

How Do I ENABLE/DISABLE APPS & FEATURES

Red Box provides a powerful and flexible suite of applications and features to record, store, and replay your communications. This Quick Question topic is aimed at "experienced" system administrators and is designed as a quick reference for the main apps and features that need to be licensed, enabled/disabled, and configured. For more detailed information on these apps and features, please see the individual Quick Question topics that cover these areas.

Quantify Applications

Quantify Application	Description	Enable, Disable, Configure
Event Reconstruct	Create and share timelines of recorded communications.	<ul style="list-style-type: none"> Licensed application – needs licenses for Replay Clients, Event Reconstruct Client and Event Reconstruct Concurrent Calls. To enable user access, tick Event Reconstruct option in User Account. Also requires appropriate replay permissions.
Insight	Dashboard for system status information.	<ul style="list-style-type: none"> Licensed application – needs Analytics license. Enable user access via Windows Active Directory.
Insight, Daily System Check	Automatically tests that all devices are being recorded.	<ul style="list-style-type: none"> Licensed application – needs Analytics license on the recorder, and Daily System Check license in Quantify Insight. All Quantify accounts with access to Quantify Insight (see below) can access the app.
Live Acquire	Listen to live calls.	<ul style="list-style-type: none"> Requires minimum of one Replay License. To enable user access, tick Live Acquire option in User Account. Also requires appropriate replay permissions.
Quality Management	Call quality monitoring and performance assessment.	<ul style="list-style-type: none"> Licensed application – needs QM Clients license. To enable user access, set the appropriate QM options in the User Accounts. Also requires appropriate replay permissions.
Replay Authorisation	Fine control of who can replay recorded communications.	<ul style="list-style-type: none"> Licensed application – needs Replay Authorisation license. Set user roles via the Replay Authorisation options in User Accounts. Define authorisation groups via Configuration > Management > Replay Authorisation Groups. Also requires appropriate replay permissions for users.
Search & Replay	Search for and replay recorded communications.	<ul style="list-style-type: none"> To enable user access, set appropriate replay permissions in User Account (no access if set to None). Requires minimum of one Replay License for replay.

Quantify Features

Feature	Description	Enable, Disable, Configure
Audio Search	Search for spoken words. Legacy product.	<ul style="list-style-type: none"> Licensed feature – needs Audio Search license. Feature available to all Search & Replay users – see above.
Blacklisting*	Fine control of what communications are excluded from being recorded	<ul style="list-style-type: none"> No separate license. Enable/Disable via Configuration > Setup > Misc Settings. Configure via Configuration > Management > Blacklisting.
Call Delete	Delete calls from the recorder. Restricted license – requires executive authority to purchase.	<ul style="list-style-type: none"> Licensed feature – needs Call Deletion license. To enable user access, tick Call Deletion option in User Account. Feature available via Search & Replay – see above.
Call Export	Export call audio to WAV and call metadata to .txt , files. Metadata export to .xml or .csv files is also available using the Bulk Export Tool.	<ul style="list-style-type: none"> No separate license. To enable user access, tick Export option in User Account. Export features available via Search & Replay – see above. To export multiple calls, you also need to have the Bulk Export tool installed and configured on the client PC.
CallSafe	Lock calls to prevent them being deleted. Enhanced feature set available in Quantify 5A and above – requires additional install.	<ul style="list-style-type: none"> Licensed feature – needs CallSafe license. To enable user access, tick CallSafe option in User Account. Feature available via Search & Replay – see above.
Encryption	AES 256 bit encryption – encrypted at rest.	<ul style="list-style-type: none"> Licensed feature – needs Encryption license. Enable/Disable via Configuration > Setup > Encryption (if needed).
Internal Calls*	Record internal calls, or not.	<ul style="list-style-type: none"> No separate license. Enable/Disable via Configuration > Setup > Misc Settings.
Linked Calls*	Automatically identify linked calls (highlighted by the + Linked Calls icon).	<ul style="list-style-type: none"> Licensed feature – needs Linked Calls license. Feature available to all Search & Replay users – see above. Can be customised further by users, via their own Replay Preferences in Search & Replay.
Network Storage	Extend storage capability via Network Attached Storage.	<ul style="list-style-type: none"> Licensed feature – needs Network Storage license. Setup/configure via Configuration > Management > Network Storage.
NAS Compression*	Compress G.711 call audio to increase NAS capacity.	<ul style="list-style-type: none"> Licensed feature – needs NAS Compression license. Setup/configure via NasCompressionConfig.exe running on the NAS compression server.
Recording	Control of what's recorded, or not recorded.	<ul style="list-style-type: none"> Recording requires at least one Record license and one PP license. Channels (devices) enabled/disabled for recording via Configuration > Management > Recording. Further recording control provided via Blacklisting, Internal Calls, and Record on Demand settings.
Replay to Phone*	Replay audio to a phone rather than a PC.	<ul style="list-style-type: none"> Licensed feature – needs Replay to Phone license. Feature enabled/configured via user's Options menu in Search & Replay.
Screen Data Capture	Record PC screens.	<ul style="list-style-type: none"> Recordable PCs are added and licensed via the third party ScreenLogger configuration app. See the Screen Recording Quick Question topic for details.
Shared Searches	Share saved searches with other Quantify users from Search & Replay (Quantify 5A and above).	<ul style="list-style-type: none"> No separate license. Share permissions set via Quantify user accounts – Configuration > Management > Users.

Feature	Description	Enable, Disable, Configure
Timeline View	Switch from the standard "grid" view to a Timeline view.	<ul style="list-style-type: none"> Licensed feature – needs Timeline View license. Feature available to all Search & Replay users – View Timeline and View Grid buttons.
Transcription	Search & view transcriptions of audio calls. Requires additional Call Broker & Transcription install, plus external licenses.	<ul style="list-style-type: none"> Transcriptions available via Search & Replay and Quantify QM Schedules. To enable user access, set appropriate replay permissions in User Account (no access if set to None). Requires minimum of one Replay License for replay.
Workstation Client	PC client application – provides access to: Record on Demand: Record control. PCI Suppression: Mute call recording. Call Annotation: Add notes to calls. Channel Naming: Auto-populate recorder channel names.	<ul style="list-style-type: none"> Licensed feature – needs a WSC PP license with the appropriate feature options. Record on Demand also needs a separate Record on Demand license. Configured via the WSCConfigGUI.exe app on the recorder server. All users must have WSC client application installed and configured on their PCs.

* Feature not supported for all communication systems.

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