

Interaction Player

 This player is available from Version 6.4.1 and above!

Interaction Player

The Interaction Player is a media player which allows playback of media listed on the Conversations screen. ZOOM version 6.4.1 and higher offers a revamped and enhanced interaction player, providing extended support for the playback of multiple media formats within an intuitive user interface. All participants are visible as separate, color coded waveforms within the player. Having all participants visible permits users the opportunity to clearly see and understand what occurred during the conversation.

Supported Media	MP3, WAV, RECD
Unsupported Media	Multiple screen recordings of multiple users, cube phone video recordings (MP4)

The Player and its functionality (basic usage)

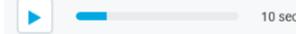
Select a **call (voice conversation)** from the conversation list. The details of the call will display to the right side and the Player's interface will appear at the bottom of the screen and the waveform will load along the timeline. Click the Play icon  to begin playback of all related media. It is also possible to play each segment directly from within the **Details** window.

Click the Play icon  to begin playback of all related media. Click on the waveform icon to view  or hide  the individual segments. It is also possible to play each segment directly from within the **Preview** window.

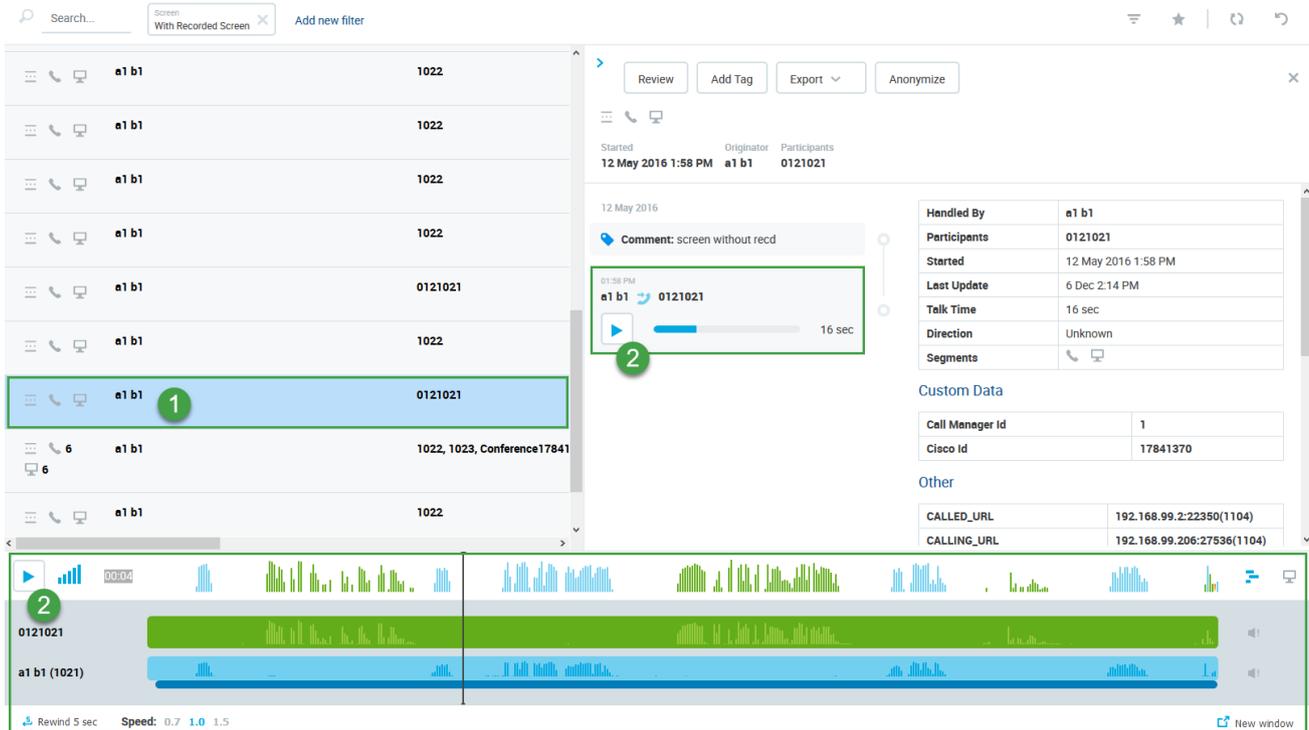
Media Playback

There are multiple ways to start playback of a recording:

1. **Double-click on the item** from the list of conversations to play the associated recording. (**Click once** to highlight a conversation, **click twice** to begin playback)
2. Click once to highlight a conversation, then **Click on the play button** of the particular call segment from within the **Preview** panel on the right hand side. The playhead  will indicate the progress of the playback on the timeline within the Interaction Player interface. Progress will also displayed on the bar in

the Preview pane:  10 sec

3. Click on the **Play** button within the **Interaction Player** interface at the bottom of the screen to begin playback from the beginning of the recording. Click on the timeline to move the playhead and start the playback from the different point in time,



The Player plays the conversation. If a record related to the selected conversation contains any Speech tags they will be displayed in the Player along with the color coded waveform. The various colors in the waveform distinguish the called and calling parties as follows:

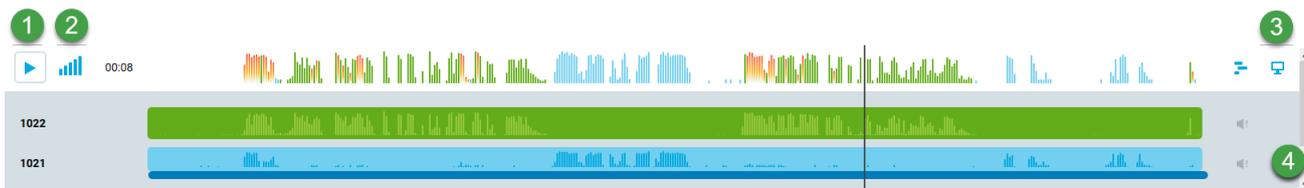
- **Light green** – Called customer
- **Dark green** – **Calling party*** / customer
- **Light blue** – **Called party*** / agent
- **Dark blue** – Calling agent
- **Orange** – Customer on hold
- **Gradient red** – Crosstalk

***Green** is used as a default color if the calling/called party can not be recognized.

It is important to note that the waveform of the person initiating the call is always darker. If available, the timeline will be marked during the agents wrap-up time.

The Interaction Player and its functionality

The various parties in the conversation are displayed below the primary waveform separately. Click on the waveform icon to view  or hide  the individual segments. Each individual waveform is color coded: green for customers, blue for agents (if the ID or DN for the specific agent is available to be paired with the conversation or segment).



1. Click the **Play**  or **Pause**  button to control the conversation playback.
2. Hover over the **volume** and  click to adjust the audio volume or to **mute**  the sound.
3. If the conversation you are playing contains a screen recording (record will be marked with the **Screen icon** ). Click on the icon to open the playback window. If no screen recording is available the icon is greyed out . During playback the icon will be blue .
4. The scroll bar (on the right hand side) is only visible in the case that there are more than four media streams.

Additional Media Available

The waveform will indicate if there is additional media available with a particular audio recording. If Screen recordings are available they are indicated on the screen by a darker band below the audio waveform. The video indicator bar may not correspond to the audio length! The potential options are displayed in the image below. What is actually displayed on your screen will correspond to the actual content available for review and playback.



Saved Preferences

Volume and some player preferences are saved and will be applied to the next conversation opened. *If you mute a recording the next recording you open will also be muted!*

Call volume

The player outputs audio in a way that enhances the listening experience. The audio streams are played back in stereo so that both parties can be heard. To enhance the listening experience the audio for Calling parties is played at 100% Volume in the left ear, while the called party is played back at 60%. On the opposite ear the Called party is played at 100% while the Calling party is played back at 60%. It is still possible to use only one earphone to listen to both parties.



Call on Hold

Whenever possible calls on hold will be indicated within the player. In this example the agent activity remains visible while the customer is on Hold (marked in **Orange**).



Speech Tags

Tags are displayed in their relevant location. Hover the mouse over a tag to view the tag name.



The Player and its functionality (Advanced usage)

Play single stream / Channel

To playback only one selected audio stream click on the **audio icon** , it will change to a blue **speaker icon**  to indicate that it has been selected. The selected audio will be playable, all others will be **muted** .

 **Tip**

If there are more than four (4) audio segments it is possible to scroll up and down to view them all.

Time

Hover over the timestamp to view the length of the entire recorded conversation and the date and time at which it was recorded.



1. The current position of the playhead is shown in relation to the total length of the conversation. In the example here we see that we are six seconds into a recording which is twenty one seconds long – 00:06 / 00.21)
The date and time of the original conversation is displayed directly alongside the conversation length. In this example we see that the conversation occurred on the twelfth of May, 2016. *The time indicated is the time when the actual recording occurred.*
2. The playhead indicates where the playback is at a given time. Click to move the playhead to a new location.

i Gaps in recording

Any gap in the recording is indicated by a small triangle ▼ along the timeline and empty space between the various waveforms.

Playback options

Additional playback options may be available at the bottom of the Player during playback of longer conversations.



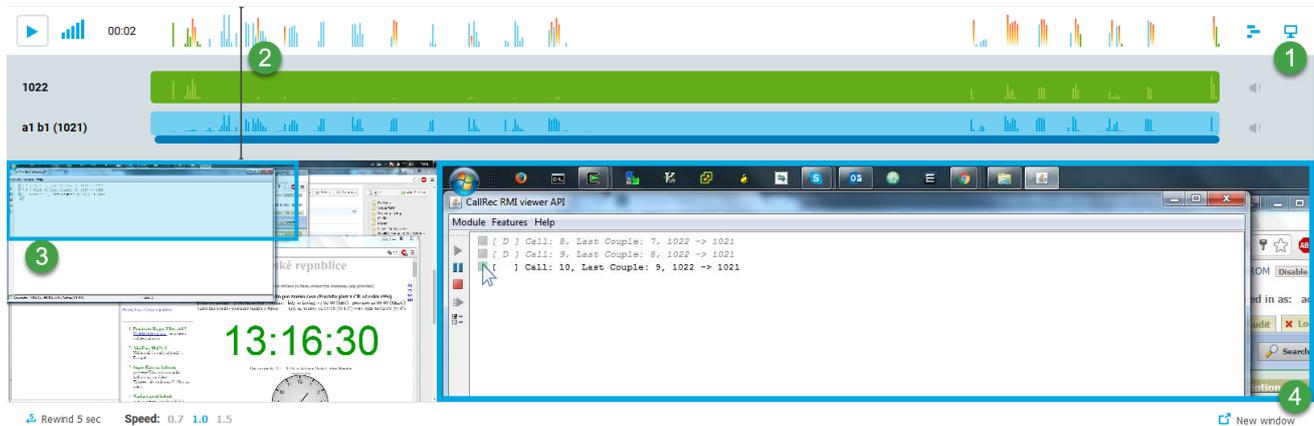
1. **Rewind 5 sec:** Click to skip back five seconds in time during playback.
2. **Speed:** Adjust the speed of playback to 0.7, or to 1.5 times the normal speed. Note, voices may be distorted as a result.
3. **Scale:** Zoom the amount of playback time visible. For longer conversations this focuses on a specific portion of the recording.
4. **Follow playhead:** When using the Scale option to zoom in on a part of a conversation the playhead may be lost. Click to jump to the playhead location.
5. **New window:** Click to open the current screen recording in a new window if available.

Review screen recordings

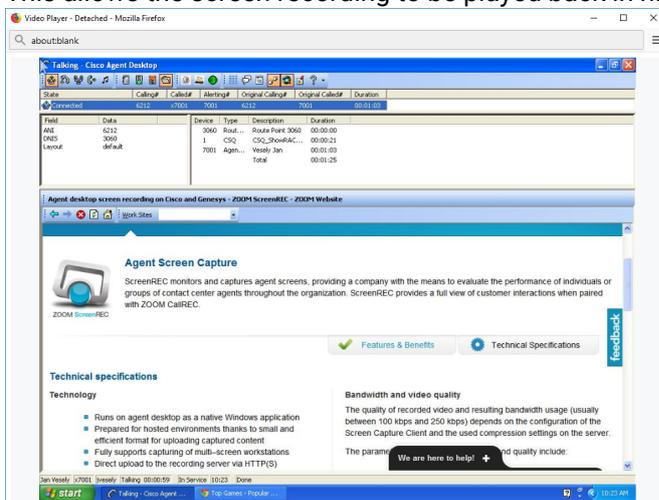
To view available screen recordings click the **Show screen capture**  icon, the recording of the monitor(s) will display below the wave form. Clicking the icon  again will collapse the viewing area.

The Player area expands displaying the recording. Some parts of the conversation may have a screen recording attached, others not. If no screen recording is available you will be notified about the absence of a screen recording within the given conversation segment by a message displayed within the playback area.

The elapsed time indicates at what time in the conversation the playhead is located. At any time you may **click the playhead** at the point in the timeline where you want to start playback.



1. Click on the **Screen icon**  to open the player.
2. The playhead indicates elapsed time (If the waveform is visible it indicates who is speaking –)
3. The entire recorded agents' monitor(s) is viewable to the left hand side. The **focused window** on the right side displays a zoomed version of the recording and highlights where the agents mouse cursor was at that time in playback. *Hover over the recorded screen to focus on a different area.*
4. Click on the **New window** icon  to open and review the recording in a new (full size) window. This allows the screen recording to be played back in higher resolution.



Multiple monitors and playback

It is possible to view the recordings of multiple monitors within one segment if an agent is using multiple monitors at their workstation.

In the case that the recording contains multiple recorded monitors the zoom function becomes more apparent. In the example below two recorded monitor screens are visible on the left side, while the focused area is displayed on the right side.

1. The area which is **focused** is marked by a blue box.

2. The **focused** view on the right **highlights** the agents mouse cursor.



i Space Saving Tip

Click on the **Waveform icon**  to collapse the visible wave forms and provide easier viewing of other content on the screen.

Click on **Screen icon**  to stop viewing the visible recording.

! *If there are multiple screen recordings (RECD files) in a conversation between two agents only one is playable. All files are exportable from within the Call Recording WebUI.*

When there are more than four participants to a conversation the player may not display the recordings properly.

Full screen playback

To enlarge the recorded screen view click the **New window icon** . The **Player opens in a new window** that you can resize as needed and then close as necessary. The Playback controls remain on the conversation screen, they are not available on the newly opened window! To return to the Conversations Screen close the the external window.

i Playback tips

The agent's mouse is visible on the recorded screen and will be highlighted (enlarged) by default. Hover your mouse cursor over an area of the screen recording to view that area of the recorded agents desktop. When you move your mouse away the zoomed window will again focus on the recorded agent's cursor.

Playback starts from the time where you place the playhead.

i Troubleshooting tip

In case the Player does not play conversations, please check that the following default options are enabled in your Internet Browser:

- Enable automatic image resizing
- Play animations in webpages
- Play sounds in webpages

Please note that some calls are more suited for playback with the Call Recording player (available from the Call Recording WebUI).

- Calls and screens between two agents and (two RECD files) – playback of multiple files is not supported if they are in separate segments. Only one RECD file will be playable.
- Video Recordings (Mp4 files such as Cisco Video Phone recordings)

Error/Warning message	Description
No sound during playback	Waveform loads and player plays as expected but there is no sound. Check that the player is not muted. Click on the sound bar icon . 
Media file cannot be played	Conversation loading issue.
Missing Media	Media not available for playback or decryption error.
Video Error	For RECD, missing file or inaccessible storage.
No video available for the current playback time	File not yet loaded. Click play on the Play  to load and display content. or Video file not playable or unavailable.
Load Waveform Failed	Waveform can not be rendered due to a missing or erroneous audio file. <i>Audio may still be played.</i> The  No Stream Recorded warning message will display alongside the conversation to indicate this error.
Segment media error	Audio file loading issue.
Some parts of the mix are not available	There is a segment missing from the conversation.
Failed to Load Conversation	Can not load the conversation or server error.
Failed to Load Waveform	Can not load the file or unable to generate the waveform.
No audio	Audio file missing or not playable.
Failed to parse message	Browser error. Disable add-ons and reload the page.

Note: The player in Version 6.4.x is NOT backwards compatible with lower versions!

 Playback may be affected by a known limitation of Internet Explorer. The number of permitted Websocket connections is (by default) configured at 6. This permits only a limited number of streams to be played back at any given time. The limitation is specific to Internet Explorer and does not affect other browsers.