V-Spark 3.4.3 Quickstart Guide

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Chapter 1. Signing up for V-Spark

In order to use V-Spark, you must have an account. This is not a system login account, but an account within V-Spark. To request a user account, click the **Sign-up** button on the V-Spark home page and use the sign-up form shown in Figure 1.1, "Signing up for V-Spark" to request an account.

When your account has been approved by an administrator you will receive an email.

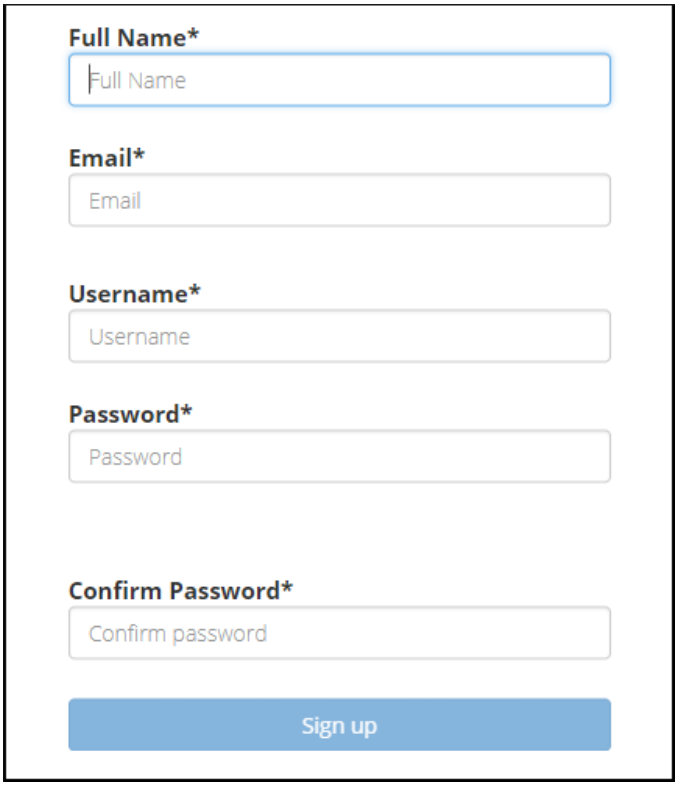

Figure 1.1. Signing up for V-Spark

Chapter 2. Navigating V-Spark

Figure 2.1, “Navigating V-Spark” displays the menus at the top of your V-Spark screen that you will see once you have logged in. These provide quick access to the V-Spark screens that you can use to examine, analyze, and upload data.

Figure 2.1. Navigating V-Spark

1. Examine your data
2. Upload audio and customize analysis
3. Find detailed user documentation
4. Edit user details and email options
5. Display announcements

Chapter 3. Common V-Spark Tasks

The next few sections explain basic V-Spark concepts and highlight common tasks that you will perform and the screens and menus that you use to perform these tasks.

3.1. Uploading Audio

The data that is submitted, processed, and analyzed by V-Spark is organized hierarchically. At the top level, data is associated with a **company**. A company consists of one or more **organization**s, which enables you to organize data and data access in ways that mirror how your company is organized. Data for an organization is organized into one or more **folder**s, which provide a low-level organization mechanism for audio from specific sources, audio from specific dates, and so on.

3.1.1. Folders Overview

Figure 3.1, "V-Spark Folder Settings" shows the basic ways that you can interact with **Folder**s on your V-Spark system.

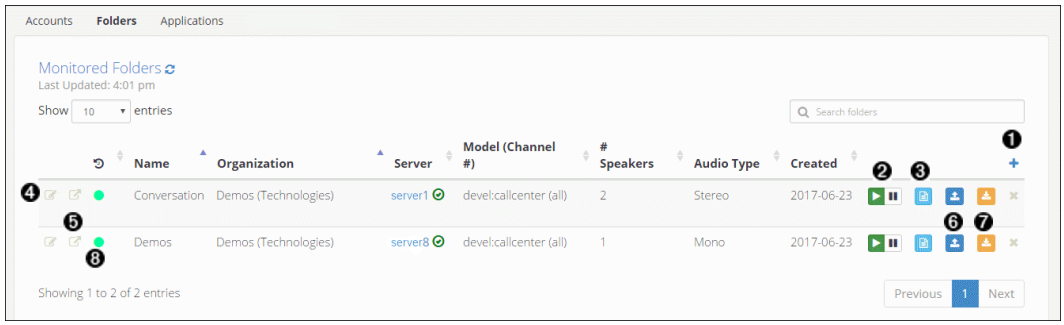

Figure 3.1. V-Spark Folder Settings

❶ Create a new folder
❷ Pause file processing for a folder
❸ View folder processing status
❹ Edit a folder
❺ View folder on dashboard
❻ Upload audio to a folder
❼ Download files from folder. Clicking this button displays a dialog on which you can select the type of files that you want to download (JSON, text transcript, and/or MP3), and the range of dates for which you want to download files.

Note

Matching files will be downloaded in a zip file. The maximum size of this zip file is 2 GB. Trying to download files that produce a zip file larger than 2 GB will fail with an error message. To work around this issue, you can download multiple sets of files, using a smaller date range for each or by downloading specific types of files together.

❽ Shows when files were last processed. Hovering over the indicator displays the time of last completion.

3.1.2. Creating a New Folder for your Audio

If you are a V-Spark system administrator or user with create/edit permission for a company and want to create a new area for storing audio from a specific source or that was received with a specific time period, you will want to create a **folder** in which to store that information. Clicking the plus sign shown in Figure 3.1, "V-Spark Folder Settings" displays the screen shown in Figure 3.2, "Creating a New Folder in V-Spark", the first of five dialogs that you use to create a new folder.

Note

See the *V-Spark 3.4.3 Management Guide* for more detailed information about creating folders.

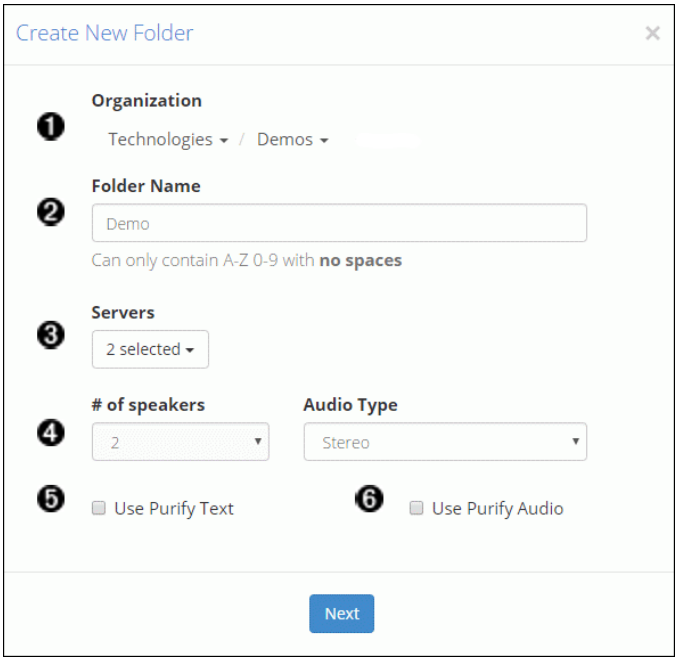

Figure 3.2. Creating a New Folder in V-Spark

❶ Select organization
❷ Enter folder name
❸ Select the appropriate server from the dropdown.
❹ Select number of speakers and type of audio (Mono 1-channel; Stereo 2-channel)
❺ Choose to automatically redact text
❻ Choose to automatically redact audio

After providing the information requested on the dialog shown in Figure 3.2, "Creating a New Folder in V-Spark", clicking **Next** displays the dialog shown in Figure 3.3, "Creating a New Folder in V-Spark: Advanced Settings".

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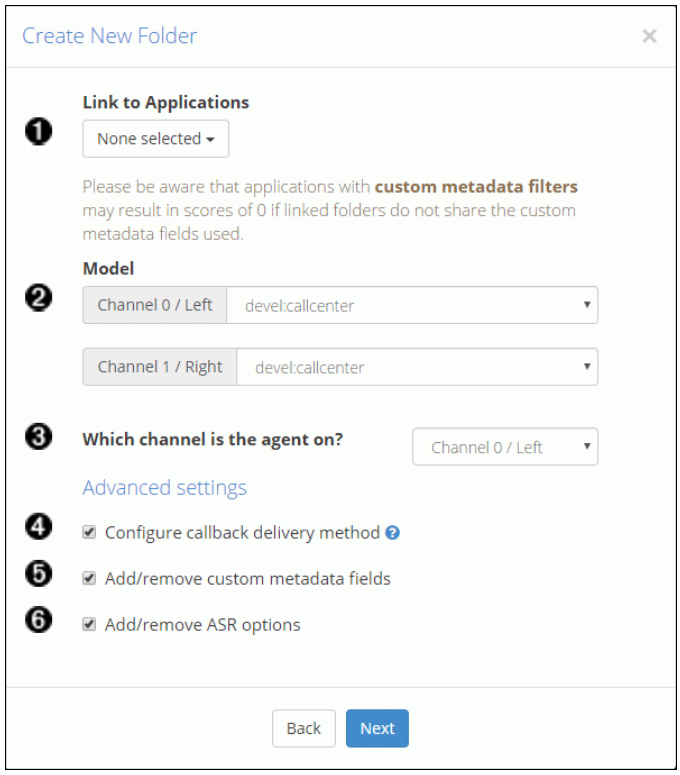

Figure 3.3. Creating a New Folder in V-Spark: Advanced Settings

❶ Select applications to use for analysis
❷ Select call model for each channel. For more information see the *V-Spark 3.4.3 Management Guide*.
❸ Select the agent's audio channel
❹ Check to send JSON, audio, and text to a URL as audio is processed
❺ Check to edit custom metadata fields
❻ Check to edit ASR options

After completing the settings on Figure 3.3, “Creating a New Folder in V-Spark: Advanced Settings”, clicking **Next** displays the dialog shown in Figure 3.4, “Configuring Callback Options”. This dialog enables you to configure the callback delivery method and specify which kinds of files to automatically send.

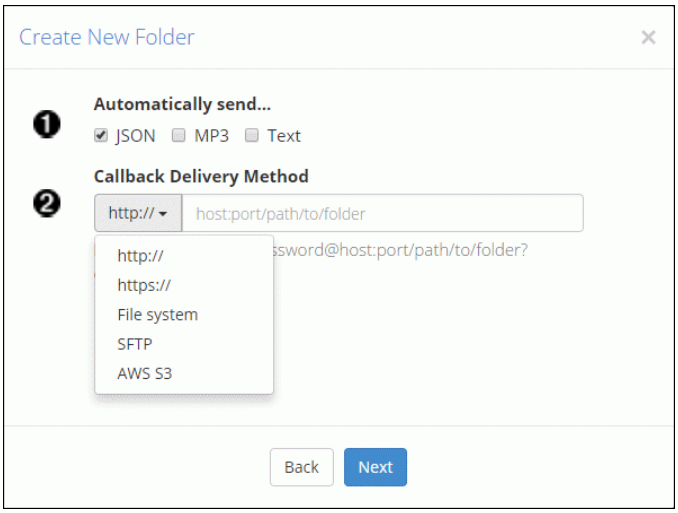

Figure 3.4. Configuring Callback Options

❶ Select file type to send automatically via callback. Choose from JSON, MP3, and Text.
❷ Select callback delivery method from the dropdown

Clicking **Next** displays the dialog shown in Figure 3.5, "Updating Folders Manually or Through Metadata". This dialog enables you to upload a text file that identifies the name of the metadata fields which you want to extract from the transcription of the audio that you will subsequently upload.

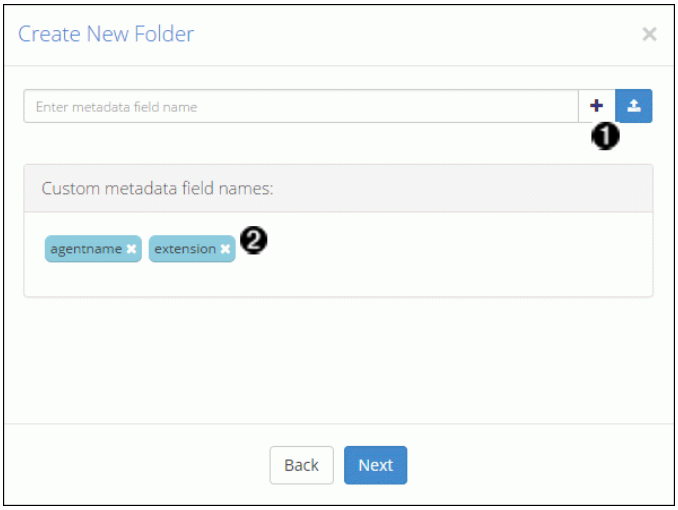

Figure 3.5. Updating Folders Manually or Through Metadata

❶ Upload the text file containing your custom metadata fieldnames or enter them manually
❷ Verify that all of your fieldnames have appeared

Clicking the **Next** displays the dialog shown in Figure 3.6, "View and Edit ASR Options". This dialog enables you to view and edit ASR tags.

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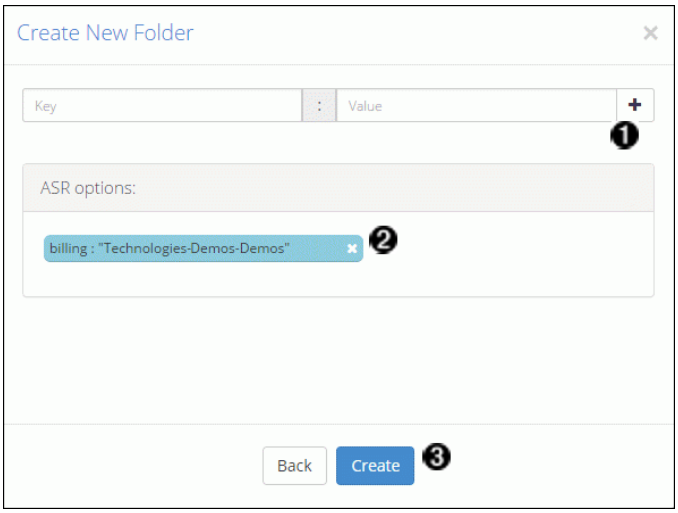

Figure 3.6. View and Edit ASR Options

1. Add ASR tags
2. View existing ASR options
3. Create folder and prepare to upload your audio

3.1.3. Testing Audio Files for Compatibility

Before sending new types of audio files to V-Spark for transcription and analysis, you'll want to make sure that V-Spark recognizes the format in which that audio is encoded. To make it easy to validate this, V-Spark includes an audio evaluation tool to which you can submit an example audio file. As shown in Figure 3.7, "Finding the Audio Evaluator via the Help Page", you can access this tool by selecting the **Will my audio work?** link on the **Help** page.

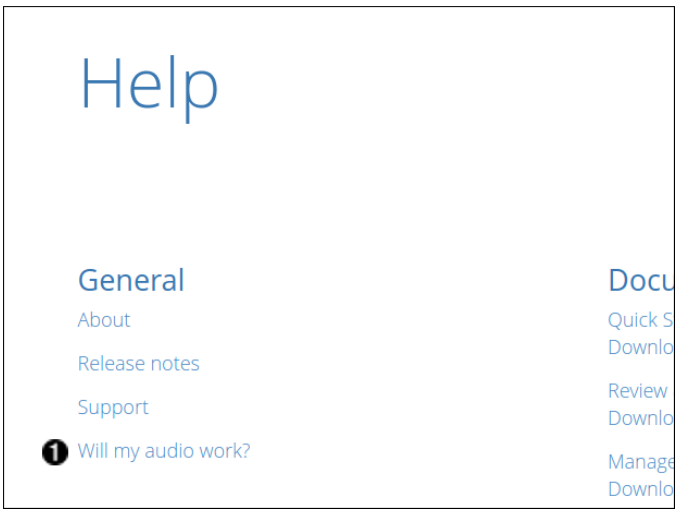

Figure 3.7. Finding the Audio Evaluator via the Help Page

1. Link to the Audio Evaluator

As shown in Figure 3.8, “Testing Audio Files Before Uploading” the audio evaluator's **Choose file** area enables you to browse for the location of the example file that you want to check, and upload it for verification.

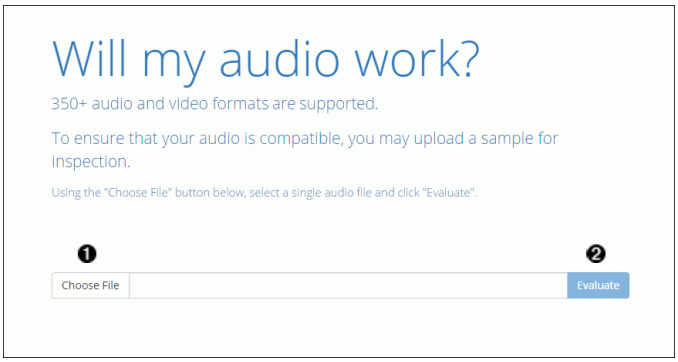

Figure 3.8. Testing Audio Files Before Uploading

❶ Select an audio file to upload
❷ Upload an audio file to verify its compatibility

3.1.4. Uploading Audio Files

After a folder has been created, you can upload audio to that folder for processing by clicking the **Upload audio** icon as shown in Figure 3.1, “V-Spark Folder Settings”. Clicking this icon displays the dialog shown in Figure 3.9, “Uploading an Audio File to a Folder”.

Tip

There are many ways to find the entry for a specific folder in the V-Spark user interface. The easiest is probably to select the **Settings** menu's **Folders** menu item and type the name of the folder that you want to work with in the search bar at the top right of the screen.

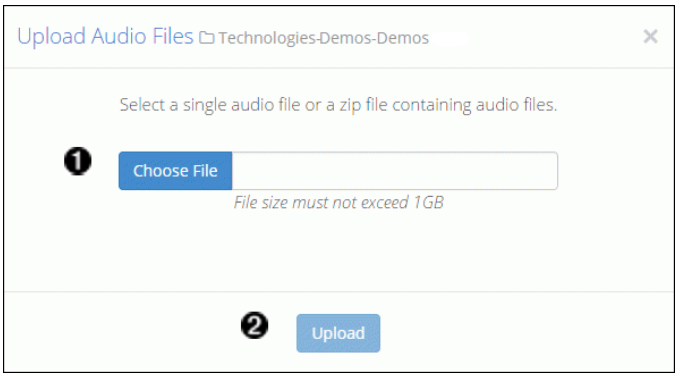

Figure 3.9. Uploading an Audio File to a Folder

❶ Select the zip file you want to upload
❷ Upload audio to folder

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Note

See the *V-Spark 3.4.3 Management Guide* to upload metadata with your audio, or to upload audio via file system or web services.

3.2. Customizing Analysis

V-Spark provides multiple ways of analyzing the audio files that you submit. The most flexible of these is by creating an *application* that scans your incoming audio for items like patterns, specific terms, and so on. The next few sections explain how to create, view, and edit V-Spark applications.

3.2.1. Overview of Applications

Figure 3.10, “Application Overview” shows the main screen for applications, which displays after you select the **Settings** menu's **Applications** menu item. From this screen, you can create, reprocess (re-run) an application, and edit applications in multiple ways.

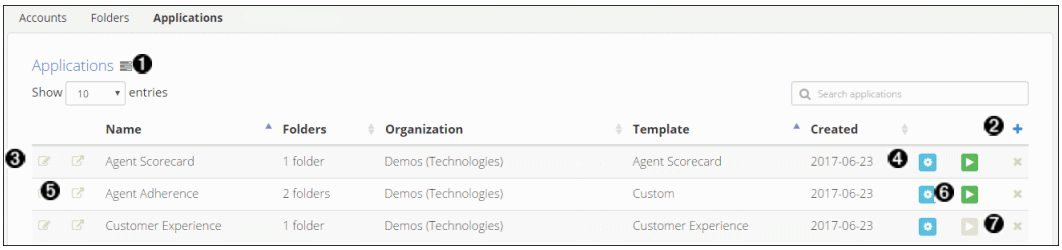

Figure 3.10. Application Overview

1. View application jobs queue
2. Create a new application
3. Edit application settings
4. Edit application categories and phrases
5. View application on dashboard
6. Reprocess an application
7. Delete an application

3.2.2. Creating Applications

To create an application, click the blue '+' icon at the right side of the Applications screen shown in Figure 3.10, “Application Overview”. The screen shown in Figure 3.11, “Creating an Application” displays.

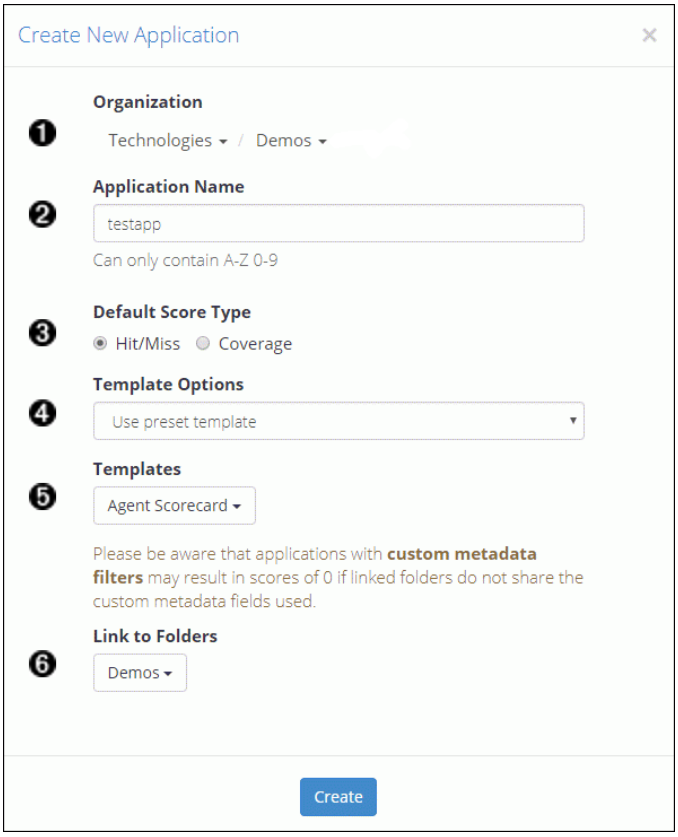

Figure 3.11. Creating an Application

❶ Select organization
❷ Enter application name
❸ Select default score type
❹ Select template option (Build from scratch, Use preset template, or Copy from existing organization)
❺ Select application template (*Agent Scorecard*, *Customer Experience*, *Call Drivers*, or *Call Categorization*)
❻ Select folder(s) for your application to analyze

The key things to remember when creating an application are that applications are specific to an organization, and one or more folders that are associated with them. By default, applications run when files in an associated folder are added. Applications can be re-run against all of the audio files in a folder by *reprocessing* them, which you must do after an application is modified. Because of their associations to multiple aspects of V-Spark and depending on whether you create them from a template or create a totally new application, creating an application can take a little while.

Note

For detailed information about creating applications, see the *V-Spark 3.4.3 Application Development Guide*.

3.2.3. Editing Applications

Regardless of how you created an application, you will often want to customize it, link other folders to it, and so on. V-Spark includes a graphical application editor to simplify this task.

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To access the application editor to edit a specific application, select the **Settings** menu's **Applications** menu item. Type name of the application that you want to work with in the search bar at the top right of the screen. Click the gear icon to the right of the entry for the application that you want to edit to open the application editor, which will display an application-specific version of the dialog shown in Figure 3.12, “Editing an Application”.

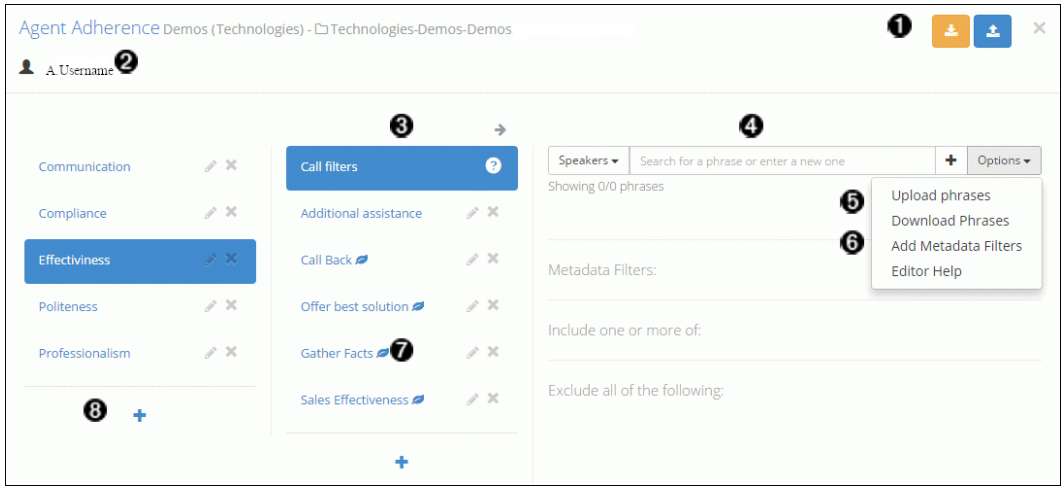

Figure 3.12. Editing an Application

❶ Upload or download a JSON version of your application
❷ Displays all users currently viewing the application
❸ Select the section of the application you want to edit
❹ Add include phrases or exclude phrases to your application
❺ Upload or download lists of phrases for your application
❻ Add filters to your application to do in-depth analysis
❼ Denotes leaf-level categories
❽ Create a new category

Chapter 4. Common V-Spark Analysis Mechanisms

The next few sections discuss the screens that you use to examine your audio files and their transcriptions, and which you use in V-Spark to examine the results of basic types of analysis.

4.1. Examining Call Data

V-Spark provides many ways of summarizing and exploring data about the audio files (commonly referred to as *calls* because a telephone conversation is typically what the audio contains). The next few sections explain how to use V-Spark to see various types of summary and analytical data.

4.1.1. Dashboard Overview

As shown in Figure 4.1, "V-Spark Dashboard Overview", the dashboard page for each folder provides significant flexibility in the ways in which you can view data about the audio files that are located in one or all folders.

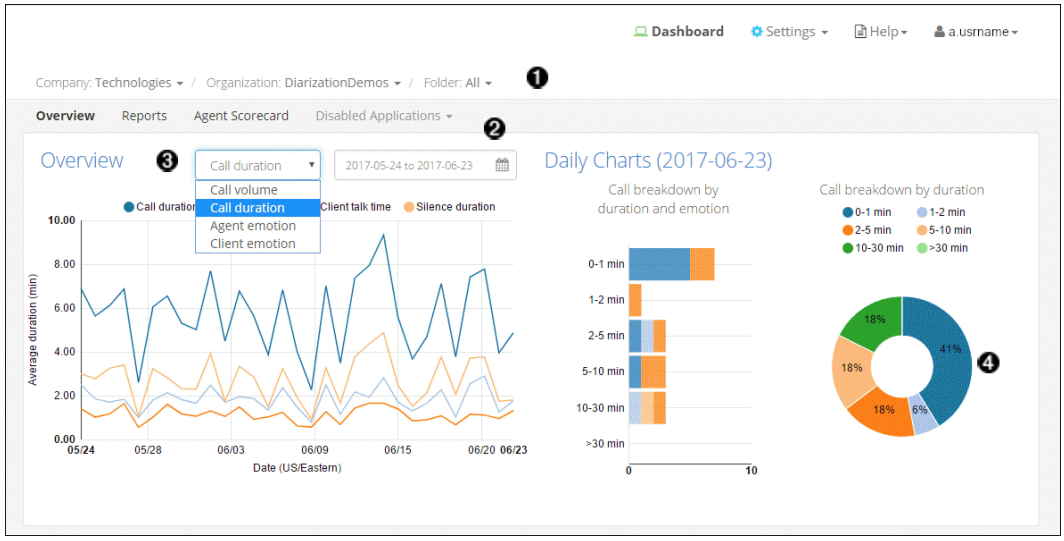

Figure 4.1. V-Spark Dashboard Overview

❶ Examine folders individually
❷ Select the date range you want to analyze
❸ Select different graph types to view your data from every angle
❹ Roll over parts of the graphs to get specific information about call types

4.1.2. Searching Audio Files for Insights

Figure 4.2, "Search, Bookmark, and View Transcriptions" shows the File view of the calls in a folder. To access this screen for a specified folder, click the **Dashboard** icon at the top of the screen, and click the

drop-down to the left of each of the **Company**, **Organization**, and **Folders** menu items to navigate to the folder that contains the audio files that you want to search.

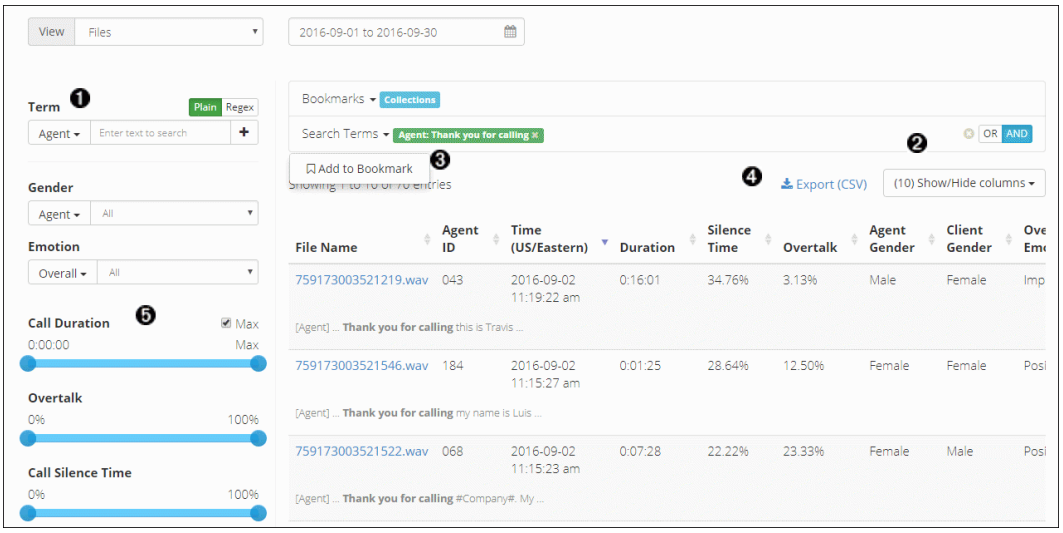

Figure 4.2. Search, Bookmark, and View Transcriptions

❶ Search your files for key words and phrases
❷ Show and hide columns to customize display
❸ Bookmark frequent searches
❹ Export results to CSV
❺ Use filters to narrow down your search

To search the transcriptions of the files that are located in this folder, enter a term under the **Term** label, to the right of the **Speaker** drop-down. Once you press return, the files in the selected date range for the current folder are searched for the specified term, and that term is added to the list of search terms at right.

Note

See the *V-Spark 3.4.3 Review and Analysis Guide* for detailed information about using all of the options on the **View Files** screen.

4.1.3. Examining Audio File Details

To display detailed information about an audio file in the current folder, click its name in the file list. This will open a File Details page like the one shown in Figure 4.3, “Examining Data for Individual Audio and transcriptions”.

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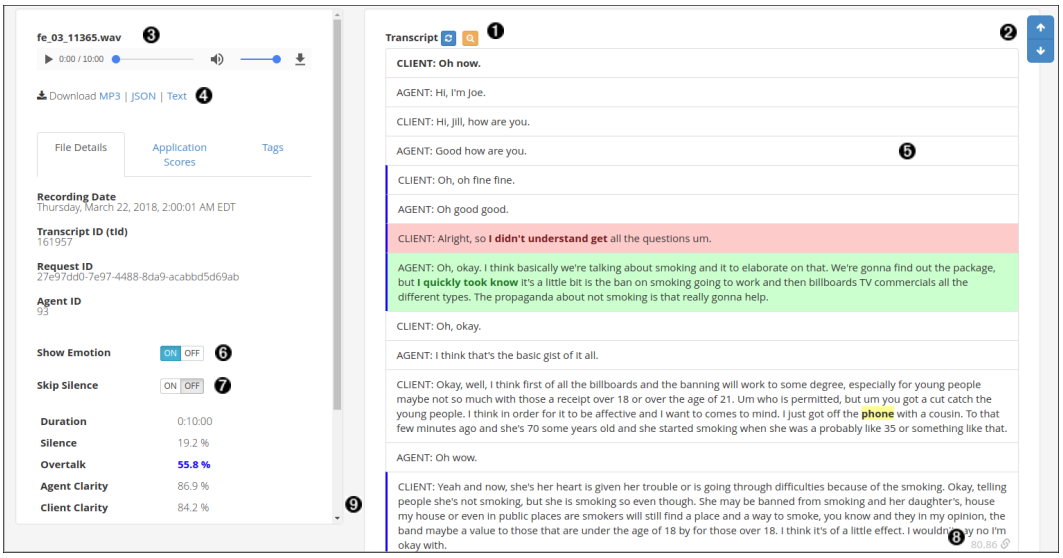

Figure 4.3. Examining Data for Individual Audio and transcriptions

❶ Clear search term highlighting from transcript display
❷ Use the up and down arrows to view instances of your search terms
❸ Play call audio
❹ Download an MP3, JSON, or Text file of the transcript. Clicking this button displays a dialog on which you can select the type of files that you want to download (JSON, text transcript, and/or MP3), and the range of dates for which you want to download files.

Note

Matching files will be downloaded in a zip file. The maximum size of this zip file is 2 GB. Trying to download files that produce a zip file larger than 2 GB will fail with an error message. To work around this issue, you can download multiple sets of files, using a smaller date range for each or by downloading specific types of files together.

❺ Select a piece of the transcript to play audio from that point
❻ Show emotion for a visual representation of sentiment analysis
❼ Skip silent portions of the call for faster review
❽ Link coworkers to any piece of the transcript
❾ Indicates portions of the transcript with high overtalk

Note

See the *V-Spark 3.4.3 Review and Analysis Guide* for detailed information about using all of the options on the File Details page.

4.2. Examining Agent and Client Interaction

When V-Spark either processes stereo audio with one voice per channel or diarizes mono content, the transcription of your audio input that it produces is divided into *Agent* and *Client* speakers. V-Spark helps you explore and audit Agent information for things like politeness and emotion, the presence of specific phrases, compliance with requirements for content in each call, and so on. For stereo audio, the channel that contains the Agent speaker can be set in the Folder dialog.

The next few sections illustrate the basic mechanisms that V-Spark provides to examine Agent performance and how to work with that information.

4.2.1. Examining the Agent Scorecard

The Agent Scorecard is one of the applications that are built from templates (*templated applications*) which are provided with V-Spark. This application increases the efficiency of the agent evaluation process by automatically detecting the presence or absence of phrases that correspond to QA form requirements. Application results can be used to get an overall view of your agents' performance, pinpoint performance categories that require improved training, and compare scores for individual agents.

Figure 4.4, "Examining Agent Performance" shows the Agent Scorecard information for a given folder. To access this screen for a specified folder, click the **Dashboard** label at the top of the screen, then click the drop-down to the right of the **Folder** and select the folder that you are interested in. Finally, select the Agent Scorecard application from the submenu.

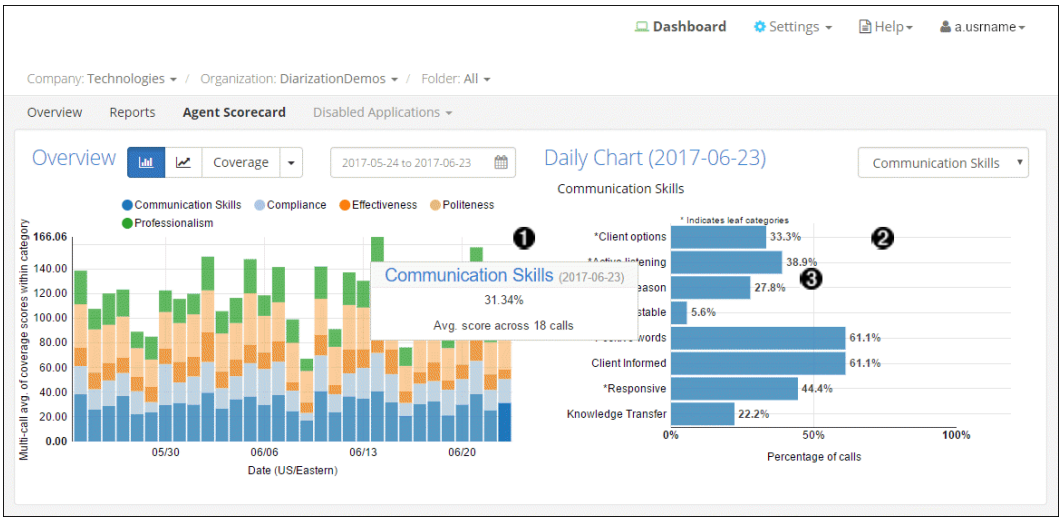

Figure 4.4. Examining Agent Performance

❶ Roll over parts of the graph to see agent scores for each category
❷ Category breakdowns show you exactly where your agents can improve
❸ Click on a section of the graph to view lower-level categories for even more detailed insights

Note

See the *V-Spark 3.4.3 Review and Analysis Guide* for detailed information about templated applications such as the Agent Scorecard application.

4.2.2. Examining Individual Agent Data

The **View** section at the bottom of the Agent Scorecard screen (discussed in Section 4.2.1, " Examining the Agent Scorecard ") enables you to drill down into detailed information about all of the Agents within a selected or default time period. Because it provides tabular information about each agent within that time period, the screen shown in Figure 4.5, "Examining Individual Agent Performance" makes it extremely easy to compare agent performance and identify Agents that may need additional education.

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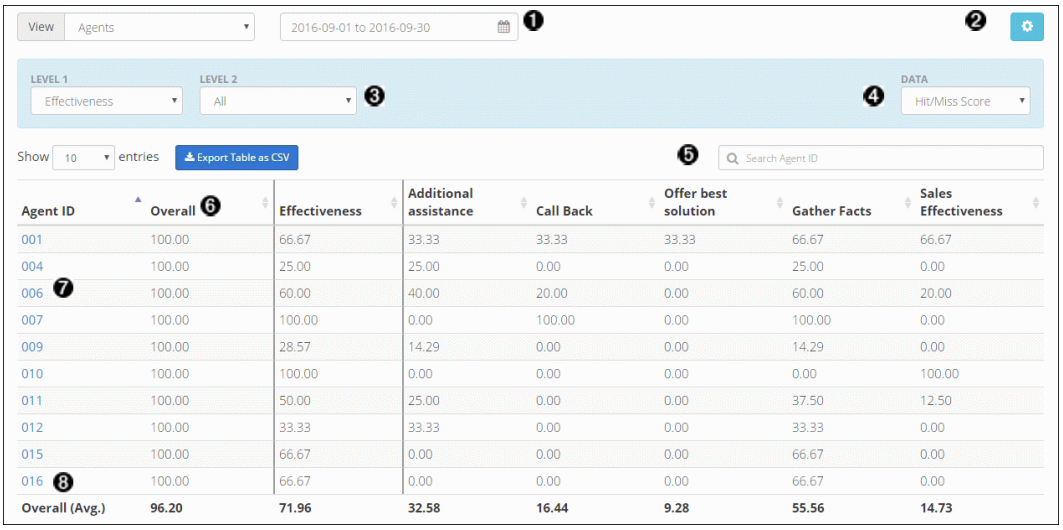

Figure 4.5. Examining Individual Agent Performance

❶ Select date range
❷ Make changes to the application
❸ Select application level and categories to view
❹ Select data to view (Hit/Miss Score, Coverage Score, Average Call Duration, or Average Call Silence)
❺ Search for a specific agent ID
❻ An agent's overall score for all calls
❼ Click on an agent ID to see all calls handled by that agent
❽ Average overall totals for all agents

4.2.3. Filtering Agent Data

The **View** section at the bottom of the Agent Scorecard screen (discussed in Section 4.2.1, " Examining the Agent Scorecard ") enables you to filter the information about all of the Agents within a selected or default time period. These filters enable you to drill down into multiple levels within characteristics such as Communication Skills, Compliance, Effectiveness, and so on.

To display a screen like the one shown in Figure 4.6, "Filtering Agent Data Files" select **Files** from the **View** drop-down.

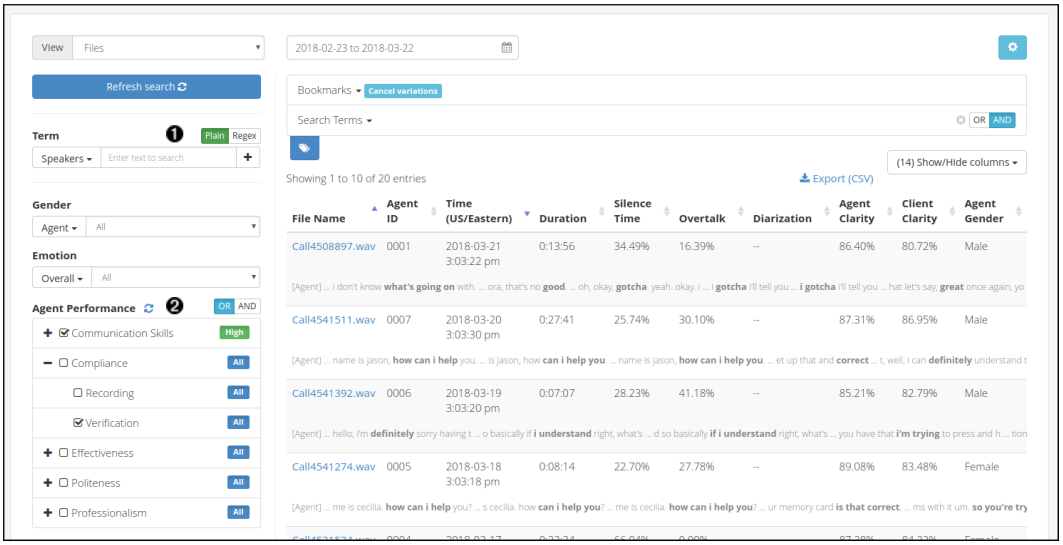

Figure 4.6. Filtering Agent Data Files

❶ Search your calls using text, filters, and bookmarked searches just like in the Dashboard Files View
❷ Filter calls using individual or combined application categories

Note

See the *V-Spark 3.4.3 Review and Analysis Guide* for detailed information about the different views that are available for you to use when exploring Agent data.

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