

Imagicle Call Recording for Webex Calling.

User Guide.





Your communications faster, smarter, easier.



+100

Happy people

We're a happy team
of 100+ people.
We start every day
with a smile,
do better,
and never give up.

7

Offices worldwide

HQ in Italy (Tuscany),
with offices in Milan,
Treviso and with
4 subsidiaries in
Miami, Dubai, Paris
and in Riyadh.

+2,200

Active Customers

Thousands Mid
Large Customers
in more than 150
countries are
leveraging Imagicle
apps to smooth out
their operations.



All the services you need.

ImagicleCare and Advanced Services, delivered by experts obsessed by making customers happy.



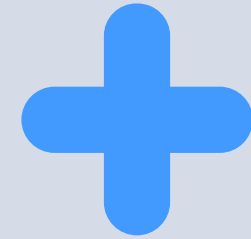


Imagicle Call Recording for Webex Calling.

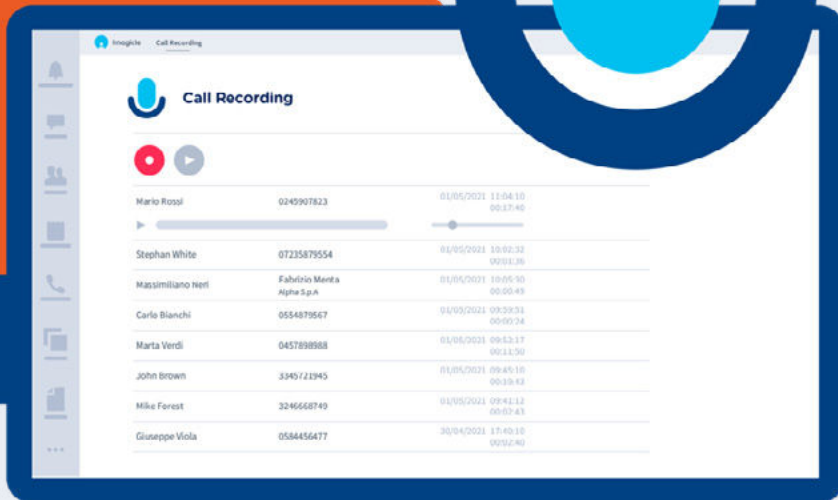
General overview.



Call Recording.



Manage 100% voice recording inside the Webex Control Hub, allowing a quick and easy configuration. Directly on your Webex App, both for Multi-Tenant and Dedicated.



Capture your Webex Calling conversations.

Record on Webex Calling Desk Phones, Webex App and Webex Go, both internal and external calls in Always On, On Demand, and Live Keep modes with Pause/Resume.

Compliance recording and quality assurance

Capture conversations securely to protect data and meet security regulations such as GDPR, MiFID II, PCI-DSS, and HIPAA.

Natively integrated with Webex Calling.

Configure Call Recording directly on Control Hub in any Webex Calling region, for a seamless and frictionless configuration and UX.

Coaching and training. Value from your interactions.

Leverage prerecorded calls in training and coaching process as an effective way to train agents and elevate customer experience.

Voice Analytics and Screen Recording.

Get an extensive and complete analysis of what happened during calls thanks to Voice Analytics and Screen Recording functionalities and make data-driven decisions.

Seamless access from your Webex App.

Access recordings from the web portal and directly on the Webex App through the exclusive gadget.

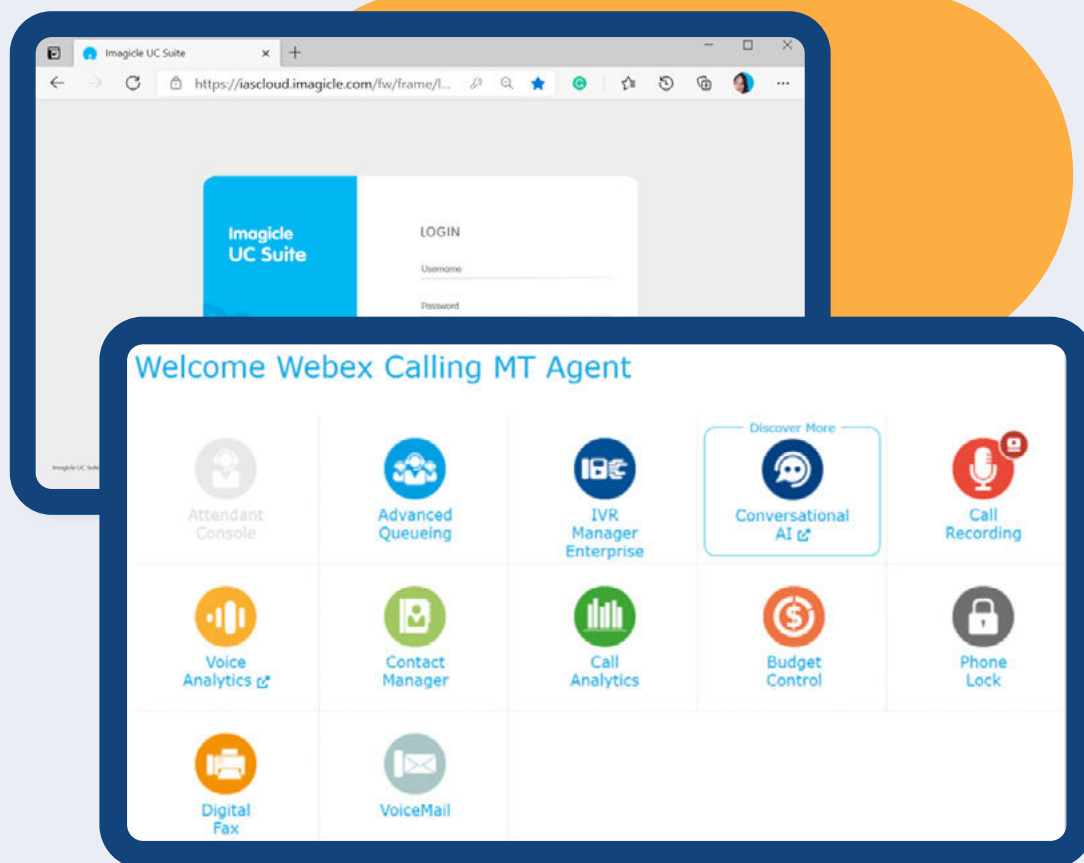


Imagicle Call Recording for Webex Calling.

How to.



Call Recording Log In.



1-Go to UCX Suite web portal through the https URL of your Imagicle Cloud Instance.

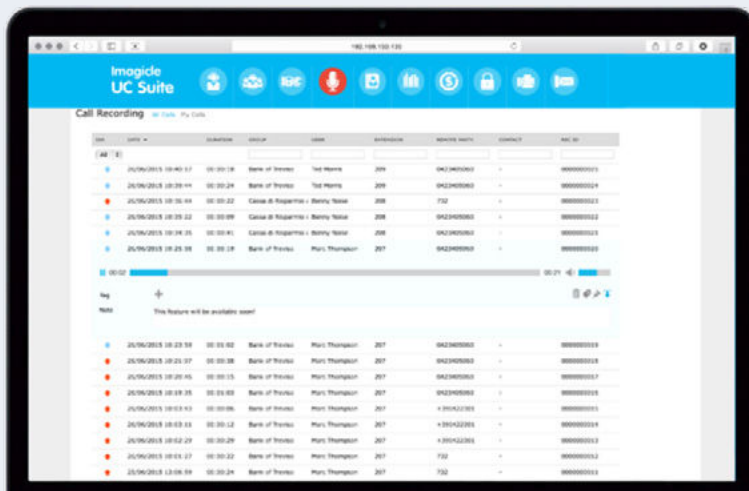
2-Enter your Webex credentials (SSO supported!)

3-Click on “Call Recording” icon in the app menu.

4-Based on your privilege, you can have access to your recordings only (simple user) or to all recordings of your recording group (superuser).



Search & play web interface.

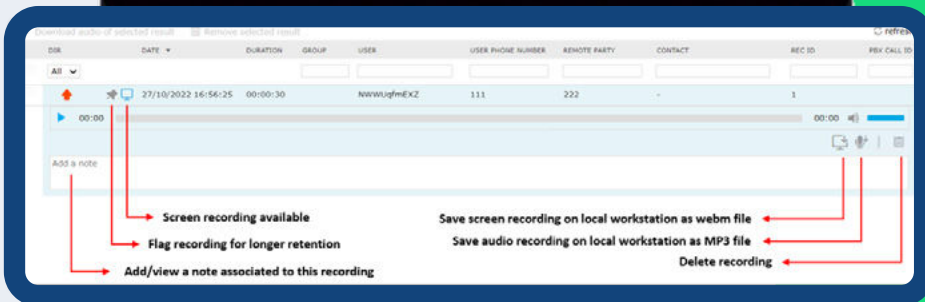


After login in, “My recordings” web page appears, allowing to:

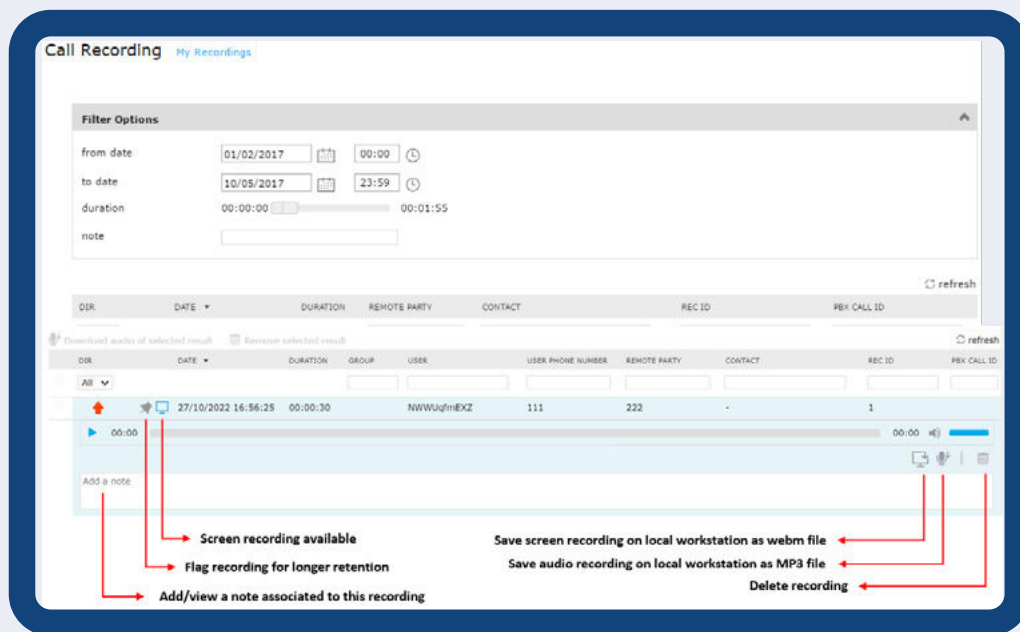
- Browse and search all recordings related to previous 7 days.
- Filter by date/time interval, recording duration interval, note content
- Once filters have been applied, please click on “Refresh” to update recordings list.

Once desired recordings list appears on web page, it is possible to apply further filtering based on Call direction, remote calling/called party, remote contact name*, Unique recording ID (assigned by the application).

- Call direction
- Remote calling/called party
- Remote contact name ()
- Unique recording ID (assigned by the application)



Search & play web interface.



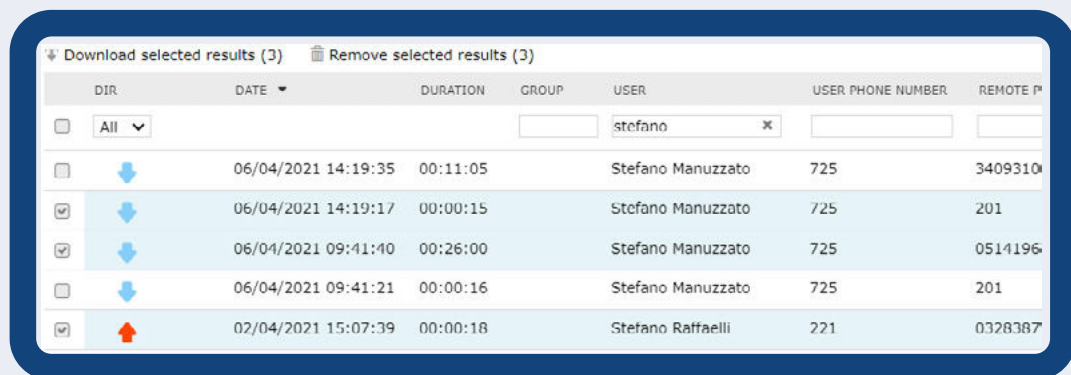
By clicking on any recording entry, you can listen to voice recording and read or add a text note.

If additional permissions are granted by your administrator, it might be possible to save the voice recording on local PC as unencrypted MP3, save the screen recording as webm video file, tag the recording for a longer retention and delete the recording itself. See the sample.

If you are a group Superuser, you can also access to **“All Recordings”** page, which includes all recordings performed by all member of your recording group. Search parameters and filtering options are the same as “My Recordings” web page.

Downloaded webm screen captures can be played by using an off-the-shelf video player, like VLC.

Search & play web interface.



The screenshot shows a web interface for searching and playing recordings. At the top, there are two buttons: "Download selected results (3)" and "Remove selected results (3)". Below these is a table with columns: DIR, DATE, DURATION, GROUP, USER, USER PHONE NUMBER, and REMOTE IP. The table contains five rows of data. The first row is highlighted with a blue background. The second and third rows are selected, indicated by checkboxes in the leftmost column. The fourth row is also highlighted. The fifth row is selected, indicated by a checkbox. The table is filtered by the user "stefano".

DIR	DATE	DURATION	GROUP	USER	USER PHONE NUMBER	REMOTE IP
<input type="checkbox"/>	06/04/2021 14:19:35	00:11:05		Stefano Manuzzato	725	3409310
<input checked="" type="checkbox"/>	06/04/2021 14:19:17	00:00:15		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	06/04/2021 09:41:40	00:26:00		Stefano Manuzzato	725	0514196
<input type="checkbox"/>	06/04/2021 09:41:21	00:00:16		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	02/04/2021 15:07:39	00:00:18		Stefano Raffaelli	221	0328387

Both “My Recordings” and “All Recordings” Search and Play web page allows to download multiple voice recordings (up to 20) in one shot, retrieving them into a zip file. Just select required recordings by using leftmost flag option and hit “Download selected results” button on top of the list. Same flag option also allow to delete multiple recordings at once. See the sample.

If you have a “Record Only” user profile, you can record your calls and screen, but the system prevents you from accessing any of the recordings. As a consequence, the Search and Play portals across the various tool will have the same restriction.



Two recording methods.

Call Recording works by using Cisco Webex Calling MT native integration to trigger conversations recording in both “Always on” mode and “On-demand” modes, regardless of the platform you’re using (Cisco IP Phones, Webex client, and so on). Recording is supported by all MPP Cisco phones registered to Webex Calling MT calling platforms.

Always On

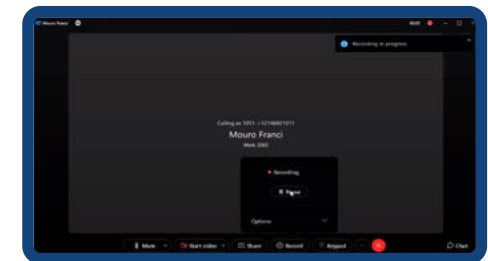
Automatically and continuously record all conversations, without any user intervention.

- Audio recording method for **critical services, with legal implications**. This recording method implies **automatic recording activation** of every incoming/outgoing call issued by enabled phones or clients
- If your phone is enabled for “Always-on” recording, then your conversation is automatically recorded without any specific user action



On demand

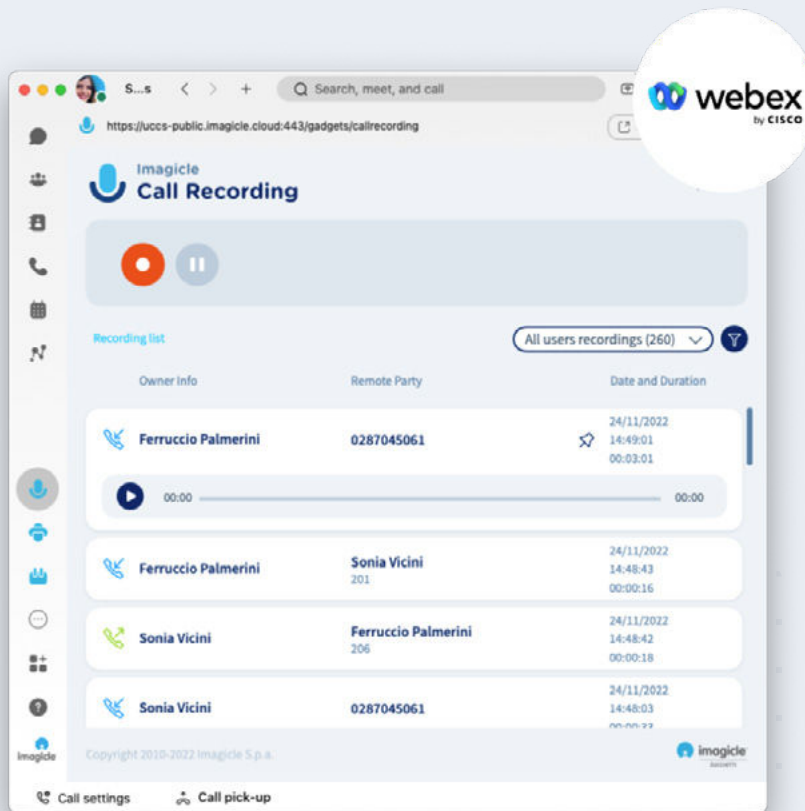
In case your phone is enabled for “On-demand”, a specific “Record” button is included in phone display during the conversation. Just click this button to start the recording, as below samples:



If recording with pause/resume is enabled, once recording starts, the “Pause rec” button appears. To resume recording, hit “Resume rec” button.



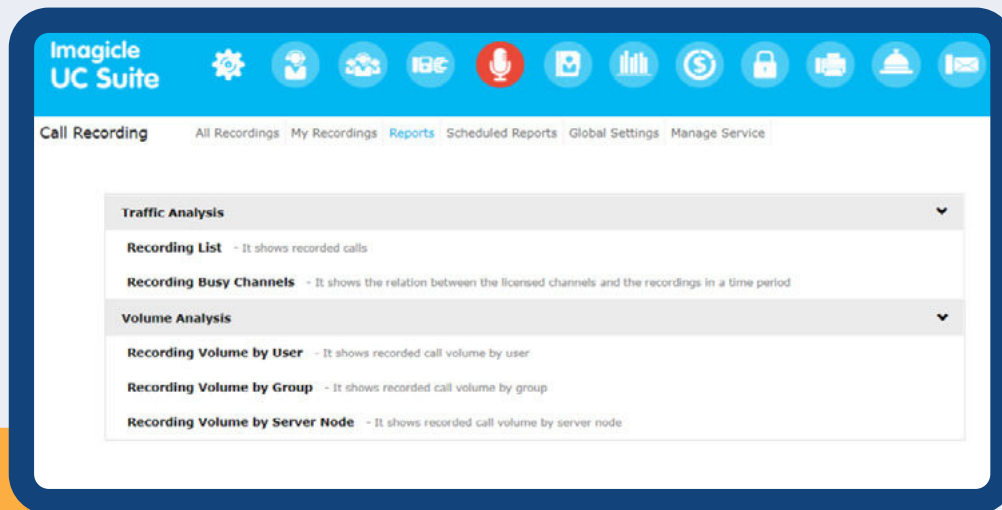
Gadget for Cisco Webex Desktop client.



- Exclusive Search & Play gadget for Webex Desktop clients
 - Log in with the same credentials used for the web portal
 - Browse and playback existing recordings
 - Users can listen to their own recordings, while group superusers can listen to all recordings of their group members
 - Filter by date/time interval, recording duration interval, note content
 - Once filters have been applied, please wait for recordings list to auto-Refresh every 15 seconds.
 - By clicking on any recording entry, you can listen to recording and read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the recording on local workstation as unencrypted MP3, tag the recording for a longer retention and delete the recording itself



Reporting options.



Call Recording reports are only accessible by administrators and Group superusers, by selecting relevant “**Reports**” option from Call Recording web interface.

In this section there are two report panels available: **Traffic Analysis and Volume Analysis**. Both panels include a set of preconfigured and ready to use reports, supplied by Imagicle with each Call Recording installation.

The reports can be further customized, using filters and groupings.



Call Recording Reports.



You can launch reports using default filter settings, by just clicking on “Run report” button. Otherwise, you can tweak “Report options” and change filter settings to fit your needs.

When the filter setup is done, you can click on “**Run report**” to get the results based on the selected filters. Once the report has been executed, you can export report as PDF, Word or Excel format.

Reports can be configured to be automatically sent by email to one or several email recipients with specific intervals, making it possible to get the needed reports directly through your email account without accessing the web portal.





Call Recording Reports.

Schedule

Report reference: Recording Volume by User

Email subject *: Monthly Volume of Recordings by user

Email body: The report has been executed with the following filters: [[FILTER]]

Send to *: User | laura_luisotti_imagi | ...

File format: PDF | ☒ Don't send email if report is empty

Oncoming run: 01/04/2020 | 09:00

Recurrence: 1 | Months

Save Cancel

This is accomplished by clicking on the “Schedule” button. Here you can set email subject, body text, email address or user, report format (Excel or PDF) and schedule the recurrence.

Reports can be scheduled on an hourly, daily, weekly or monthly base.

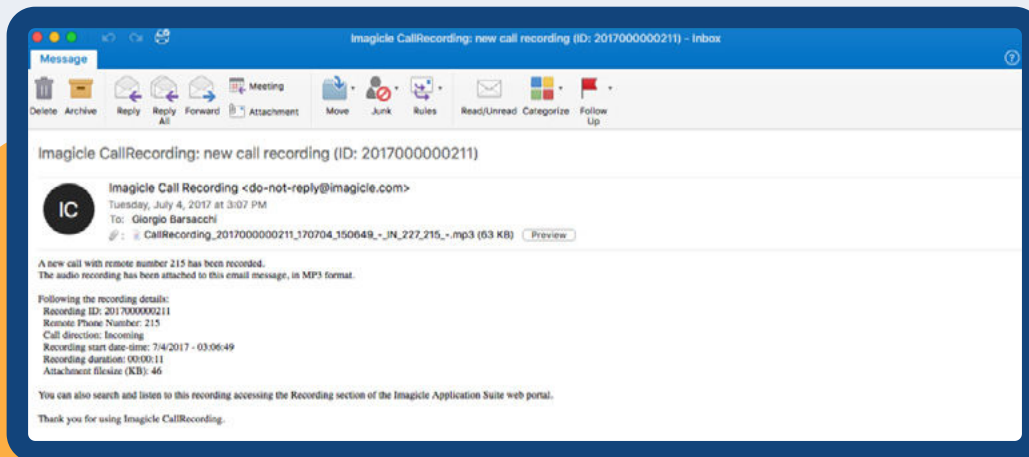
Each scheduled report is listed into “Scheduled Reports” Call Recording menu.

Refresh

ACTIVE	REPORT REFERENCE	SCHEDULE DETAILS	CREATED BY	ONCOMING RUN	LAST RUN	NOTES FROM LAST RUN
<input checked="" type="checkbox"/>	Recording Volume by User	Send PDF every 1 Month(s) to laura_luisotti_imagi	Andrea Sonnino	01/04/20 09:00		



Email notifications.



If the Administrator enabled this feature, you can automatically receive an email, at the end of each recorded call, including the following data:

- Recording date/time
- Recording ID
- Recording duration
- Remote phone number

MP3 recording content is attached to email notification, if it doesn't exceed a configured size limit. See below sample:



Imagicle Voice Analytics.

General overview.



Voice Analytics.

Increase sales and improve customer journey with Imagicle's AI, cloud-native service to analyze recorded voice calls with transcriptions and sentiment analysis.

Don't just record calls. Analyze them!

Easy start, with automatic upload of recordings from the Imagicle UCX Suite or manual import from your existing system. Resume.

Search content in a click.

Leverage accurate multilingual speech-to-text transcriptions to quickly track keywords and hot topics, with no need for listening to hours of recordings.

Solid quality monitoring and staff training.

Receive alarms when specific keywords are spoken/not spoken, when calls' sentiment is in a certain way, or both, to create ad-hoc training and improve operators' performances.

Top-level privacy and data security

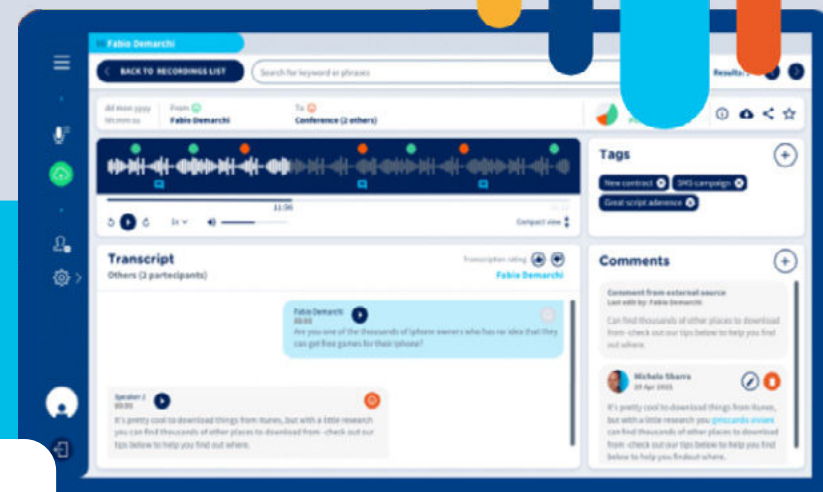
Imagicle UCX Cloud Suite is based on AWS, ensuring encrypted data, role-based access, flexible retention times, and high availability.

Identify quality monitoring gaps.

Analyze the content of your conversations through sentiment analysis and get an assessment of the parties' sentiment of each conversation.

Perfect match for Call Recording.

Voice Analytics is a cloud-only, add-on app of Imagicle Call Recording, usable whether your Call Recording is Cloud, On-Prem, or Hosted.

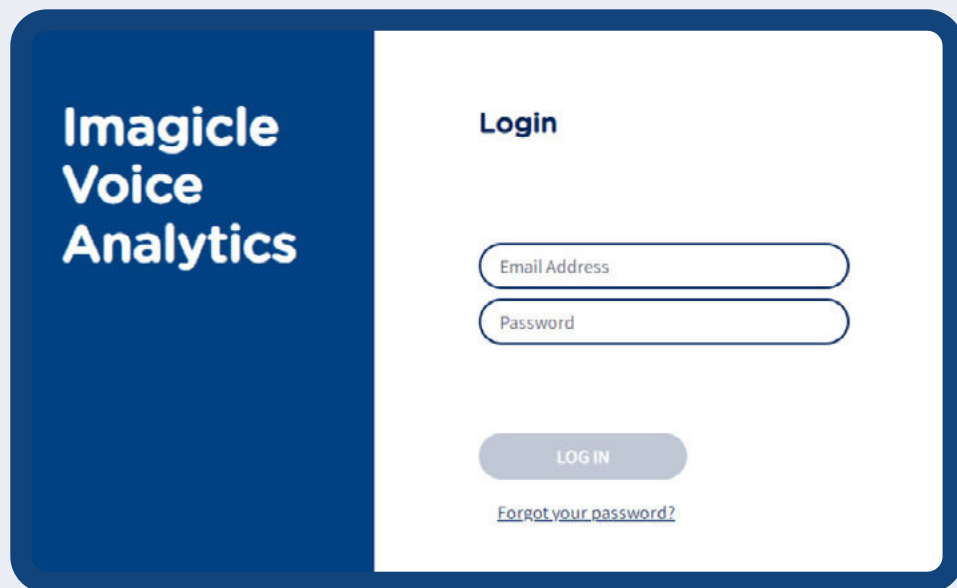




Imagicle Voice Analytics.

How to.

Voice Analytics Log in.

The screenshot shows a login interface for 'Imagicle Voice Analytics'. On the left, a dark blue vertical bar contains the text 'Imagicle Voice Analytics' in white. To the right, on a white background, is the 'Login' form. It includes two input fields: 'Email Address' and 'Password'. Below these fields is a grey 'LOG IN' button. At the bottom of the form, there is a link that says 'Forgot your password?'.

**Imagicle
Voice
Analytics**

Login

Email Address

Password

LOG IN

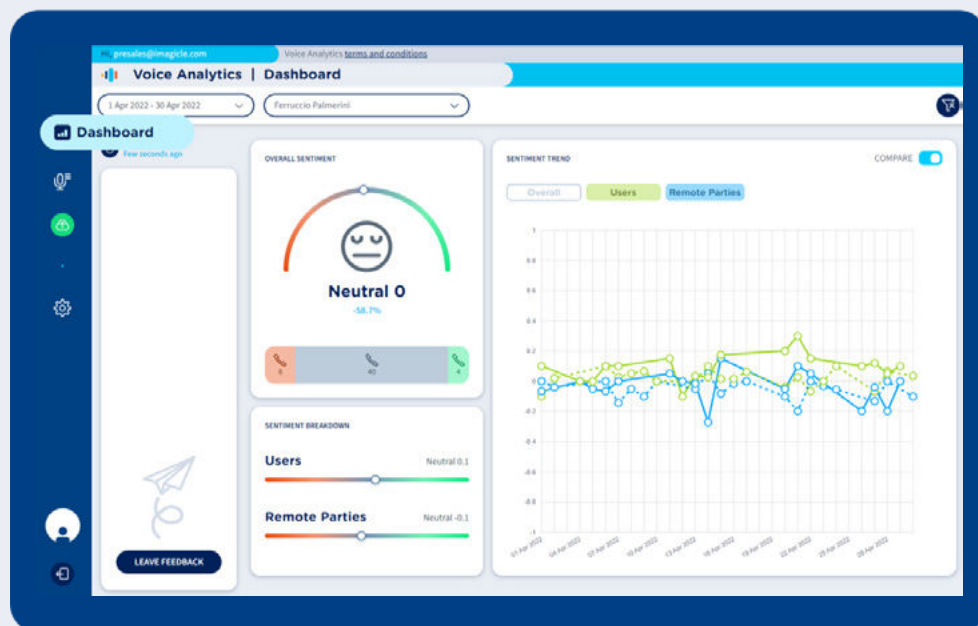
[Forgot your password?](#)

1-Open a supported web browser, like Firefox, Chrome or Safari, and enter the following Internet URL: <https://apps.imagicle.cloud/>

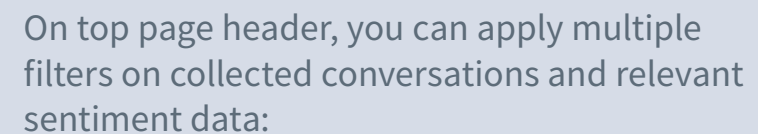
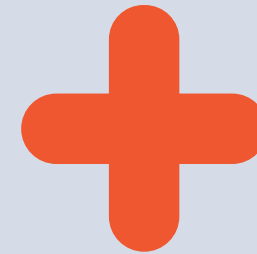
2-Username is always the email address. If your company is leveraging Single Sign-On authentication, then your login is redirected to your Identity Provider to apply multi-factor authentication, where applies.

IMPORTANT Based on your job function, you can have access to Voice Analytics interface as Administrator, Controller or standard User. Controller can view and transcribe recordings performed by the whole company, Administrator can provision new users and view/transcribe all recordings, while a standard user can view/transcribe own recordings only.

A comprehensive dashboard.



Once authenticated, user accesses to Voice Analytics Dashboard page, which shows statistical data about the own behavior, in terms of sentiment analysis trends.



2-Users' filter: Available to Voice Analytics "Controller" or Admin only, allows to apply a filter to list recorded conversations uploaded by specific user(s) only.

3-Funnel icon:  to remove all configured filters



Overall sentiment.

Why is your conversations' sentiment getting worse?

Embedded gauge graph represents sentiment average level of those conversations included in applied time frame, with an incremental/decremental percentage against previous adjacent time frame.

In the lower part of the widget, three counters are respectively showing the number of negative, neutral and positive calls.

If you hover mouse pointer on this widget, additional data is displayed:

- Applied time frame and adjacent previous time interval, considered to calculate the incremental/decremental percentage
- An up or down arrow indicating an overall increase (more positive) or decrease (more negative) of sentiment value.
- Sentiment value range, between -1 and +1



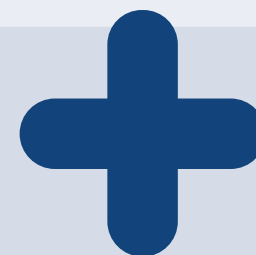
Sentiment breakdown.

Is the sentiment in line with the company guidelines?

Embedded slider graph represents sentiment average levels of those conversations included in applied time frame, referred to local party (user) and remote party.

If you hover mouse pointer on this widget, additional data is displayed:

- Applied time frame
- Sentiment value range, between -1 and +1



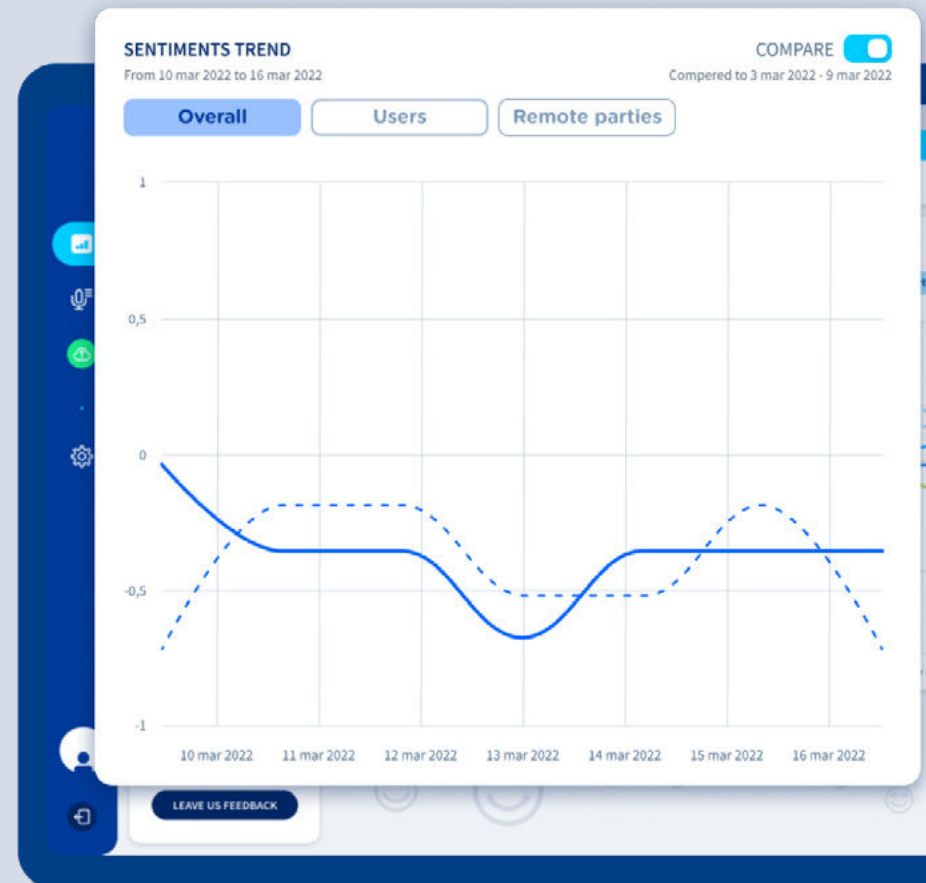
Sentiment trend.

Are there any negative peaks that I should worry about?

Graph representing sentiment trends of those conversations included in applied time frame, at overall, local party (user) and remote party selectable levels.

X-axis represents selected time frame, where a proper time unit is applied depending on filtered time range: hour, day, week, month.

On top of the widget you can find three buttons, to respectively toggle Overall, Users and Remote parties sentiment graph patterns. By default, only Overall pattern is switched on, but you can turn on all of them or just select the required one(s).



Sentiment trend.

Are there any negative peaks that I should worry about?

COMPARE switch on top-right allows to show or hide trend patterns related to previous adjacent time frame.

Previous time frame trend patterns are displayed with dotted lines.

If you hoover mouse pointer on this widget, additional data is displayed:

- Applied time frame and adjacent previous time interval, considered to display relevant trend patterns

Placing mouse pointer on X-axis time units intersecting trend patterns, pops-up a detail panel including filtered time frame and sentiment values of selected graph patterns (Overall, Users and Remote parties) in the specific date/time.





Voice Analytics Recordings Page.

Hi, presales@imagicle.com Voice Analytics [terms and conditions](#)

Voice Analytics | Recordings

11 Nov 2022 - 17 Nov 2022 All recordings search for all these MORE FILTERS 0

Results: 1 - 10 of 172 1 of 18 Items per page 10 Reload

Dir	From	To	Time	Info	Duration	Tags	
	0294752685	Sonia Vicini	17 nov 2022 - 11:41:48		40s	it's not negative	
	0033788224559	Anthony Grosdemouge	17 nov 2022 - 11:29:49		1m 19s	-	
	3471008392	Sonia Vicini	17 nov 2022 - 11:00:44		8s	-	
	3471008392	Sonia Vicini	17 nov 2022 - 11:00:23		5s	-	
	Sonia Vicini	03334856492	17 nov 2022 - 10:25:47		2m 18s	-	
	Sonia Vicini	219	17 nov 2022 - 10:24:04		54s	-	
	Andrea Rivaben	0017144493302	17 nov 2022 - 10:18:21		12s	-	



Voice Analytics Recordings Page.

Hi, presales@imagicle.com Voice Analytics terms and conditions

Voice Analytics | Recordings

11 Nov 2022 - 17 Nov 2022 All recordings search for all the MORE FILTERS 0

Results: 1 - 10 of 172 1 of 18 Items per page 10 Reload

Dir	From	To	Time	Info	Duration	Tags	
1	0294752685	Sonia Vicini	17 nov 2022 - 11:41:48	4	40s	it's not negative	6
1	0033788224559	Anthony Grosdemouge	17 nov 2022 - 11:29:49	4	1m 19s	-	
1	3471008392	Sonia Vicini	17 nov 2022 - 11:00:44	4	8s	-	
1	3471008392	Sonia Vicini	17 nov 2022 - 11:00:23	4	5s	-	
1	Sonia Vicini	03334856492	17 nov 2022 - 10:25:47	4	2m 18s	-	
1	Sonia Vicini	219	17 nov 2022 - 10:24:04	4	54s	-	
1	Andrea Rivaben	0017144493302	17 nov 2022 - 10:18:21	4	12s	-	

- 1 Any sentiment
- 2 Neg. sentiment only
- 3 Neutral sentiment
- 4 Positive sentiment
- 5 Sentiment not available

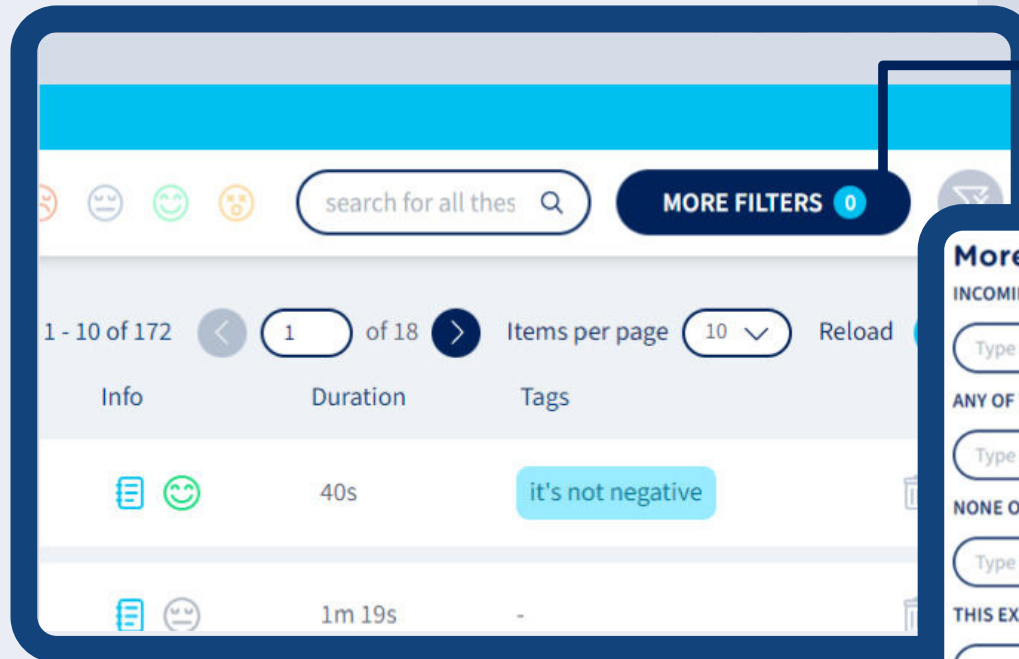
- 1 To logout from Voice Analytics web portal
- 2 To access Imagicle Corporate web site
- 3 Upload new recording
- 4 to access sentiment dashboard (default landing page)

- 1 Calling party name or number
- 2 Called party name or number
- 3 Date/time stamp
- 4 Call duration
- 5 Matched tag(s) inside the conversation
- 6 Trash icon to delete a recording entry

- 1 Outbound calls
- 1 Inbound calls



Voice Analytics Recordings Page.



Allows to apply additional search criteria to all imported/transcribed recordings.

More filters

INCOMING AND/OR OUTGOING TELEPHONE NUMBERS (separated by space)

Type numbers here

ANY OF THESE WORDS (separated by space)

Type words here

NONE OF THESE WORDS (separated by space)

Type words here

THIS EXACT TEXT

I have a problem

ANY OF THESE TAGS UNSELECT ALL

Search tags here

demo IT Admin DE EN ES FR Francia great sample High priority Issue

it's not negative Low priority R&D Short conversation Support To Be Discussed urgent

CANCEL APPLY



Recorded MP3 audio file upload.

Upload new recording

FILE UPLOAD

Drop files here or click to upload.
Files must be .mp3 and less than 25 MB and must be extracted from Imagicle UC Suite recordings.

SELECT LANGUAGE

Autodetection

MAX NUMBER OF SPEAKERS

Autodetection

UPLOAD CANCEL

Imagicle UCX Suite ver. 2022.Winter.1 and above allows to automatically upload all recorded conversations to Voice Analytics web portal.

Nevertheless, if you are leveraging an older UCX Suite version or you have some recordings performed before purchasing Voice Analytics subscription, you still have the chance to manually upload these MP3 audio files, once exported from Imagicle Call Recording “Search & Play” web portal or gadget.



Recorded MP3 audio file upload.

Upload new recording

FILE UPLOAD

Drop files here or click to upload.
Files must be .mp3 and less than 25 MB and must be extracted from Imagicle UC Suite recordings.

SELECT LANGUAGE

Autodetection

MAX NUMBER OF SPEAKERS

Autodetection

UPLOAD CANCEL

1. Drag&drop

Or click to upload to locate the file.

2. Select language

You can manually choose language or let internal engine detect the correct one.

3. Select # of speakers

You can manually select the number of parties or let internal engine detect the correct one.



Recorded MP3 audio file upload.



Upload new recording

FILE UPLOAD

Drop files here or click to upload.
Files must be .mp3 and less than 25 MB and must be extracted from Imagicle UC Suite recordings.

SELECT LANGUAGE

Autodetection

MAX NUMBER OF SPEAKERS

Autodetection

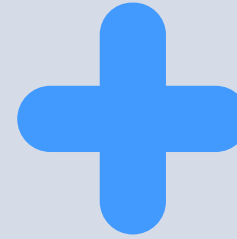
UPLOAD CANCEL

Once MP3 file is uploaded, Voice Analytics engine immediately starts the transcription and sentiment analysis, which might require few minutes, depending on call duration.

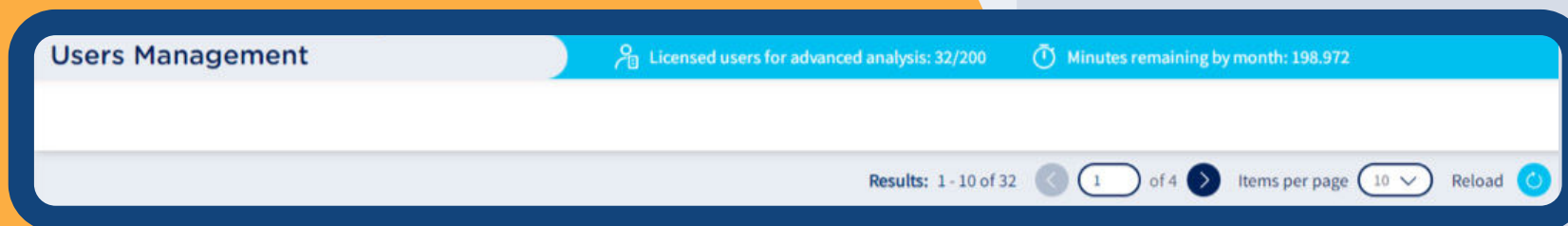
Please note that foreign MP3 files, not coming from Imagicle Call Recording application, or files greater than 25 Mbytes are rejected by Voice Analytics engine.

Please do not forget that Voice Analytics subscription is based on overall amount of analyzed conversation minutes available to each user or company-wide. If the maximum amount of minutes has been reached, the application might refuse new recordings automatic/manual upload.

Recorded MP3 audio file upload.

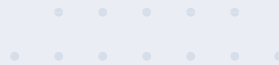


Overall amount of available licenses and residual minutes are always displayed in top web page header.





Recording Transcription and Sentiment Analysis.



The screenshot displays the Imagicle web interface for a call recording. The top navigation bar includes the email 'Hi, presales@imagicle.com' and a link to 'Voice Analytics terms and conditions'. Below this is a 'RECORDINGS LIST' tab and a search bar. The main content area shows a recording from '17 nov 2022 14:22:45' from '+16162284303' to 'Ferruccio Palmerini'. A waveform and a play button are visible. The 'Transcript' section shows the following text: 'Ferruccio Palmerini 01:48 Yeah. Okay. Uh is it this suite, is it just a single server or a cluster?' followed by '+16162284303 01:55 single server.' and 'Ferruccio Palmerini 01:57 Okay. Are you in front of the computer right now?'. The 'Tags' section shows a search bar and a list of tags: Admin, DE, demo, EN, ES, FR, Francia, great sample, High priority, Issue, IT, it's not negative, Low priority, R&D, Short conversation, Support, To Be Discussed, urgent. The overall sentiment is 'Neutral'.



Recording Transcription and Sentiment Analysis.

The screenshot displays the Imagicle web interface for a call recording. The top navigation bar includes the email 'Hi, presales@imagicle.com' and a link to 'Voice Analytics terms and conditions'. Below this is a 'RECORDINGS LIST' tab and a search bar for keywords, phrases, or speakers. The main content area shows a call from '17 nov 2022 14:22:45' from '+16162284303' to 'Ferruccio Palmerini'. The 'Overall sentiment' is 'Neutral'. A waveform of the call is shown above a playback controls bar. The 'Transcript' section shows the following text: Ferruccio Palmerini (01:48) 'Yeah. Okay. Uh is it this suite, is it just a single server or a cluster?' followed by '+16162284303' (01:55) 'single server.' and Ferruccio Palmerini (01:57) 'Okay. Are you in front of the computer right now?'. The 'Tags' section shows 'No tags assigned' and a list of available tags: Admin, DE, demo, EN, ES, FR, Francia, great sample, High priority, Issue, IT, it's not negative, Low priority, R&D, Short conversation, Support, To Be Discussed, and urgent.

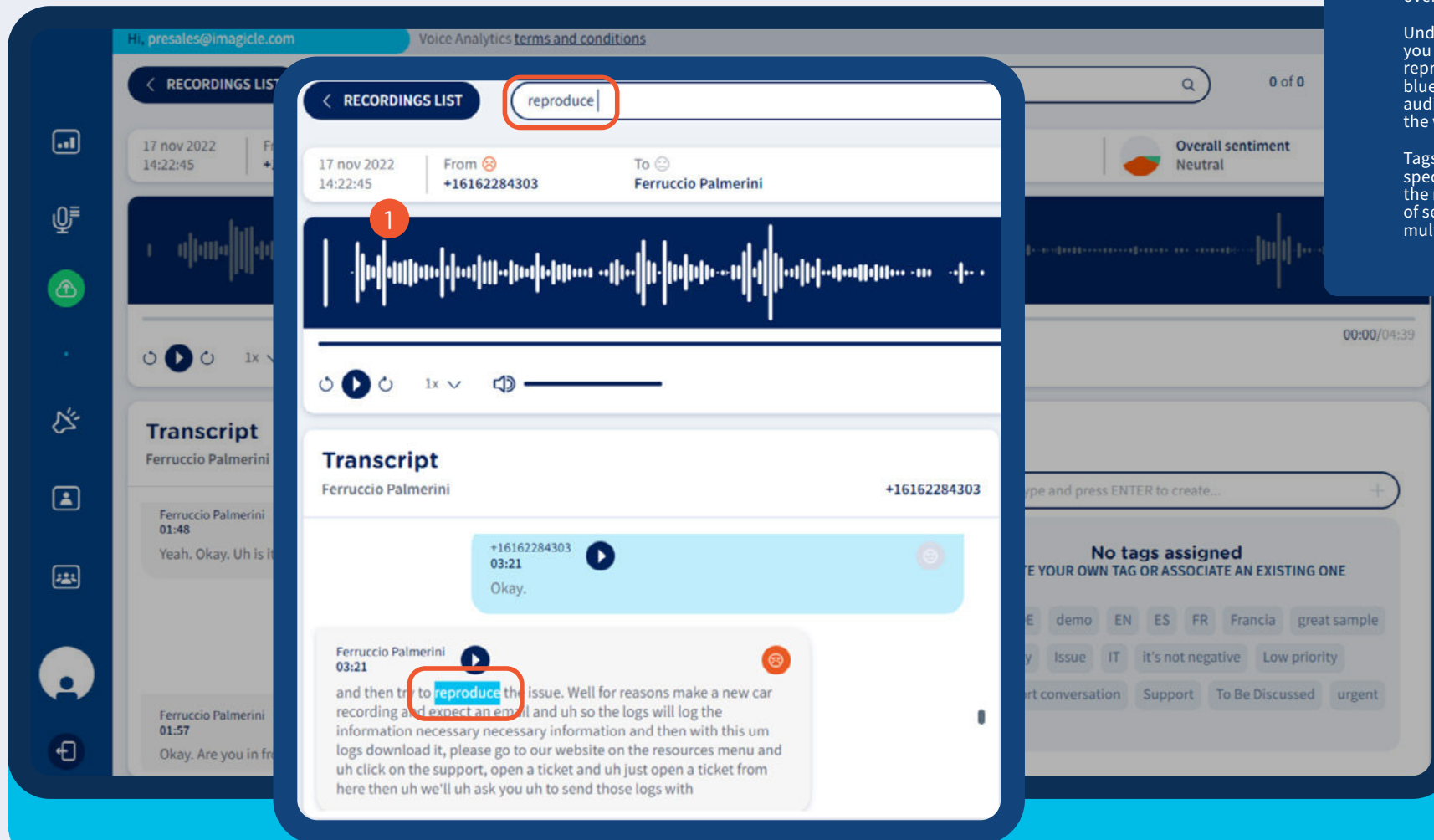


Recording Transcription and Sentiment Analysis.

- 1 Panel including date/time stamp, call parties names/phone numbers and overall sentiment.

Under recording summary panel, you can find a graphic pattern representing audio recording over a blue background. This is actually an audio player, which allows to listen to the whole recording content.

Tags panel to the right allows to add specific keywords/sentences tags to the recording, for an easier retrieval of several recordings including one or multiple tags.





Recording Transcription and Sentiment Analysis.

The screenshot displays the Imagicle Voice Analytics interface. At the top, a header bar shows the email 'Hi, presales@imagicle.com' and a link to 'Voice Analytics terms and conditions'. Below this is a 'RECORDINGS LIST' section with a search bar. The main area shows a call recording for '17 nov 2022 14:22:45' from '+16162284303' to 'Ferruccio Palmerini'. The overall sentiment is 'Neutral'. A waveform of the call is shown. Below the waveform is a 'Transcript' section for 'Ferruccio Palmerini' with a timestamp of '+16162284303'. The transcript shows three lines of conversation: 'Ferruccio Palmerini 01:48: Yeah. Okay. Uh is it this suite, is it just a single server or a cluster?', '+16162284303 01:55: single server.', and 'Ferruccio Palmerini 01:57: Okay. Are you in front of the computer right now?'. To the right of the transcript is a 'Tags' section with a search bar and a list of tags: Admin, DE, demo, EN, ES, FR, Francia, great sample, High priority, Issue, IT, It's not negative, Low priority, R&D, Short conversation, Support, To Be Discussed, urgent. The interface is annotated with three red circles and numbers: 1 points to the header area, 2 points to the transcript entry, and 3 points to the transcript section.

- 1 Header including call parties names/ phone numbers.
- 2 Each conversation leg includes involved call party, a time stamp, play audio button, voice transcription and sentiment analysis emoticon:
- 3 The AI engine embedded in Voice Analytics application can analyze the intonation, cadence and emphasis of the whole conversation or single sections, to detect the "mood" of involved call parties and rate it as negative, neutral or positive.

This is extremely useful to understand how the conversation went and eventual outcome. If a customer calls a customer service call center, this tool allows to evaluate the performances of call center agents by just checking overall call sentiment or by analyzing mood trends (from negative to positive or vice versa).



Voice Analytics Users Management.

Hi, [csi@imagicle.com](#) Voice Analytics [terms and conditions](#)

Users Management

Licensed users for advanced analysis: 50/200 Minutes remaining by month: 199.615

Results: 21 - 30 of 52 3 of 6 Items per page: 10

Name and email	Access type	Department	Status	Licenses	Authentication method	
Gianluca Lorenzin gianluca.lorenzin@imagicle.com	Standard		Invite Sent	Licensed	Username and password	
Giulia Menichini giulia.menichini@imagicle.com	Controller		Active	Licensed	Single sign-on	
Guido Tangorra guido.tangorra@imagicle.com	Standard		Active	No license	Single sign-on	
Huda Bukhari huda.bukhari@imagicle.com	Standard		Invite Sent	Licensed	Username and password	
Jaime Reinoso jaime.reinoso@imagicle.com	No Access		Active	Licensed	-	
Johnny Ghio johnny.ghio@imagicle.com	Standard		Active	Licensed	Username and password	
Kamal Ammoun kamal.ammoun@imagicle.com	Standard		Active	Licensed	Username and password	
Lorenzo De Santis lorenzo.desantis@imagicle.com	Admin	R&D	Active	Licensed	Username and password	
Luca Isola luca.isola@imagicle.com	Standard	sales	Active	Licensed	Username and password	

ADD NEW USER



Voice Analytics Users Management.

The screenshot shows the 'Users Management' interface. At the top, there's a header with 'Voice Analytics terms and conditions', 'Licensed users for advanced analysis: 50/200', and 'Minutes remaining by month: 199.615'. Below this is a table of users with columns: Name and email, Access type, Department, Status, Licenses, and Authentication method. A sidebar on the left contains a settings gear icon (callout 1) and a user profile icon. At the bottom of the table is an 'ADD NEW USER' button. Callouts 1-7 point to specific elements: 1. Settings gear icon, 2. Access type column, 3. Department column, 4. Status column, 5. Licenses column, 6. Authentication method column, 7. Action icons (key, document, triangle) for each user row.

Name and email	Access type	Department	Status	Licenses	Authentication method
Gianluca Lorenzin gianluca.lorenzin@imagicle.com	Standard		Invite Sent	Licensed	Username and password
Giulia Menichini giulia.menichini@imagicle.com	Controller		Active	Licensed	Single sign-on
Guido Tangorra guido.tangorra@imagicle.com	Standard		Active	No license	Single sign-on
Huda Bukhari huda.bukhari@imagicle.com	Standard		Invite Sent	Licensed	Username and password
Jaime Reinoso jaime.reinoso@imagicle.com	No Access		Active	Licensed	-
Johnny Ghio johnny.ghio@imagicle.com	Standard		Active	Licensed	Username and password
Kamal Ammoun kamal.ammoun@imagicle.com	Standard		Active	Licensed	Username and password
Lorenzo De Santis lorenzo.desantis@imagicle.com	Admin	R&D	Active	Licensed	Username and password
Luca Isola luca.isola@imagicle.com	Standard	sales	Active	Licensed	Username and password

1 Button to access users management

1 Users name, surname, email address

2 Permission level: Admin, Controller, Standard or No Access

3 Optional department field

4 Active or Inactive user. User becomes Active when first web access is performed

5 License assignment

6 Username & password or Single sign-on

7 Four icons besides each user are respectively available to apply the following changes:

- change user's role (you can't upgrade a permission, unless you are an Administrator)

- assign or remove user's license (available only to per-user Voice Analytics offer)

- send invitation email to user, including a temporary access password, if username/password authentication is configured for that user

- edit user's details, including the authentication method (if customer enabled more than one)



Add or Edit User Data.

By clicking on green “ADD NEW USER” button or by editing single user’s details, the user’s data window appears.

See below sample:

The screenshot displays the 'Edit user' interface within the 'Users Management' section. The top navigation bar includes the user's email 'Hi, csi@imagicle.com', a link to 'Voice Analytics terms and conditions', and status indicators: 'Licensed users for advanced analysis: 50/200' and 'Minutes remaining by month: 199.615'. The left sidebar contains icons for a microphone, a green cloud, and a gear. The main content area is divided into two columns. The left column, titled 'Edit user', contains 'Account Information' (Username: matteo.conta@imagicle.com, Status: Active) and 'General Information' (First Name: Matteo, Last Name: Conta, Phone Number, Department). The right column, titled 'Account Settings', includes 'Licenses' (with a 'MANAGE LICENSE' button), 'Access Type' (Standard, with a 'CHANGE ACCESS TYPE' button), and 'Authentication method' (Single sign-on). A 'Manage License' modal is open on the right, showing options to 'No license assigned' or 'License assigned' (selected), with a note that 4 of 10 licenses are available. The modal has 'APPLY' and 'CANCEL' buttons.

Hi, csi@imagicle.com Voice Analytics [terms and conditions](#)

Users Management > Edit user Licensed users for advanced analysis: 50/200 Minutes remaining by month: 199.615

Edit user

Account Information

Username
matteo.conta@imagicle.com

Status
Active

General Information

First Name Last Name
Matteo Conta

Phone Number Department

Account Settings

Licenses
License assigned

Access Type
Standard

Authentication method
Single sign-on

Manage License

Define license state for **Matteo Conta**

Licensing a user is a prerequisite to allow automatic transmission of the user's recordings or to enable him to upload to the platform

☐ No license assigned
☒ License assigned
4 of 10 licenses available



Add or Edit User Data.

By clicking on green “ADD NEW USER” button or by editing single user’s details, the user’s data window appears.

See below sample:

The screenshot shows the 'Edit user' interface. The top bar includes the user's email (hi.csi@imagicle.com), a link to 'Voice Analytics terms and conditions', and status indicators for 'Licensed users for advanced analysis: 50/200' and 'Minutes remaining by month: 199.615'. The main form has two sections: 'Account Information' and 'Account Settings'. A 'Manage License' modal is open in the foreground.

Account Information

- 1 Username: matteo.conta@imagicle.com
- 2 Status: Active
- 3 General Information:
 - First Name: Matteo
 - Last Name: Conta
 - 4 Phone Number: [empty]
 - Department: [empty]

Account Settings

- 5 Licenses: License assigned
- Access Type: Standard
- 6 Authentication method: Single sign-on
- 7 [MANAGE LICENSE button]
- 8 [CHANGE ACCESS TYPE button]

Manage License Modal

Define license state for *Becca Bordin*

Licensing a user is a prerequisite to allow automatic transmission of the user's recordings or to enable him to upload to the platform

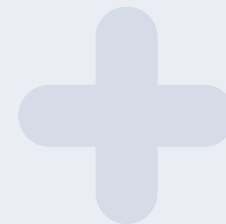
- ☐ No license assigned
- ☒ License assigned
4 of 10 licenses available

[APPLY] [CANCEL]

- 1 User's email address
- 2 read-only field showing current active/inactive status
- 3 user's name & surname
- 4 user's phone number and department (optional)
- 5 read-only field showing current license assignment
- 6 pull-down menu currently including two options:
 - Username and password
 - Single sign-on
- 7 pull-down menu currently including two options:
 - Username and password
 - Single sign-on
- 8 button to pop-up web access type selections. 4 options available:
 - No access
 - Standard user
 - Controller
 - Administrator
- 9 If a per-customer license is activated, including an overall number of minutes available to all users, then users are already licensed by default upon creation. To save minutes, the administrator can manually revoke some licenses assigned to selected users.



Further datil about permitted actions per access type.



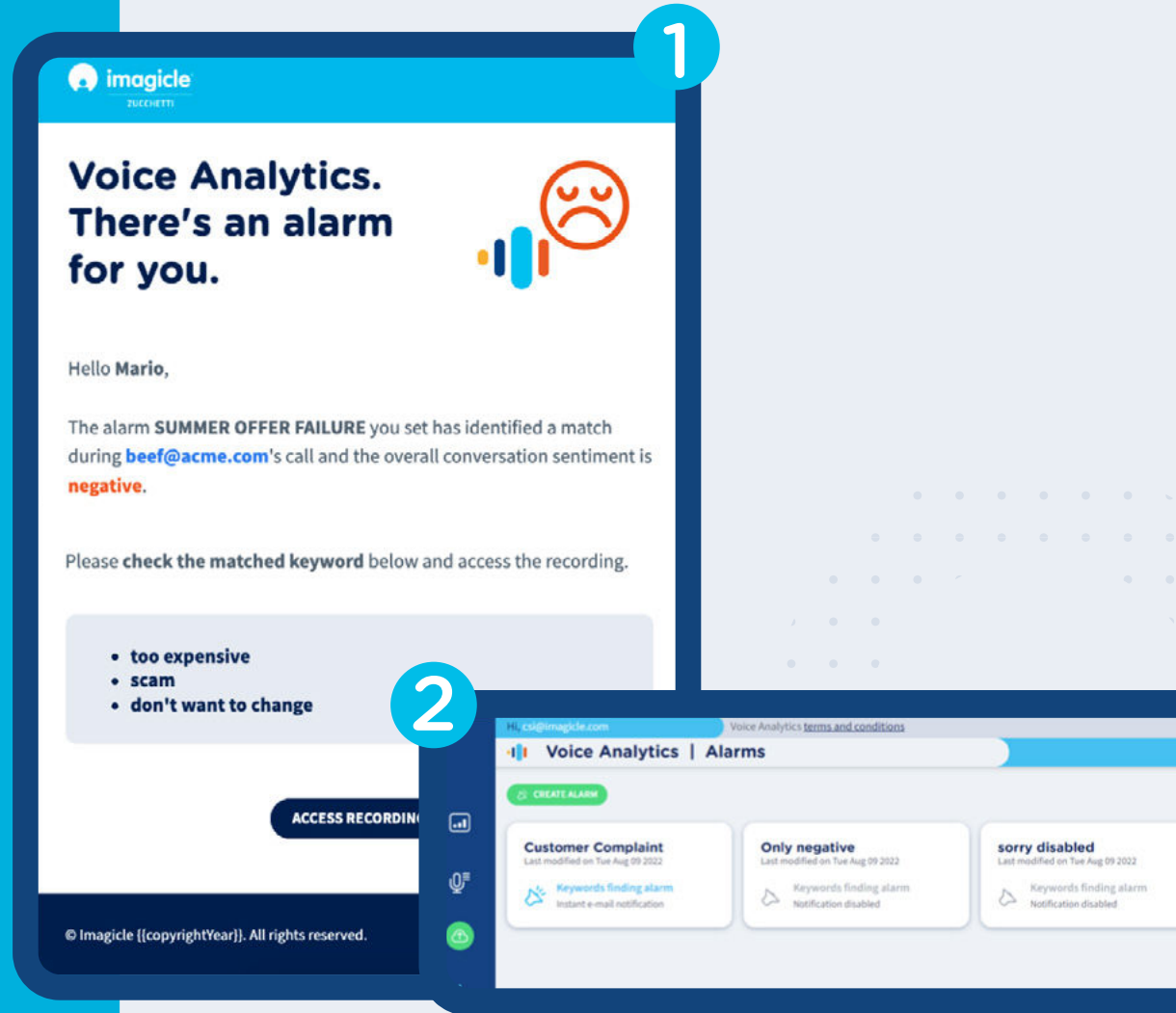
Technology	Admin	Controller	Standard user	No access user
Own recordings CAN be transcribed and analyzed (admin can still disable such feature)	✓	✓	✓	✓
Can query and access own recordings, transcriptions, analysis	✓	✓	✓	✗
Can delete own recordings, transcriptions, analysis	✓	✓	✓	✗
Can rate own transcriptions	✓	✓	✓	✗
Can query and access all recordings, transcriptions, analysis	✓	✓	✗	✗
Can rate all transcriptions	✓	✓	✗	✗
Can access user management	✓	✗	✗	✗
Can access the Dashboard	✓	✓	✓	✗
Can apply a filter on own recordings in the Dashboard	✓	✓	✓	✗
Can apply a filter on all recordings in the Dashboard	✓	✓	✗	✗



Alarm notifications.

Click on the  icon to access them.


- Setup alarms for specific keyword/s and sentiments easily through a simple interface
- Get notified by email almost in real time
- Access the recording to check the transcript and get more details

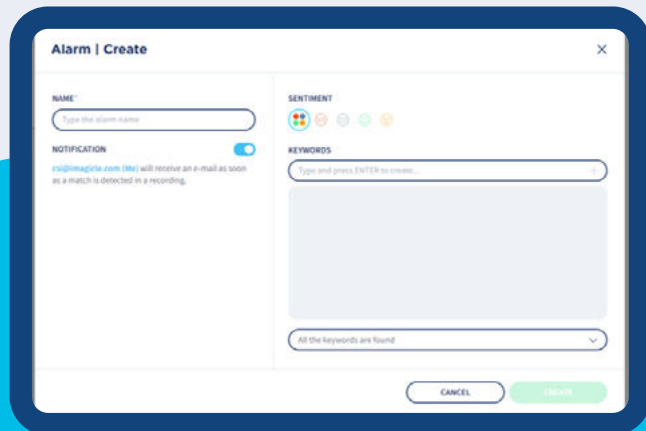


The screenshot displays the Imagicle Voice Analytics interface. The top section, labeled with a blue circle '1', shows an alarm notification titled "Voice Analytics. There's an alarm for you." with a sad face icon. The notification is addressed to "Hello Mario," and states: "The alarm **SUMMER OFFER FAILURE** you set has identified a match during **beef@acme.com**'s call and the overall conversation sentiment is **negative**." It asks the user to "Please check the matched keyword below and access the recording." The matched keywords are listed in a box: "too expensive", "scam", and "don't want to change". Below this is a button labeled "ACCESS RECORDING". The bottom section, labeled with a blue circle '2', shows the "Voice Analytics | Alarms" management screen. It includes a "CREATE ALARM" button and three alarm cards: "Customer Complaint" (last modified on Tue Aug 09 2022, Keywords finding alarm, Instant e-mail notification), "Only negative" (last modified on Tue Aug 09 2022, Keywords finding alarm, Notification disabled), and "sorry disabled" (last modified on Tue Aug 09 2022, Keywords finding alarm, Notification disabled). The footer of the interface shows "© Imagicle {{copyrightYear}}. All rights reserved."

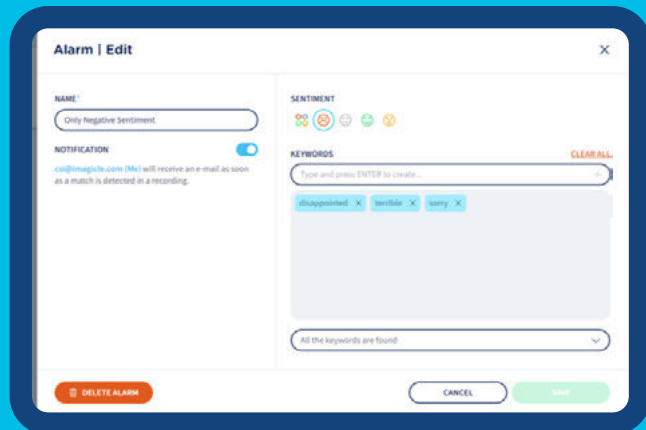


Alarms setup: quick&easy.

Please enter an Alarm Name (mandatory), toggle “NOTIFICATION” switch to enable email notifications and select one or multiple sentiment moods where you need to get an alert, or just leave the default “All sentiments” option ( icon). Then you can add one or more words or sentences to be notified if they are included into transcribed recordings. Please hit <ENTER> or “+” to add each keyword or sentence into grey area or click “CLEAR ALL” to remove all keywords. Eventually hit “CREATE” or “SAVE” to save the alert.



The 'Alarm | Create' form has a 'NAME' field with a placeholder 'Type the alarm name'. Below it is a 'NOTIFICATION' section with a toggle switch and a message: 'cs@imagicle.com (Me) will receive an e-mail as soon as a match is detected in a recording.' To the right is a 'SENTIMENT' section with five icons: a multi-colored circle, a red sad face, a green neutral face, a blue happy face, and a yellow smiley face. Below the sentiment icons is a 'KEYWORDS' section with a text input field 'Type and press ENTER to create...' and a large grey area for keywords. At the bottom of the keywords section is a dropdown menu showing 'All the keywords are found'. At the very bottom are 'CANCEL' and 'CREATE' buttons.



The 'Alarm | Edit' form is similar to the create form. The 'NAME' field contains 'Only Negative Sentiment'. The 'NOTIFICATION' toggle is turned on. The 'SENTIMENT' section shows the multi-colored circle, the red sad face, and the green neutral face selected. The 'KEYWORDS' section has a 'CLEAR ALL' button in red. The keyword list contains 'disappointed', 'terrible', and 'sorry', each with a close button. The dropdown at the bottom still shows 'All the keywords are found'. At the bottom are 'DELETE ALARM', 'CANCEL', and 'SAVE' buttons.

1. Setup the alarm rule

You can select from multiple option*:

- ✓ All keywords are found
- At least one of the keywords is found
- None of the keywords occur
- At least one keyword is missing

2. Select the sentiment

You can choose from negative, neutral, positive or all of them.

3. Add the keywords

Decide which phrases or keywords you need to monitor.

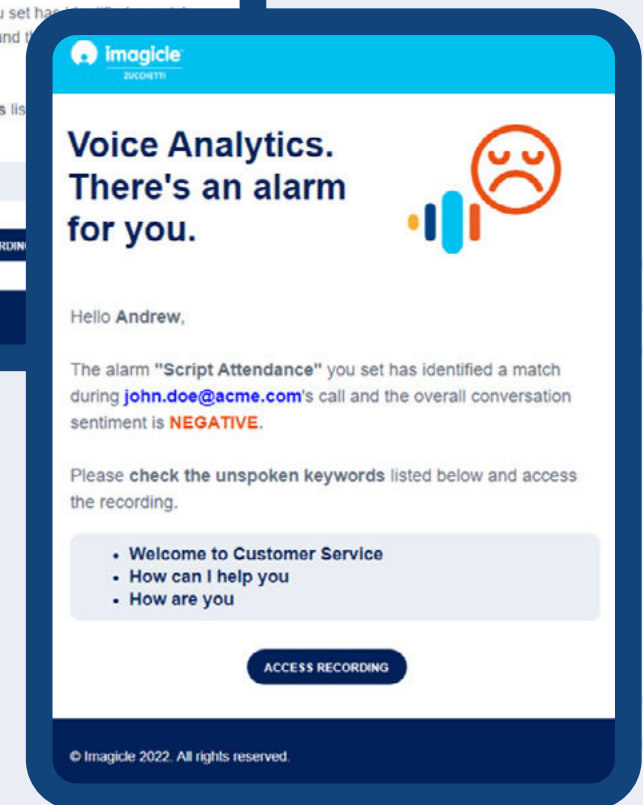
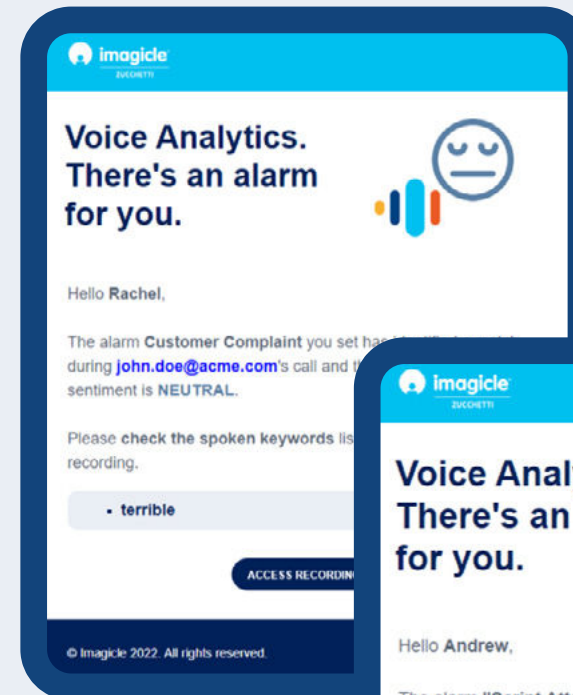
*Minimum keyword length is two characters and it can't be duplicated. Search is case insensitive. It is not possible to add space(s) at the end of a keyword or sentence. If you are transcribing English or German conversations, you can enter numeric values into keywords/sentences and they are correctly matched. This is not true for other languages, like French where “2” is different than “deux”.



Alarm notifications.

If there's a match at sentiment level or keywords/sentences level, then an email notification is sent to the Administrator or Controller who entered the alarm.

- If multiple alarm rules are matched (also within same conversation), you respectively receive multiple email notifications
- You can click on "ACCESS RECORDING" button to go straight to Recording Transcription web page, related to involved recording



Let's do something Imagicle.

CONTACT US

