



V-Spark 3.5.0 Quickstart Guide

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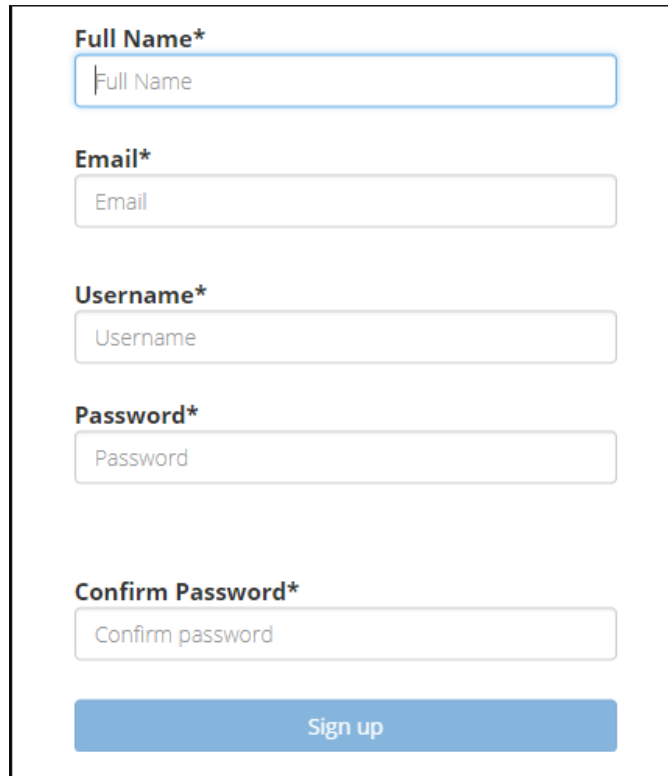
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Chapter 1. Signing up for V-Spark

You must have a V-Spark user account to use V-Spark. To request a user account, press the **Sign up for an account** button on the V-Spark home page, and complete the form shown in [Figure 1.1, “Signing up for V-Spark”](#).



The form is enclosed in a black border and contains the following elements:

- Full Name***: A text input field with the placeholder text "Full Name".
- Email***: A text input field with the placeholder text "Email".
- Username***: A text input field with the placeholder text "Username".
- Password***: A text input field with the placeholder text "Password".
- Confirm Password***: A text input field with the placeholder text "Confirm password".
- Sign up**: A blue button with white text.

Figure 1.1. Signing up for V-Spark

When your account has been approved by an administrator you will receive an email that contains a link to the V-Spark login page.

Chapter 2. Logging in to V-Spark

Once you have been informed that your V-Spark account is ready, you must log in to V-Spark using your account.

If you received an email containing a link to V-Spark, follow that link to open V-Spark in a web browser window. You can also open a new browser window or tab, and paste the V-Spark URL into the browser's address bar. The appearance of the login page will vary slightly depending on the authentication method used by the V-Spark installation.

2.1. Logging in with Standard Authentication

The standard authentication method uses a V-Spark-specific username and password.

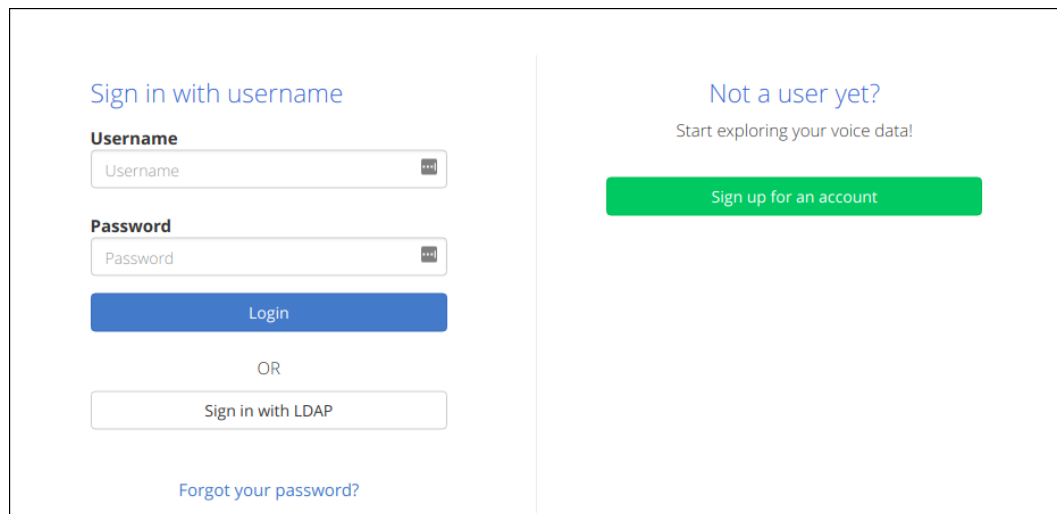
The screenshot shows a web interface for logging in. On the left, under the heading "Sign in with username", there are two input fields: "Username" and "Password", each with a small eye icon to toggle visibility. Below these fields is a blue "Login" button. Underneath the "Login" button is the text "OR" and a button labeled "Sign in with LDAP". At the bottom left of this section is a link "Forgot your password?". On the right side of the interface, under the heading "Not a user yet?", there is the text "Start exploring your voice data!" and a prominent green button labeled "Sign up for an account".

Figure 2.1. Logging in to V-Spark

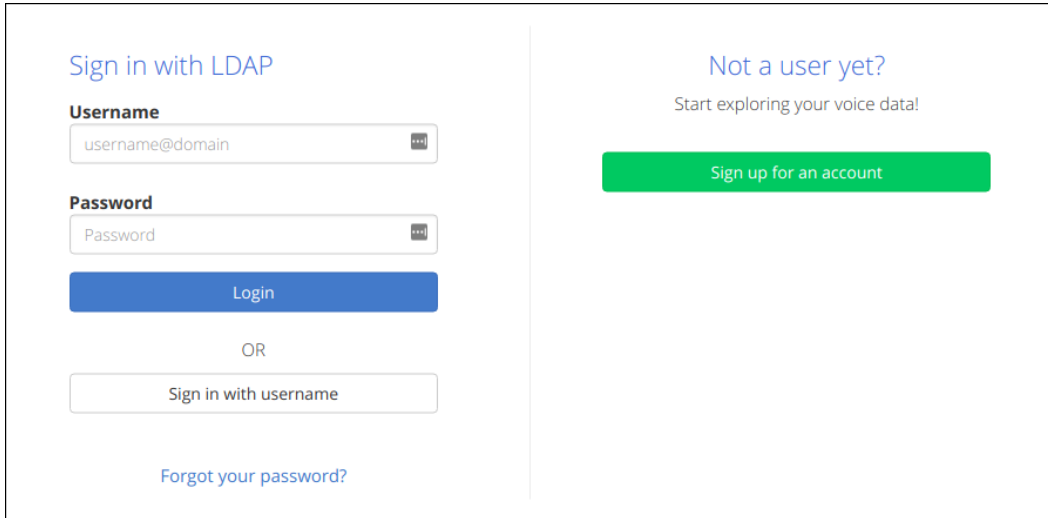
If you have been instructed to log in with a V-Spark account, log in as follows:

1. Make sure that the page says, "Sign in with V-Spark username" before continuing. If it does not, press the button that says, **Sign in with V-Spark username** to change the login method.
2. Enter your V-Spark username in the **Username** field
3. Enter your V-Spark password in the **Password** field
4. Press the **Login** button

You are now logged in, and can begin navigating within V-Spark.

2.2. Logging in with LDAP Authentication

Some V-Spark installations use the same networked authentication method for many different systems within the company. A popular method is called the Lightweight Directory Address Protocol (LDAP).



The screenshot displays a login interface with two main sections. The left section is titled "Sign in with LDAP" and contains two input fields: "Username" with the placeholder text "username@domain" and "Password" with the placeholder text "Password". Below these fields is a blue "Login" button. Underneath the "Login" button is the text "OR" and a button labeled "Sign in with username". At the bottom of this section is a link that says "Forgot your password?". The right section is titled "Not a user yet?" and includes the text "Start exploring your voice data!" and a green button labeled "Sign up for an account".

Figure 2.2. Logging in to V-Spark with LDAP

If you have been instructed to log in with LDAP credentials, log in as follows:

1. Make sure that the page says, "Sign in with LDAP" before continuing. If it does not, press the **Sign in with LDAP** button to change the login method.
2. Enter your LDAP username in the **Username** field. Your username should include your domain in the form *username@domain*, like your email address.
3. Enter your LDAP password in the **Password** field
4. Press the **Login** button

You are now logged in, and can begin navigating within V-Spark.

Chapter 3. Navigating V-Spark

Figure 3.1, “Navigating V-Spark” displays the menus that are at the top of the browser window once you have logged in. These provide quick access to the V-Spark pages used to examine, analyze, and upload data.



Figure 3.1. Navigating V-Spark

- ❶ Examine data
- ❷ Upload audio and customize analysis
- ❸ Find detailed user documentation
- ❹ Edit user details and email options
- ❺ Display announcements

Chapter 4. Common V-Spark Tasks

The next few sections explain basic V-Spark concepts, highlight common tasks in V-Spark, and describe the pages and menus used to perform these tasks.

4.1. Testing Audio Files for Compatibility

To make sure audio or video files are compatible with V-Spark, use the Audio Evaluator before sending new types of audio files to V-Spark for transcription and analysis. This will make sure that V-Spark recognizes the format in which the audio is encoded. As shown in [Figure 4.1, “Finding the Audio Evaluator via the Help Page”](#), access this tool by selecting the **Will my audio work?** link on the **Help** page.

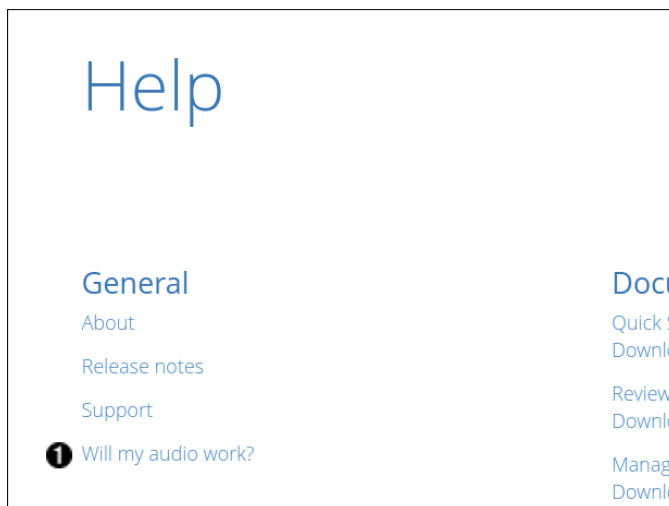


Figure 4.1. Finding the Audio Evaluator via the Help Page

- 1 Link to the Audio Evaluator

As shown in [Figure 4.2, “Testing Audio Files Before Uploading”](#) the audio evaluator's **Choose file** area enables browsing for the location of the example file to check, and uploading it for verification.

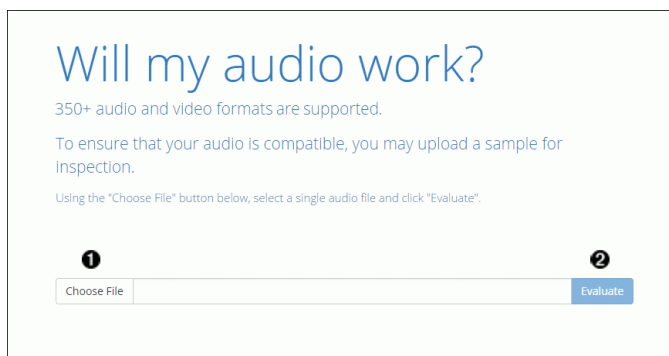


Figure 4.2. Testing Audio Files Before Uploading

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

4.2. Creating V-Spark Folders

The data that is submitted, processed, and analyzed by V-Spark is organized into a hierarchy. At the top level, data is associated with a **company**. A company consists of one or more **organizations**, which enables storing and accessing data in ways that mirror company structure. Data for an organization is separated into one or more **folders**, which provide a low-level classification mechanism for audio from specific sources, audio from specific dates, and so on.

4.2.1. Folders Overview

Figure 4.3, “V-Spark Folder Settings” shows the basic ways to interact with folders on a V-Spark system.

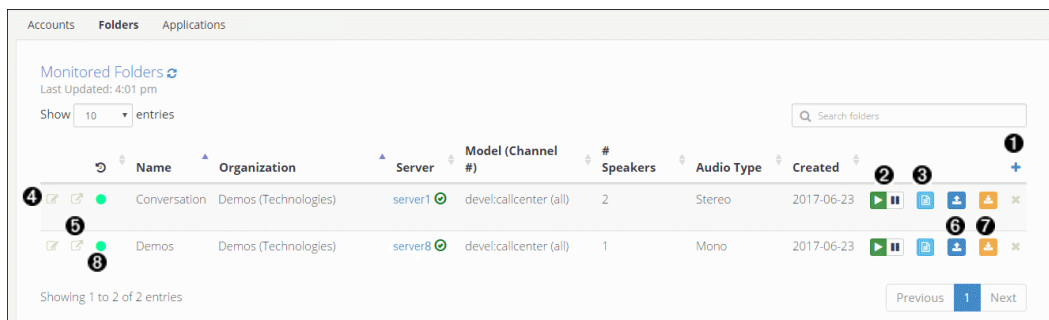


Figure 4.3. V-Spark Folder Settings

- ❶ Create a new folder
- ❷ Pause (and restart) 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



Warning

Files that match the type selected will be downloaded in a zip archive. The maximum size of this zip archive is 2 GB. Trying to download files that produce a zip archive larger than 2 GB will fail. To work around this issue, download multiple archives of files using a smaller date range for each, or download specific types of files together.

- ❸ Shows when files were last processed. Hover over the indicator to view the time of last completion.

4.2.2. Creating a New Folder for Audio

If you are a V-Spark system administrator or user with create/edit permission for a company or organization and want to create a new area for storing a specific group of audio files, create a folder in which to store that

information. For example, create a folder to store audio from a specific source or audio that was received within a specific time period, Select the plus sign shown in [Figure 4.3, “V-Spark Folder Settings”](#) to open the dialog shown in [Figure 4.4, “Creating a New Folder in V-Spark”](#), the first of a series of dialogs used to create a new folder.



Note

See the "*V-Spark 3.5.0 Management Guide*" for more detailed information about creating folders.

1 Organization
Technologies / Demos

2 Folder Name
Demo
Can only contain A-Z 0-9 with no spaces

3 Servers
2 selected

4 # of speakers: 2 Audio Type: Stereo

5 Use Purify Text 6 Use Purify Audio

Next

Figure 4.4. Creating a New Folder in V-Spark

- 1 Choose the company and organization
- 2 Enter folder name
- 3 Select the appropriate server or servers from the dropdown
- 4 Select number of speakers and type of audio (Mono 1-channel; Stereo 2-channel)
- 5 Select this checkbox to automatically redact text
- 6 Select this checkbox to automatically redact audio

After completing the dialog shown in [Figure 4.4, “Creating a New Folder in V-Spark”](#), press **Next** to proceed to the dialog shown in [Figure 4.5, “Creating a New Folder in V-Spark: Advanced Settings”](#).

Figure 4.5. Creating a New Folder in V-Spark: Advanced Settings

- ❶ Select applications to use for analysis
- ❷ Select call model for each channel. For more information see the "*V-Spark 3.5.0 Management Guide*".
- ❸ If the audio was recorded with a separate stereo channel for each speaker, select the agent's audio channel.
- ❹ Select this checkbox to send JSON, audio, or text to a location as audio is processed
- ❺ Select this checkbox to edit custom metadata fields
- ❻ Select this checkbox to edit ASR options

After completing the settings on [Figure 4.5, “Creating a New Folder in V-Spark: Advanced Settings”](#), press **Next** to proceed. If you have selected "Configure callback delivery method", the dialog shown in [Figure 4.6, “Configuring Callback Options”](#) displays, enabling you to configure the callback delivery method and specify which kinds of files will be sent.

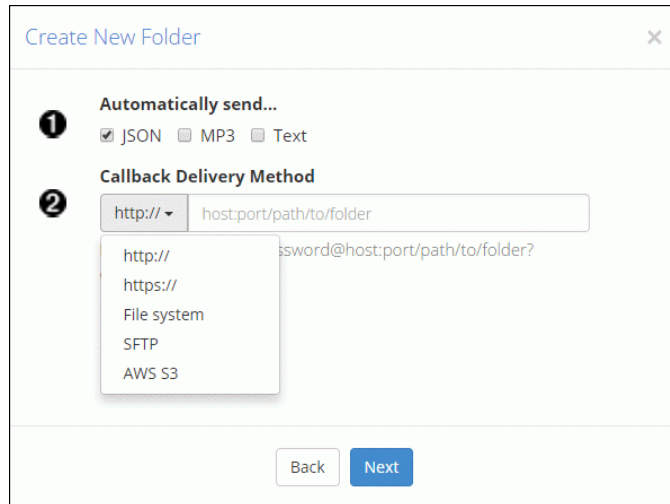


Figure 4.6. Configuring Callback Options

- ❶ Select file type to send automatically via callback.
- ❷ Select callback delivery method from the dropdown

Refer to the "*V-Spark 3.5.0 Management Guide*" for more detailed information about configuring callback options.

If you selected "Add/remove custom metadata fields" in the first dialog, the dialog shown in [Figure 4.7](#), "Updating Custom Metadata for a Folder" is next, enabling you to upload a text file that identifies the names of the metadata fields to be extracted from the transcription of the audio that you will subsequently upload.

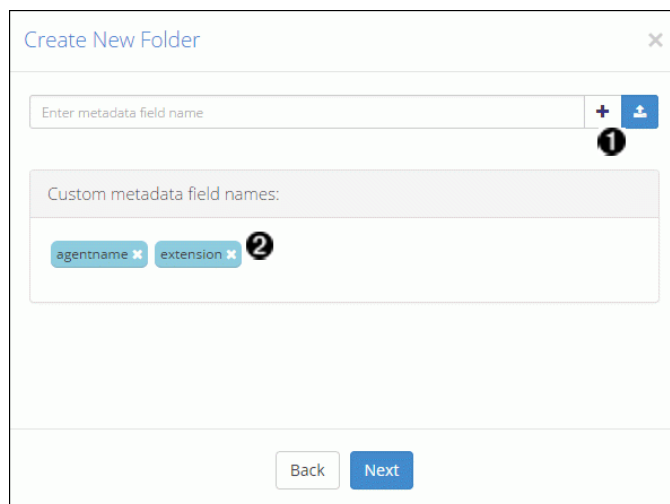


Figure 4.7. Updating Custom Metadata for a Folder

- ❶ Upload the text file containing custom metadata field names, or enter them manually
- ❷ Verify that all field names have appeared

See the "*V-Spark 3.5.0 Management Guide*" for more detailed information about configuring custom metadata fields.

If you selected "Add/remove ASR options" in the first dialog, the dialog shown in [Figure 4.8](#), "View and Edit ASR Options" is next, enabling you to view and edit ASR tags.

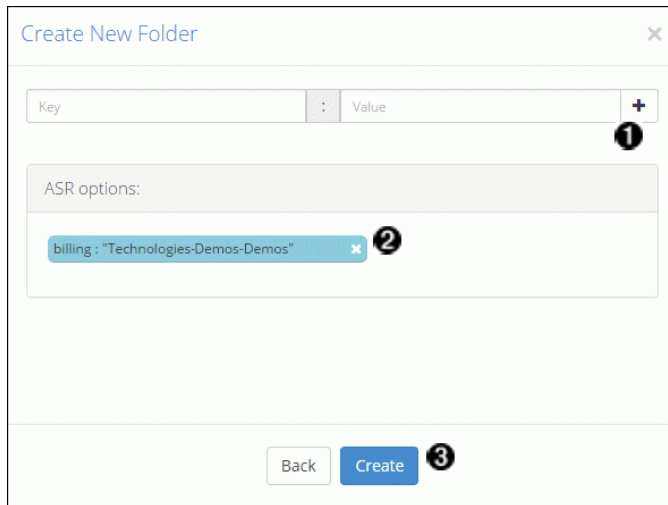


Figure 4.8. View and Edit ASR Options

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

See the "*V-Spark 3.5.0 Management Guide*" for more detailed information about ASR options.

4.3. Uploading Audio Files

After a folder has been created, upload audio to that folder for processing. Select the **Upload audio** icon as shown in [Figure 4.3](#), "V-Spark Folder Settings" to open the dialog shown in [Figure 4.9](#), "Uploading an Audio File to a Folder".

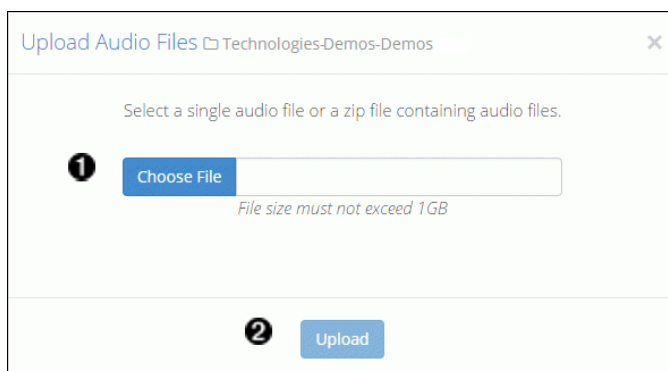


Figure 4.9. Uploading an Audio File to a Folder

- ❶ Select the compatible file (or zip file of compatible files) to upload
- ❷ Upload audio to folder



Note

See the *V-Spark 3.5.0 Management Guide* for more information about uploading metadata with audio, or uploading audio via web-based interface or web services.

4.4. Customizing Analysis

V-Spark provides multiple ways of analyzing submitted audio files. One of the ways is to create an *application* that scans incoming audio for patterns, specific terms, and so on. The next few sections explain how to create, view, and edit V-Spark applications.

4.4.1. Overview of Applications

Choose **Applications** from the **Settings** menu to navigate to the page shown in [Figure 4.10, “Application Overview”](#). From this page you can create or reprocess an application.

	Name	Folders	Organization	Template	Created	
3	Agent Scorecard	1 folder	Demos (Technologies)	Agent Scorecard	2017-06-23	4
5	Agent Adherence	2 folders	Demos (Technologies)	Custom	2017-06-23	6
	Customer Experience	1 folder	Demos (Technologies)	Customer Experience	2017-06-23	7

Figure 4.10. Application Overview

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

4.4.2. Creating Applications

To create an application, select the blue "+" icon at the right side of the Applications page shown in [Figure 4.10, “Application Overview”](#). This opens the the dialog shown in [Figure 4.11, “Creating an Application”](#).

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

- Organization:** Technologies / Demos
- Application Name:** testapp (Note: Can only contain A-Z 0-9)
- Default Score Type:** Hit/Miss (selected), Coverage
- Template Options:** Use preset template
- Templates:** Agent Scorecard
- Link to Folders:** Demos

A 'Create' button is located at the bottom right of the dialog.

Figure 4.11. Creating an Application

- ❶ Select company and organization
- ❷ Enter application name
- ❸ Select default score type
- ❹ Select template option (Build from scratch, Use preset template, or Copy from existing organization)
- ❺ Select an application template if desired
- ❻ Select folder(s) for the application to analyze

The key thing to remember when creating an application is that applications can be associated with one or more folders within an organization. Files are scored when they are uploaded to any folder that is linked to an application. Applications can rescore all of the audio files in a folder by *reprocessing* them. If an application is modified, reprocess all of the folders associated with that application.



Note

For detailed information about creating applications, see the "*V-Spark 3.5.0 Application Development Guide*".

4.4.3. Customizing Applications

Regardless of how you created an application, you can customize it using V-Spark's graphical application editor.

To access the application editor, choose **Applications** from the **Settings** menu. If many applications are listed, enter the name of the application to customize in the search field. To open the application editor for

an application, select the gear icon that is on the same line as the entry. This will display an application-specific version of the dialog shown in [Figure 4.12, “Editing an Application”](#).

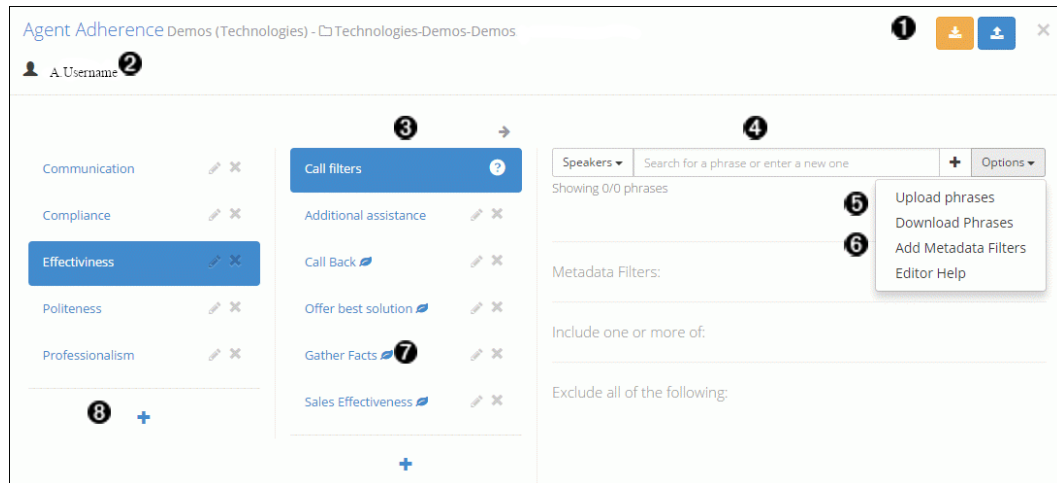


Figure 4.12. Editing an Application

- ❶ Upload or download a JSON version of an application
- ❷ Displays all users currently viewing the application
- ❸ Select the category of the application to edit
- ❹ Add speaker phrases (include phrases or exclude phrases) to the application
- ❺ Upload or download lists of phrases for the application
- ❻ Add filters to the application
- ❼ Denotes leaf-level categories, which have no categories beneath them
- ❽ Create a new category

Chapter 5. Common V-Spark Analysis Mechanisms

The next few sections describe the parts of V-Spark used to examine audio files and their transcriptions, and the results of analysis.

5.1. Examining Call Data

V-Spark provides many ways of summarizing and exploring data about the audio files (commonly referred to as *calls* since the audio files are often recordings of telephone conversations). The next few sections explain how to use V-Spark to see various types of summary and analytical data.

5.1.1. Dashboard Overview

As shown in [Figure 5.1, “V-Spark Dashboard Overview”](#), the dashboard page for each folder provides multiple ways of viewing data about an organization's audio files.

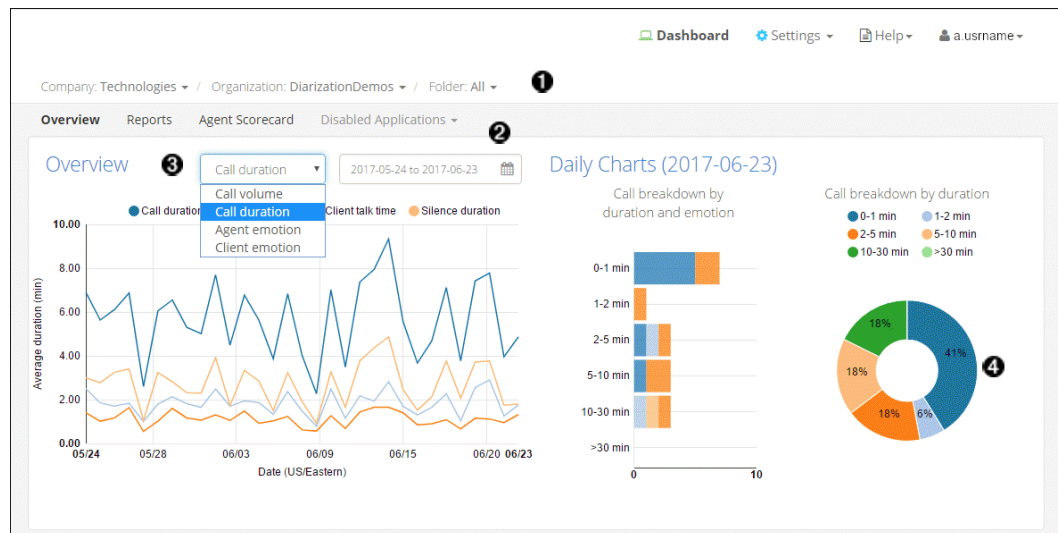


Figure 5.1. V-Spark Dashboard Overview

- ❶ Choose a folder to examine its data
- ❷ Select the date range to analyze
- ❸ Select different graph types to view data from every angle
- ❹ Hover the pointer over parts of the graphs to get specific information about call types

5.1.2. Searching Audio Files for Insights

[Figure 5.2, “Search, Bookmark, and View Transcriptions”](#) shows the File view of the calls in a folder. To access this page for a specific folder, select the **Dashboard** icon at the top of the page, then choose

a **Company**, **Organization**, and **Folder** from the drop-down menus. This will navigate to the folder that contains the audio files to search.

The screenshot shows the V-Spark interface with the following elements:

- View:** Files, 2016-09-01 to 2016-09-30
- Term:** 1. Search field with 'Agent' dropdown and 'Enter text to search' input. Buttons for 'Plan' and 'Regex' are visible.
- Gender:** Agent dropdown set to 'All'.
- Emotion:** Overall dropdown set to 'All'.
- Filters:** Call Duration (0:00:00 to Max), Overtalk (0% to 100%), and Call Silence Time (0% to 100%) sliders.
- Search Terms:** 2. 'Agent: Thank you for calling *'. Buttons for 'Add to Bookmark' (3) and 'Export (CSV)' (4) are present.
- Table:** 5. Shows search results with columns: File Name, Agent ID, Time (US/Eastern), Duration, Silence Time, Overtalk, Agent Gender, Client Gender, and Overall Emotion.

File Name	Agent ID	Time (US/Eastern)	Duration	Silence Time	Overtalk	Agent Gender	Client Gender	Overall Emotion
759173003521219.wav	043	2016-09-02 11:15:22 am	0:16:01	34.76%	3.13%	Male	Female	Imp
[Agent] ... Thank you for calling this is Travis ...								
759173003521546.wav	184	2016-09-02 11:15:27 am	0:01:25	28.64%	12.50%	Female	Female	Posi
[Agent] ... Thank you for calling my name is Luis ...								
759173003521522.wav	068	2016-09-02 11:15:23 am	0:07:28	22.22%	23.33%	Female	Male	Posi
[Agent] ... Thank you for calling #Company# My ...								

Figure 5.2. Search, Bookmark, and View Transcriptions

- ❶ Search files for key words and phrases
- ❷ Show and hide columns to customize what information the table displays
- ❸ Bookmark frequent searches
- ❹ Export results to CSV
- ❺ Use filters to narrow down the search

To search the transcriptions of the files that are located in this folder, enter a search term in the **Term** field. The files in the selected date range for the current folder are searched for the specified term, and that term is added to the list of **Search Terms**.



Note

See the "*V-Spark 3.5.0 Review and Analysis Guide*" for detailed information about using all of the options on the **View Files** page.

5.1.3. Examining Audio File Details

To display detailed information about an audio file in the current folder, select its filename in the list. This will open a File Details page like the one shown in [Figure 5.3, "Examining Data for Individual Audio and transcriptions"](#).

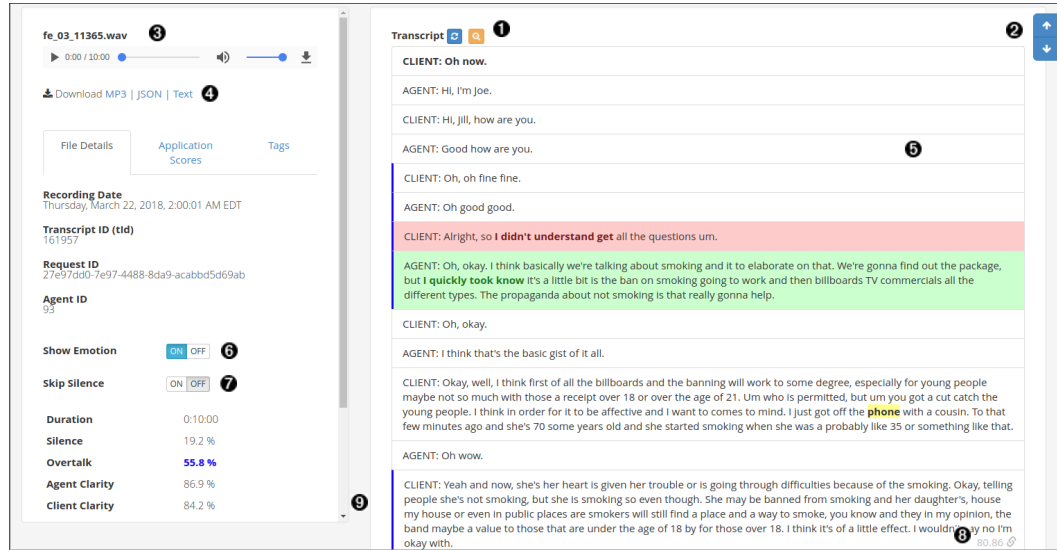


Figure 5.3. Examining Data for Individual Audio and transcriptions

- ❶ Clear search term highlighting from transcript display
- ❷ Use the up and down arrows to view instances of the search terms
- ❸ Play call audio
- ❹ Select **MP3** to download an MP3 audio file of the call. Select **JSON** to download a JSON file of the call transcript. Select **Text** to download a text file of the call transcript.
- ❺ Select a piece of the transcript to play audio from that point
- ❻ Toggle **Show Emotion**, a visual representation of sentiment analysis, on or off
- ❼ Toggle **Skip Silence**, which removes silent portions from the audio to enable faster review, on or off
- ❽ Select to display a URL that links to this point in the transcript. Copy this URL to the clipboard to use it elsewhere
- ❾ The blue border next to the transcript indicates portions of the call with high overtalk



Note

See the "*V-Spark 3.5.0 Review and Analysis Guide*" for detailed information about using all of the options on the File Details page.

5.2. Examining Agent and Client Interaction

When V-Spark processes stereo audio with one voice per channel or diarizes mono content, the transcript is divided into *Agent* and *Client* speakers. V-Spark helps you explore and audit Agent information for attributes like politeness and emotion, the presence of specific phrases, and compliance with requirements for content in each call. For stereo audio, the channel that contains the Agent speaker can be set when creating a new folder (Described in [Section 4.2.2, "Creating a New Folder for Audio"](#)).

The next few sections illustrate the basic mechanisms that V-Spark provides to examine Agent performance and how to work with that information. These sections use an application called "Agent Scorecard" that was designed to increase the efficiency of the agent evaluation process by automatically detecting the presence or absence of phrases that correspond to QA form requirements. The results of this application can be used to get an overall view of agent performance, pinpoint performance categories that require improved training, and compare scores for individual agents.

5.2.1. Examining Agent Performance

Figure 5.4, “Examining Agent Performance” shows the Agent Scorecard information for a given folder. To access this page for a specified folder, select **Dashboard**, then select a folder name from the **Folder** drop-down. Then, select the Agent Scorecard application from the submenu.

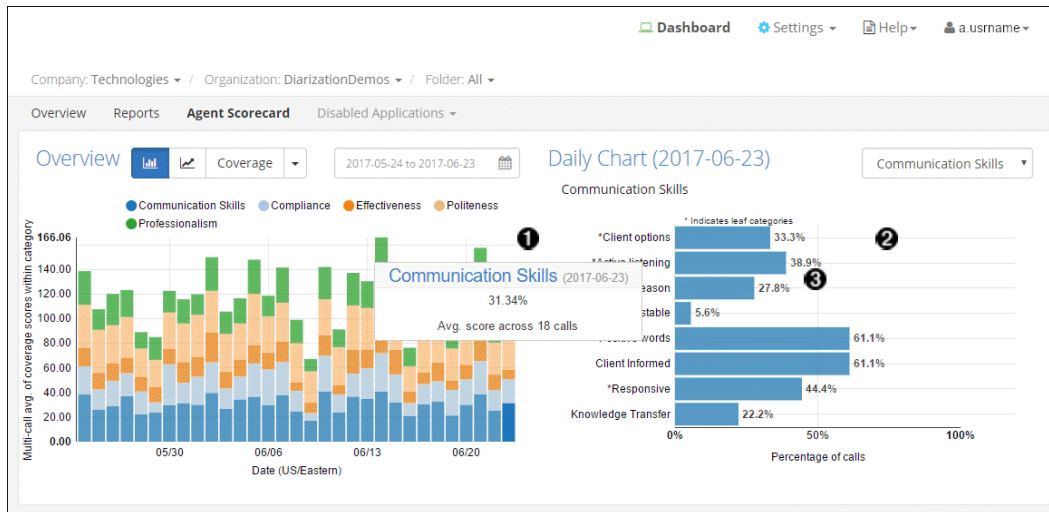


Figure 5.4. Examining Agent Performance

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



Note

See the "*V-Spark 3.5.0 Review and Analysis Guide*" for detailed information about templated applications such as the Agent Scorecard application.

5.2.2. Examining Individual Agent Data

The **View** section at the bottom of the Agent Scorecard page (discussed in Section 5.2.1, “Examining Agent Performance”) enables drilling down into detailed information about all of the Agents within a selected or default time period. Because it provides tabular information about each agent within that time period, the page shown in Figure 5.5, “Examining Individual Agent Performance” makes it extremely easy to compare agent performance and identify Agents that may need additional education.

Agent ID	Overall	Effectiveness	Additional assistance	Call Back	Offer best solution	Gather Facts	Sales Effectiveness
001	100.00	66.67	33.33	33.33	33.33	66.67	66.67
004	100.00	25.00	25.00	0.00	0.00	25.00	0.00
006	100.00	60.00	40.00	20.00	0.00	60.00	20.00
007	100.00	100.00	0.00	100.00	0.00	100.00	0.00
009	100.00	28.57	14.29	0.00	0.00	14.29	0.00
010	100.00	100.00	0.00	0.00	0.00	0.00	100.00
011	100.00	50.00	25.00	0.00	0.00	37.50	12.50
012	100.00	33.33	33.33	0.00	0.00	33.33	0.00
015	100.00	66.67	0.00	0.00	0.00	66.67	0.00
016	100.00	66.67	0.00	0.00	0.00	66.67	0.00
Overall (Avg.)	96.20	71.96	32.58	16.44	9.28	55.56	14.73

Figure 5.5. Examining Individual Agent Performance

- ❶ Select date range
- ❷ View the application categories and phrases
- ❸ Select application level and categories to view
- ❹ Select data to view
- ❺ Search for a specific agent ID
- ❻ An agent's overall score for all calls
- ❼ Select an agent ID to see all calls handled by that agent
- ❽ Average overall totals for all agents

5.2.3. Filtering Agent Data

The **View** section of the Agent Scorecard page (discussed in [Section 5.2.1, “Examining Agent Performance”](#)) enables filtering the information about all of the Agents within a selected or default time period. These filters enable drilling down into multiple levels within characteristics such as Communication Skills, Compliance, and Effectiveness.

To display a page like the one shown in [Figure 5.6, “Filtering Agent Data Files”](#) select **Files** from the **View** drop-down.

The screenshot displays the V-Spark interface for filtering agent data files. On the left, there are several filter sections: 'Term' with a search box and 'Plain/Regex' options; 'Gender' with a dropdown set to 'All'; 'Emotion' with a dropdown set to 'All'; and 'Agent Performance' with checkboxes for 'Communication Skills' (checked, High), 'Compliance' (unchecked, All), 'Recording' (unchecked, All), 'Verification' (checked, All), 'Effectiveness' (unchecked, All), 'Politeness' (unchecked, All), and 'Professionalism' (unchecked, All). The main area shows a table of call records with the following columns: File Name, Agent ID, Time (US/Eastern), Duration, Silence Time, Overtalk, Diarization, Agent Clarity, Client Clarity, and Agent Gender. The table contains five visible rows of data, each with a corresponding transcript snippet. The interface also includes a date range selector (2018-02-23 to 2018-03-22), a 'Refresh search' button, and an 'Export (CSV)' option.

File Name	Agent ID	Time (US/Eastern)	Duration	Silence Time	Overtalk	Diarization	Agent Clarity	Client Clarity	Agent Gender
Call4508897.wav	0001	2018-03-21 3:03:22 pm	0:13:56	34.49%	16.39%	--	86.40%	80.72%	Male
Call4541511.wav	0007	2018-03-20 3:03:30 pm	0:27:41	25.74%	30.10%	--	87.31%	86.95%	Male
Call4541392.wav	0006	2018-03-19 3:03:20 pm	0:07:07	28.23%	41.18%	--	85.21%	82.79%	Male
Call4541274.wav	0005	2018-03-18 3:03:18 pm	0:08:14	22.70%	27.78%	--	89.08%	83.48%	Female

Figure 5.6. Filtering Agent Data Files

- ❶ Search calls using text, filters, and bookmarked searches just like in the Dashboard Files View (see [Section 5.1.1, “Dashboard Overview”](#))
- ❷ Filter calls using individual or combined application categories



Note

See the "V-Spark 3.5.0 Review and Analysis Guide" for detailed information about the different views that are available for use when exploring Agent data.

Chapter 6. Next Steps

Now you've seen the basics of how to access and use V-Spark. This is enough to get you started uploading audio, and viewing analyzed transcripts. Depending on your role in your company or organization, you will interact with V-Spark in different ways,

6.1. Reviewing Transcripts and Analysis Results

V-Spark provides a powerful yet intuitive interface for transcribed audio data. With V-Spark's speech analytics solution, you have a bird's eye view of overall statistics covering all your audio, and the ability to specialize those metrics. You can search for words or phrases in the database of transcriptions, and pull up any audio file and its transcription to follow the text as you listen. If you review the results of audio transcription and the V-Spark analysis of those transcripts, see the "*V-Spark 3.5.0 Review and Analysis Guide*" for detailed information.

6.2. Developing Analysis Applications

If you need a deeper understanding of how V-Spark voice analytics applications work, how they are constructed and customized, and how to interpret their results, see the "*V-Spark 3.5.0 Application Development Guide*".

6.3. Managing a V-Spark System

Tools for managing a V-Spark system are built into V-Spark itself. If your tasks in V-Spark involve creating new companies, organizations, folders, or user accounts; and monitoring and administrating the product environment, see the "*V-Spark 3.5.0 Management Guide*" for descriptions of the management tools and instructions for their use.

6.4. Using the REST API

If your interactions with V-Spark will be from the command line, through another application, or by designing an interface between another application and V-Spark, see "*Using the V-Spark 3.5.0 API*" for information about the calls, parameters, variables, and output formats that are available.

