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Recording, Quality Management and Speech Analytics User Manual

Media Player

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Media Player

The SpeechMiner Media Player enables you to playback the audio of recorded interactions. The Media Player provides a range of interaction playback features that can help you:

- Quickly and easily find information associated with the specific interaction.
- Find information about interaction properties.
- View an interaction's transcript.
- Add comments and view comments made by other users.

To activate the Media Player, click the **Play** icon 20px with the interaction or event in the **Interaction Grid**.

The Media Player is displayed as a timeline with various controls and information surrounding it. If interactions are recorded with two audio channels (for example, one for the agent and the other for the customer), the audio channels are color-coded to clearly identify who was speaking at any given moment in the interaction.

Events (both linguist and non-linguistic) and comments are indicated by icons above the audio graph.

Important

To view Screen Recordings in Internet Explorer 10 and 11, you must enable the Miscellaneous > Access data sources across domains in the Security Settings - Trusted Sites Zone window.

Using the Media Player

The following sections describe how to use the Media Player.

Playback

Playing Back an Interaction

The Media Player is activated above the Interaction or Event Grid when you select an interaction or event for playback. This section explains how to use the Media Player to play and manage the open interaction.

Playback Controls

You can play an interaction from any point in the recording. Playback always begins from the location of the marker in the audio graph. When you open an interaction from an Interaction Grid, the marker is placed at the beginning of the interaction. When you open an interaction from an Event Grid, the marker is placed at the beginning of the Event. Playback begins automatically when the interaction is loaded.


The Media Player can playback audio interactions, events and screen recordings. The following image and table represent all of the available playback controls.

800px

Important

The Quality Monitoring media player contains less controls than the Media Player. However, the controls that are available are the same for both players. In addition, the Quality Monitoring media player contains an icon [file: opennewwindow.png](#) that when clicked opens the media player in a new separate window. The advantage is that you can view the media player in one screen while looking at SpeechMiner data in a second screen. For more information about quality monitoring refer to [Quality Monitoring](#).

Number:	Description:	Available for:
1	Play or pause the interaction in the current location.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
2	Play the next event.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
3	Play the previous event.	<ul style="list-style-type: none">• audio interactions• events• screen recordings

Number:	Description:	Available for:
4	Rewind the playback 5 seconds from the current location of the marker.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
5	Play the next or previous interaction.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
6	Control the speed at which the interaction is played. 1.0 is the default normal speed and every number above is faster. For example, 2.0 is twice as fast as the normal speed.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
7	Turn on/off the volume.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
8	Select a volume level.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
9	Show / Hide Screen Recording. Note: If the screen recording is longer than the available audio an ACW (after call work) icon appears  . The ACW icon appears on the playback timeline at the time that is equal to the duration of the audio media file. The screen recording plays beyond the end of the audio file.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
10	Change the screen's brightness.	<ul style="list-style-type: none">• audio interactions• events• screen recordings

Number:	Description:	Available for:
11	Lock/Unlock playback with the scroll bar. When this option is turned off, you can scroll towards the end of the interaction before the playback reaches the same location. Turn this option on if you want the interaction to automatically scroll so that the part of the interaction that is currently being played back is always visible. The scroll bar moves automatically to keep up with the playback.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
12	Indicates the specific interaction ID and agent name.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
13	More	<ul style="list-style-type: none">• audio interactions• screen recordings
14	Screen Recording Playback. In this area of the screen, you can view the selected screen recording. A screen recording is a video of the agent's screen during the specific agent/customer interaction.	<ul style="list-style-type: none">• audio interactions• screen recordings
15	Return to search results list.	<ul style="list-style-type: none">• audio interactions• events• screen recordings
16	Full Screen view Note: Internet Explorer 10 and 11 does not support this option.	<ul style="list-style-type: none">• audio interactions• screen recordings
17	The envelope (email) and paper (chat) icon appear in the location of the recording during which an email was received or a chat conversation took place.	<ul style="list-style-type: none">• audio interactions• screen recordings

Number:	Description:	Available for:
18	Enables you to enlarge the video screen in the media player.	<ul style="list-style-type: none">• audio interactions• events• screen recordings

Keyboard Shortcuts

The following keyboard shortcuts can be used in the Media Player:

Keys to Press	Result
Ctrl + Enter	Toggles between Play and Pause
Ctrl + Alt + n	Skips to the next interaction in the grid
Ctrl + Alt + p	Skips to the previous interaction in the grid
Ctrl + Alt + t	In an Event Grid, marks the current event as TP (True Positive)
Ctrl + Alt + f	In an Event Grid, marks the current event as FP (False Positive)
Ctrl + Alt + s	In an Event Grid, marks the current event as SFP (Sense False Positive)
Ctrl + Alt + c	In an Event Grid, clears an Event rating

Important

TP, FP, and SFP ratings are assigned to Events during the auditing process (see [Using an Event Grid](#)).

Filtered Content

Interaction audio and text may be filtered in your system to ensure confidential information cannot be accessed by users who do not have permission to do so. For this reason, different users may have different permissions. As a result, certain parts of an interaction may be filtered out for some users but not others. The parts of an interaction that have been filtered out appear in the audio graph in gray rather than black. Likewise, the text associated with the filtered parts is not included in the interaction transcript and the Media Player skips these areas during playback. Filters can be implemented as following:

- **Sensitive Topics:** Some Topics may be defined in your system as Sensitive. This attribute is assigned to Topics in the SMART application and only users with special permissions can hear the audio or see the text.

- **Numbers:** Numbers consisting of more than two digits may be filtered out of interactions to ensure unauthorized users do not have access to credit card numbers and other confidential information. When filtering text interactions the confidential digits are changed to asterisks.
- **Comments-Only permission:** Some users may only be able to access the parts of an interaction to which comments have been attached.

Important

For information about the filter rules in your system, consult your system administrator.

Dual-Channel Audio

Some recording systems use two audio channels, one for the agent's side of an interaction and the other for the customer's side of the interaction. If your recording system does this, SpeechMiner color-codes the channels in the audio graph so that you can tell who is speaking at any given moment. Filtered audio content is still displayed in gray. As a result, you may see as many as three different colors in the audio graph

Interaction Transcript

Working with an Interaction's Transcript

The Transcript panel can be used to:

View the spoken word within the transcript.

- When playing back an interaction, the current playback location in the transcript is indicated by a line beneath the word being spoken.
- Once a word is played back its color changes from gray to black and the typeface of the text reflects the confidence of the transcription: the darker the text, the higher its accuracy.

View an interaction's transcript.

- To open or close the transcript click the **Transcript** icon **15px**.

View an interaction's events. (see: **Events**)

- The locations of Events are indicated in the transcript by numbered Event icons **16px**.
- The numbers match the Event numbers that appear **Events** drop down list.

Display or hide comments added by SpeechMiner users. (see: [Interaction Comments](#))

- To view a comment hover over the **Comments** icon **20px**. A tool tip appears with the comment.
- To edit a comment click the Comment icon. An **Edit Comment** window opens.

View related words for a selected term. (see: [Related Words](#))

- To view related words for a specific word:
 1. Place your mouse cursor on the word. A pop-menu appears.
 2. Select **Related Words**. The related words results are opened in a new window.

View who is talking (agent or customer).

- When your system employs multiple audio channels, the speakers are identified in the transcript and the transcript includes information about when the agent is talking and when the customer is talking.

If your system employs multiple audio channels, the speakers are identified in the transcript, and the text is color-coded to match the speakers.

Important

In Recording UI mode, the Transcript panel is blank because no recognition processing is performed.

Interaction Comments

Interaction Comments

Comments enable you to add a remark about a thought you have regarding the specific interaction.

There are three types of comments:

- Good **15px**: indicates a positive comment.
- Bad **13px**: indicates a negative comment.
- Neutral **15px**: indicates an unbiased comment.

A comment can be added as follows:

- At a specific time above the audio wave. When a comment is associated with a specific time in the interaction it also appears in the transcript at the same time.
- In the transcript alone. When a comment is added to the transcript alone it is not associated with a specific time in the interaction.

View a Comment

To view a comment:

1. Hover over the comment you want to view.

Add a Comment to an Interaction

To add a comment to an interaction:

1. Click **Add Comment** 20px .
2. To add the comment at a specific time during the interaction select **Specify time** and enter the time in the **Time** field.

Important

The time in the **Time** field is automatically set to the time associated with the location of the cursor on the audio graph.

3. Enter your comment in the field provided.
4. Select one of the following:
 - Good 15px: indicates a positive comment.
 - Bad 13px: indicates a negative comment.
 - Neutral 15px: indicates an unbiased comment.
5. Click **Add** to add the comment to the interaction.

Editing an Existing Comment

To edit a comment:

1. Click the comment icon associated with the comment you want to edit either from within the Media Player or the transcript.
2. Modify the comment as required.
3. Change comments sentiment if necessary.
4. Click **Apply** to modify the comment.

Interaction Attributes

Interaction Attributes

The Interaction Attributes panel **15px** enables you to view characteristics about the interactions in the Search Results grid. In addition, you can use the Interactions Panel to assign manual Categories to the selected interaction.

The following information can be included in the Interaction Attributes panel:

- Interaction processing time
- Work groups
- Agents
- Metadata values
- Manually assigned Categories
- Automatically assigned Categories

Opening and Closing the Interaction Attributes window

To open or close the Interaction attributes:

- Click the **Attributes 15px** button.

Assigning Manual Categories

You can assign manual Categories to the interaction that is open in the Media Player.

To assign a manual Category to an interaction:

- In the Interaction Attributes window, under **Manual Categories**, select the check box beside the Category.<br

To remove a manual Category from an interaction:

- Clear the check box beside the Category.

More Options

More Options

The Media Player provides the following additional options for the interaction that is currently open:

- **Export:** Save the interaction in a file.
- **Forward:** Send other users a link to the interaction.
- **Add To:** Add the interaction to the interaction list.
- **Delete From List:** Remove the interaction from the current interaction list. (This option is only available if you opened the Media Player from an interaction list.)
- **Permalink:** Create a [Permalink](#) to the interaction .
- **Similar Calls:** Find interactions that are similar to the interaction.
- **Reprocess Calls:** Run event analysis again on the interaction.

These options can also be accessed from the **More** menu in the top right corner of the Media Player.

Important

The list of available additional options is dependent on your permissions. See: [Administer Roles](#)

Exporting the Interaction

If you want to save the interaction or send it to someone else, you can export it. Exporting the interaction creates a ZIP file that contains the following:

- A CSV file containing information about the interaction. This file can be opened using a spreadsheet

application such as Microsoft Excel.

- A WAV file - a playable audio file of the interaction (optional)

To export the interaction :

1. Click **More** and select **Export**. A dialog box opens and asks if you want to include the audio files with the export.
2. Select **Yes** if you want to export the audio along with the CSV file, or **No** if you only want the CSV file.
3. A dialog box opens and asks if you want to open or save the ZIP file.
4. Select the desired option. If you select **Open**, the file opens in the application that is configured to open ZIP files on your computer. If you select **Save**, a **Save As** dialog box opens.
5. If you selected **Save**, navigate to the folder in which you want to save the file, and then click **Save**. The file is saved in the selected location.

Forwarding a Link to the Interaction

You can send a link to a specific interaction to other users in the system. The link is sent in an Interaction message that appears in the recipient's **My Messages** widget in the **Views** page. When the recipient clicks the message, a SpeechMiner Media Player opens in a pop-up and the interaction is played.

If you wish, you can also send the recipient an e-mail notification with a link to the interaction. When the recipient clicks the link, the Media Player opens in a new browser tab or window and plays the interaction. If the recipient is not already logged into SpeechMiner, they are prompted to do so before the Media Player opens.

To send an interaction link to another user:

1. Select **More** and click **Forward**. A dialog box opens.
2. Under **Subject**, modify the subject text if you wish.
3. Under **Please Select the Recipient**, select the user you want to send the link to, in one of the following ways:
 - In the text field type part of the recipient's name or username. Select the recipient from the list that is generated.
 - Click the ... button (35px) beside the text field. In the dialog box select the user from the list of users in the relevant work group.
4. If you want to send a notification to the user's e-mail address as well as to their **My Messages** box, select Send **Email Notification**.
5. Click **Send**. An Interaction message is sent to the recipient's **My Messages** box. If you chose to send the user an e-mail notification, it is also sent.

Adding an Interaction to an Interaction List

An interaction list is a list of interactions that is saved for later use. SpeechMiner supports two types

of interaction lists: global interaction lists and coaching-session interaction lists. You can see existing global interaction lists in the Calls page in the Interaction Lists tab, under interaction lists. Coaching-session interaction lists can only be viewed within the coaching session. For additional information about coaching sessions, see [Coaching](#). You can add interactions to an existing interaction list or a new list. You can select an existing interaction list from a list of global interaction lists or select a coaching-session interaction list from those that are attached to the Coaching session. If you wish, you can add a new Coaching session directly from the Interaction Grid, and then add interactions to an interaction list that is attached to that session. To add the interaction to an interaction list:

- From the **More** menu select **Add To** and then select one of the following:

To	Select	Result
Create a new Coaching session and a new coaching interaction list within that session and add the interactions to the new interaction list.	Coaching > New	<p>A New coaching session dialog box opens. Specify the name and other settings of the Coaching session, and then click Save. The dialog box closes, and a new Call-List dialog box opens.</p> <p>In the text field, type a name for the interaction list, and then click OK. The Coaching session and interaction list are created, and the interactions are added to the interaction list.</p>
Create a new coaching interaction list within an existing Coaching session, and add the interactions to the new interaction list.	Coaching > [existing Coaching session] > New	A Call-List dialog box opens. In the text field, type a name for the interaction list, and then click OK . The new coaching interaction list is created and attached to the Coaching session, and the interactions are added to the interaction list.
Add the interactions to an existing coaching interaction list that is attached to an existing Coaching session	Coaching > [existing Coaching session] > [existing interaction list]	The interactions are added to the selected coaching interaction list.
Add the interactions to a new interaction list.	interaction list > New	A Call-List dialog box opens. In the text field, type a name for the interaction list, and then click OK . The new interaction list is created and the interactions are added to it.
Add the interactions to an existing interaction list	interaction list > [existing interaction list]	The interactions are added to the selected interaction list.

Deleting an Interaction from an Interaction List

If you opened the current interaction from an interaction list, you can remove it from the interaction list using the Media Player. To delete the interaction from an interaction list:

- From the **More** menu select **Delete From List**. The interaction is removed from the interaction list.

Generating a Permalink to the Interaction

You can generate and save a Permalink to the interaction, which can later be used to open the interaction in the Media Player. To play the interaction, you need only open the link in a browser.

Important

For additional information, see [Permalinks](#).

To create a Permalink to the current interaction:

- from the **More** menu select **Permalink**. A **Permalink** dialog box opens and displays the Permalink.

Finding Similar Calls

You can search for interactions that are similar to the current interaction in terms of their subject matter and the phrases they contain. When you do, a new window opens and displays a list of the interactions that were found, arranged in order of how similar they are to the original interaction. The terms in the interactions that the system identified as being similar to terms in the current interaction are highlighted in the list. Interactions in the list can be played in the Media Player in the window. (For additional information about playing interactions in the Media Player, see [Playing Back an Interaction](#).) The maximum number of interactions that can be included in the list is defined in your site's system variables.

To find similar calls:

- From the **More** menu select **Similar Calls**. A new window opens and displays the list of interactions.

Reprocessing the Call

You can run event analysis again on the interaction. The system may produce different results when you do this, if the definitions in SMART have been modified or interaction auditing has fine-tuned the speech analysis system since the interaction was originally processed.

Important

- For information about reprocessing batches of interactions, see [Reprocessing Calls and Managing Audits](#).
- Reprocessing of interactions is not available in Recording UI-mode or Analytics and Recording UI-mode systems.

To reprocess the interaction:

- From the **More** menu select **Reprocess Call**.

Event Icons

Event Icons

Event icons (both linguistic and non-linguistic) indicate when events were detected. The numbered icons appear above the audio graph.

As shown in the following image, you can see details about the event by placing your mouse pointer over the event icon. Event icons and information also appear in the Content panel.

To jump to the event location in the interaction, click the player at the location of the event icon.

1000px