# How Do I Setup & Use Replay Authorisation

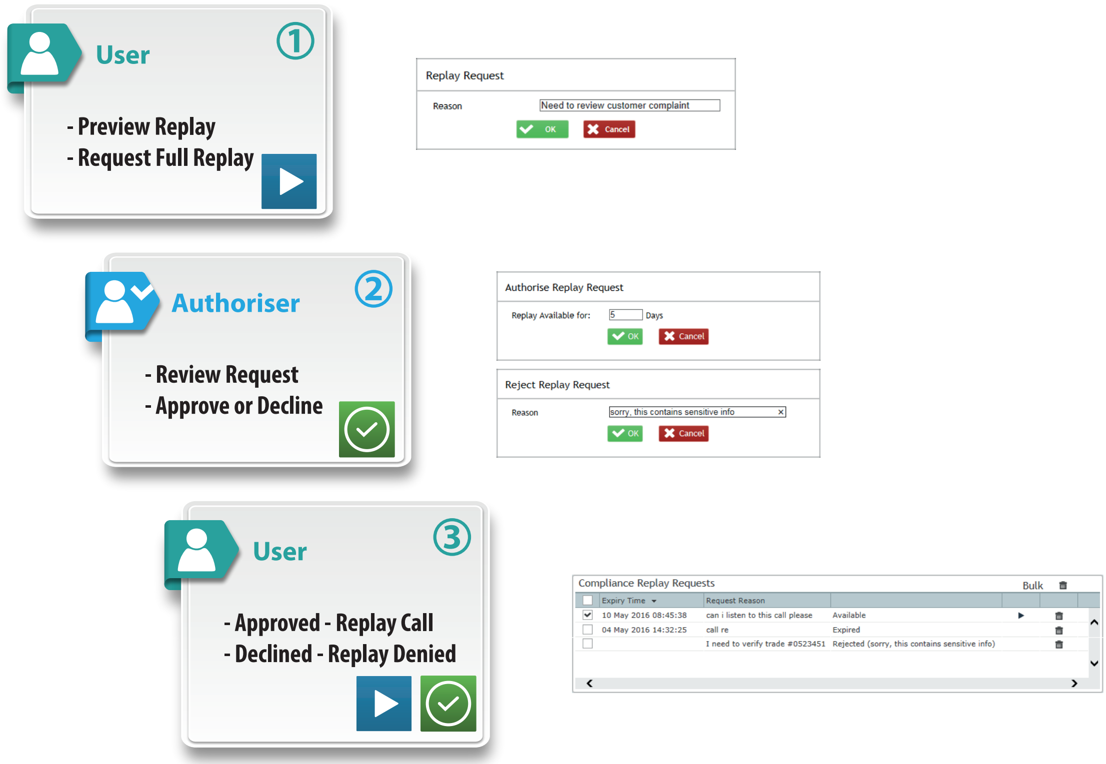
Replay Authorisation is an optional, licensed feature of the Quantify software suite from Red Box, and gives you fine control of who can replay recorded communications. Through a highly efficient workflow, it provides a secure and traceable way for managers to approve and decline replay requests from users.

## Overview

Replay Authorisation is a simple, flexible feature to restrict access to recorded communications. Once installed, two main user roles are available:

- **User**: A "User" can see all recorded communications that they have replay permissions for (e.g. in Search & Replay), but their replay access is limited to a preview only. For full replay, they send a request to an Authoriser.
- **Authoriser**: An "Authoriser" has permission to review, approve and decline replay requests from users. Approved requests are then available to the requester for a set period of time.

If no Replay Authorisation role is set, the Quantify user can simply search and replay all communications that they have replay permissions for without any further authorisation.




Your Red Box system may look different to the one used in this document.





Red Box

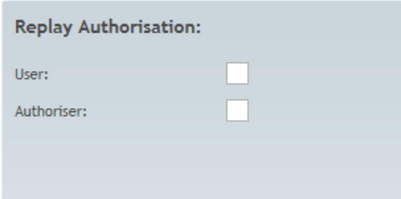
# Setup

Just like the feature, Replay Authorisation setup is very straight forward. First define your roles, and then set up groups to define which Authorisers can approve/reject replay requests from which Users.

## Define roles:

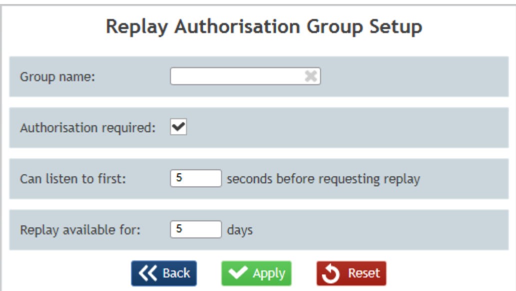
1. Login to Quantify with an administrator account (User Management permissions) and go to **Configuration** > **Management** > **Users**.
2. Highlight a user and click the **Edit** button.
3. In the **Replay Authorisation** panel select **Authoriser** or **User**.

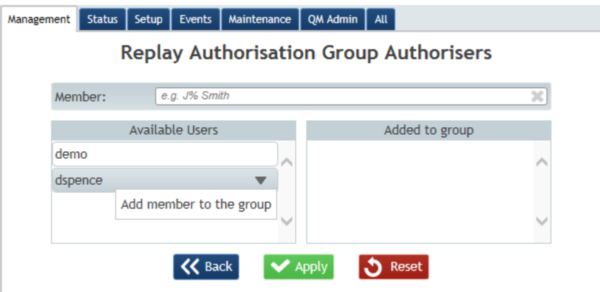
   If you don't select one of these replay authorisation roles, the Quantify user will be able to replay any recorded communication that they have replay permissions for, without requesting approval.

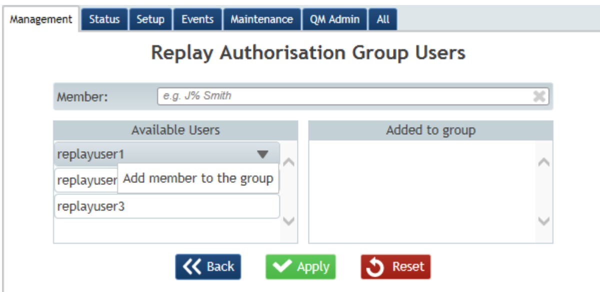



## Set up groups:

1. Login to Quantify with an administrator account (User Management permissions) and go to **Configuration** > **Management** > **Replay Authorisation Groups**. Click the **Create** button, and enter your group details:
   - **Group name**: Descriptive group name.
   - **Authorisation required:** Tick — the Authoriser must specifically authorise, or reject, every replay request. Untick — all requests are automatically authorised. This can be useful where you want to allow full replay access, but you still want to have all replay requests logged and recorded for future reference (see **Configuration** > **Events** > **Replay Authorisation**).
   - **Can listen to first**: Set the preview length for all group Users.
   - **Replay available for**: Set the replay availability length for all group Users (for approved requests).
2. Once you've created a group, you can add members — highlight a group in the list and click the **Authorisers** or **Users** button. Now click an **Available** member on the left and select **Add member**. You can select as many Authorisers and Users as needed.



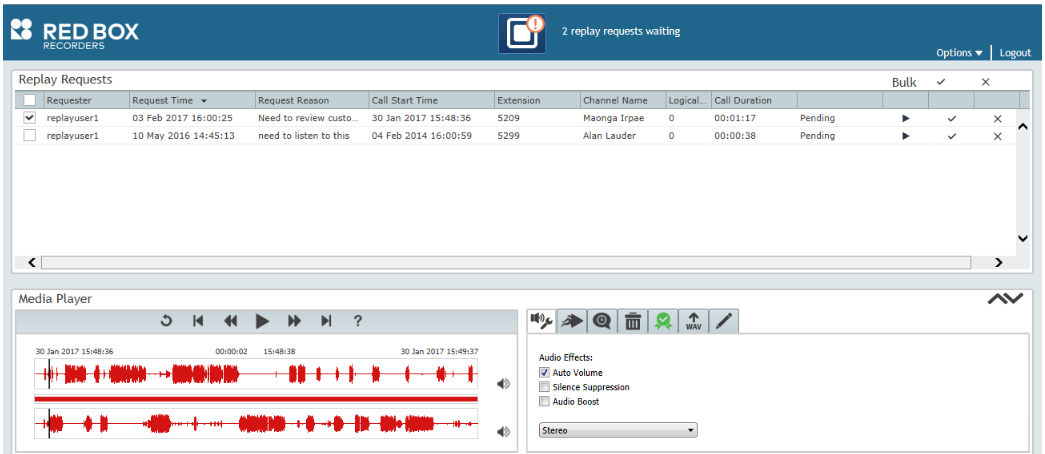



# Manage Replay Requests

Authorisers and Users can manage all replay requests using the **Replay Requests** app — just roll over the Quantify main menu icon and select **Replay Requests**.

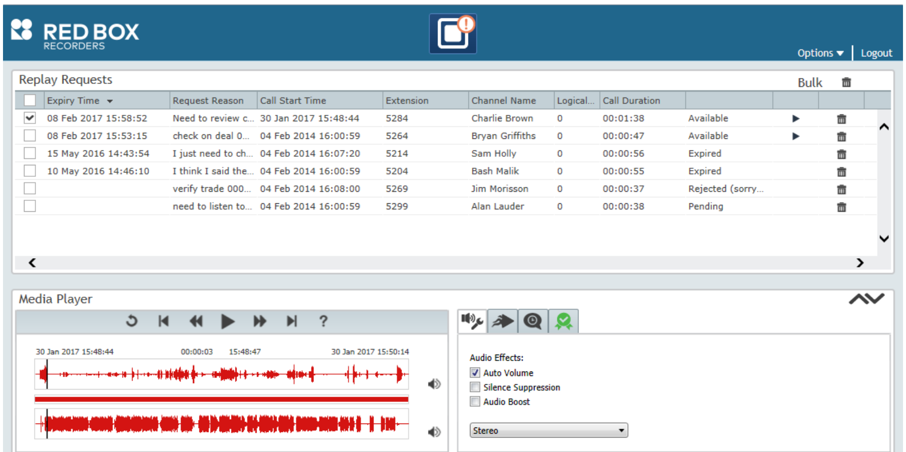
## Authorisers

- Lists all pending replay requests.
- Click the ▸ **Play** icon to review a call and then ✓ **Approve** or ✖ **Reject** as needed.
- Outstanding replay requests are also highlighted next to the Quantify main menu icon




## Users

- Lists all replay requests.
- Click the ▸ **Play** icon to play an approved call. Click 🗑 **Delete** to clear a request from the list.

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