

Getting started

V-Spark 4.4.0-1

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Contents

Getting started 2

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Who can do what with V-Spark?

Capabilities vary widely by user role, permissions, and system and entity configuration.

1. Call center agents
 - View audio transcripts, metadata, and application scores for your calls.
2. Call center managers and data analysts
 - Generate daily and monthly aggregate call data reports.
 - Review calls down to the level of an individual audio record.
 - Search for, sort, and tag calls by audio attribute or metadata value, including agentID.
3. Company and organization administrators
 - Manage settings and permissions for users and other system entities in their permissions scope.
 - Build and edit applications to:
 - Automatically process incoming transcripts based on specific audio record parameters.
 - Filter transcripts using record attributes, or configured include and exclude phrases.
 - Analyze filtered transcripts for various metrics using built-in templates or customized applications.
4. System administrators
 - Manage permissions and configuration for:

- Multiple system tenants.
 - Companies and organizations.
 - Folders, audio, and metadata.
 - User accounts.
- Configure system-wide settings and single sign-on (SSO).

Logging in

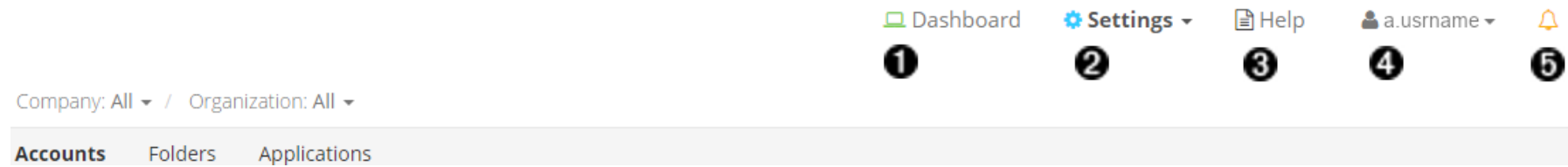
To log in, use the IP address or hostname configured for your deployment and the username provided to you when your account was registered with the system.

Web pages served by V-Spark work best on Google Chrome. You must have a user account to access V-Spark with a web browser. If you don't have an account, request one from the login page or contact your system administrator.

Some deployments have single sign-on (SSO) enabled. This means that V-Spark uses your organization's configured identity provider (such as Microsoft, Okta, or Salesforce) for authentication. If so, click sign in, follow the on-screen prompts, and contact your organization's IT department for assistance.

UI navigation

The following image shows the menu options at the top of the **V-Spark** screen. These menu options provide access to the screens used to examine, analyze, and upload data.



1. View and search call and application data.
2. Upload audio and customize analysis.
3. Access user documentation, system information, and the audio evaluator.
4. Edit user details and email report options.
5. Display announcements and notifications.

The data that is processed and analyzed by V-Spark is organized as follows. Access any of these options from the top left of the screen:

- At the top level, data is associated with a **company**.
- Each company is subdivided into one or more **organizations** that allow you to partition your data in ways that mirror the company's structure.
- Data from each organization is further subdivided into one or more **folders**, which provide a low-level classification mechanism for audio from specific sources, audio from specific dates, and so on.