DVS Analytics

Encore URL Player

Encore Workforce Optimization Solution
Version 3.0.3 or Higher

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encore

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Introduction

The URL Player allows any person to access and play a recording on the Encore system from a browser. The person does not need a user account within the Encore system. The URL Player is available on all Encore systems with the web application of 3.0.3 or higher.

The following screen shot shows an example of what a person would see after clicking on a URL string that points to the URL Player. In this example, the user can only see the 'Date' field associated with the recording. This is configurable by an Encore user who is a member of the Administrators group.
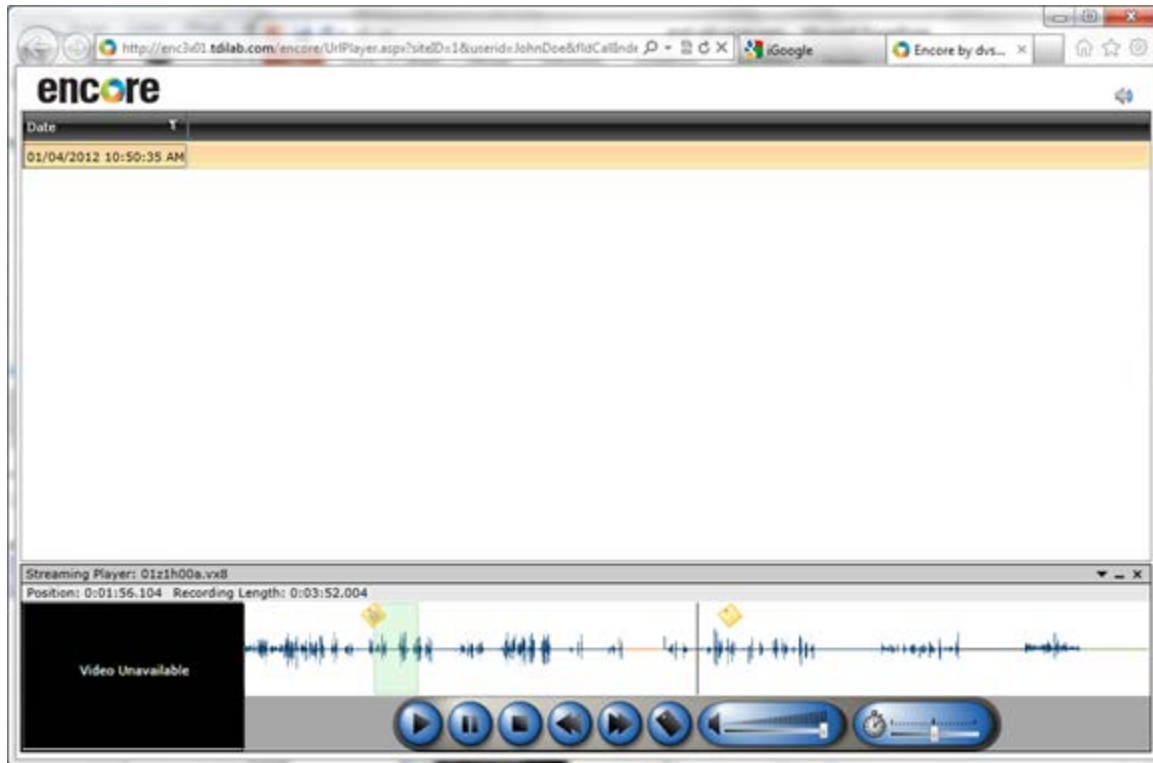
The URL string that launches the URL Player can be embedded in any application that supports hyperlinks. This allows companies to embed links to recordings in their CRM systems, email links for a specific recording to their customer, or create a spreadsheet with some exceptional recordings for an executive of the company.

There is a setting in the Encore web application for the maximum number of records to be displayed. The default for this setting is 1,000. If you need the URL Player to display more than 1,000 records, contact dvsAnalytics customer support to discuss making that change.

This document describes how to configure the URL Player for your specific needs, how to create the URL to access the player, and how to embed the URL into your application.

URL Player Setup

Create Anonymous Group

The URL Player looks to see if there is a group with the name 'Anonymous' defined in the Encore system. If it's not defined and a person tries to open the URL Player, the following message is displayed:

The system does not allow an anonymous login,
please check with your system administrator

To create the Anonymous group:

1. Log into the Encore system with a user ID that is a member of the administrators group.
2. Navigate to **User and System Settings**, click **Groups**, and create a new group named **Anonymous**. This group's security settings are used any time a person opens the URL Player.
3. Configure the following settings:
   - **Visible columns** – Only those columns selected to be visible are displayed in the URL player. You must select as least one field. It is recommended that you limit the fields to only those absolutely necessary.
   - **Play audio** – This should be checked although the URL Player still plays audio if not checked.
   - **Play video** – Check this setting if you want the URL Player to also play the screen recordings.
   - **Can export to file** – Check this setting if you want the URL Player to allow the user to export the recording to a file.
   - **Can decrypt** – Check this setting if you want the URL Player to allow the user to decrypt an encrypted file. If checked, the user is prompted to enter the encryption password before playing a recording. If not checked, the user is not able to play a fully encrypted file.

> **NOTE** All settings not discussed in the preceding list are ignored by the URL Player.

Edit Encore Web.config

The Encore Web.config is located at the root of the Encore directory (c:\dvs\encore). This file contains several application settings needed by the Encore web application. Changes to these parameters take effect once the changes are saved. The table below provides a description of all application settings specific to the URL Player.

KEY	DEFAULT VALUE	DESCRIPTION
WebPlayerSearchableFields	fldCallIndex	Specifies the fields that can be used in the WebPlayer URL search string. If more than one field is specified, they must be separated by a comma.
WebPlayerAcceptedIPFilter	172.*.*.*	Specifies the acceptable IP address of machines that can access the WebPlayer URL.

Locate these fields toward the bottom of the file; they look something like this:

```
<add key="WebPlayerSearchableFields" value="fldCallIndex"/>
<add key="WebPlayerAcceptedIPFilter" value="172.*.*.*"/>
```

To customize the settings for your specific use:

1. **Modify search criteria** – Add the field(s) in tblCall that you plan to use when accessing recordings with the URL Player. For example, if you want to play a record by its specific call index or pull all recordings for a specific customer (fldCustID), then modify the value for WebPlayerSearchableFields to be "fldCallIndex,fldCustID". You can specify several fields that you want to search by but you can only use one field at a time when accessing the URL Player. You may not use the comment field (fldVerificationComment) as a search field.
2. **Modify accepted IPs** – If you want both employees and those outside the company to be able to access the URL Player, you need to change the value for WebPlayerAcceptedIPFilter to "*.*.*.*". If you only want to allow employees to access the URL Player, then change '172.*.*.*' to the octets that match the addressing scheme of your corporate network.

> **NOTE**   If you want people outside your company to be able to access the URL Player, you must have your Encore web application available to the internet.

Create URL to Access URL Player

Now that the URL Player is configured for your specific needs, you need to understand how to create the URL that will access the URL Player. Here is a sample of a URL:

https://encore.dvsAnalytics.com/encore/UrlPlayer.aspx?userID=JohnDoe&fldCallIndex=1718203.7312
Click this link and it plays a recording from the dvsAnalytics demo system.

Below, the sample URL is used to describe the parts of the URL that must be specified:

- **The address of the Encore web application** – This tells the browser the web address of the Encore web application. In the sample, it is: *https://encore.dvsAnalytics.com/encore*. You need to replace this string with the web address of your Encore web application.
- **Specify the URL Player** – This tells the Encore web application that we want to access the URL Player. In the sample, it is */UrlPlayer.aspx*. Use this string as is.
- **Specify the parameters to pass the URL Player** – We need to tell the URL Player what parameters to use to access the correct recordings. The parameter list format is:

    ?Parameter1=Value1&Parameter2=Value2

    The parameters are:

    o **UserID** – This is an optional field to specify a specific name for the audit log entry for all activities performed within the URL Player. For example, if 'JohnDoe' is specified as the UserID, the audit log entries contain the user name 'Anonymous user – JohnDoe'. The value you specify cannot have any blanks or special characters, such as a comma or a period. If this parameter is not specified, the audit log shows the user as 'Anonymous user'.
    o **SiteID** – This is an optional parameter that specifies the specific site/location defined in the Encore web application. The site/location is used to specify where to locate the recording files. Only systems with multiple site/locations defined should specify this parameter. If your system is a multiple location system, contact dvsAnalytics customer support to obtain the ID specific for your site/location.
    o **Specific tblCall field name** – This is the name of the field in table call that you are using as the search criteria with the value you want to search for. This field must be specified in the Encore web.config file as described in the previous section. You can only use a single field for the search criteria. Character field values should not be enclosed in quotes and the value does not allow spaces or commas. You may not use the comment field (fldVerificationComment) as a search field. The sample URL is using fldCallIndex as the search field. This is the field with the unique ID for a specific recording.

A simple way to test the URL is to create the URL in Microsoft Excel. You can click the link from Excel and it launches the URL Player.

Embed URL into an Application

Now that you know how to manually create a URL to access the URL Player, how do you put the URL in your specific application? There are basically two ways to get the URL into an application and they both require your IT department making modifications to your program:

1. **Encore Web API** – The Encore Web API has a command, GetURL, which returns the URL for the recording that is currently taking place. The URL can then be written into a field within your application that allows a hyperlink. To learn more about the Encore Web API, contact dvsAnalytics and request the documentation.
2. **Create URL within application code** – If the Encore system is being sent information that could be used to tie recordings to a record in your application, a field within your application could be used to store the URL, then your IT organization could do a mass update to generate the URL for each customer record. For example, you could use the ANI field in the Encore record and the customer's home phone number in your CRM application. A URL could be automatically generated with the search parameter being: fldANI=4805387700 (the customer's home phone number). When the link is clicked, the URL Player displays all records where the fldANI field equals 4805387700.