

How Do I Use CALLSAFE


CallSafe is an optional, licensed Quantify Search & Replay feature from Red Box and provides simple functionality to retain recorded communications for investigation and compliance. CallSafe provides a secure and traceable way for senior managers to have fine control of recorded communications data.

This topic details the “standard” CallSafe features provided in Quantify. Quantify 5A and above also provides an **optional** set of “enhanced” CallSafe features (requiring an additional install) – for details, please refer to the “How Do I Use Enhanced CallSafe” topic. If you’re not sure which version is implemented in your system, just look in the Search & Replay app and if you have more than two CallSafe buttons, then you have the enhanced version.


Note that configuration and additional options available to system administrators are covered in the “How Do I Manage CallSafe” topic.


Lock/Unlock

To lock/unlock recorded communications:

1. Login to Quantify with a user account that has access to Search & Replay and CallSafe.
2. In Search & Replay, highlight a recorded communication in the **Results** panel:
 - Click the  **CallSafe Lock** icon to lock the recording and prevent it from being deleted.

You’ll be prompted to enter a **CallSafe Tag**. This can be used to identify individual locked items, or to group related items together (see “Search” on page 2).

The locked item is now highlighted using the  **Lock** icon in the **Flags** column.

- Click the  **CallSafe Unlock** icon to unlock the data and allow it to be removed in the same way as any other recording.

A CallSafe user can unlock a recorded communication that was locked by any other CallSafe user.



Results

Flags:	Call Start Time:	Call End Time:	Call Duration:	Channel Name:	Extension:	Call Direction:	Called Name:	Audio Status:	Unit:
	06 Feb 2017 10:17:43	06 Feb 2017 10:17:46	00:00:04	Anita Harrow	5239	Outgoing	Phone2	OK	Sales East
	06 Feb 2017 10:17:31	06 Feb 2017 10:17:46	00:00:16	Paolo Morales	5234	Outgoing	Phone2	OK	First Line
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Peter Jones	5229	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Bash Malik	5204	Outgoing	Phone2	OK	First Line
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:27	00:01:18	Maonga Irpae	5209	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:25	00:01:16	Sam Holly	5214	Outgoing	Phone2	OK	Sales North
	06 Feb 2017 10:16:10	06 Feb 2017 10:17:46	00:01:37	Barbera McFell	5224	Outgoing	Phone2	OK	First Line

CallSafe Locking

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CallSafe Tag

CallSafe Unlocking

Warning: Unlock will permanently remove the selected calls from CallSafe.

Search

To search for locked/unlocked items:



- In Search & Replay, click the **Add Criteria** button in the **Search** panel:
 - Select the **CallSafe State** field to search for any **Locked** or **Unlocked** items.
 - Select the **CallSafe Tag** field to find specific CallSafe Tags — remember that data is case sensitive and you can also use the “%” wildcard character.

View

To view CallSafe events:



- All CallSafe lock and unlock actions are logged as User Events in the recorder. To view the events, login to Quantify with a user account that has access to event logs and go to **Configuration > Events > User**.
- Click the **Filter** button to refine the results as needed.

Options, Features & Limitations

- Once a recorded communication has been locked using CallSafe, this prevents all automatic or manual delete actions.
- CallSafe is used to lock/unlock recorded communications **within the recording system**. That is, all data that the recorder has access to. Therefore, any data that has been exported (e.g. exported to WAV), or any recorded communications stored on media that have been removed from the recording system (e.g. NAS or DVD), can't be accessed or modified.

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RBRQQ1030 V1.4