Live Acquire, you can export call audio and call metadata for sharing, storage, evaluation, etc. This Quick Question Topic describes how to export single and multiple calls.

Note that to export calls, you need to have appropriate permissions set on your Quantify account — see your system administrator for help.

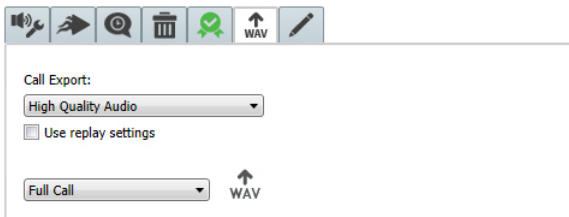
Export a Single Call

You can export a single call (if authorised) using the Media Player in Search & Replay and Live Acquire.

To export a call:



1. In Search & Replay, find and replay the call you want to export. In Quantify Live Acquire, search for an agent's previous calls and replay the call you're interested in — you can't export a **live** call.
2. In the Media Player, click on the **↑ WAV** tab.
3. Select your **Call Export** settings (see below), and click the **↑ WAV** button to export the call. Call audio is exported to a **.wav** file, and call metadata exported to a **.txt** file.
 - **High Quality Audio/Low Quality Audio:** choose between high quality, larger file size or lower quality, smaller file size.
 - **Use Replay Settings:** use current **Volume**, **Audio Effects** and **Replay Speed** settings for the exported audio.
 - **Full Call/Selection Only:** export the entire call or just the current selection.



Export Multiple Calls

You can use the Bulk Export tool from Red Box to export multiple calls to **.wav** files, and export call metadata to **.txt**, **.xml**, or **.csv** files.

Note that to export multiple calls, you need to have the Bulk Export tool installed and configured on your PC (see "Install & Set Up Bulk Export" on page 3, or contact your system administrator), and you need the appropriate export permissions on your Quantify account (again, see your system administrator).



To export multiple calls:

1. In Search & Replay, perform a search to list the calls you want to export. In Quantify Live Acquire, search for an agent's previous calls — you can't export a **live** call.
2. In the **Results** panel, highlight the calls you want to export. Use your **SHIFT** and **CTRL** keys to select multiple calls, as needed.
3. In the **Results** panel toolbar, click one of the export buttons:
 - **↑ WAV** — export call audio to separate WAV files, and call metadata to separate TXT files.
 - **↑ Analytics** — export call audio to separate WAV files, and call metadata to separate XML files.
 - **↑ CSV** — export call metadata only to a single CSV file.

Note that for video calls and screen recorded calls, only the call audio is exported.

4. If you're only exporting metadata to a CSV file, this will now be downloaded to your **Downloads** folder.
5. If you're exporting call audio, enter a folder name (**package name**) for your exported files, or select a previous location. This folder will be created as a sub-folder in your default Bulk Export location – see "Bulk Export Settings" on page 3. Select the **Open Export Application** option if you want to open the **Bulk Export** application after exporting your calls — if this option isn't available, you don't have Bulk Export installed.
6. When you're done, click **Ok** to export your calls.

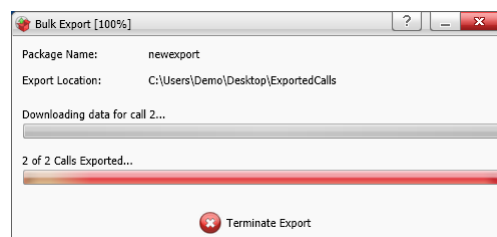
Note that depending on system loading and how many calls you're exporting, the actual export operation can take a little while to complete. To cancel an export in progress, click **Terminate Export**.

Bulk Export Options

Specify a bulk export package name:

Select a previously created bulk export title:
 There are no bulk export packages available.

Open 'Export Application' after closing...



Install & Set Up Bulk Export

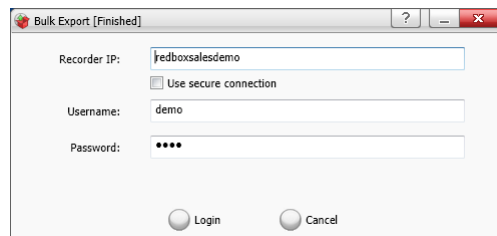
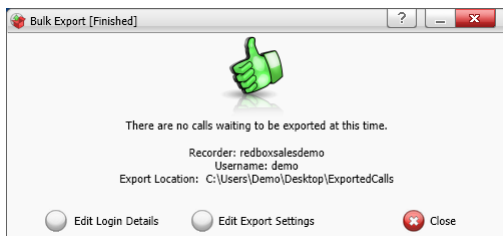
In general, a system administrator will install and set up Bulk Export, but it's pretty straightforward for anyone with a little PC knowledge.

Install

To install the Bulk Export application on a client PC, simply download and run the Bulk Export Installer (**bulkexport.msi** file). If you don't have this file, you can download it from the recorder — login to Quantify and go to **Options > Support Centre > Downloads > Bulk Export Application**

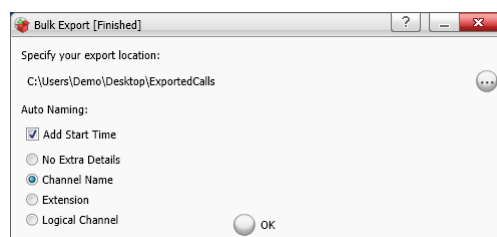
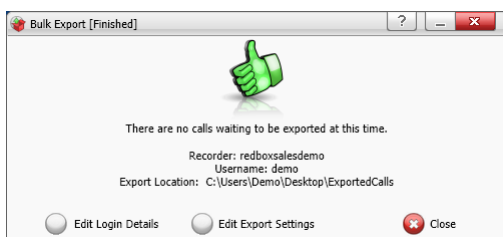
Login

The Bulk Export application needs to be provided with the appropriate Quantify login details, for the user account used to export calls on the client PC. The easiest way to do this is to login to Quantify using that account and perform a bulk export (see "Export Multiple Calls" on page 1) which will automatically complete the login details. If you can't login to the account or you ever need to change login details (for example, changing Quantify users on the client PC), then simply run the Bulk Export application from the Windows Start menu and click **Edit Login Details**.



Bulk Export Settings

To set filename and location options for your exported calls, run the Bulk Export application from the Windows Start menu and click **Edit Export Settings**.



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