NVisage
Smart Call Recording search and playback

NVisage is a, simple to use, scenario recreation tool developed to provide secure and easy creation and playback of scenarios from a DataVoice Libra recorder or a Nexus system. It is targeted at power users that must perform analysis and very complex or repetitive tasks in a very efficient manner. It is not aimed at ad-hoc users or users that perform simple search and playback tasks.

What does NVisage offer?

NVisage offers the following main functions:

- Find call recordings with an easy-to-use and intuitive user interface
- Browse and view the details of available call recording entries
- Play back call recordings
- Recreate complex call scenarios in multi-channel recording environments – then listen to, save and reload these
- Export copies of available call recordings
- Add additional information to a call recording

Screens – The NVisage screen consists of 6 main sections:

- Search & Play: displays the list of matching voice recordings found during the last filter operation and supports playback and other actions on voice and screen recordings.
- Filter: a tool to find the recordings of interest
- Progress & activity bar: displays the progress and audio activity while playing back a call
- Scenario: a powerful tool to recreate call scenarios for multiple recording channels/devices
- Note editor: add annotations to a recording
- Video wall: displays any video recordings attached to voice recordings being played back

Search and play:

NVisage offers any authorised user access to call recordings in a flexible way to browse, view and play calls. The system allows the user to filter for recordings on a large number of fields such as time/date range, call origin, call duration, etc. The filter panel displays the value of the fields for the current filter. Filter fields can be added by dragging column names from the Search & Play panel. To edit any of these fields, click on the edit icon.

Features

- Simplified scenario recreation: multiple recordings from multiple recording channels/devices can be added to a scenario with one operation.
- In larger systems where multiple recordings from various parties are found within a selected time period, a scenario can be constructed using a time-based search in combination with either the telephone number or the Participant Name of the relevant party.
- Within a radio environment, a scenario can be recreated by grouping recordings according to the radio talk group or to the individual radios that initiated the calls.
- Once a scenario has been constructed, it can be saved to an external location to be reloaded into the scenario time line, thereby eliminating the effort of reconstructing a scenario when it is needed again.
- Multi-track playback is supported
- Screen recording playback is supported
- Permissions and functionality customizable based on site or user requirements
- Always on top and remembers last position for ease of use and desktop layout