



V-Spark 3.5.0 Management Guide

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Chapter 1. V-Spark Overview

Voci V-Spark™ is an all-inclusive speech analysis application that enables you to visualize audio using state-of-the-art speech recognition, transcription, and text analysis technologies. V-Spark automatically transcribes audio into searchable text, then organizes and archives the data, and finally provides both intuitive graphical web and representational state transfer (REST) API interfaces through which you can examine and explore that data. The information is stored in a database where the audio can be searched and analyzed for compliance, customer insights, and agent performance. V-Spark has the most complete set of speech technologies in a single solution on the market today.

The current version of the V-Spark server is supported on Red Hat Enterprise Linux (RHEL) and Community Enterprise Operating System (CentOS) versions 6.8 and greater, within the version 6 family.

This document provides an overview of how to manage your customizable V-Spark interface. For information on how to analyze audio and call statistics using V-Spark, please see the "*V-Spark 3.5.0 Review and Analysis Guide*". For information on how to utilize the V-Spark Application Programming Interface please see the "*Using the V-Spark 3.5.0 API*".

1.1. Managing V-Spark

The V-Spark web server provides a powerful yet intuitive solution for transcribing, storing, and analyzing audio. V-Spark can host multiple clients on a single server instance (referred to as "multitenancy"), and provide different configuration access to users. This document introduces the hierarchical account management feature within V-Spark for administrators to be able to manage user accounts. The focus is to set up a secure environment where each user has the access they need to efficiently and effectively accomplish their objectives.

1.2. Tools You'll Need

Here's what you need to get started:

- Desktop or laptop computer with secure power supply, installed with Google Chrome 14+ or Mozilla Firefox 23+.
- The network address (URL) of your V-Spark server, and your login information.
- Fast and reliable network connection
- You may need System admin user account access to V-Spark to perform some of the instructions in this guide. Other instructions only require write access to a company or organization account.

Chapter 2. Multitenancy

V-Spark supports both on-premise and cloud deployments. In both of these instances, setting up an organized and configurable multitenant solution is important for the security and functionality of the tool. Multitenancy enables multiple “tenants” or groups of users to have access to the same instance of V-Spark.

In the cloud, this enables multiple companies to use the same V-Spark interface without each company knowing about one another. In an on-premise deployment, this allows groups within a company to view audio independent of other groups, keeping private data separate from the larger set of company users.

2.1. Companies, Organizations, and User Accounts

V-Spark uses a 3-level hierarchy structure to define the entities that its tenants represent. At the top level, each user account is associated with a single **Company**, generally defined as the company the user works for. A **company** must have at least one **Organization**, which generally represents a group or department within a company. A **User Account** has configurable company- and organization-oriented permissions. For more information about user permissions see [Section 4.3, “Setting User Permissions”](#).

2.2. Monitored Folders and Applications

In V-Spark, audio is categorized by its source into folders and managed in the **Folders** section under **Settings**. Each folder is associated with one Organization within a Company. **Applications** are customized analytics tools set up in the **Applications** section also under **Settings**. Each Application can be associated with multiple folders of an Organization and cannot be shared across Organizations. These will be discussed in more detail in [Chapter 6, *Folder Management*](#) and [Chapter 9, *Application Management*](#).

Chapter 3. Company and Organization Management

Companies are the highest-level administrative group in V-Spark, and contain organizations, which are separate logical groups within a company. To create or modify a company or organization, log into V-Spark, and navigate to the **Settings** page by using the V-Spark **1Main Menu**, shown in [Figure 3.1](#), “[V-Spark Dashboard Menus](#)”. Use the **2Breadcrumb Menu** to select the company and organization you want to view.



Figure 3.1. V-Spark Dashboard Menus

- ❶ Main menu
- ❷ Breadcrumb menu
- ❸ Submenu

If you are a system administrator or a user with company or organization-level create/edit permissions, you will see the **Accounts** section in the **3Submenu**. There you can view or modify companies, organizations, and user accounts as shown in [Figure 3.2](#), “[Accounts Settings page](#)”.

Company

Show entries

Company	Short Name	Usage (hours)	Data Retention (days)	Auth Token	Cloud Token	Registration	Permissions	Created
<input checked="" type="checkbox"/> Doc Test Co	DocTestCo	0.0 of	Unlimited	Show...	None	Register...	View users	2018-10-02
<input checked="" type="checkbox"/> Test	Test	19.6k of	Unlimited	Show...	None	Register...	View users	2018-09-18
<input checked="" type="checkbox"/> Test2	Test2	0.0 of	Unlimited	Show...	None	Register...	View users	2018-09-20
<input checked="" type="checkbox"/> Testing	Testing	112.0 of	Unlimited	Show...	None	Register...	View users	2018-09-20

Showing 1 to 4 of 4 entries

Organizations

Show entries

Organization	Company	Short Name	Data Retention (days)	Timezone	Created
<input checked="" type="checkbox"/> Test	Test	Test-Test	Unlimited	US/Eastern	2018-09-18
<input checked="" type="checkbox"/> Test3	Test	Test-Test3	Unlimited	US/Eastern	2018-09-21
<input checked="" type="checkbox"/> Test2	Test2	Test2-Test2	Unlimited	US/Eastern	2018-09-20
<input checked="" type="checkbox"/> Sept2018	Testing	Testing-Sept2018	Unlimited	US/Eastern	2018-09-21

Showing 1 to 4 of 4 entries

User Accounts

Show entries

Username	Email	Full name	Company	
<input checked="" type="checkbox"/> abaker	abaker@doctestco.com	Albert Baker	Doc Test Co	
<input checked="" type="checkbox"/> cdanforth	cdanforth@doctestco.com	Carol Danforth	Doc Test Co	System admin
<input checked="" type="checkbox"/> efalken	efalken@doctestco.com	Eric Falken	Doc Test Co	
<input checked="" type="checkbox"/> a.disableduser	a.disableduser@doctestco.com	Alfred DisabledUser	Doc Test Co	

Figure 3.2. Accounts Settings page

- ❶ Create a new company
- ❷ Edit a company
- ❸ Delete a company
- ❹ View breakdown of usage by organization and folder
- ❺ Edit an organization
- ❻ Create a new organization
- ❼ Delete an organization
- ❽ Choose number of entries per page
- ❾ Delete a user

The next few sections explain how to create, view, modify, and delete a Company (if you are a **System admin**) or Organization (if you have **Create/Edit** company-level permissions for its parent company). For information on User accounts and permissions, see [Chapter 4, User Account Management](#).

3.1. Create a Company

Create a company by selecting the blue '+' on the right side of the Companies section, shown as item ❶ in [Figure 3.2, “Accounts Settings page”](#). The dialog shown in [Figure 3.3, “Creating a company”](#) will be displayed.



Important

Only System admin accounts have access to modify the Companies section.

The screenshot shows a 'Create New Company' dialog box with the following fields and options:

- Company Name**: Text input field.
- Short Name**: Text input field with a note: *Alphanumeric characters and underscores only; no spaces.*
- Limit Hours**: Text input field with an **Unlimited** checkbox.
- Data retention limit (days)**: Text input field with a note: *Limits the data retention Maximum for organizations within this company. Lowering the limit will NOT automatically update the retention period for organizations.* and an **Unlimited** checkbox.
- Use Cloud Transcription**
- Servers**: Text input field.
- Next**: Button at the bottom center.

Figure 3.3. Creating a company

Fill out the fields to set up a new company. This dialog contains the following fields:

- **Company Name**: The name of the company.
- **Short Name**: Short name reference of the actual company name since Company Names may be lengthy and include spaces (spaces are not valid in the short name). The company short name *cannot* be edited after the company has been created.
- **Limit Hours**: Limit the number of audio hours that the company can process through V-Spark. Once that limit has been reached, the company can no longer process new audio, but can still use V-Spark to examine existing calls.
- **Data retention limit (days)**: Limits the maximum data retention days for organizations within this company. For more information about data retention limits and their implications, see [Section 3.8, “Data Retention Limits for Companies and Organizations”](#).

At this point, you must choose between two transcription methods: appliance-based or cloud transcription, described in [Section 3.1.1, “Appliance-based Transcription”](#) and [Section 3.1.2, “Cloud-based Transcription”](#), respectively.

The final setting that must be configured before creating a company is **Application Templates**:

- **Application Templates:** The drop-down shown in [Figure 3.4, “Selecting the application templates associated with a company”](#) enables you to select which application templates should be available for that company. Templates are described in [Chapter 9, Application Management](#).

Figure 3.4. Selecting the application templates associated with a company

Once you are satisfied with the company's information, press the **Create** button. The company is created, and can be viewed in the **Company** section of the **Account Settings** page. Organizations and users can now be associated with the company.

3.1.1. Appliance-based Transcription

For appliance-based transcription, configure the following settings.

- **Servers:** This field, shown in [Figure 3.3, “Creating a company”](#), enables you to enter the name(s) of the server(s) that can be selected during the folder creation process. Enter the name(s) of the company's server(s) here. If you are entering the names of multiple machines, separate the machine names with semicolon (“;”) delimiters. For example, if there were two V-Spark appliances named `product-demo` and `asrsrvr1`, the correct entry is “`product-demo;asrsrvr1`”. If the servers are not found in the local area network, you will not be able to select models.
- **Models:** On the screen shown in [Figure 3.5, “Selecting the models associated with a company”](#), you can select the different language models that are available when creating new folders. The models shown in the figure are examples. The list of models you have installed may be different.



Important

To set up folders within the company, you must select at least one model here.

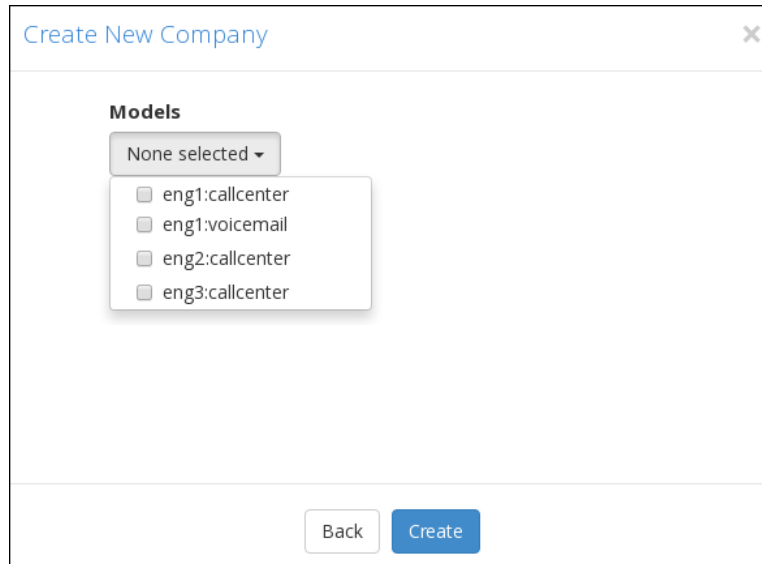


Figure 3.5. Selecting the models associated with a company

3.1.2. Cloud-based Transcription

Figure 3.3, “Creating a company” shows an option to **Use Cloud Transcription**. This option is only relevant for customers using the Voci V-Cloud transcription service. All other users should leave this box unchecked. When this option is selected the following settings must be configured:

- **Cloud Token:** A V-Cloud token or alias will be provided by your Voci representative. This token authorizes the system to submit and bill transcription jobs to your V-Cloud account.
- **Custom Models:** Leave this field blank to use the system's default models. Contact your Voci representative for information about using additional or custom models.

3.2. View Information about a Company

If you have only organization-level write permissions to V-Spark you cannot view any company information. If you have only company-level write permissions to V-Spark you will be able to view information about the companies to which you have permission in the **Company** section. If you have System admin permissions to V-Spark you will be able to view more detailed information about company V-Spark accounts.

If you are a system administrator, V-Spark displays edit icons next to the company names in the **Company** section. To view general information about an existing Company, select the edit icon to the left of the name of the Company you want to view, as shown in Figure 3.2, “Accounts Settings page”. An **Update Company** dialog displays. This dialog is identical to the **Create New Company** dialog shown in Figure 3.3, “Creating a company”. You may View the information in this dialog and close it without modifying any settings.

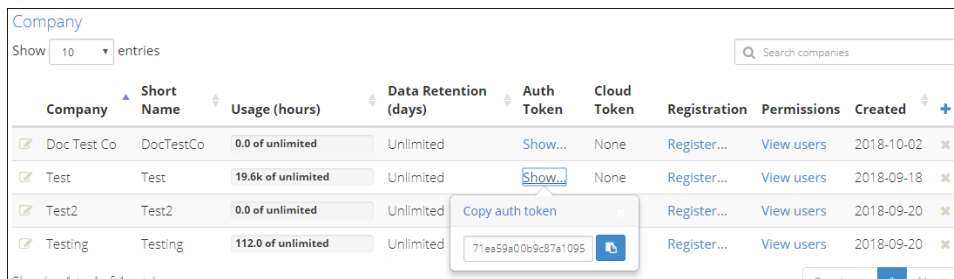
3.2.1. View Usage Information

The **Accounts** page shown in [Figure 3.2, “Accounts Settings page”](#) displays information about the number of hours of audio that the company has used and the maximum number of hours that the company can process.

On the **Accounts** page, double-click the **Usage** value of a company, shown in [Figure 3.2, “Accounts Settings page”](#), to display a **Company Usage Details** dialog where you can view detailed information about processed audio, broken down by organizations and folders.

3.2.2. Viewing the Company Authorization Token

To utilize the V-Spark REST API to interact with V-Spark you will need to provide the Company authorization token along with any API calls. If you are a system administrator, or have write permission for a company, there is an **Auth Token** column in the table of companies. To view a Company's authorization token, select the "Show..." link in the "Auth Token" column of that Company's row of the Company table. V-Spark will display the pop-up shown in [Figure 3.6, “Copy auth token”](#) that shows the Company token in a text box.



The screenshot shows a table with columns: Company, Short Name, Usage (hours), Data Retention (days), Auth Token, Cloud Token, Registration, Permissions, and Created. A pop-up titled "Copy auth token" is displayed over the "Auth Token" column for the "Test" company, showing the token value "71ea59a00c9c87a1095" and a "Copy" button.

Company	Short Name	Usage (hours)	Data Retention (days)	Auth Token	Cloud Token	Registration	Permissions	Created	
<input checked="" type="checkbox"/>	DocTest Co	DocTestCo	0.0 of unlimited	Unlimited	Show...	None	Register...	View users	2018-10-02
<input checked="" type="checkbox"/>	Test	Test	19.6k of unlimited	Unlimited	Show...	None	Register...	View users	2018-09-18
<input checked="" type="checkbox"/>	Test2	Test2	0.0 of unlimited	Unlimited	Show...	None	Register...	View users	2018-09-20
<input checked="" type="checkbox"/>	Testing	Testing	112.0 of unlimited	Unlimited	Show...	None	Register...	View users	2018-09-20

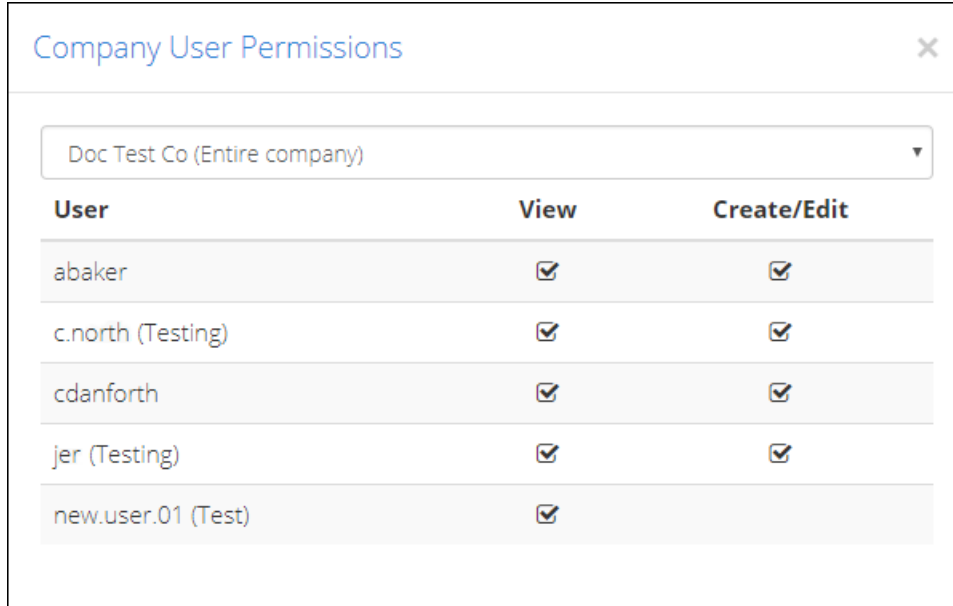
Figure 3.6. Copy auth token

To copy the authorization token to the clipboard, so that you can use the token in another window, select the "Copy" button to the right of the text box. A small note will display when the token is copied successfully to the clipboard.

When you are finished viewing the Company's authorization token, close the pop-up by selecting the **x** button in the upper right corner of the pop-up, or by clicking anywhere else on the page.

3.2.3. Viewing Company User Permissions

To view a list of all users who have permissions that apply to a company and its organizations, select the "View users" link on that company's row of the company table. V-Spark will display the dialog shown in [Figure 3.7, “Company User Permissions”](#) that shows all user accounts that have permissions relevant to the company, whether those permissions are explicit to the company or implicit in the permissions those users have elsewhere in V-Spark. By default, permissions for the entire company are displayed.



User	View	Create/Edit
abaker	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
c.north (Testing)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
cdanforth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
jer (Testing)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
new.user.01 (Test)	<input checked="" type="checkbox"/>	

Figure 3.7. Company User Permissions

To show permissions for a specific organization within the company, choose the name of the organization from the drop-down menu above the list. If a user has permissions in this company or organization, but their user account belongs to another company, the name of the user account's home company is displayed in parentheses next to their username.

The permissions displayed in this dialog are read-only. To modify a User Account's permissions for a company, you must set that user's permissions individually. For information on modifying the permissions of a specific user, see [Section 4.3, “Setting User Permissions”](#).

When you are finished viewing the Company's user permissions, close the dialog by selecting the **x** button in the upper right corner of the dialog.

3.3. Modify a Company

To edit an existing Company, select the edit icon on the left side of the Company you want to modify, as shown in [Figure 3.2, “Accounts Settings page”](#). An **Update Company** dialog pops up which is the same as the **Create New Company** dialog shown in [Figure 3.3, “Creating a company”](#), in which you can modify the company information.

3.4. Delete a Company

Deleting a Company requires *care* and can be done by selecting the **x** button to the right of the company information in the **Accounts** section. The red pop-up warning screen shown in [Figure 3.8, “Deleting a company”](#) highlights the data that will be deleted when the company is deleted. You will be required to confirm the deletion before it will occur. Confirm the deletion by entering the name of the company that will be deleted, and selecting **Yes, delete this company**. The company name is shown near the top of the dialog. For security reasons, you cannot delete the company to which your account belongs (your home company), regardless of your permissions.

Are you sure?

You are about to delete the following company:

Company: Doc Test Co

This will delete all the company's data, including users, organizations, and folders. **This cannot be undone.** If you want to save any of these, please hit cancel and move them before proceeding.

The following users will be deleted:

- cn

The following organizations will be deleted:

- Doc Testing

Are you sure you want to continue?

Confirm deletion by typing the name of the company

Figure 3.8. Deleting a company

- ❶ The name of the Company that will be deleted
- ❷ The users associated with that Company whose accounts will be deleted
- ❸ The names of the Organizations associated with that Company that will also be deleted
- ❹ Type the name of the Company here to confirm
- ❺ Select **Cancel** to return to the Company list
- ❻ Select **Yes, delete this company** to confirm the deletion



Warning

Deleting a Company permanently removes all information associated with it, including the Company's Users, Organizations, Folders, and Applications.

3.5. Create an Organization

Create an organization by selecting the blue + button on the right of the Organizations section. The window shown in [Figure 3.9, “Creating an Organization”](#) displays. Fill out the fields to set up a new organization.

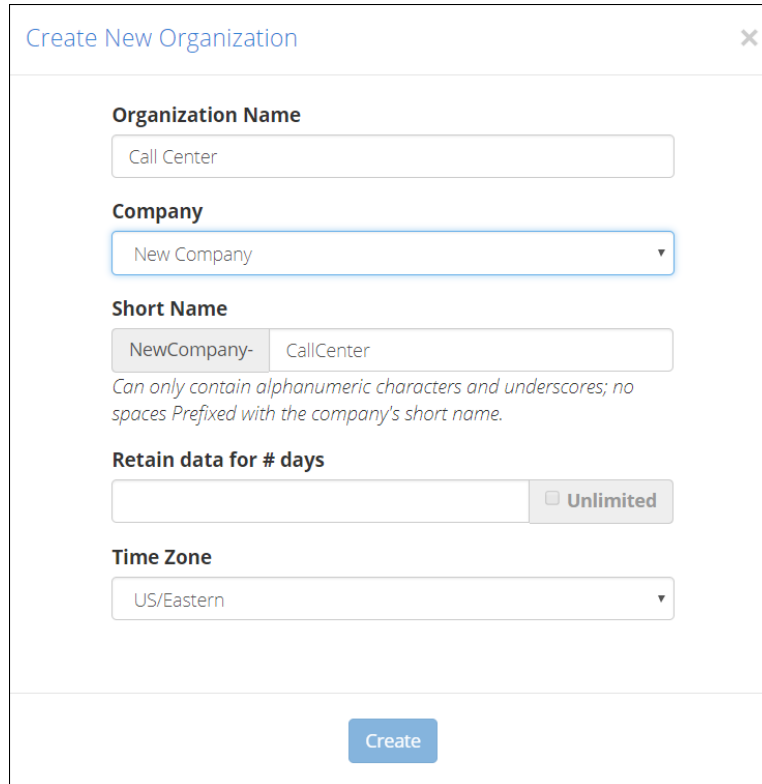


Figure 3.9. Creating an Organization



Note

Only System admin users or users with company create/edit permissions can modify a company's organizations.

This dialog contains the following fields:

- **Organization Name:** The name of the organization within a company.
- **Company Name:** The name of the company of which the organization is a member.
- **Short Name:** Short name reference of the actual organization name, since organization names may be long with spaces. An organization's short name defaults to *company short name-organization name* in the dialog box. However, you may modify the organization portion of the short name before the organization is created.
- **Retain data for # of days:** Specifies how long calls will be retained in the system. For more information about data retention limits and their implications, see [Section 3.8, “Data Retention Limits for Companies and Organizations”](#).
- **Time Zone:** Each organization is assigned a time zone. This allows users of that organization to have customized dates and times specific to that time zone.



Note

Choose your organization's Time Zone carefully! The Time Zone that is associated with an organization cannot be modified after that organization is created.

3.6. Modify an Organization

To edit an existing organization, select the edit icon on the left side of the organization you want to modify, as shown in [Figure 3.2, “Accounts Settings page”](#). An **Update Organization** dialog displays in which you can modify the Organization information. This dialog is identical to the **Create New Organization** window shown in [Figure 3.9, “Creating an Organization”](#).

3.7. Delete an Organization

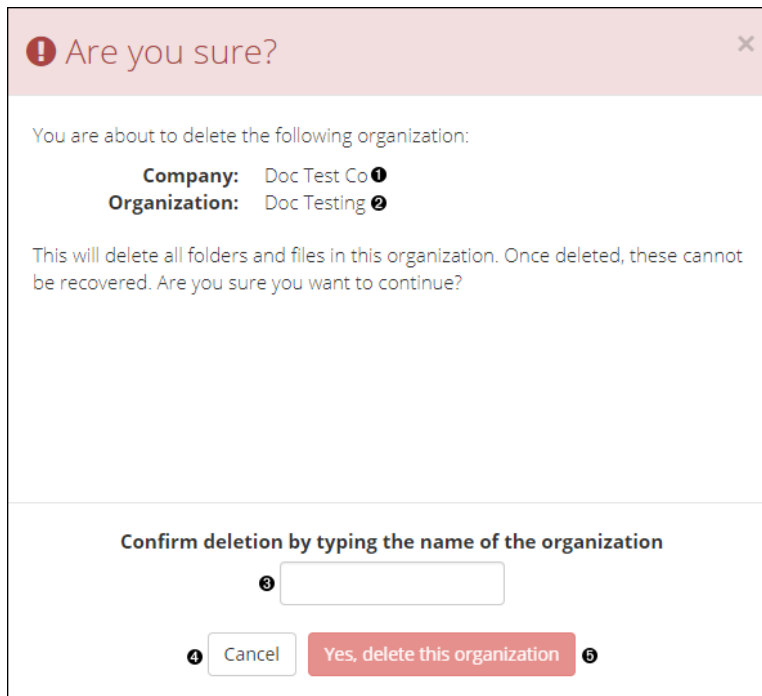


Figure 3.10. Deleting an organization

- ❶ The name of the Company with which the Organization that will be deleted is associated
- ❷ The name of the Organization that will be deleted
- ❸ Type the name of the Organization here to confirm
- ❹ Select **Cancel** to return to the Organization list
- ❺ Select **Yes, delete this organization** to confirm the deletion



Warning

Deleting an Organization permanently removes all information associated with it, including all of the Organization's Folders and Applications.

Deleting an Organization requires *care* and can be done using the ‘x’ to the right of the organization information in the **Accounts** section. As shown in [Figure 3.10, “Deleting an organization”](#), a red pop-up warning screen displays that highlights the data that would be deleted when the Organization is deleted. You will be required to confirm the deletion before it will occur. Confirm the deletion by entering the name of the organization that will be deleted, and selecting **Yes, delete this organization**. The organization name is shown near the top of the dialog.

3.8. Data Retention Limits for Companies and Organizations

V-Spark data retention limits specify the maximum number of days that calls will be retained before being automatically removed from the system. This automated data cleanup mechanism prevents unneeded call information from accumulating on the system, consuming disk space.



Note

The data lifetime is measured against call "datetime" metadata, which is not necessarily when the call was loaded into the system. If historical data is to be loaded, ensure that the retention limit is sufficient to retain the historical data as desired.

A company's **Data retention limit (days)** setting (shown in [Figure 3.3, "Creating a company"](#)) restricts the maximum data retention limit for that company's organizations, whereas an organization's **Retain data for # days** setting (shown in [Figure 3.9, "Creating an Organization"](#)) sets the actual retention period that is used for scheduled data cleanup.



Note

If a company's data retention limit is *decreased*, the data retention limits for organizations within that company are not checked to see if they are still valid. However, when an organization is updated, its data retention limit is checked to ensure that it does not exceed the data retention limits for its parent company.

If an organization's data retention limit is *decreased* to a period that would cause calls to be removed the next time data cleanup is executed, a message like the following displays:

i Your recent data retention change for AutoTests-AutoTests will delete **16 files** at next scheduled cleanup (3:00 AM EST). [Click to cleanup now instead of waiting](#) ×

Figure 3.11. Data cleanup notification

This dialog provides a **Click to cleanup now instead of waiting** option that enables you to remove the files from the system immediately.

The data retention cleanup schedule for an organization is based on its time zone and is configurable at the system level by system administrators.

Chapter 4. User Account Management

User accounts are created within a single company and can have customized permissions for both entire companies and individual organizations. This chapter explains how to create, configure, and manage V-Spark user accounts.



Important

Remember that most user accounts only have permissions for specific companies or organizations. When you log into V-Spark with your account, the Account Settings page will only display company, organization, and user accounts that your account has permission to view, and you will only be able to modify the settings of accounts that your account has permission to modify. To be able to set permissions for any user in any company or organization that is present in a V-Spark installation, you must be logged in as a user that has **System admin** permissions.

[Figure 4.1, “Company, Organization, and User Account Settings”](#) shows the screen from which you can create, modify, and optionally delete user accounts. To display this screen, select the **Settings** menu's **Accounts** entry and scroll down to the bottom of that screen. The **User Accounts** section is the last section that displays on this screen, and is shown in more detail in [Figure 4.6, “Configuring User Account Settings”](#).

Company											
Show	10	entries	Search companies								
Company	Short Name	Usage (hours)	Data Retention (days)	Auth Token	Cloud Token	Registration	Permissions	Created			
<input checked="" type="checkbox"/>	Doc Test Co	DocTestCo	0.0 of	Unlimited	Show...	None	Register...	View users	2018-10-02	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Test	Test	19.6k of	Unlimited	Show...	None	Register...	View users	2018-09-18	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Test2	Test2	0.0 of	Unlimited	Show...	None	Register...	View users	2018-09-20	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Testing	Testing	112.0 of	Unlimited	Show...	None	Register...	View users	2018-09-20	<input type="checkbox"/>	
Showing 1 to 4 of 4 entries									Previous	1	Next

Organizations								
Show	10	entries	Search organizations					
Organization	Company	Short Name	Data Retention (days)	Timezone	Created			
<input checked="" type="checkbox"/>	Test	Test	Test-Test	Unlimited	US/Eastern	2018-09-18	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Test3	Test	Test-Test3	Unlimited	US/Eastern	2018-09-21	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Test2	Test2	Test2-Test2	Unlimited	US/Eastern	2018-09-20	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Sept2018	Testing	Testing-Sept2018	Unlimited	US/Eastern	2018-09-21	<input type="checkbox"/>	
Showing 1 to 4 of 4 entries						Previous	1	Next

User Accounts						
Show	10	entries	Search users			
Username	Email	Full name	Company			
<input checked="" type="checkbox"/>	abaker	abaker@doctestco.com	Albert Baker	Doc Test Co	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	cdanforth	cdanforth@doctestco.com	Carol Danforth	Doc Test Co	System admin	<input type="checkbox"/>
<input checked="" type="checkbox"/>	efalken	efalken@doctestco.com	Eric Falken	Doc Test Co		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<i>a.disableduser</i>	<i>a.disableduser@doctestco.com</i>	<i>Alfred DisabledUser</i>	<i>Doc Test Co</i>		<input type="checkbox"/>

Figure 4.1. Company, Organization, and User Account Settings

The User Accounts section of the Accounts Settings page displays a list of all V-Spark user accounts that are associated with companies that your account has permission to edit. For each user account, the list shows the username, email address, full name, and company of that user. The list also provides an icon at the left of each entry that you can select to display the **User settings** page for that user account, and an **x** button at the right of each entry that you can select to delete the user account.

If a user account has been created but not verified, the Username is displayed with a warning icon next to it. If a user account has been disabled, the entry for that account is displayed in an italic typeface. If you are logged in as a user with system administrator privileges, the last column of the list will display the words "System admin" for other user accounts that also have system administrator permissions.

The size of the list is limited by the number of lines chosen in the **Show entries** menu. If there are more entries in the list than are being displayed, use the **Previous**, **Next**, or page number buttons to navigate to the other pages of the list. See [Section 4.5, "Filtering Company, Organization, and User Lists"](#) for information about filtering this and other lists on this page.

4.1. Creating a User Account

To manually create a new user account, select the blue + sign at the far right of the **User Accounts** section of the screen shown in [Figure 4.1](#).

If you do not see a dialog like the one shown in [Figure 4.2](#), “Using the Create New User Dialog”, but instead see the one shown in [Figure 4.3](#), “Creating a New User with External Authentication”, your V-Spark installation has been configured to support both internal and external authentication mechanisms. You should follow the instructions in [Section 4.1.2](#), “Creating a User Account with External Authentication”.

4.1.1. Creating a User Account with Internal Authentication

If the dialog shown in [Figure 4.2](#), “Using the Create New User Dialog” displays, your V-Spark installation has been configured to use only internal authentication.

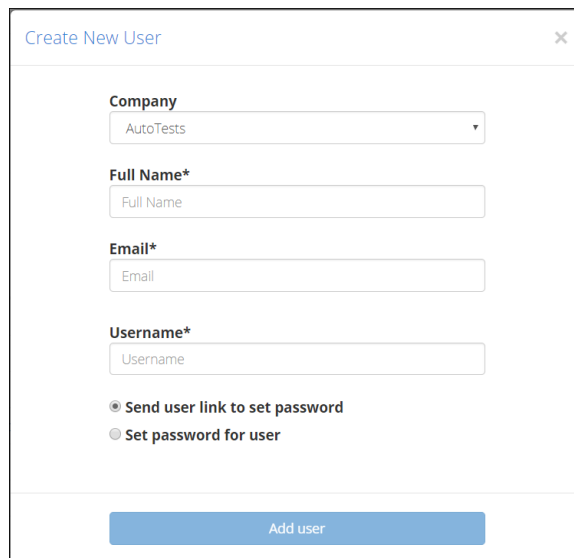


Figure 4.2. Using the Create New User Dialog

To create a new user account that will use internal V-Spark authentication:

1. Use the **Company** dropdown to select the company that will be the account's home company
2. Enter the user's **Full Name**, **Email** address, and **Username** (the user's login name for V-Spark). The username and email address for each user in V-Spark must be unique to the V-Spark installation.
3. Specify how you want the new user to receive the password that they will use to log in to V-Spark. You must choose one of these options to continue.
 - a. **Send user link to set password** (Optional) - check the **Send user link to set password** checkbox to send the new user email with a link that they can select to set their initial password. When the account is created, V-Spark sends email to the user.
 - b. **Set password for user** (Optional) - check the **Set password for user** checkbox to set an initial password for the new user manually. Doing so displays a **Password** field into which you can enter an initial password for the user.

4. Select **Add user** to create the new user.

Once the new user is created, the **User Settings** page for the new user displays (as shown in [Figure 4.7, “Modifying User Permissions”](#)) to enable you to specify company and organization permissions for the new user.

4.1.2. Creating a User Account with External Authentication

If the dialog shown in [Figure 4.3, “Creating a New User with External Authentication”](#) displays, your V-Spark installation has been configured to use either internal or external authentication.

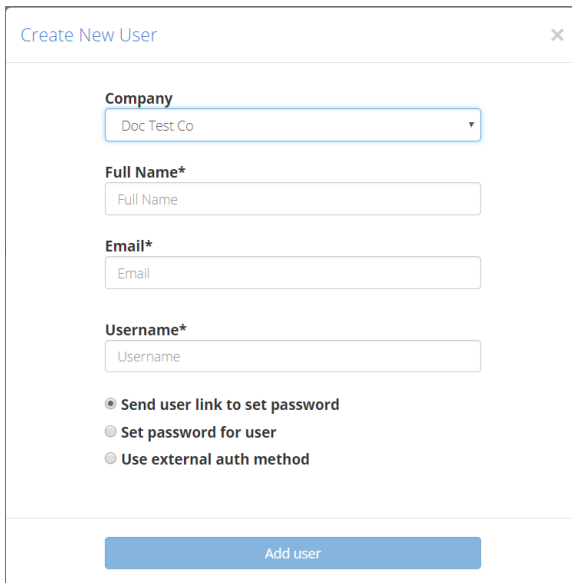


Figure 4.3. Creating a New User with External Authentication

To create a new user account that will use external authentication:

1. Use the **Company** dropdown to select the company that will be the account's home company
2. Enter the user's **Full Name**, **Email** address, and **Username** (the user's login name for V-Spark). The user name and email address for each user in V-Spark must be unique to the V-Spark installation.
3. Select one the following options to specify how you want the new user to authenticate to V-Spark when they log in. You must choose one of these options to continue.
 - a. **Send user link to set password** (Optional) - select the **Send user link to set password** option to send the new user email with a link that they can select to set their initial password. Doing so sends email to the user and displays the **User settings** page, where you can set company and organization permissions for the user, enable the user's account for login, and choose other user account settings.
 - b. **Set password for user** (Optional) - if external authentication is available, but you want this account to use internal authentication, select the **Set password for user** option to set an initial password for the new user manually. Doing so displays a **Password** field into which you can enter an initial password for the user.

- c. **Use external auth method** (Optional) - select this option to integrate the user's account with an external authentication mechanism, so that they do not need to use a separate username and password to access V-Spark. This option is only available if your V-Spark installation is configured to support external authentication mechanisms.

Selecting this option displays a drop-down list of the authentication mechanisms with your V-Spark installation has been integrated. Select the external authentication mechanism that you want to use from the drop-down list.



Important

When creating a user account that will be integrated with an external authorization mechanism, the **Username** for the account that you are creating must be the same in V-Spark as it is in the external authorization mechanism. This username may be a simple username, an email address, or a "user principle name" (UPN), depending on the service.

4. Select **Add user** to create the new user.

Once the new user is created, the **User Settings** page for the new user displays (as shown in [Figure 4.7, "Modifying User Permissions"](#)) to enable you to specify company and organization permissions for the new user.

4.2. Accounts by User Request

New V-Spark users may request accounts on the system from the login page. Requested accounts must be verified by a system or company administrator before they are enabled.

4.2.1. Enabling Users to Request a V-Spark Account

A company account must already exist before users can register for an account associated with that company. If a company exists in V-Spark, a user can request an account by following the registration link for that company. Copy the link location for the **Registration Link** for that company by right-clicking that link in the **Company** section of the Accounts Settings page as shown in [Figure 4.4, "Copying the Registration Link"](#). You can then send that link to people who need V-Spark access as members of that company, so that they can request a V-Spark account.

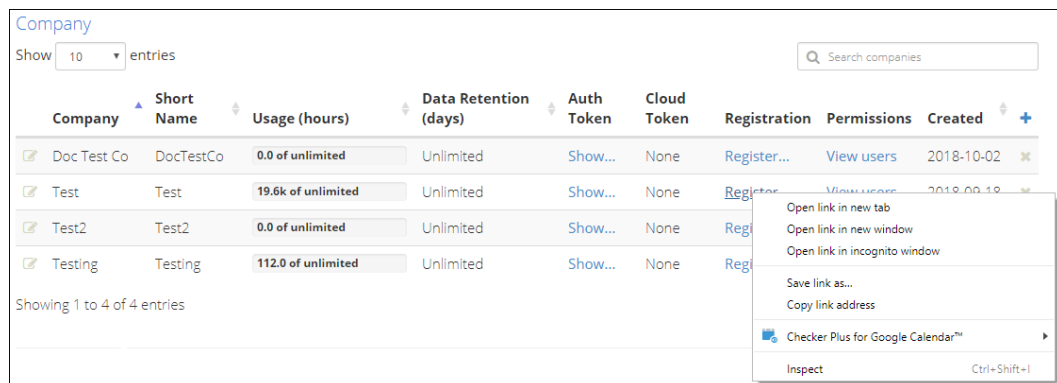


Figure 4.4. Copying the Registration Link



Note

Users can also request V-Spark accounts themselves by going to the home page for the V-Spark application and selecting the **Sign up** button in the upper right corner of the screen. In this case, whoever verifies the account will have to assign the account to a company before it can be verified.

Figure 4.5, “Signing up for a V-Spark Account” shows the Sign Up screen that users are taken to after selecting the Registration link. Users log in using their **Username**.

The screenshot shows a registration form with the following fields and labels:

- Full Name***: Input field with placeholder text "Full Name".
- Email***: Input field with placeholder text "Email".
- Username***: Input field with placeholder text "Username".
- Password***: Input field with placeholder text "Password".
- Confirm Password***: Input field with placeholder text "Confirm password".

A blue button labeled "Sign up" is positioned below the fields.

Figure 4.5. Signing up for a V-Spark Account

4.2.2. Verifying a Requested User Account

When a user account is initially created using the sign up page, that account must be verified before the associated user can log in using that account. A user who has create/edit permissions for the company with which the user is associated must validate their account. That user can also assign user permissions for the new user across companies and organizations. To verify a new user account:

Figure 4.6, “Configuring User Account Settings” shows the section of the **Accounts** page where you can update user accounts.

The screenshot shows the "User Accounts" section of the management interface. It includes a search bar and a table with the following data:

Username	Email	Full name	Company
<input checked="" type="checkbox"/> a.disableduser	a.disableduser@doctestco.com	Alfred DisabledUser	Doc Test Co
<input checked="" type="checkbox"/> abaker	abaker@doctestco.com	Albert Baker	Doc Test Co
<input checked="" type="checkbox"/> cdanforth	cdanforth@doctestco.com	Carol Danforth	Doc Test Co System admin
<input checked="" type="checkbox"/> efalken	efalken@doctestco.com	Eric Falken	Doc Test Co

Showing 1 to 4 of 4 entries. Previous 1 Next

Figure 4.6. Configuring User Account Settings

1. Log into V-Spark using an account that has create/edit permissions for the company with which the new account will be associated
2. Select the **Accounts** section of the **Settings** menu
3. Scroll down to view the **User Accounts** section
4. Select the icon at the left of the entry for the unverified user. The **User settings** page is loaded. This page is shown in [Figure 4.7, “Modifying User Permissions”](#)
5. Make sure that the account is associated with a company, and assign it to one if it is not
 - a. In the **Profile** portion of the page, check the **Company** field. If the user account is not associated with a company, the words "Set user company" are shown as a link. If the user has already been assigned to a company, the name of the company will be shown, and no action is required.
 - b. Select the **Set user company** field. A **Select user company** pop-up displays
 - c. Assign the user to a company by selecting the name of the company from the left-hand drop-down menu the name of the company to which the user should be assigned
 - d. Select the checkmark to close this pop-up and proceed
6. Verify the account
 - a. In the **Auth** portion of the page, select the **Unverified** field. (If the user has already been verified, the field will be labeled **Verified**, and no further verification is required.) A **Verify user** pop-up displays.
 - b. Select **Verified** from the left-hand drop-down menu.
 - c. Select the checkmark to close this pop-up and proceed.
7. To set a user's permissions, select the icon to the left of the entry for the user to display a screen like the one shown in [Figure 4.7, “Modifying User Permissions”](#). Configuring user permissions is discussed in [Section 4.3, “Setting User Permissions”](#).
8. Select the checkmark to close this pop-up and proceed.

4.3. Setting User Permissions

V-Spark provides a very flexible company- and organization-oriented model for assigning user permissions and associated user capabilities.

The **Permissions** section of the screen shown in [Figure 4.7](#) contains a row for each company or organization that has been defined in your V-Spark installation.

The screenshot shows the 'User settings' interface. It is divided into three main sections: Profile, Auth, and Permissions.

Profile Section:

- Username: manual.user.01
- Full Name *: Manual User 01
- Email *: manual.user.01@tec.com
- Company: [Doc Test Co](#)

Auth Section:

- User is...: [Verified](#) [Enabled](#)
- Auth type: Standard
- Update Password:
 - Enter new password:
 - Re-enter new password:
 -
 - ...or [Send password reset link](#)

Permissions Section:

	View	Create/Edit
System admin		<input checked="" type="checkbox"/>
Doc Test Co	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Doc Testing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 4.7. Modifying User Permissions

The name of the company or organization is listed at left, and the two columns of checkboxes at right enable you to define:

- **View** - a user's ability to view dashboards for that company or organization
- **Create/Edit** - a user's ability to create new data under that company or organization, and to modify existing data for that company or organization

The **Permissions** section of the screen shown in [Figure 4.7, “Modifying User Permissions”](#) enables you to modify a user account to one of these three permissions levels.

- **System admin** - gives a user **Create/edit** permissions to all configurable settings. This enables them to create, delete, and modify V-Spark users, companies, and organizations, as well as modify system-wide settings, which are explained in [Chapter 10, System Management](#). Giving a user **Create/edit System admin** permissions automatically selects both **View** and **Create/edit** permissions for all companies and organizations that are available in the V-Spark installation.

In [Figure 4.7](#), note that there is no **View** permission in the **System admin** section. That is because the **View** permission is inherently available at the system level when a user already has the privilege to **Create/edit** any part of the V-Spark configuration data.

- **company-level permissions** - gives a user permissions within the specified company. **Create/Edit** permission enables the user to manage other users in that company, and to create and modify organizations. **View** permissions for a company enables the user to view dashboards and transcripts for any existing or newly created organization within the specified company.

- **organization-level permissions** - gives a user permissions within the specified organization. **Create/edit** permission enables a user to create and modify folders and applications that are associated with that organization. **View** permission enables a user to view dashboards and transcripts for that organization.

V-Spark's flexibility in company-level and organization-level permission settings makes it possible for you to provide opportunities for users to see (and optionally edit) organizations and associated folders outside their home company. Specific users can be empowered to serve as administrators across multiple organizations in a company, while securing the overall system against tampering.

4.3.1. Disabling a User Account

The **Auth** portion of the screen shown in [Figure 4.7](#) provides a field that enables you to temporarily disable an account. This field is either labeled **Enabled** or **Disabled**. Selecting this field displays a pop-up from which you can select the value that you want to set for this account, and either select the checkmark to accept the new value or select the **x** button to close the pop-up without making changes.

4.3.2. Updating a User Password

The **Auth** portion of the screen shown in [Figure 4.7](#) also includes a section to **Update Password**, where an administrator can change a user's password. Alternatively, this section provides a **Send password reset link** button that you can select to send email to the user that provides them with a link to change their password if they have forgotten it or if an administrator wants to make sure that they change their password.

4.4. Deleting a User Account

User accounts can be deleted by selecting the **x** at the far right of the user's entry in the **User Accounts** section of the page that displays after selecting the **Settings** menu's **Accounts** menu item. This section is shown at the bottom of [Figure 4.1](#), "Company, Organization, and User Account Settings", and is shown in more detail in [Figure 4.6](#), "Configuring User Account Settings"

4.5. Filtering Company, Organization, and User Lists

Each subsection of the **Settings** menu's **Accounts** page can be filtered to view just those items that you wish to look for. For example, in [Figure 4.8](#), "Example of Filtering Organizations", typing *Doc* into the "search organizations" filter returns only those organizations that contain "doc" in their name. These filters can also be used for folders and applications under that tab of the Settings page.

Organization	Company	Short Name	Data Retention (days)	Timezone	Created	
Doc Testing	Doc Test Co	DocTestCo-DocTesting	90	US/Eastern	2018-02-16	x

Showing 1 to 1 of 1 entries (filtered from 2 total entries)

Previous 1 Next

Figure 4.8. Example of Filtering Organizations

Chapter 5. Customizing Your Account

To modify the account settings of your user account, log in to V-Spark and select your username in the main menu at the top of your web browser window. You will see a dropdown menu listing **Profile** as one of its options. Choose **Profile** to navigate to the page where you can update your account information.

5.1. Updating Your Information

To change your password, your Full Name, or Email address, select **Profile** from the dropdown menu under your username in the upper right corner of V-Spark. The screen shown in [Figure 5.1, “Updating Your User Profile”](#) displays.

	View	Create/Edit
Doc Test Co		
Doc Testing	<input checked="" type="checkbox"/>	
New Company	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 5.1. Updating Your User Profile



Note

Your username cannot be changed once your account is created.

If you change any profile fields, remember to press the **Save Changes** button to finish modifying your profile before you leave this page. If you are updating your password, remember to press the **Change password** button.

5.2. Receiving Email Reports

To change your Email settings for receiving *Monthly* and *Daily Reports*, select the reports you would like to receive using the dropdown menus in the **Email reports** section that is shown in [Figure 5.1, “Updating Your User Profile”](#). You have the option to select folders to subscribe to for a monthly report or daily reports. Folders are grouped by organization, under the organization's shortname. If you have permission to view an organization, you can select and receive email reports from any of that organization's folders, or from all of that organization's folders.

Chapter 6. Folder Management

The **Folders** section under **Settings** contains the **Monitored Folders** list. Monitored Folders consist of folders containing audio files and transcripts. The list displayed on this page is updated every minute.

The next few sections explain how to configure and manage Folders.

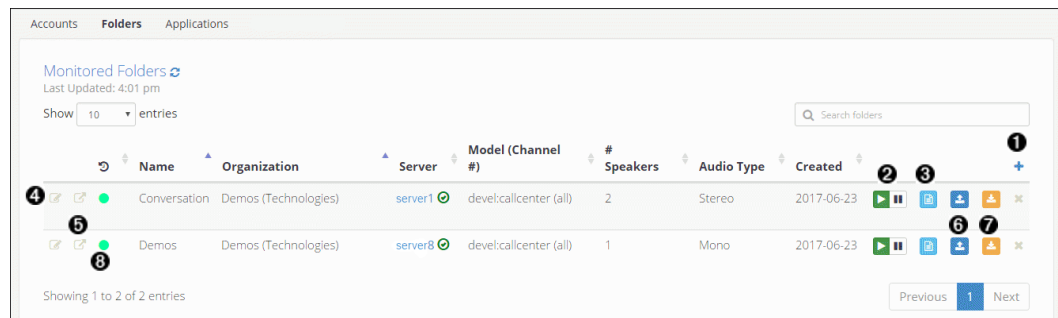


Figure 6.1. V-Spark Folder Settings

- 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. See [Section 7.3, “Bulk file download”](#) for more details.
- ❽ Indicates how recently files were last processed. Hovering over the indicator displays the time of last completion.

6.1. Create a Folder

You can create a new Folder by selecting the blue + button under the **Monitored Folder** section shown in [Figure 6.1, “V-Spark Folder Settings”](#). A window displays that requests information about the new Folder, as shown in [Figure 6.2, “Creating a Folder”](#).

Figure 6.2. Creating a Folder

The following is a description of each field in this screen:

- ❶ **Organization:** Dropdown of which organization and company the folder belongs to. (This option cannot be modified after the folder is created.)
- ❷ **Folder Name:** The name of the folder. Folder names are case-sensitive. (This option cannot be modified after the folder is created.)
- ❸ **Servers:** From the dropdown, select the name(s) of the V-Spark servers that you want to use for ASR. You must specify at least one active server.



Note

You may see an **x** button next to a language model name in the Folders table with the message, *"One or more servers does not have this model anymore."* This can occur if you have more than one server selected, and those servers do not share the same language models. This will only impact ASR if the model has been removed from all servers.

- ❹ **# of speakers:** The number of speakers in the audio files that are going to be placed into the folder. All language models work with all supported audio formats. (This option cannot be modified after the folder is created.)
- ❺ **Audio Type:** For 1 channel audio, select *Mono*. For 2 channel audio, select *Stereo*. If you don't know what type of audio you have, use the **Audio Evaluator** tool described in [Section 7.1, "The Audio Evaluator"](#). (This option cannot be modified after the folder is created.)



Note

If your 1 channel audio contains two speakers, V-Spark will automatically diarize, or split, the audio according to speaker. To prevent diarization of calls that contain more than 2 speakers, create your folder with “1 speaker” and “mono” settings

- ⑤ **Use Purify Text:** Cleans the text transcript of any numbers for Payment Card Information (PCI) or other sensitive numbers that are in the audio source. (This option cannot be modified after the folder is created.)
- ⑥ **Use Purify Audio:** Cleans the audio MP3 that gets generated of any locations where numbers exist for Payment Card Information (PCI) or other sensitive numbers that are in the audio source so that these numbers cannot be heard. Removing PCI information from audio and text protects a company from exposure in case of a data security breach. (This option cannot be modified after the folder is created.)



Note

When the `Use Purify Text` and `Use Purify Audio` options are used with the 1-channel, 2-speaker settings, redaction accuracy is somewhat reduced. For maximum redaction accuracy, select 1-channel, 1-speaker in conjunction with the `Use Purify Text` and `Use Purify Audio` options. Note that this selection will prevent diarization, meaning that the 2 speakers will not be separated and distinctly labeled as different speakers on the File Details page.

Choose values for these options carefully, as many of them cannot be changed after the folder is created.

Once the form has been filled out, select the **Next** button. The dialog shown in [Figure 6.3, “Configuring Additional Folder Settings”](#) displays.

The screenshot shows a 'Create New Folder' dialog box with the following sections:

- 1 Link to Applications:** A dropdown menu with 'None selected'.
- Model:** Two dropdown menus for 'Channel 0 / Left' and 'Channel 1 / Right', both set to 'devel:callcenter'.
- 3 Which channel is the agent on?:** A dropdown menu set to 'Channel 0 / Left'.
- Advanced settings:** A section with three checked checkboxes:
 - 4 Configure callback delivery method
 - 5 Add/remove custom metadata fields
 - 6 Add/remove ASR options

At the bottom, there are 'Back' and 'Next' buttons.

Figure 6.3. Configuring Additional Folder Settings

This dialog enables you to set basic and advanced folder options. Select the **Next** button to continue through the pages of the dialog. After completing the settings, select the **Create** button to create the folder.

6.1.1. Basic Folder Settings

These settings should be configured for all folders:

- ❶ **Link to Applications:** Use the dropdown to select applications to use for analysis. See [Section 6.5, “Linking/Unlinking Folders and Applications”](#).
- ❷ **Model:** Select which language models to use for the folder. Folders cannot be created without selecting a model for each channel. Models are domain specific, and affect the accuracy of the transcription process. A "domain" is a type of audio such as voicemail, survey, call center, earnings calls, medical transcription, etc. Each domain has its own jargon, so selecting the proper one for each speaker is important for capturing each word correctly. You may only have one model installed. If you have more than one model available, and you are not sure which model is best for your audio, ask your Voci service representative.
- ❸ **Which channel is the agent on?:** For stereo files only. As shown in [Figure 6.3, “Configuring Additional Folder Settings”](#), select either 0 or 1, where 0 refers to the left audio channel and 1 refers to the right audio channel. **Correct analysis of your audio depends on this value, and it cannot be changed after the folder is created.** If later on you realize that the assigned Agent channel is incorrect, create the folder again using the other channel as the agent.

6.1.2. Advanced Folder Settings

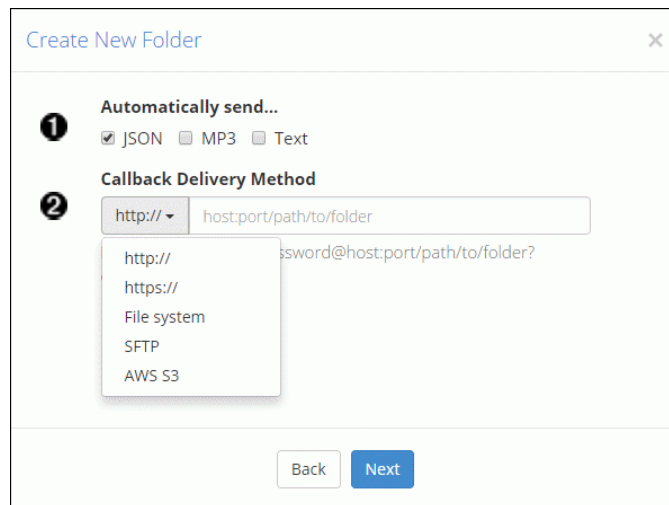
These settings should only be configured for folders if the basic settings do not meet your needs.

- ④ **Configure callback delivery method:** Select this option to enter a location where JSON files (and, optionally, MP3 or Text) will be sent automatically. See [Figure 6.4, “Configuring Callback Options”](#).
- ⑤ **Add/remove custom metadata fields:** Select this option to add or remove custom metadata fields before creating the folder. See [Figure 6.5, “View and Edit Folder Metadata”](#).
- ⑥ **Add/remove ASR options:** Select this option to add and remove ASR tags and view existing ASR options before creating the folder. See [Figure 6.6, “View and Edit ASR Options”](#).

If you selected one or more advanced settings for the folder, after completing the settings on [Figure 6.3, “Configuring Additional Folder Settings”](#), select the **Next** button to continue. When you have reached the end of the folder configuration, there will be a **Create** button instead of a **Next** button. Select the **Create** button to create the folder.

6.1.2.1. Callback Delivery Method

If you selected **Configure callback delivery method**, the dialog shown in [Figure 6.4, “Configuring Callback Options”](#), is displayed. This dialog enables you to configure the callback delivery method and specify which kinds of files to send.



The screenshot shows a dialog box titled "Create New Folder" with a close button (X) in the top right corner. It contains two main sections:

- Automatically send...:** This section has a circled number 1 next to it. It contains three checkboxes: "JSON" (checked), "MP3", and "Text".
- Callback Delivery Method:** This section has a circled number 2 next to it. It features a dropdown menu currently showing "http://". Below the dropdown is a text input field containing "host:port/path/to/folder". A dropdown menu is open below the input field, listing the following options: "http://", "https://", "File system", "SFTP", and "AWS S3".

At the bottom of the dialog, there are two buttons: "Back" and "Next".

Figure 6.4. Configuring Callback Options

- ① Select file type to send automatically via callback. Choose from JSON, MP3, and Text.
- ② Select callback delivery method from the dropdown

If the callback fails, V-Spark will retry delivery immediately. If the first retry also fails, V-Spark will wait for a period of time, then continue retrying at intervals. If the callback ultimately fails, the files are placed in the database directory. For more information on V-Spark's callback mechanism, including information about callback retries, see "Using Callbacks in V-Spark" in *"Using the V-Spark 3.5.0 API"*.

6.1.2.2. Custom Metadata Fields

If you selected **Add/remove custom metadata fields**, the dialog shown in [Figure 6.5, “View and Edit Folder Metadata”](#), is displayed. This dialog enables you to upload a text file that identifies the name of

the metadata fields that you want to extract from the transcription of the audio that you will be uploading to the folder. See [Section 8.1, “Configuring Custom Metadata Fields”](#) for more information about adding these fields. See [Section 8.5, “Viewing Custom Metadata”](#) for information about viewing the metadata associated with your audio.

Figure 6.5. View and Edit Folder Metadata

6.1.2.3. ASR Options

If you selected **9**, the dialog shown in [Figure 6.6, “View and Edit ASR Options”](#), is displayed. This dialog enables you to view and edit ASR tags. For detailed information about available ASR options, see [“Using the V-Blaze API”](#).

Figure 6.6. View and Edit ASR Options

- ❶ Add ASR tags
- ❷ View existing ASR options
- ❸ Create folder and prepare to upload your audio

6.2. View a Folder

Once a folder is created, you can view it on the **Dashboard** either by using the **View on dashboard** button, shown in [Figure 6.1, “V-Spark Folder Settings”](#), or by selecting **Dashboard** from the **Settings menu** and using the **Breadcrumb Menu** to select the correct **Organization** and **Folder**, as shown in [Figure 6.7, “Locating a Folder”](#).

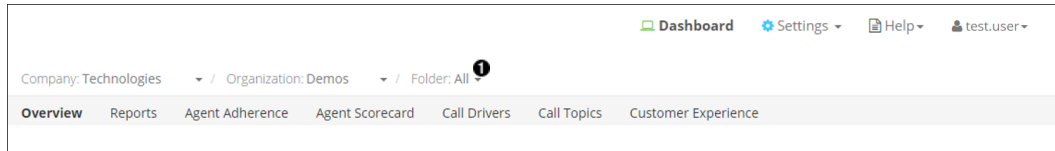


Figure 6.7. Locating a Folder

- 1 Choose a folder from the **Folder** breadcrumb menu

6.3. Modify a Folder

To edit an existing folder, select the edit icon to the left of the folder you want to modify, as shown in [Figure 6.1, “V-Spark Folder Settings”](#). An **Update Folder** dialog will display that is identical to the **Create New Folder** dialog. Use this dialog to modify the folder information, and select the **Update** button to save your changes and continue.

Some folder options are not editable. For instance, the folder name cannot be changed after the folder is created. If you need to change any of these options, create a new folder with those options.

6.4. Delete a Folder

To delete an existing Folder, select the delete icon to the right of the Folder, as shown in [Figure 6.1, “V-Spark Folder Settings”](#). The red pop-up warning screen shown in [Figure 6.8, “Deleting a folder”](#) highlights the data that will be deleted when the Company is deleted. You will be required to confirm the deletion before it will occur. Confirm the deletion by entering the name of the folder that will be deleted, and selecting **Yes, delete this folder**. The folder name is shown near the top of the dialog.

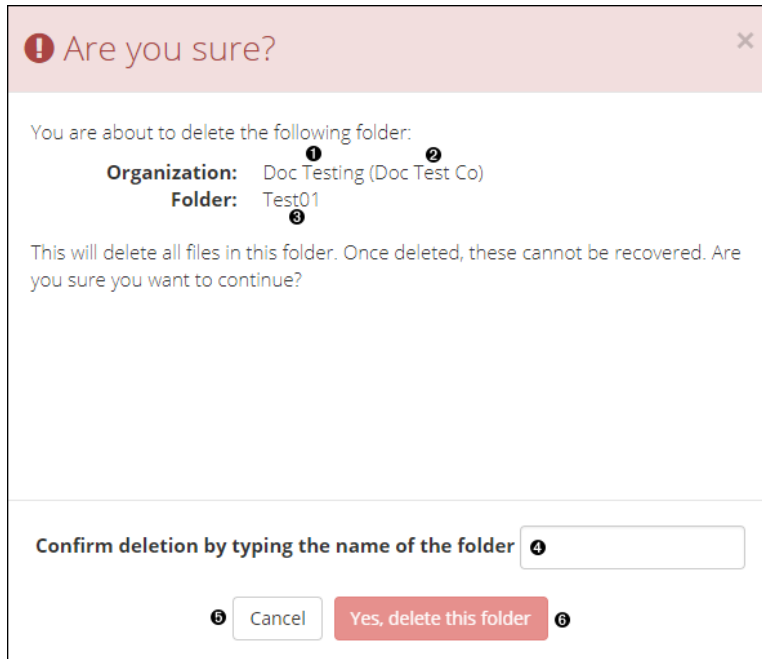


Figure 6.8. Deleting a folder

- ❶ Organization the folder belongs to
- ❷ Company the Folder's Organization belongs to
- ❸ The name of the Folder
- ❹ Type the name of the folder here to confirm
- ❺ Select **Cancel** to return to the Folder list
- ❻ Select **Yes, delete this folder** to confirm the deletion

6.5. Linking/Unlinking Folders and Applications

Applications and folders can be linked or unlinked in the Create/Edit Folder window or the Create/Edit Applications window to enable or disable application scoring. Only folders and applications within the same Organization can be linked. A folder can be linked to multiple applications and vice versa.

In the Create/Edit Folder window, shown in [Figure 6.3, “Configuring Additional Folder Settings”](#), there is a dropdown under **❶ Link to Applications** where you can select which applications to link to the folder.

Similarly, in the Create/Edit Applications window, shown in [Figure 9.2, “Creating an Application”](#), there is a dropdown under **❷ Link to Folders** where you can select which folders to link to the application.

Once a folder is linked to an application, new files uploaded to that folder will be scored by that application. You also will be able to reprocess the application to calculate new scores for that folder. See [Section 9.3, “Reprocessing an Application”](#) for more information.

Folders and applications are unlinked by deselecting them from the drop downs mentioned above. When unlinked, a **Delete** data job will then appear in the [Application Jobs Queue](#) and all of the scores for that application and folder pair will be deleted. See [Section 9.5, “Application Jobs Queue”](#) for more information.

6.6. Folder Processing Status

Access the **Folder Processing Status** by selecting the **Show process log** button in the **Folders** section (Callout ④ in Figure 6.1, “V-Spark Folder Settings”). A **Folder processing status** dialog displays, as shown in Figure 6.9, “Displaying Folder Processing Status”.

Folder processing status AutoTests-AutoTests-StatsGold

ASR processing status

Queued	Converting	Transcribing	Analyzing	Analysis error	Last completion
0	0	0	0	0	2019-06-14T19:58:48.000Z

Processing log

Log Content 2019-06-14

Show entries Search files

Transcript ID	File name	Request ID	Size	Request start	Analyzed
22	stats/2017/09/09/12/759173003527824.json	12a54a29-7dba-4a46-a48e-c67e474dc964	N/A	2019-06-14T19:57:04.000Z	2019-06-14
21	stats/2017/09/02/12/mono_no_event.json	12a54a29-7dba-4a46-a48e-c67e474dc964	N/A	2019-06-14T19:57:04.000Z	2019-06-14
19	stats/2017/09/06/12/759173003527809.json	12a54a29-7dba-4a46-a48e-c67e474dc964	N/A	2019-06-14T19:57:04.000Z	2019-06-14

Close

Figure 6.9. Displaying Folder Processing Status

Use this dialog to view the status of current ASR processing of uploads to the folder, and the log of past processing.

6.6.1. ASR Processing Status

The ASR Processing Status shows the status of files as they move through the following stages:

- **Queued:** The number of requests waiting to be transcribed.
- **Converting:** The number of files being converted to the format required for transcribing.
- **Transcribing:** The number of files being transcribed.
- **Analyzing:** The number of files that are being analyzed.
- **Analysis error:** The number of files that were processed by the ASR engine, but which could not be ingested properly by the Analysis engine.



Note

If the **Analysis error** column displays a value other than zero, hover the pointer over the **Analysis error** value to see the time and date of the most recent update to this column. If you see this number increasing, contact your System Administrator for assistance.

- **Last completion:** Displays the last time files were analyzed by V-Spark for this folder.

Hovering over the values for each column displays the datetime of the last update. Analysis error will only have a datetime if the count is greater than zero.

6.6.2. Processing Log

The Processing Log displays the following information:

- **Show entries:** Limits the number of entries displayed at a time. The default number is 10, but you can also opt to view 25, 50, or 100 files entries at a time by selecting a value from the dropdown labeled **Show entries**. Use the paging controls below the table to shift between sets of entries.
- **Date picker:** Use the date picker above the table to display only entries with particular **Request Start** dates. Dates with processing data are highlighted on the calendar to help you choose dates with data to display. Note, request dates correspond to when the files were uploaded to the system, and can contain data from previous days.
- **Transcript ID:** This ID number is useful when searching for this transcript later. Items that fail analysis will not receive a **Transcript ID**.
- **File name:** The name of the audio file that was uploaded.
- **Request ID:** The identifier of the upload that contained the processed file.
- **Size:** The size of the uploaded file if it can be determined from the data or metadata in the file.
- **Request Start:** The date and time that the upload was completed and the files contained in that upload were queued for processing.
- **Analyzed:** The date and time that conversion, transcription, and analysis were all completed.
- **Status:** Once a file is processed, its status can be:
 - OK - the file was processed without errors
 - Analyze_ERROR - file processing failed with the error shown. Items that fail analysis will not receive a **Transcript ID**.

Chapter 7. Audio Management

Before uploading files to a folder, use the V-Spark tool called the **Audio Evaluator** to help make sure the audio format is supported.

7.1. The Audio Evaluator

The tool is located at the V-Spark homepage under **Will my audio work?** as well as on the **Help** page, as shown in [Figure 7.1, “Locating the Audio Testing Application”](#).

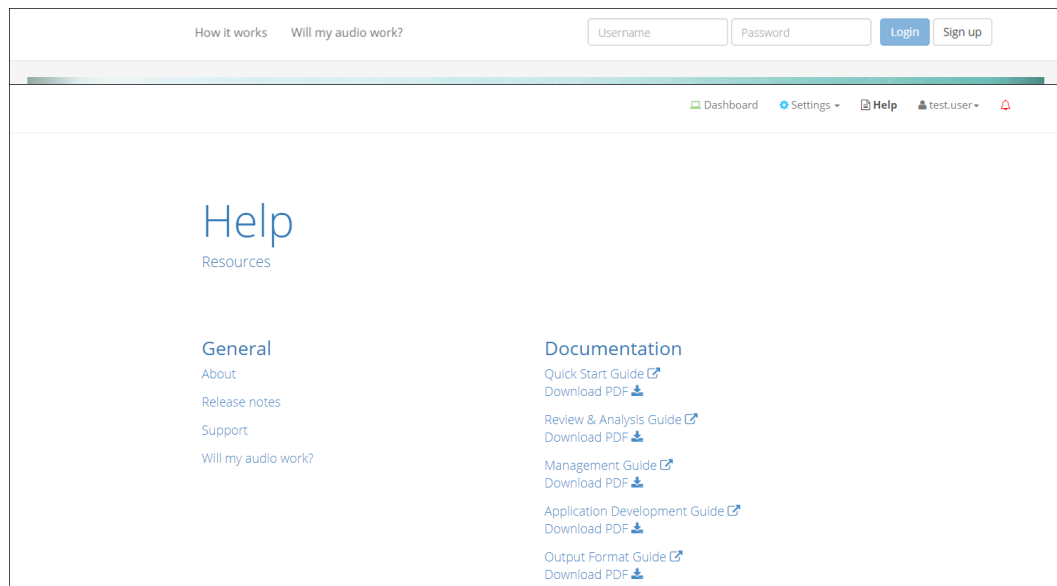


Figure 7.1. Locating the Audio Testing Application

[Figure 7.2, “Information About a Supported Audio File”](#) shows the output of the Audio Evaluator for an audio file whose format is supported by V-Spark. The Audio Evaluator provides information about the file including whether the audio format is supported natively by V-Spark and whether the audio is a *Mono* (1 channel) or *Stereo* (2 channels) file.

The two rows labeled "Supported" and "Channels" are the most important. You will need to know the number of Channels in your audio when creating a folder for transcription. A green “Yes” for Supported means the file format is supported by V-Spark. If the result comes back as “No”, contact your Voci Sales Representative.

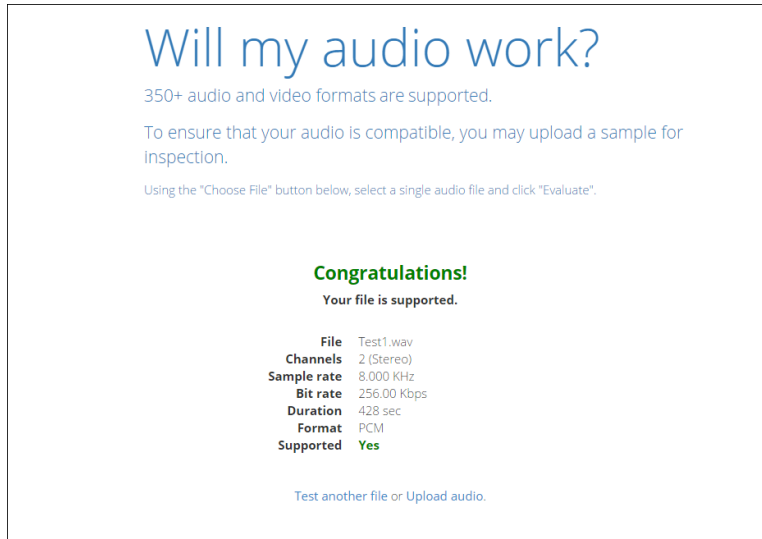


Figure 7.2. Information About a Supported Audio File

7.2. Upload Audio to a Folder

There are 2 ways to upload audio files to V-Spark. The first is a manual and convenient method using the web browser, as described in [Section 7.2.1, “Web-based Audio Upload”](#). The second is for uploading audio via web services, as described in [Section 7.2.2, “Web Services Audio Upload”](#).

The names of uploaded files can be any Unicode (and therefore ASCII) characters. The types of files that are uploaded using the V-Spark web interface can be:

- zip files containing one or more audio files and optional metadata files in JSON or XML format
- Any single file with or without a file extension. These should generally be audio files, but any type of file can be uploaded, with or without a file extension. Files that are not supported by V-Spark will show in the processing log as being `UNSUPPORTED`.



Note

Previously processed JSON transcripts can be re-uploaded to any folder in V-Spark using any of the following methods without the ASR engine needing to re-transcribe the files. If you want to maintain the association between the audio and transcript files, both files must be uploaded in a zip file and share the same file name except for the extension. (For example, an audio file called *File1.wav* should have a corresponding JSON transcript file called *File1.json*).

See [Section 6.6, “Folder Processing Status”](#) for more details about checking the status of processed and pending files.

Once you have successfully uploaded your audio, transcripts of all the audio files in a folder can be downloaded by going to the Folders section and using the download button shown in [Figure 6.1, “V-Spark Folder Settings”](#).

7.2.1. Web-based Audio Upload

As shown in [Figure 6.1](#), “V-Spark Folder Settings” item ⑥, there is a blue upload icon to the right of each folder that enables you to upload a single audio file or a zip of audio files to be ingested into V-Spark. File size is limited to 1 GB. Once your file has been uploaded, you can navigate to the **Dashboard** page and select your folder from the **Breadcrumb menu**. After a few minutes you will start to see your audio data appear.

When you upload audio files, you will see a Request ID in the pop-up window after your upload has been confirmed, as shown in [Figure 7.3](#), “Uploading Audio via HTTP”. This Request ID will appear in the transcript JSON file, enabling you to track each JSON transcript back to the original upload, view it on the **File details** page, and use it in search terms in the UI.

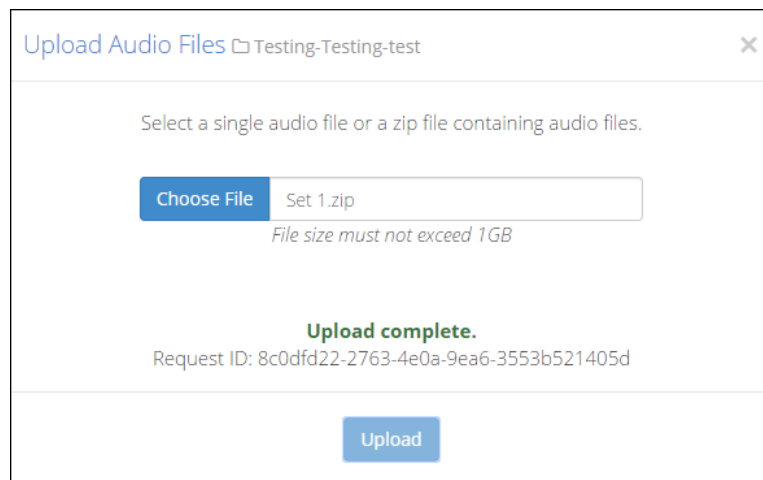


Figure 7.3. Uploading Audio via HTTP

7.2.2. Web Services Audio Upload

Audio files can also be uploaded using a POST request made to V-Spark's /transcribe API with the audio data to be decoded. **The file size is limited by system configuration. The default limit is 250 MB.** POST must be encoded as a multi-part/form-data request, with the audio to be decoded in a file field and the V-Spark Authorization token in the token field. The V-Spark Authorization token can be found on the Settings page with Company information, as shown in [Figure 7.4](#), “Location of the V-Spark Authorization Token”.

Company	Short Name	Usage (hours)	Data Retention (days)	Auth Token	Cloud Token	Registration	Permissions	Created
Doc Test Co	DocTestCo	0.0 of unlimited	Unlimited	Show...	None	Register...	View users	2018-10-02
Test	Test	19.6k of unlimited	Unlimited	Show...	None	Register...	View users	2018-09-18
Test2	Test2	0.0 of unlimited	Unlimited	Copy auth token		Register...	View users	2018-09-20
Testing	Testing	112.0 of unlimited	Unlimited	71ea59e00b9c87a1095		Register...	View users	2018-09-20

Figure 7.4. Location of the V-Spark Authorization Token

The following is an example POST to a V-Spark installation on the host `example.com` made using the `curl` command:

```
curl -F token=00112233445566778899aabbccddeeff \
-F "file=@path/to/sampleaudio.zip;type= application/zip" \
-X POST http://example.com:3000/transcribe/org_shortcode/samplefolder
```

Note that `org_shortcode` in this sample `curl` command refers to the Short Name assigned to the target organization, which can be found on the Settings page with Organization information, as shown in [Figure 7.5, “Location of the V-Spark Organization Short Name”](#).

Organization	Company	Short Name	Data Retention (days)	Timezone	Created
Doc Testing	Doc Test Co	DocTestCo-DocTesting	90	US/Eastern	2018-02-16

Figure 7.5. Location of the V-Spark Organization Short Name

Users who have Amazon Web Services (AWS) Simple Storage Service (S3) configured can also import zipped input directly from S3 via the V-Spark API, such as in this example:

```
curl -F token=0123456789abcde0123456789abcde01 \
-F aws_id=012345678901234567890 \
-F aws_secret=01234567890123456789012345678901234567890 \
-F s3key=s3://example.voci.com/documentation-TEST.zip \
-F region=us-east-1 \
-X POST http://example.vocitec.com:3000/transcribe/Test-Testing/Test01
```

9700fc31-f608-48b5-aaaf-bd264e811d9a

For more information about the V-Spark API, see the [Using the V-Spark 3.5.0 API](#).

7.3. Bulk file download

Bulk download of MP3s, JSON files, and text transcripts are available via the orange download icon shown in item 7 of [Figure 6.1, “V-Spark Folder Settings”](#). Downloads are sent as one or more zip file(s), with up to 10,000 files per zip file.



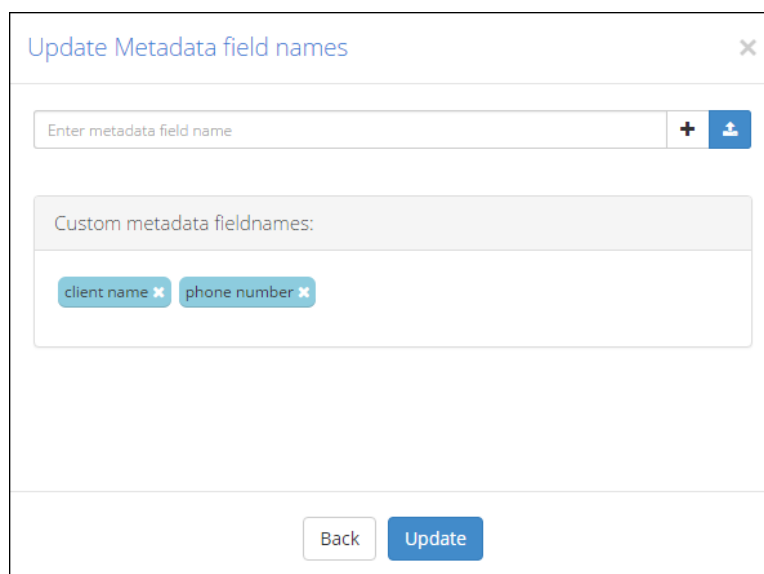
Note

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.

Chapter 8. Metadata Management

Audio files may include standard metadata produced by the recording system, such as agent identification and recorded date. Audio files may also include custom metadata, usually this metadata is defined by the customer using the recording system. Once you have configured a V-Spark folder with your custom metadata fields, you can upload metadata files along with your audio files. V-Spark will then associate the metadata with the audio. After V-Spark has processed the audio and metadata that you have uploaded, you'll be able to search and view your custom metadata in the V-Spark interface and in the JSON transcript of the audio.

8.1. Configuring Custom Metadata Fields



The screenshot shows a dialog box titled "Update Metadata field names" with a close button in the top right corner. Below the title bar is an input field with the placeholder text "Enter metadata field name" and a plus sign and an upload icon to its right. Below the input field is a section titled "Custom metadata fieldnames:" containing two tags: "client name" and "phone number", each with a close button. At the bottom of the dialog are "Back" and "Update" buttons.

Figure 8.1. Adding Custom Metadata Fields to a Folder

When you create or edit an existing folder, you can configure custom metadata fields for that folder.

To add custom metadata fields to a folder:

1. If you are not already viewing the **Folders** page, choose **Folders** from the **Settings** menu.
2. To update an existing folder, select the **edit icon** in the first column of the row that displays the folder you want to edit. To create a new folder, press the + button in the upper right of the table.
3. From the second page of "Create/Edit Folder" window, select the **Add/remove custom metadata fields** checkbox, and press the **Next** button to display the [Figure 8.1, "Adding Custom Metadata Fields to a Folder"](#), dialog.
4. Add a metadata field name by manually entering it into the **Enter metadata field name** field and pressing the + button or pressing the enter key. You can also upload a text file of field names by pressing the **Upload** button next to the field and choosing the file from the file browser. The text file should contain the name of one metadata field on each line. For example:

```

client-phone
client-name
account-number
agent-name

```

All of the field names you add are listed under **Custom metadata field names**. You can remove a field name by selecting the **x** button next to it.

5. Save the list of custom metadata tags by pressing the **Create** or **Update** button. Changes will not be saved if you navigate away from the window before saving.

8.2. Metadata Restrictions

All metadata uploaded to V-Spark have the following restrictions:

- **All metadata field names are case-insensitive**, including reserved and custom field names. (Therefore, 'AgentID,' 'agentid,' and 'AGENTID' are all treated as the same metadata field.)
- Custom metadata values and field names may be composed of any valid Unicode characters, except for the reserved non-alphanumeric characters Colon (":", Unicode 003A) and Equals Sign ("=", Unicode 003D).
- If you plan to upload metadata via XML rather than JSON, your **metadata field names cannot contain spaces**. Metadata *values* can contain spaces in both XML and JSON.
- The following are reserved metadata fields which have unique functions in the V-Spark system, and cannot be used for custom metadata:

agent	all	client
agent (apprx)	all (apprx)	client (apprx)
agent id	_all_phonetic	datetime
agentid	caller	duration
agent_phonetic	caller (apprx)	file
agent_phonetic_v3	caller_phonetic	filenamelowercase
agent_v3	caller_phonetic_v3	speakers
_all	caller_v3	

8.3. Preparing Metadata Files

Once you have configured your metadata fields, you can upload your audio along with one metadata file per call. Currently V-Spark accepts JSON or XML files that have the same filename as the audio file, but with an `.xml` or `.json` extension in place of the original extension. For example, an audio file named "ABC.wav" could be uploaded with a metadata file named "ABC.json" or "ABC.xml". If you are uploading JSON metadata files along with previously processed transcripts, your metadata files must use the `.jsonmeta` extension. Your JSON or XML file must be 100% valid; V-Spark does not do any error correction on metadata files.



Note

Metadata timestamps without timezone information are interpreted with the organization's timezone and *not* the system timezone.

The following is an example of the XML format:

```
<?xml version="1.0" encoding="UTF-8" standalone="no" ?>
<metadata>
  <agentid> 10005 </agentid>
  <datetime> 2015-06-02 13:29:20 </datetime>
  <agentname> John Smith </agentname>
  <client-phone> 123-456-7890 </client-phone>
</metadata>
```

The following is an example of the JSON format:

```
{
  "metadata":
  {
    "agentid": "10005",
    "datetime": "2015-06-02 13:29:20",
    "agentname": "John Smith",
    "client-phone": "123-456-7890"
  }
}
```



Note

A leading "-" in custom metadata is reserved for exclude phrases. As a result, any leading "-" at the beginning of your custom metadata values will be replaced with "#". For example, if you have a fieldname for Call Direction with a metadata value of "-inbound", the metadata value will be changed to "#inbound".

8.4. Uploading Metadata and Audio

Metadata can be uploaded in the same way as audio files: via web-based interface or web services, as described in [Section 7.2, “Upload Audio to a Folder”](#). The easiest way to upload metadata and audio together is to place both sets of files in the same *zip* folder and import the *zip* using the upload method of your choice. If you do not wish to zip your metadata and audio files together, metadata files must be uploaded before the corresponding audio files.



Note

If you choose to upload JSON metadata files along with previously processed transcripts, your metadata files must use the extension `.jsonmeta`.

8.5. Viewing Custom Metadata

After V-Spark has processed the audio and metadata that you have uploaded, you'll be able to view your custom metadata in three places: the **Dashboard** Files View, the **File Details** page, and the JSON output file of your transcript.

If you navigate to the Dashboard Files View and select the appropriate folder from the **Breadcrumb menu** as shown in [Figure 6.7, “Locating a Folder”](#), you can choose to perform a Text search on any of the metadata labels that you have configured, as shown in [Figure 8.2, “Searching on Custom Metadata”](#).

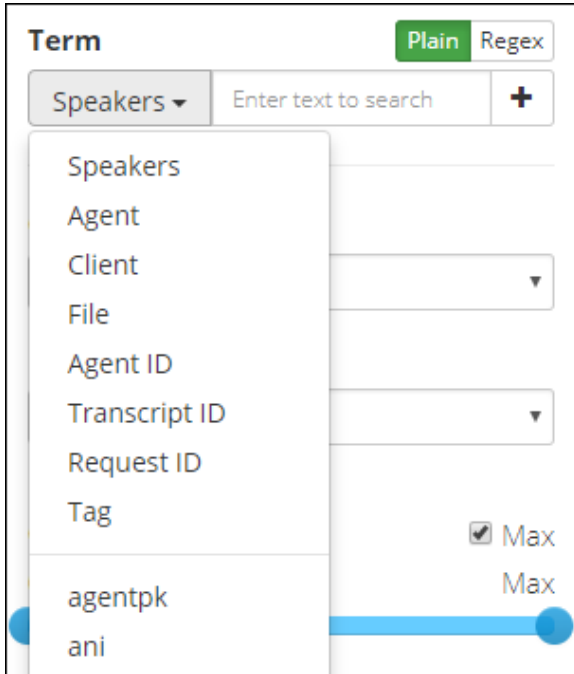


Figure 8.2. Searching on Custom Metadata

When custom metadata is used as a search term, the corresponding custom metadata for each file will appear in the search results, as shown in [Figure 8.3, “Viewing Custom Metadata in Search Results”](#).

The screenshot shows search results for the term '@agentname: J* x'. The results are displayed in a table with the following columns: File Name, Agent ID, Time (US/Eastern), Duration, Silence Time, Overtalk, Diarization, Agent Clarity, and Client Clarity. There are three entries shown, each with a corresponding search term filter below it: '@agentname: jackie ellis' and '@agentname: jacqueline harvey'.

File Name	Agent ID	Time (US/Eastern)	Duration	Silence Time	Overtalk	Diarization	Agent Clarity	Client Clarity
759173003522340.wav	025	2016-09-02 3:02:37 pm	0:09:05	28.07%	11.76%	--	87.67%	85
759173003521149.wav	083	2016-09-02 3:17:17 pm	0:01:49	33.24%	25.00%	--	86.01%	72

Figure 8.3. Viewing Custom Metadata in Search Results

You can also view your metadata in the File Details window of any transcript that contains those custom metadata fields, as shown in [Figure 8.4, “Viewing Custom Metadata in File Details”](#).

Duration	0:16:01
Silence	34.8 %
Overtalk	3.1 %
Agent Clarity	88.4 %
Client Clarity	86.3 %
Agent Gender	male
Client Gender	female
Overall Emotion	Improving
Agent Emotion	Improving
Client Emotion	Improving
<hr/>	
Expand all	
agentpk	043
ani	0000000419

Figure 8.4. Viewing Custom Metadata in File Details

Finally, your custom metadata is included in the `client_data` section of your JSON transcript, as shown in [Figure 8.5, “Custom Metadata in JSON transcript”](#).

```
"client_data": {  
  "manager_name": "Melissa Thompson",  
  "total_hold_time": "25",  
  "skill": "0",  
  ...  
}
```

Figure 8.5. Custom Metadata in JSON transcript

Chapter 9. Application Management

Applications score audio for particular sets of phrases that correspond to various categories. The next few topics explain how to configure new applications, how to manage applications, and how to view application scores.

Choose **Applications** from the **Settings** menu to display a list of defined applications as shown in [Figure 9.1, “V-Spark Application Settings”](#). In the **Applications** list, you can create and delete applications, monitor the application queue, modify application settings, access the application configuration editor, and reprocess an application.

Name	Folders	Organization	Template	Created
Agent Scorecard	1 folder	Demos (Technologies)	Agent Scorecard	2017-06-23
Agent Adherence	2 folders	Demos (Technologies)	Custom	2017-06-23
Customer Experience	1 folder	Demos (Technologies)	Customer Experience	2017-06-23

Figure 9.1. V-Spark Application Settings

- ❶ View application jobs queue
- ❷ Create a new application
- ❸ Edit application settings
- ❹ Edit application categories and phrases
- ❺ View application on dashboard
- ❻ Reprocess an application
- ❼ Delete an application

9.1. Create an Application

Create a new application by pressing the blue + button shown in [Figure 9.1, “V-Spark Application Settings”](#) item ❷. The **Create New Application** dialog displays, as shown in [Figure 9.2, “Creating an Application”](#). A description of each field is shown below:

Figure 9.2. Creating an Application

- ❶ **Organization:** Drop-down menu of companies and organizations to which the application belongs
- ❷ **Application Name:** The application name
- ❸ **Default Score Type:** Choose the default score type to be *displayed* on graphs. **Hit/Miss** is selected by default. See the "*V-Spark 3.5.0 Application Development Guide*" for a detailed explanation of scoring.
- ❹ **Template Options:** As shown in [Figure 9.3, "Application Template Options"](#), pick from three choices:

Figure 9.3. Application Template Options

- **Build from scratch** - create a custom application
 - **Use preset template** - use a defined template, if any have been provided with V-Spark
 - **Copy from existing organization** - enables users to create a new application based on any existing application
- 5 **Templates** - depending on the template option selected, this is a list of either preset templates or existing applications from other organizations to copy.
 - 6 **Link to Folders** - The name(s) of the folder(s) this application will score.

9.2. Modify an Application's Configuration Settings

Some of the settings selected when creating an application may be modified later. To modify an existing application's configuration settings, find the name of the application you want to modify in the **Applications** list, and press the **Update Application** button that is in the first column of the list on the line showing the name of the application. The **Update Application** dialog displays, as shown in [Figure 9.4](#), “**Modify an Application's Configuration Settings**”.

The screenshot shows a dialog box titled "Update Agent Scorecard" with a close button (X) in the top right corner. The dialog is divided into several sections, each with a numbered callout (1-6) corresponding to the legend in Figure 9.4:

- 1 Organization:** Technologies / Demos
- 2 Application Name:** Agent Scorecard (input field). Below it, a note says "Can only contain A-Z 0-9".
- 3 Default Score Type:** Hit/Miss (selected with a radio button) and Coverage (unselected).
- 4 Templates:** Custom (dropdown menu). Below it, a warning states: "Please be aware that applications with **custom metadata filters** may result in scores of 0 if linked folders do not share the custom metadata fields used."
- 5 Link to Folders:** 3 selected (dropdown menu). To the right, a **WARNING** states: "Unlinking a folder from an application will remove all application data for that folder."
- 6 Enable?:** ON (selected with a toggle switch) and OFF (unselected).

At the bottom center, there is a blue button labeled "Update" with a small icon to its left.

Figure 9.4. Modify an Application's Configuration Settings

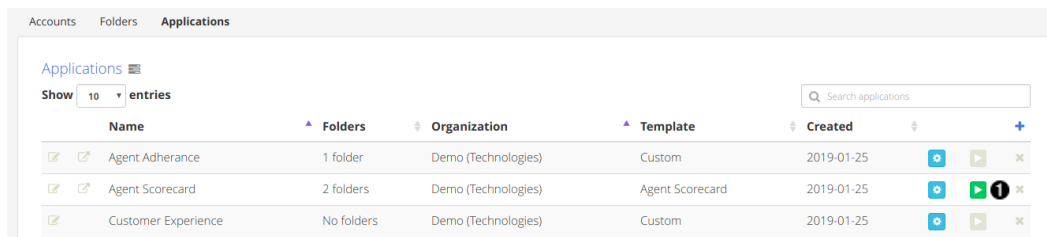
- 1 **Organization** - The company and organization to which the application belongs cannot be modified.
- 2 **Application Name** - To modify the name of the application, enter a new name
- 3 **Default Score Type** - To modify the default score type that is *displayed* on graphs, select a **Score Type**.
- 4 **Templates** - The template on which the application is based cannot be modified

- 5 **Link to Folders** - To associate this application with a new folder, open the drop down menu and select the checkbox for the folder. To remove this application from a folder, open the drop down menu and clear the checkbox for the folder.
- 6 **Enable?** - To disable the application, select **OFF**. To enable the application select **ON**. When files are uploaded to a folder, the applications that are associated with that folder produce scores for those files. Disabling an application prevents it from scoring uploaded files automatically, across all folders. Disabled applications are still listed in the applications list, but their information is formatted in italics. Enable the application to resume scoring.
- 7 **Update** - When you are finished making changes, press **Update** to save changes.

9.3. Reprocessing an Application

Reprocessing an application is the process of scoring a folder's *existing transcripts* against an application configuration. Reprocessing an application is necessary when a folder that already contains transcribed audio is linked to a new application, or the application's configuration is modified.

Applications can be reprocessed from the **Applications** page found in the **Settings** menu. A reprocess button, shown in [Figure 9.5](#), “Active application reprocessing button”, is available for every application listed in the **Applications** table. The reprocess button will appear **active** (green) when the application has been modified, even if that change would not result in new scores.












Name	Folders	Organization	Template	Created	
Agent Adherence	1 folder	Demo (Technologies)	Custom	2019-01-25	  
Agent Scorecard	2 folders	Demo (Technologies)	Agent Scorecard	2019-01-25	  
Customer Experience	No folders	Demo (Technologies)	Custom	2019-01-25	  

Figure 9.5. Active application reprocessing button

1. Locate the application in the **Applications** table and select the green **Reprocess Application** button on the right-hand side of the table to view the [Application Reprocessing Dialog](#), shown in [Figure 9.6](#), “Application Reprocessing Dialog”.

Figure 9.6. Application Reprocessing Dialog

Use the dialog to choose which folder and transcripts should be rescored using the current application configuration.

1. **Select folders** for reprocessing. By default, this dropdown will only list folders with transcripts that have not been scored against the application's current configuration.
2. **List all folders** linked to the selected application in the folder selection dropdown.
3. **Choose Date Range** for transcripts to be reprocessed. This will rescore all transcripts starting from the chosen start date through the chosen end date.
4. Select to **process all data** in the selected folders



Important

Reprocessing all available data can be time-consuming. Until an application configuration has been finalized, try reprocessing only a small data set to test application changes.

5. Select to **update scores** in JSON transcript files. This option will slow reprocessing and should only be used if you use the bulk download feature or APIs to extract JSON transcripts for analysis.
6. **Queue** application reprocessing for selected date range

Once application reprocessing jobs have been queued, the progress of scoring can be monitored by viewing the Application Jobs queue, discussed in [Section 9.5, “Application Jobs Queue”](#).



Note

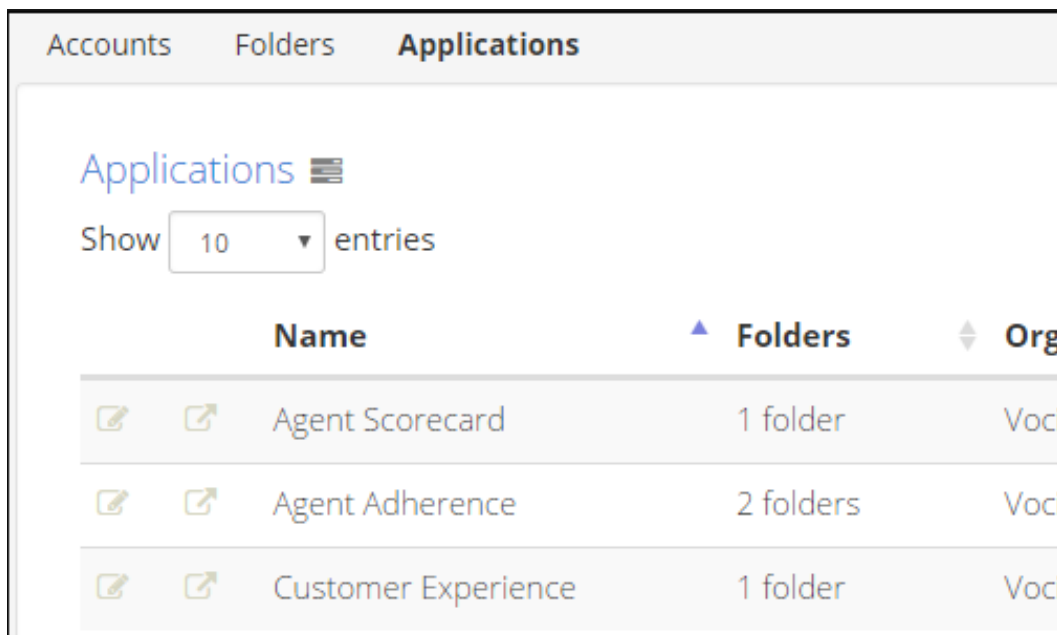
While an application is reprocessing, the old scores are removed from the dashboard. New scores will be visible on the dashboard once reprocessing has completed.

9.4. Delete an Application

To delete an existing Application, select the delete icon on the right side of the Application, as shown in [Figure 9.1, “V-Spark Application Settings”](#). There you will have a prompt to verify deletion.

9.5. Application Jobs Queue

The [Application Jobs Queue](#) enables you to monitor the progress of various jobs including application reprocessing and folder application score deletion. It will display automatically after submitting a reprocessing or delete request, or can be displayed using the queue button found at the top of the Application Settings page, shown in [Figure 9.7, “Viewing the Application Jobs Queue”](#)



The screenshot shows the 'Applications' tab in a management interface. Below the navigation tabs, there is a section titled 'Applications' with a menu icon. A 'Show' dropdown is set to '10' entries. Below this is a table with columns for 'Name', 'Folders', and 'Org'. The table contains three rows of application data, each with edit and delete icons on the left.

	Name	Folders	Org
	Agent Scorecard	1 folder	Voc
	Agent Adherence	2 folders	Voc
	Customer Experience	1 folder	Voc

Figure 9.7. Viewing the Application Jobs Queue

The queue displays **Application**, **Folder**, and **Organization** names as well as what **Type** of job it is (Reprocess, Summarize, or Delete), the **Date range** that was selected for reprocessing, **Queue Start**, and the **Status** of each job. **Queue Start** is a timestamp of when a job starts reprocessing after it has been added to the queue.

All reprocessing jobs remain in the application queue for 30 minutes. The **Status** column indicates the status of the job.

- **Waiting...** - in the queue to be reprocessed

Waiting jobs will also have a **stop** button visible, as shown in [Figure 9.8, “Application Jobs Queue”](#). Use the stop reprocessing function to remove this waiting job from the queue.

- **Percent Completed** - reprocessing has started, and is partially complete

Reprocessing jobs will also have a **stop** button visible, as shown in [Figure 9.8, “Application Jobs Queue”](#). Applications that are reprocessing cannot be edited in the application editor. Use the stop

reprocessing function if you need to make an application configuration change for improved scoring. A reprocessing job that is stopped early may have incomplete or inaccurate file scores which may or may not be shown on the dashboard.

- **Completed** - processed successfully
- **WARNING** - processed, but difficulties were encountered
- **ERROR** - not processed successfully

If there is a warning or error, contact your System Administrator for more information.

Application	Folder	Organization	Type	Date range	Queue Start	Status	
AppStatsGold	StatsGold	AutoTests-AutoTests	Reprocess	2017-09-03 to 2017-09-09	15:13:56	Waiting...	
AppStatsGold	SearchData	AutoTests-AutoTests	Summarize	2017-09-03 to 2017-09-09	15:13:56	Completed	
AppStatsGold	SearchData	AutoTests-AutoTests	Reprocess	2017-09-03 to 2017-09-09	15:13:56	Completed	
Agent Scorecard	SearchData	AutoTests-AutoTests	Reprocess	2016-08-30 to 2016-09-02	15:12:57	0%	

Figure 9.8. Application Jobs Queue

Chapter 10. System Management

V-Spark provides multiple ways for a system administrator to monitor and manage the system including the **Activity Log** and **System Settings** pages.

10.1. Viewing System Activity

Detailed logs of user activity and system status can be viewed by system administrators by selecting **Activity Log** from the **Settings** menu.

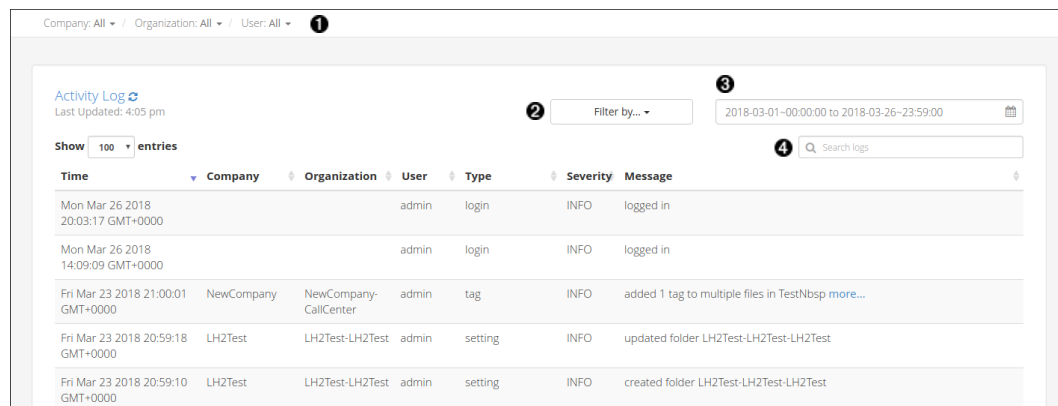


Figure 10.1. Viewing the Activity Log

The log entries that are listed can be filtered by any or all of the following:

- ❶ **Company, Organization, and User**
- ❷ **type** - Press the **Filter by...** button to display a list of **Types**
 - **API** - Creation, deletion, and updates to companies, organizations, folders, and applications made using the API
 - **Application** - Reprocessing of applications
 - **Audio evaluator** - Uploading of audio files for supported-format verification (Will my audio work?)
 - **Callback** - Warnings and errors that occur during file callbacks
 - **Data management** - Files cleaned up due to an organization's retention policy
 - **Login** - User logins, logouts, and invalid login attempts. Only explicit user login and logout actions are logged, not session timeouts that force a user logout.
 - **Setting** - Creation, deletion, and updates to companies, organizations, folders, and applications made using the UI
 - **System** - Backend and frontend startup and license check messages, and system mode change notices (between normal, readonly, and safe modes).
 - **Update** - Database updates done in the background

- **Upload** - Uploading of audio/text files for initial transcription
- **User management** - Creation and approval of new user accounts as well as updates or deletion of existing user accounts
- **Tag** - File tagging
- ② **severity** - Press the **Filter by...** to display a list of **Severity** levels
 - **Info**
 - **Warning**
 - **Error**
- ③ **date** - select a date and time range
- ④ **key word search** - may be one or more words, including numbers

Select any column heading to sort log entries according to the values in that column.

10.2. System Settings

System administrators can modify system-wide settings from the **System Settings** page, shown in [Figure 10.2](#). Choose **System** from the **Settings** menu to view system-wide settings.

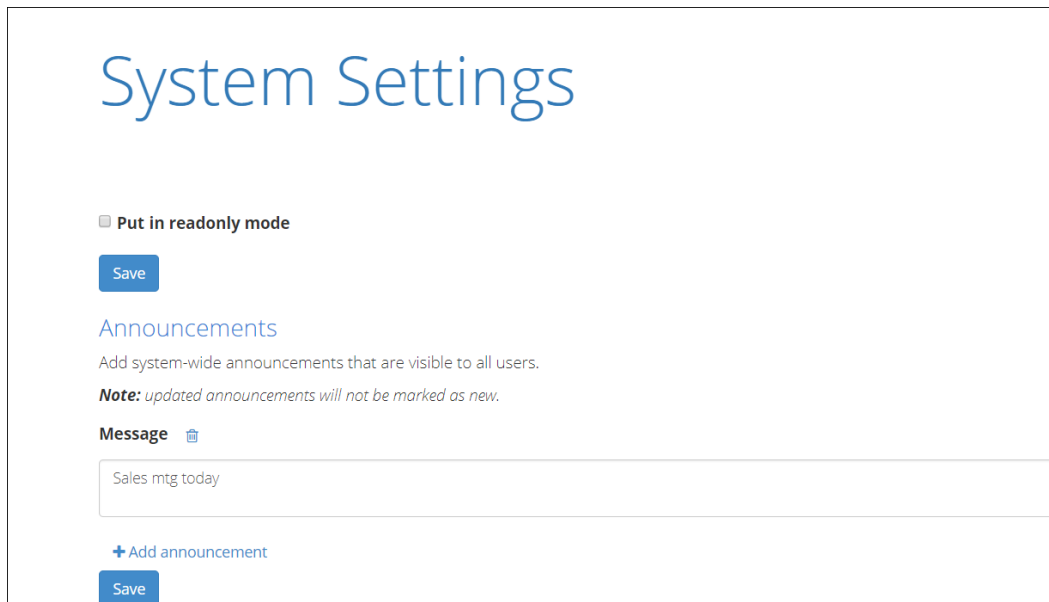


Figure 10.2. The V-Spark System Settings Screen

10.2.1. Creating, Editing, and Removing System Announcements

The **Announcements** section of the System Settings page shown in [Figure 10.2](#), “[The V-Spark System Settings Screen](#)” enables you to set and manage system-wide announcements. New announcements are

displayed to all users the first time that they log in after an announcement is created. Announcements display in the top margin on the V-Spark login page.

In order to create an announcement:

1. Press the **+ Add announcement** button. A textbox such as the one shown in [Figure 10.3, “Working with Announcements”](#) displays.

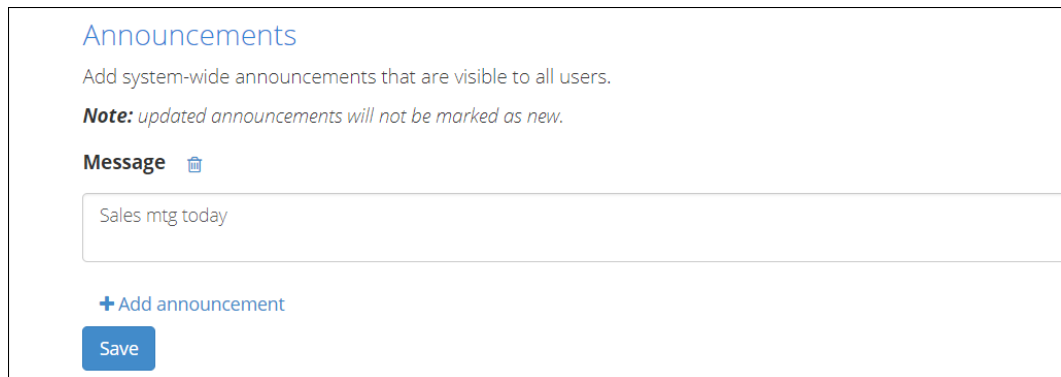


Figure 10.3. Working with Announcements

2. Enter the text of your announcement in the textbox, and press the **Save** button to save the new announcement.

When a user logs in, announcements that have been created since the last time that the user logged in will be displayed beside an icon that identifies them as being **New**. Announcements are only identified as being new the first time that a user logs in after the announcement was created. Subsequently, announcements are simply displayed until they are deleted, though they can be dismissed (hidden) by users during their login sessions.

To modify an existing announcement, edit the text for that announcement in its textbox. After you have finished your changes, Press the **Save** button to save them. Updated announcements are not displayed as **New** when users log in. To cause an existing announcement to be identified as new, delete the old announcement and create a new one with the updated text.

To delete an announcement, select the **trash can icon** to the right of its **Message** label. To give you the chance to change your mind about the deletion, an **undo icon** displays to the right of the message label until you press the **Save** button. Selecting the **undo icon** at any time before pressing **Save** restores the deleted announcement.

10.2.2. Enabling and Disabling Readonly Mode

Readonly mode enables administrators to perform maintenance or diagnose performance problems while a V-Spark installation is still running. While a V-Spark system is in readonly mode, no new data can be processed and no changes can be made to the V-Spark installation. V-Spark can still be used to examine existing data that has already been processed.



Note

Putting a V-Spark installation into readonly mode only affects the V-Spark installation. The rest of the processes on the host where V-Spark is installed continue to operate normally.

The **Readonly** section of the page shown in [Figure 10.2, “The V-Spark System Settings Screen”](#) enables you to put a V-Spark installation into and take it out of readonly mode.

To put a V-Spark installation into readonly mode, select the **Put V-Spark into readonly mode** checkbox. As shown in [Figure 10.4, “Enabling Readonly Mode”](#), a text box displays into which you can enter a message to notify users that the system has been put into readonly mode. Press the **Save** button to save the message and put the system into readonly mode.



Note

When any user logs into this V-Spark installation while the system is in readonly mode, the message that you entered will be displayed at the top of the screen, to the right of an **Important!** icon.

To take a system out of readonly mode, clear the **Put V-Spark in readonly mode** checkbox and press the **Save** button.

The screenshot shows a web interface titled "System Settings". Below the title, there is a checkbox labeled "Put in readonly mode" which is checked. Underneath this is a text input field labeled "System-wide readonly message" containing the placeholder text "Test message...". At the bottom left of the form is a blue "Save" button.

Figure 10.4. Enabling Readonly Mode



Note

V-Spark installations can also be put into readonly mode programmatically, using the V-Spark API. (See the "*Using the V-Spark 3.5.0 API*" for information about using the API to enter and exit from readonly mode.)

10.2.3. Safe Mode and Low Storage Conditions

If the V-Spark system reaches a point of too little storage, it will automatically enter into **safe mode**. When a system enters safe mode, any file processing currently in progress will complete, and no new data can be added to the system. Users can still use V-Spark to examine data that has already been processed, and can reprocess applications against that existing data. All V-Spark users will see a notification banner indicating that the system is in safe mode.

A V-Spark system may not be taken out of safe mode until a System Administrator takes action to correct the low storage condition.

Appendix A. Voci Glossary

ACT	(See Average Call Time .)
Agent/Client Voice Clarity	A measure of the speech recognizer's confidence in its transcription accuracy. Higher clarity scores indicate that the call was transcribed with higher accuracy.
AHT	(See Average Handle Time .)
Application/Scorecard	A feature of V-Spark that allows users to create custom analysis of calls by entering sets of search queries and filters to group calls into upper-level categories, lower-level categories, and leaf-level categories. Leaf-level categories have no lower-level categories of their own.
ASR	(See Automatic Speech Recognition .)
Audio Source	Refers to the number of channels in the original audio file. Mono indicates that the audio file has only one channel, while Stereo indicates that it has two channels.
Automatic Speech Recognition	Technologies that leverage the independent, computer-driven transcription of spoken language into readable text (often known as <i>Speech to Text</i> or <i>STT</i>), enabling users to use speech rather than a keyboard as the source of input data for a computer system
Average Call Time	The total amount of time that a customer is engaged with an agent, including call transfers, hold time, talk time, and so on.
Average Handle Time	A call center metric that represents the total amount of work related to customer/agent transactions, including the Average Talk Time (ATT), hold time, and any administrative tasks that must be done for per-call record-keeping (often referred to as After Call Work, ACW), divided by the number of calls that were handled. This metric is used to summarize and analyze agent performance.
Call Silence Time	The percentage of the call that was silent, i.e. when no speakers were talking.
Diarization	The process of splitting mono audio into 2 channels, according to speaker. Higher diarization scores indicate that the speech recognizer separated speaker phrases more accurately.
JSON	Short for JavaScript Object Notation. Allows for information to be stored in a hierarchical fashion within a single document.
JSON Transcript	A transcript and associated metadata produced from an audio file, in JSON format. The Voci JSON format is documented in the <i>Voci JSON Output Format Guide</i> .
Overtalk	Refers to portions of conversation where speakers talked over one another/at the same time. Overtalk scores measure the percentage of the call that was overtalk.

Purify	Refers to V-Spark's ability to automatically redact sensitive PCI (Payment Card Industry) numbers from your calls in order to protect cardholder data. This information can be redacted from just the call audio, just the call transcript, or from both audio and transcript.
Regex	Short for <i>regular expression</i> . Allows users to perform more complex searches using variables to stand in for characters, words, and character patterns.
RIFF	An acronym for <i>Resource Interchange File Format</i> . A generic file container format for storing data in tagged chunks. It is primarily used to store multimedia such as sound and video.
Stream	A sequence of computer data that is made available over time. This term is commonly used in the context of <i>streaming audio</i> or <i>streaming video</i> which you can listen to as the data is continually being delivered to the device that you are using.
Tags	Name/value pairs that are specified when an audio stream is sent to transcription, and which are used to modify the way in which audio is transcribed.
TAT	(See Turn-Around Time .)
Turn-Around Time	The amount of time between submitting an audio file for transcription and receiving the transcribed text.
Utterance	An uninterrupted chain of spoken language by a single speaker.
VAD	(See Voice Activity Detection .)
Voci JSON	JSON output produced by one of Voci's products that typically contains all or some of a transcript produced from an audio file, plus metadata. The Voci JSON format is documented in the <i>Voci JSON Output Format Guide</i> .
Voice Activity Detection	An early portion of the Automatic Speech Recognition process, voice activity detection identifies the portions of an audio file that correspond to speech. This improves performance by not spending processing time attempting to decode audio that is not relevant to speech, such as music, background noise, and so on.