How Do I Set Replay Permissions

QuickQuestion

In order for any user to find and replay recorded communications or listen to live calls, they must have replay permissions. This Quick Question topic takes you through the main methods of assigning replay permissions.

Methods, Conflicts & Priorities

Replay permissions are used to control access to recorded communications and live calls. The three main replay permission methods/types are:

- **Direct**:

  Allow access to all communications, no communications, or a specific field (search criteria).

  Assigned via user account settings.

  Applies to Search & Replay **and** Monitoring (Live Acquire).

  See "Direct – All, None, Specific Field" on page 2 for more details.

- **Specific Group**:

  Allow access to a specific group of channels (devices).

  Assigned via user account settings.

  Applies to Search & Replay **and** Monitoring (Live Acquire).

  See "Specific Group" on page 2 for more details.

- **Filters**:

  Filter Direct or Group permissions — allow or deny access to communications that match one or more search criteria.

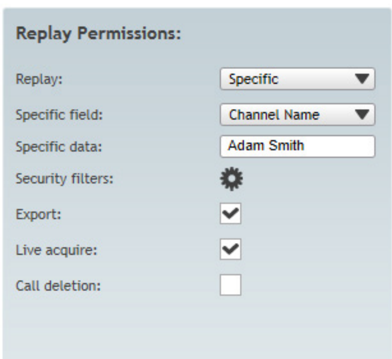
  Assigned via **Configuration** > **Management** > **Filters**.

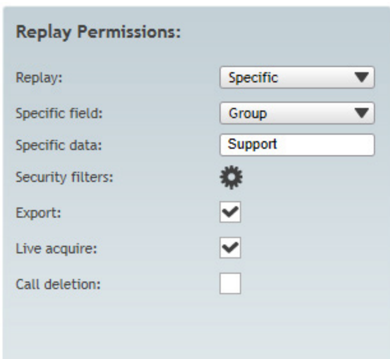
  Applies to Search & Replay **only**.

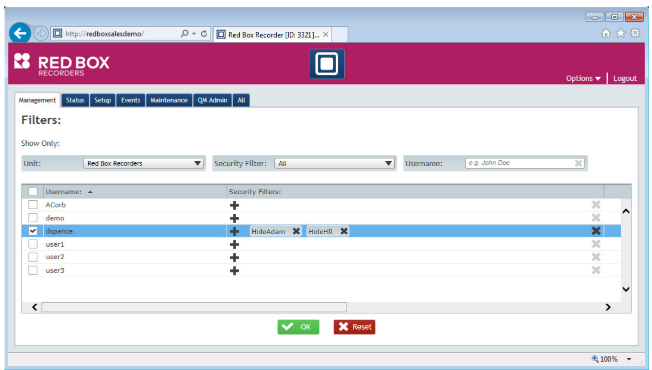
  See "Filters" on page 3 for more details.

Choose your method(s) carefully, apply consistently, and try to avoid conflicts. When assigning replay permissions, remember the two main "rules":

- To **allow** replay, you must allow access on **all** applied permission types.
- To **deny** replay, you only need to deny access on **one** applied permission type.







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

Red Box

Direct – All, None, Specific Field

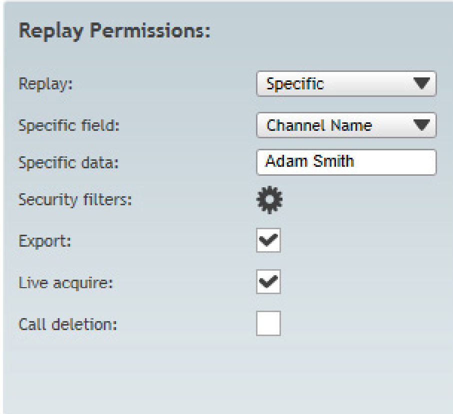
To assign "Direct" replay permissions:

1. Go to a user's account settings (**Configuration** > **Management** > **Users**).
2. In the **Replay Permissions** panel, select one of the following options:

   None: No communications can be replayed by the user.

   Specific: Allow the user to only replay recorded communications that match the specified criteria — defined using the **Specific Field** and **Specific Data** options.

   All: Allow the user to replay all recorded communications.
3. Click **Ok** when you're done.

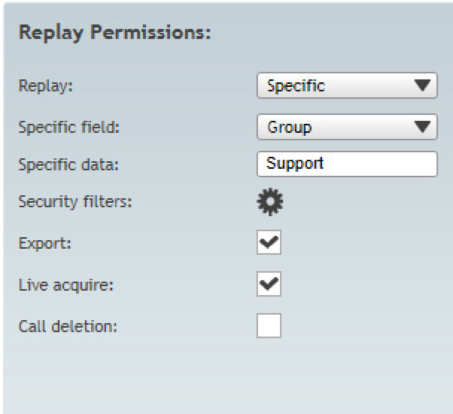


Specific Group

To assign replay permissions using Groups:

1. If you haven't done so already, create your Groups and add members:
   - To create a group: Go to **Configuration** > **Management** > **Groups** and click the **Configure Groups** button. Type your group name in the **Add group** field and click the **Add** button.
   - To add members: Click the **Configure Members** button and use the **+** and **✕** icons to add/remove a member to/from a group. Click the **Apply** button to save your changes

   Refer to the "Groups" Quick Question topic for more details.
2. To assign replay permissions using Groups, go to a user's account settings (**Configuration** > **Management** > **Users**).
3. In the **Replay Permissions** panel, select:
   - **Replay** > **Specific**
   - **Specific Field** > **Group**
   - **Specific Data** > "*GroupName*"
   - **Tip**: To make sure you get a match, use the "**%**" wildcard to specify the group name ("***%GroupName%***").
4. Click **Ok** when you're done.



Note: Remember that over time as you add and remove group members, the changes are not applied retrospectively. That is, all communications accessible prior to the group change will remain accessible, or vice versa.

Red Box

Filters

To assign Filters:

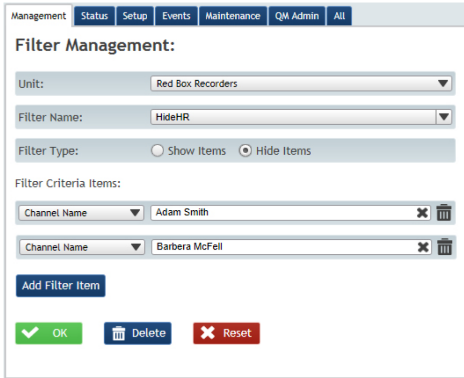
1. If you haven't done so already, create your filters:
   - Go to **Configuration** > **Management** > **Filter Management**.
   - Select your **Filter Type**:

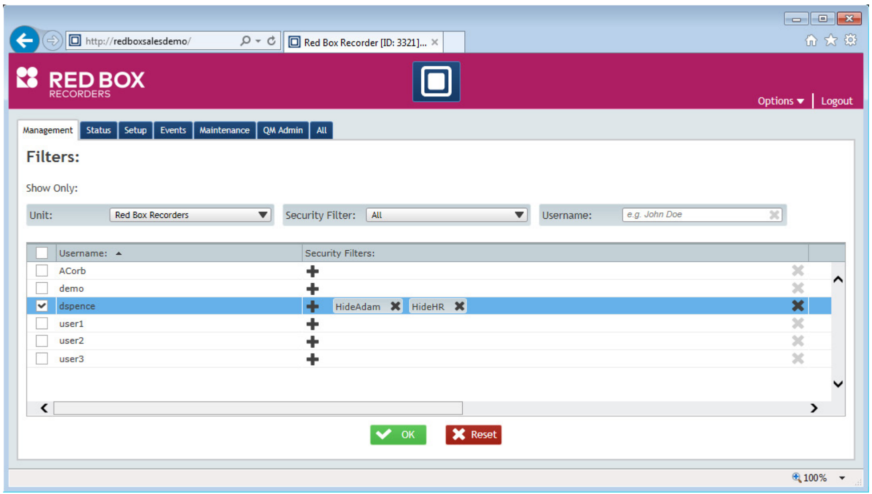
     Show Items – show items that match the specified criteria, hide everything else.

     Hide Items – hide items that match the specified criteria, show everything else.
   - Add your filter criteria as needed.

     Multiple criteria of the same type are applied as "OR" criteria – match one or more to apply.

     Multiple criteria of different types are applied as "AND" criteria – match all to apply.
   - Click **Ok** to create your filter.
2. To apply/remove filters to/from Quantify users, go to **Configuration** > **Management** > **Filters** and click the **+** and **✕** icons as needed.
3. When you're done, click the **Ok** button to apply your changes.





www.redboxvoice.com
info@redboxrecorders.com
+44 (0)115 937 7100

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