

# 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.



**User** ①

- Preview Replay
- Request Full Replay

Replay Request

Reason:

**Authoriser** ②

- Review Request
- Approve or Decline

Authorise Replay Request

Replay Available for:  Days

Reject Replay Request

Reason:

**User** ③

- Approved - Replay Call
- Declined - Replay Denied

Expiry Time	Request Reason	Available	
<input checked="" type="checkbox"/> 10 May 2016 08:45:36	can i listen to this call please	Available	<input type="button" value="▶"/>
<input type="checkbox"/> 04 May 2016 14:32:25	call re	Expired	<input type="button" value="▶"/>
<input type="checkbox"/>	I need to verify trade #0523451	Rejected (sorry, this contains sensitive info)	<input type="button" value="▶"/>

## 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.

**Replay Authorisation:**

User:

Authoriser:

### 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.

**Replay Authorisation Group Setup**

Group name:

Authorisation required:

Can listen to first:  seconds before requesting replay

Replay available for:  days

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**Replay Authorisation Group Authorisers**

Member:

Available Users	Added to group
demo	
dspence	
<a href="#">Add member to the group</a>	

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**Replay Authorisation Group Users**

Member:

Available Users	Added to group
replayuser1	
replayuser2	
replayuser3	
<a href="#">Add member to the group</a>	

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## 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

Requester	Request Time	Request Reason	Call Start Time	Extension	Channel Name	Logical	Call Duration	Status
replayuser1	03 Feb 2017 16:00:25	Need to review custo...	30 Jan 2017 15:48:36	5209	Maonga Irpae	0	00:01:17	Pending
replayuser1	10 May 2016 14:45:13	need to listen to this	04 Feb 2014 16:00:59	5299	Alan Lauder	0	00:00:38	Pending

### Users

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

Expiry Time	Request Reason	Call Start Time	Extension	Channel Name	Logical	Call Duration	Status
08 Feb 2017 15:58:52	Need to review c...	30 Jan 2017 15:48:44	5284	Charlie Brown	0	00:01:38	Available
08 Feb 2017 15:53:15	check on deal 0...	04 Feb 2014 16:00:59	5264	Bryan Griffiths	0	00:00:47	Available
15 May 2016 14:43:54	I just need to ch...	04 Feb 2014 16:07:20	5214	Sam Holly	0	00:00:56	Expired
10 May 2016 14:46:10	I think I said the...	04 Feb 2014 16:00:59	5204	Bash Malik	0	00:00:55	Expired
	verify trade 000...	04 Feb 2014 16:08:00	5269	Jim Morisson	0	00:00:37	Rejected (sorry...
	need to listen to...	04 Feb 2014 16:00:59	5299	Alan Lauder	0	00:00:38	Pending

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