



MediaVault Plus

Solution Overview

Confidential

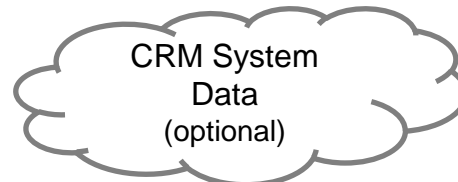
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Table of Contents

■ MediaVault Overview	2
■ Sign In	3
■ Home / Dashboard	7
■ Media	10
■ Actions	27
■ Reports	30
■ Settings	33
■ Change Password	37
■ Sign Out	38
■ Administration	40
■ Quality Management	64
■ Support	68

MediaVault Plus – How It Works

- Recordings, Chats and Emails Obtained via REST API
- Contact Detail Records Securely Downloaded via REST API



- Customer Records
- Agent Records
- Sales Data
- Case Information

Scheduled Download



Authorized Users



Email Media

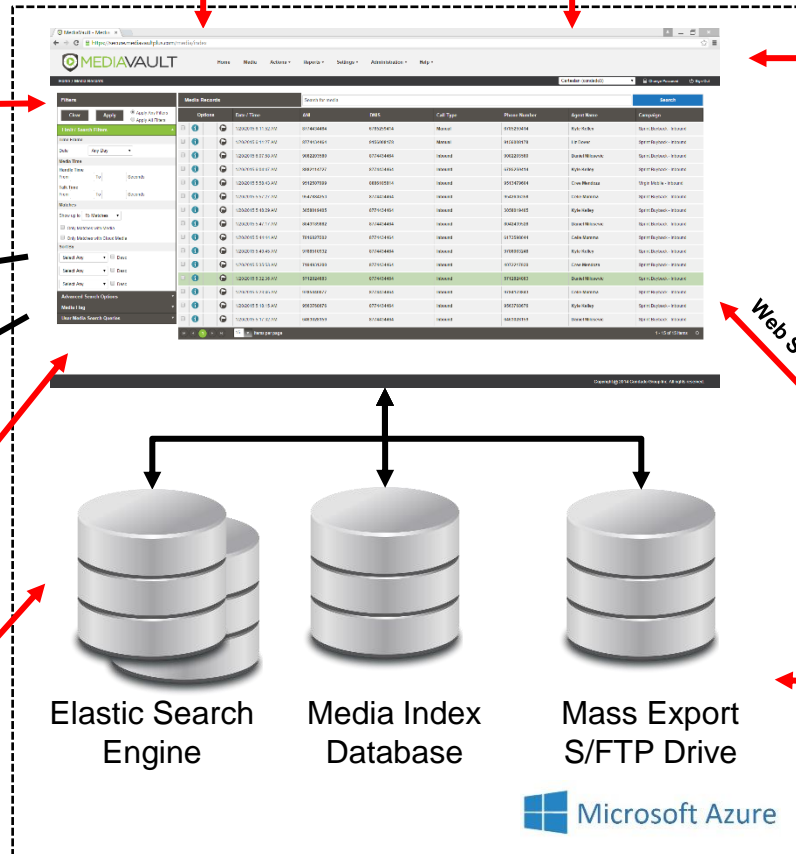


Download Media

Quality Management



Transcription, Redaction and Speech Analytics



Cloud Media Storage (AES-256 Encryption)



Web Service



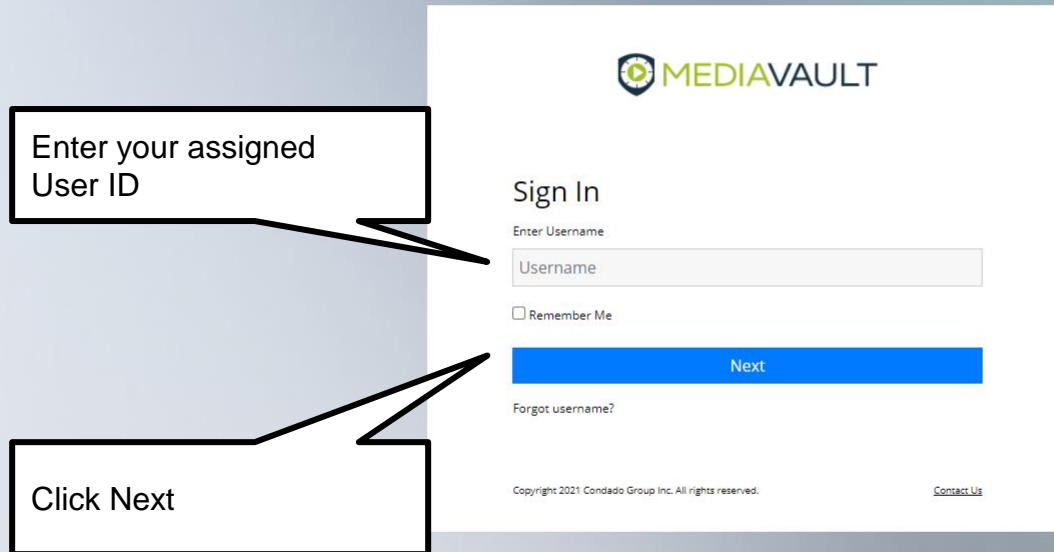
Cloud Database Backup



Uses TLS 1.2

Sign In

To Login to MediaVault go to the following URL: <https://login.mediavaultplus.com>



The screenshot shows the MediaVault Sign In page. At the top is the MediaVault logo. Below it is the title "Sign In". There is a label "Enter Username" above a text input field containing the placeholder "Username". Below the input field is a checkbox labeled "Remember Me". A blue button labeled "Next" is positioned below the checkbox. Below the button is a link "Forgot username?". At the bottom of the page, there is a copyright notice "Copyright 2021 Condado Group Inc. All rights reserved." and a "Contact Us" link.

Enter your assigned User ID

Click Next

Sign In

MEDIAVAULT

Sign In

Welcome superadmin

Enter Password

Back Sign In

[Forgot your password?](#)

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Enter your assigned Password

Click Sign In

Sign In – Forgot Username

Forgot your username? ×

Please enter your recovery email address, and press "Submit". Your username will be emailed to this email address if it is registered with us.

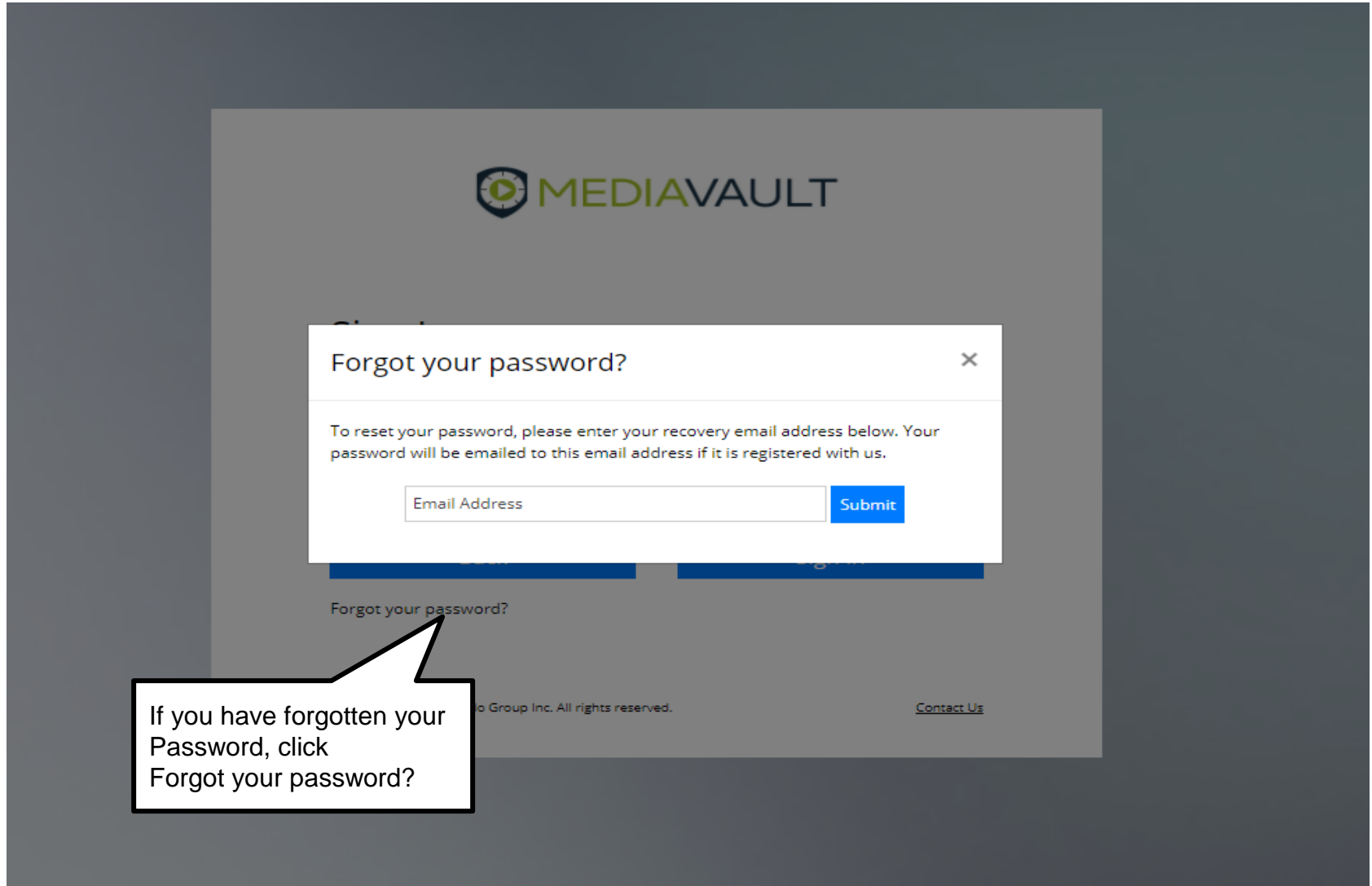
Email Address

Forgot username? [Contact Us](#)

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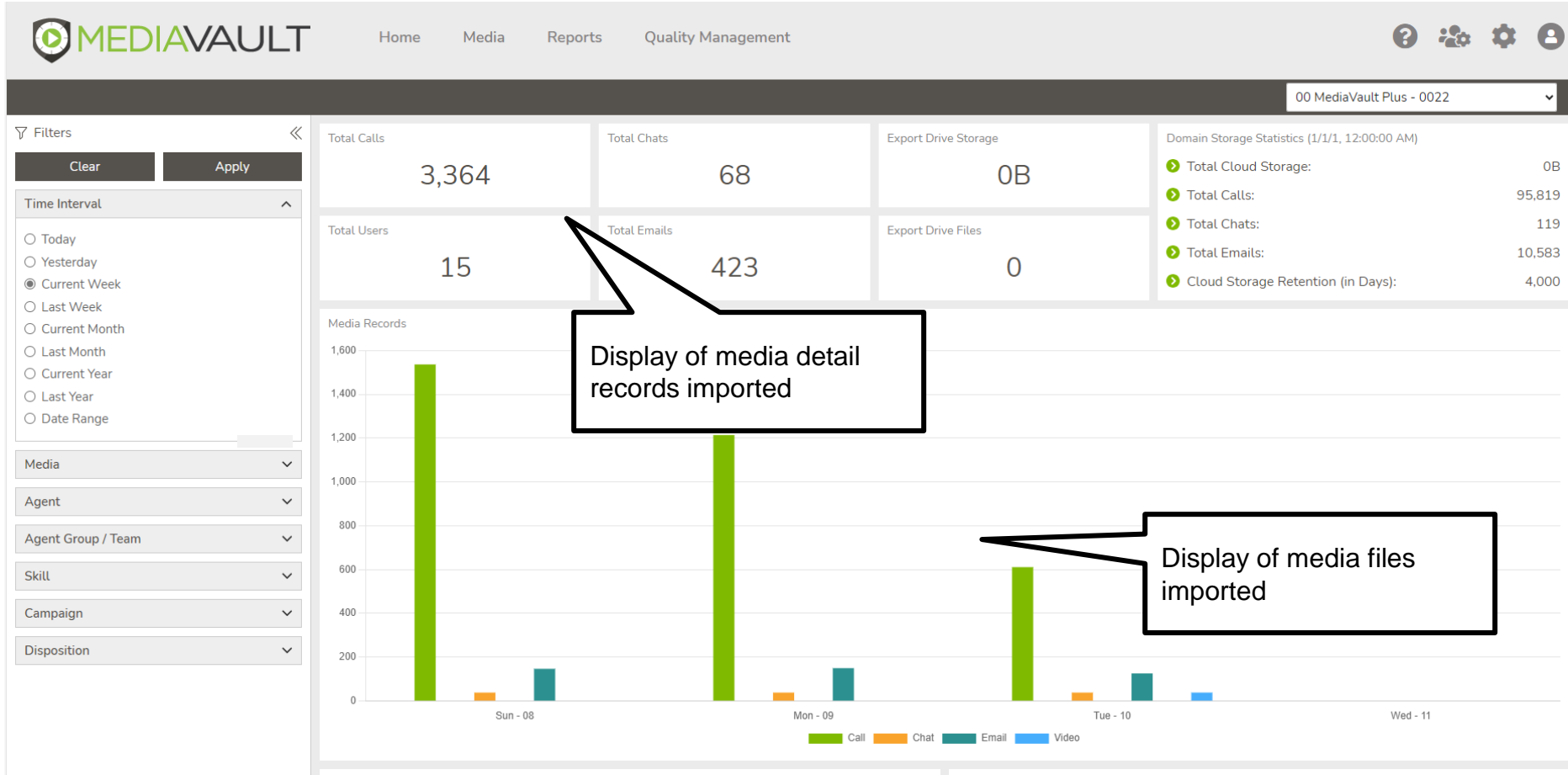
If you have forgotten your Username, click Forgot your username?

Sign In – Forgot Password



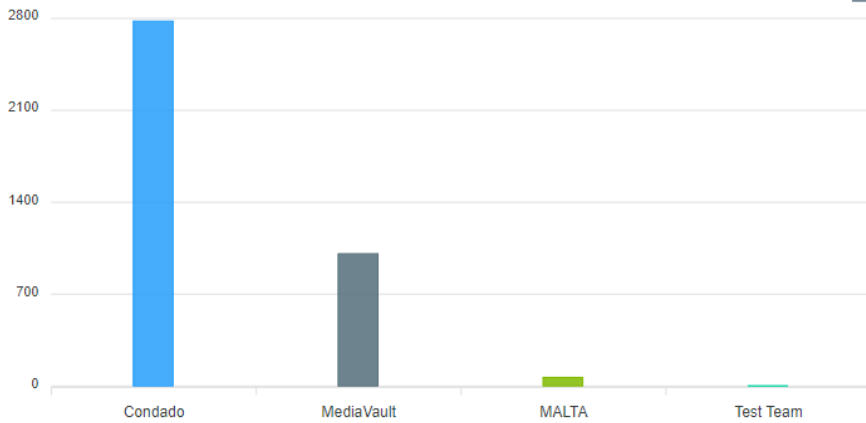
If you have forgotten your Password, click Forgot your password?

Home / Dashboard

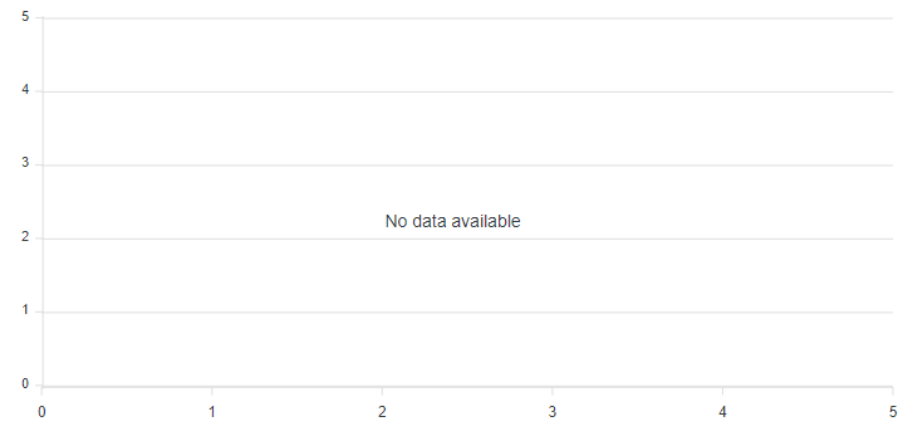


Home / Dashboard

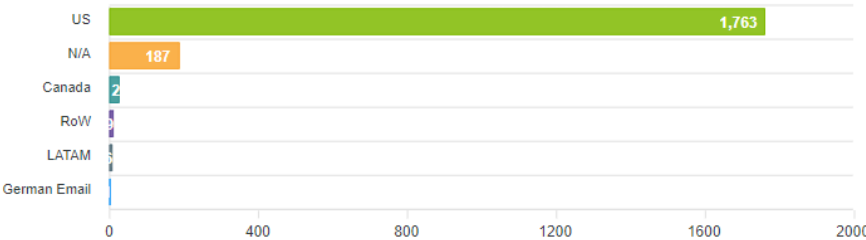
Contacts by Agent Group



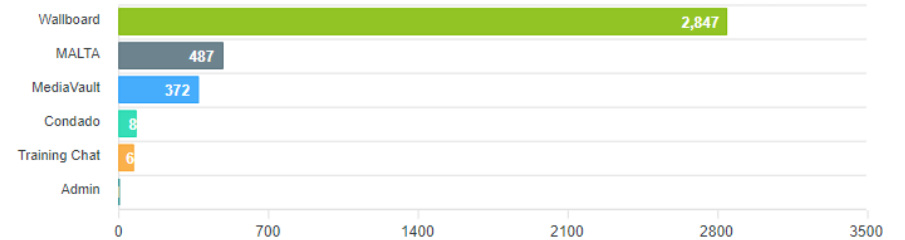
Quality Management



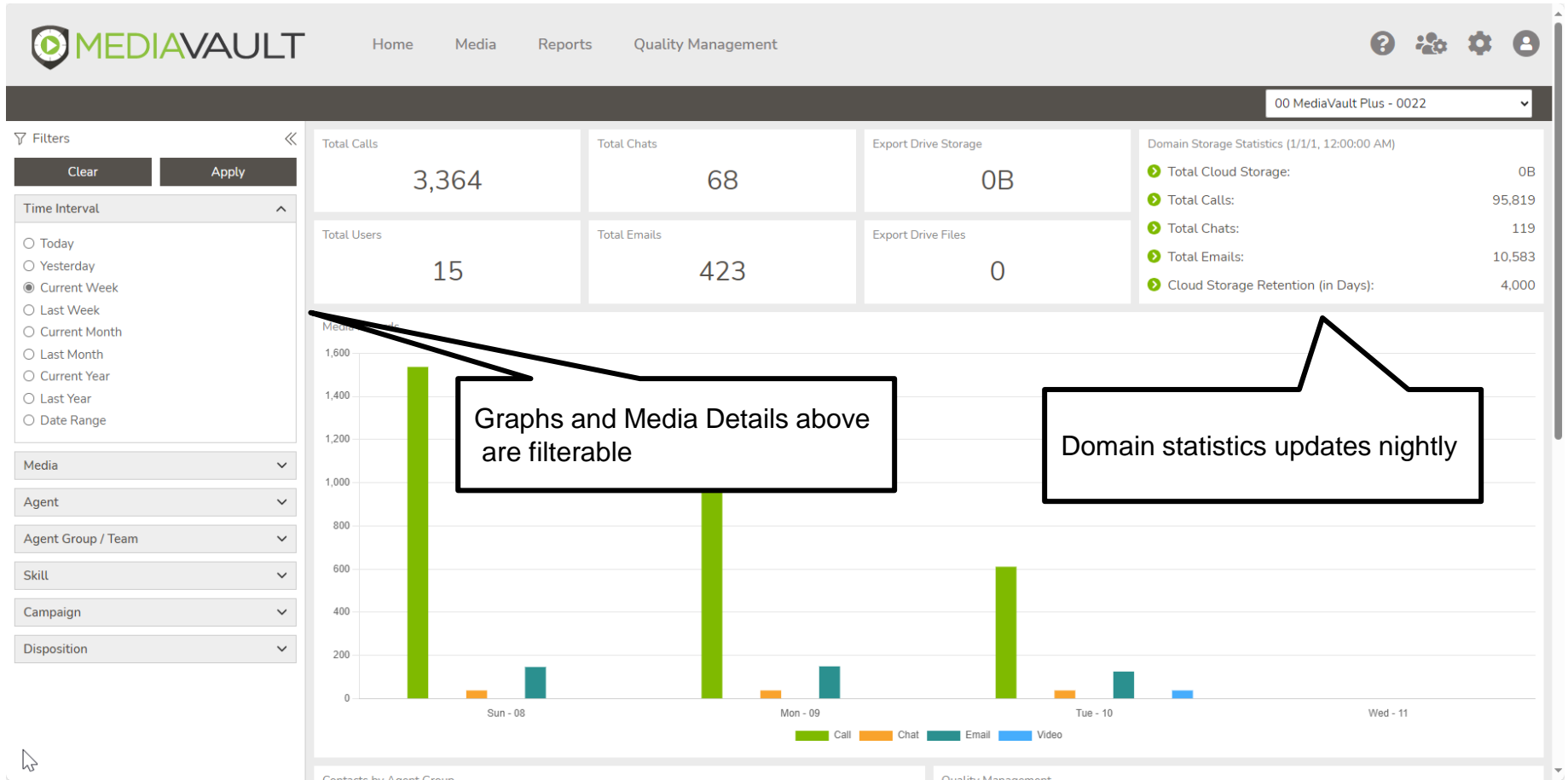
Contacts by Disposition



Contacts by Campaign



Home / Dashboard



Media

The screenshot displays the MediaVault application interface. At the top, the navigation bar includes 'Home', 'Media', 'Reports', and 'Quality Management'. A search bar at the top right contains '00 MediaVault Plus - 0022'. On the left, a 'Filters' sidebar is visible with sections for 'Time Interval', 'Date', 'Time', 'Media Time', 'Media', 'Advanced Search Options', 'Sort By', 'Media Details', 'Media Flags', and 'Custom Search Queries'. The main area features a table with columns: Action, Date/Time, Contact ID, ANI, DNIS, Type, Skill, Agent Name, Campaign, Agent Group, Talk Time, and Disposition. The table contains several rows of call log data. Three callouts are present: 'Media search Filters' points to the left sidebar; 'Media Quick Search' points to the search bar at the top right; and 'Media index records' points to the table rows.

Action	Date/Time	Contact ID	ANI	DNIS	Type	Skill	Agent Name	Campaign	Agent Group	Talk Time	Disposition
<input type="checkbox"/>	10/10/2023 3:10:26 PM	127904066740	168.97.177.6 4	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim				
<input type="checkbox"/>	10/10/2023 2:55:01 PM	127410261147	198.181.163. 33	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:14:46	
<input type="checkbox"/>	10/10/2023 2:10:02 PM	127903949805	168.97.177.6	3167d7ec-11e7-40de-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:00:00	
<input type="checkbox"/>	10/10/2023 2:09:25 PM	127903948617	168.97.177.6 4	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim				

Media - Filters

Filters <<

Clear Apply

Time Interval ^

Date
Any Day v

Time
--:-- -- ⌚ --:-- -- ⌚

Media Time v

Media v

Advanced Search Options v

Sort By v

Media Details v

Media Flags v

Custom Search Queries v

Clear all Filters

Apply Filters

Media - Filters

The image shows a 'Filters' sidebar with a 'Clear' and 'Apply' button at the top. The 'Time Interval' filter is expanded, showing a 'Date' dropdown menu with 'Any Day' selected. A callout box labeled 'Time Interval Search Options' points to the 'Date' dropdown. Another callout box labeled 'Time range filter' points to the 'Time' input fields. A third callout box labeled 'Time range filter' points to the 'Time' input fields. A fourth callout box labeled 'Time range filter' points to the 'Time' input fields.

Time Interval Search Options

Time range filter

Time range filter

Time range filter

Filters

Clear Apply

Time Interval

Date

Any Day

Time

Media Time

Media

Advanced Search Options

Sort By

Media Details

Media Flags

Custom Search Queries

Time Interval

Date

Any Day

Any Day

Today

Yesterday

Last 7 Days

Last 30 Days

Previous Week

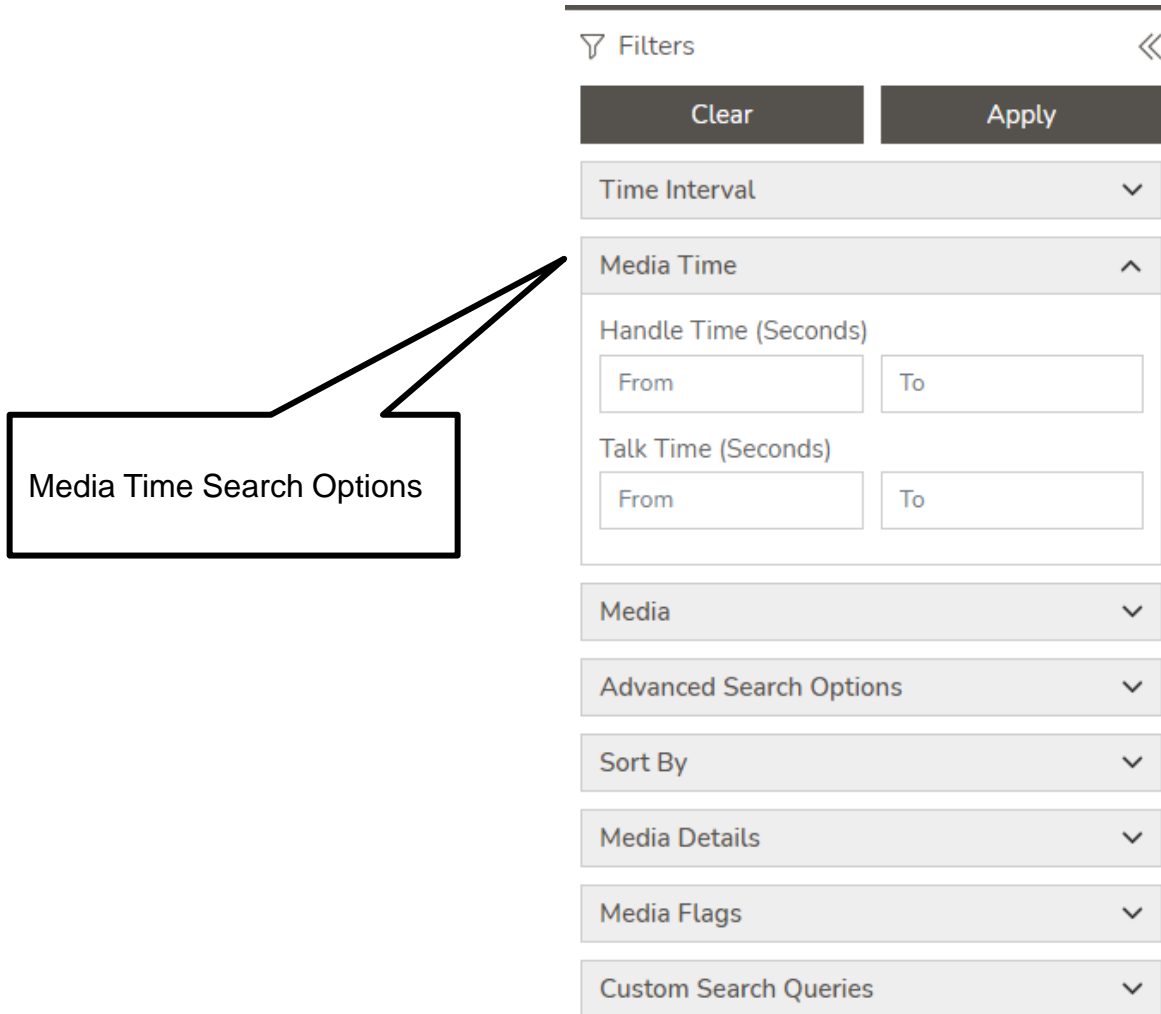
Previous Month

Month To Date

Specific Date

Date Range

Media - Filters



The screenshot displays a 'Filters' panel with a 'Clear' button and an 'Apply' button. The 'Media Time' section is expanded, showing 'Handle Time (Seconds)' and 'Talk Time (Seconds)', each with 'From' and 'To' input fields. Other filter categories include 'Time Interval', 'Media', 'Advanced Search Options', 'Sort By', 'Media Details', 'Media Flags', and 'Custom Search Queries'. A callout box on the left, labeled 'Media Time Search Options', points to the 'Media Time' section.

Media Time Search Options

Media - Filters

Media Type Search Options

Filters ⏪

Clear **Apply**

Time Interval ⌵

Media Time ⌵

Media ⬆

- All
- With Media
 - Call
 - Chat
 - Email
 - Video
- Without Media

Advanced Search Options ⌵

Sort By ⌵

Media Details ⌵

Media Flags ⌵

Custom Search Queries ⌵

Media - Filters

Advanced Search Options

Clear Apply

Time Interval ▾

Media Time ▾

Media ▾

Advanced Search Options ▲

Campaign
 All Campaigns
 Specific Campaign(s)

Agent
 All Agents
 Specific Agents

Skills
 All Skills
 Specific Skills

Group
 All Groups
 Specific Groups

Disposition
 All Dispositions
 Specific Disposition(s)

Advanced Search Options ▲

Campaign
 All Campaigns
 Specific Campaign(s)

--- Select Campaign --- ▾

Admin

Condado

MALTA

MediaVault

Training Chat

Wallboard

Agent
 All Agents
 Specific Agents

--- Select Agent --- ▾

Media - Filters

Filters ⏪

Clear **Apply**

Time Interval ▼

Media Time ▼

Media ▼

Advanced Search Options ▼

Sort By ▲

Select Any ▼ Desc

Select Any ▼ Desc

Select Any ▼ Desc

Media Details ▼

Media Flags ▼

Custom Search Queries ▼

Sort By Options

Media - Filters

Filters <<

Clear Apply

Time Interval ▾

Media Time ▾

Media ▾

Advanced Search Options ▾

Sort By ▾

Media Details ▲

Master ID

Contact ID

ANI

DNIS

Select Call Type ▾

Select ANI List ▾

Media Flags ▾

Custom Search Queries ▾

Media Details Search Options

Media - Filters

Media Flag Search Options

Media Flags ^

All Media Flag(s)
 Specific Media Flag(s)

Public

- Calibration
- Cloud Primero
- Condado
- Escalations
- Final
- Recognition Call

Private

- Darcy Review
- Review

Media - Filters

Filters

Clear Apply

Time Interval

Media Time

Media

Advanced Search Options

Sort By

Media Details

Media Flags

Custom Search Queries

Media Files

Query Title..

Save

User Media Search Queries

Click to run Search Query by clicking the query name

Save Media Search query

Delete Media Search query

Media - Options

The screenshot displays the MediaVault interface with a table of media records. The table columns include Date/Time, Contact ID, ANI, DNIS, Type, Skill, Agent Name, Campaign, Agent Group, Talk Time, and Disposition. The interface includes a left sidebar with filters, a top navigation bar, and a bottom pagination control.

Select media record(s): A callout box pointing to the checkbox in the first column of the table.

Info, Evaluate, Email, View Notes and Download Options: A callout box pointing to the three-dot menu icon in the last column of the table.

Play media file: A callout box pointing to the play button icon in the second column of the table.

Set media flag: A callout box pointing to the flag icon in the third column of the table.

Action	Date/Time	Contact ID	ANI	DNIS	Type	Skill	Agent Name	Campaign	Agent Group	Talk Time	Disposition
<input type="checkbox"/>	10/10/2023 12:24:30 PM	133419802670	4025015000	4142573400	7	Condado	Darcy Bonzo	Wallboard	Condado	00:03:27	US
<input type="checkbox"/>	10/10/2023 12:23:02 PM	133419799477	2197640021	8664514889	3950983	Condado	Kevin	Wallboard	Condado	00:01:06	US
<input type="checkbox"/>	10/10/2023 12:22:36 PM	133419798476	9528815258	8778843742	3951487	Condado	Alana	Wallboard	Condado	00:05:16	US
<input type="checkbox"/>	10/10/2023 12:21:24 PM	133419796079	4142573400	8667924796	3951354	Condado	Darcy Bonzo	Wallboard	Condado	00:01:20	US
<input type="checkbox"/>	10/10/2023 12:20:41 PM	133419794630	8287				in Dobrotka	Wallboard	Condado	00:01:35	US
<input type="checkbox"/>	10/10/2023 12:20:29 PM	133419794168	2197				ight Fowler	Wallboard	MALTA	00:05:16	US
<input type="checkbox"/>	10/10/2023 12:19:34 PM	133419792232	2407				berly Wagner	Wallboard	Condado	00:04:12	US
<input type="checkbox"/>	10/10/2023 12:18:36 PM	133419790211	4025015000	9204947300	7	Condado	Alana Brown	Wallboard	Condado		
<input type="checkbox"/>							Nitin Pai	Wallboard	Condado		

Media - Options

MEDIAVAULT Home Media Reports Quality Management

Filters: Clear Apply

Time Interval: [v]

Media Time: [v]

Media: [^]

- All
- With Media
 - Call
 - Chat
 - Email
 - Video
- Without Media

Document Type: [v]

- All
- .xls
- .xlsx
- .pdf
- .png
- .jpeg
- .htm

Advanced Search Options: [v]

Action [v] Enter Keyword

<input type="checkbox"/>	Date/Time ↑↓	Contact ID ↑↓	ANI ↑↓	DNIS ↑↓	Type ↑↓	Skill ↑↓	Agent ↑↓ Name	Campaign ↑↓	Agent Group ↑↓	Talk Time ↑↓	Disp	Lo
<input checked="" type="checkbox"/>	1/16/2024 12:24:30 PM	133419802670	4025015000	4142573400	7	Condado	Darcy Bonzo	Wallboard	Condado	00:00:54		
<input type="checkbox"/>	1/16/2024 12:23:02 PM	133419799477	2197640021	8664514889	3950983	Condado	Kevin Thomas	Wallboard	MALTA	00:01:25		
<input type="checkbox"/>	1/16/2024 12:22:36 PM	133419798476	9528815258	8778843742	3951487	Condado	Alana Brown	Wallboard	Condado	00:04:36		
<input type="checkbox"/>	1/16/2024 12:21:24 PM	133419796079	4142573400	8667924796	3951354	Condado	Darcy Bonzo	Wallboard		00:03:27	US	
<input type="checkbox"/>	1/16/2024 12:20:41 PM	133419794630	8287723188	8662256231	3950908	Condado				01:06	US	
<input type="checkbox"/>	1/16/2024 12:20:29 PM	133419794168	2197640021	8664514889	3950983	Condado				01:35		
<input type="checkbox"/>	1/16/2024 12:19:34 PM	133419792232	2407515077	8003333333	3951813	Condado	Kimberly Wagner	Wallboard	Condado	00:05:16	US	
<input type="checkbox"/>	1/16/2024 12:18:36 PM	133419790211	4025015000	9204947300	7	Condado	Alana Brown	Wallboard	Condado	00:01:20		
<input type="checkbox"/>	1/16/2024 12:18:33 PM	133419790118	9528815258	8778843742	3951487	Condado	Nitin Pai	Wallboard	Condado	00:04:12		
<input type="checkbox"/>	1/16/2024 12:16:45 PM	133419786050	4025015000	4162033333	7	Condado	Dwight Fowler	Wallboard	MALTA	00:00:15		

Menu Options

Info, Evaluate, Email, View Notes and Download Options

Media – Detail Screen

The screenshot displays the MediaVault interface. A modal window titled "Media Record Details" is open, showing the following information:

Date/Time	10/10/2023 12:24:30 PM
Contact ID	[REDACTED]
ANI	4025015000
DNIS	4142573400
Type	7
Skill	[REDACTED]
Agent Name	[REDACTED]
Campaign	[REDACTED]
Agent Group	[REDACTED]
Talk Time	00:00:54
Disposition	
Logged	1
Master Contact ID	[REDACTED]
Recorded	1
Agent ID	[REDACTED]

The background interface shows a list of media records with columns for Agent Group, Logged, and other details. A callout box labeled "Info" points to the "Logged" column. The table includes entries for "Condado" and "MALTA".

Agent Group	Logged
Condado	00:00:54 1
MALTA	00:01:25 1
Condado	00:04:36 1
Condado	00:03:27 US 1
Condado	00:01:06 US 1
MALTA	00:01:35 1
Condado	00:05:16 US 1
Condado	00:01:20 1
Condado	00:04:12 1
MALTA	00:00:15 1

Media - Play

The screenshot displays the MediaVault Plus interface. On the left, there are filters for 'Time Interval', 'Media Time', and 'Media' (with options for Call, Chat, Email, Video, and Document Type). A red arrow points from a call log entry to the 'MediaVault Plus Player' window. The call log table includes columns for Date/Time, Contact ID, ANI, DNIS, Type, Skill, Agent Name, Campaign, Agent Group, Talk Time, and Disposition. The player window shows a green waveform, a progress bar, and call details.

Date/Time	Contact ID	ANI	DNIS	Type	Skill	Agent Name	Campaign	Agent Group	Talk Time	Disposition
1/16/2024 12:24:30 PM										
1/16/2024 12:23:02 PM										
1/16/2024 12:22:36 PM										
1/16/2024 12:21:24 PM										
1/16/2024 12:20:41 PM										
1/16/2024 12:20:29 PM										
1/16/2024 12:18:34 PM										
1/16/2024 12:18:36 PM										
1/16/2024 12:18:33 PM										
1/16/2024 12:16:45 PM										

MediaVault Plus Player

00:00:02 00:08:18

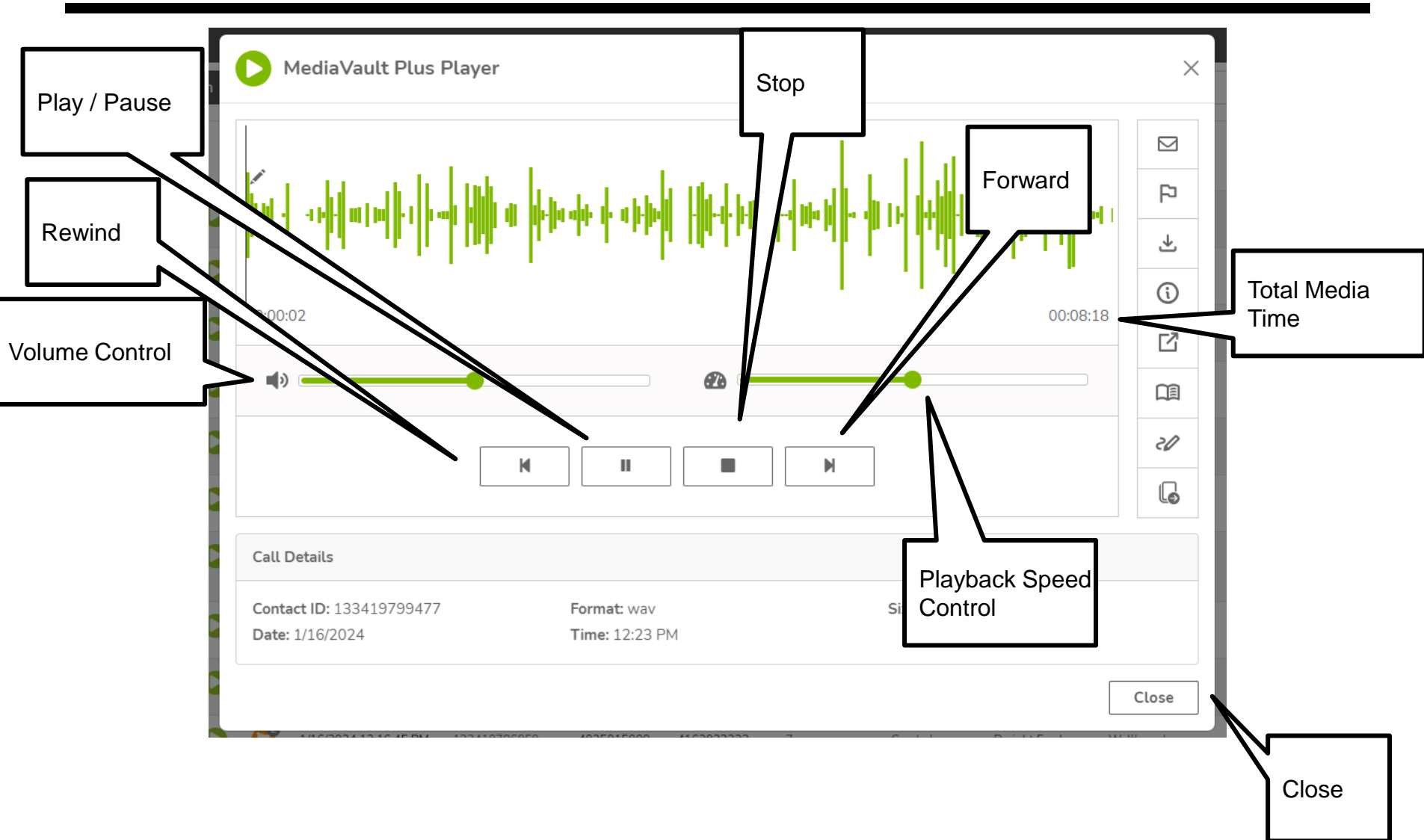
Call Details

Contact ID: 133419799477	Format: wav	Size: 3.8MB
Date: 1/16/2024	Time: 12:23 PM	

Close

Play media file

Media - Player



Media - Player

The screenshot displays the MediaVault Plus Player interface. At the top left, there is a play button icon and the text "MediaVault Plus Player". The main area features a green audio waveform with a time display of "00:00:02" on the left and "00:08:18" on the right. Below the waveform are two volume sliders, one for the speaker and one for the phone. A row of playback controls includes buttons for previous, play/pause, stop, and next. A "Call Details" section is located below the controls, containing the following information:

Call Details	
Contact ID: 133419799477	Format: wav
Date: 1/16/2024	Time: 12:23 PM
	Size: 3.8MB

On the right side of the player, a vertical toolbar contains several icons. Callouts with lines pointing to these icons are labeled as follows:

- More Details (points to the information icon)
- Download (points to the download icon)
- Email (points to the email icon)
- Media Flags (points to the flag icon)
- QM / Evaluation (points to the QM/Evaluation icon)
- Transcript (points to the transcript icon)
- Notes (points to the notes icon)
- Copy Transmit (points to the copy/transmit icon)

A "Close" button is located at the bottom right of the player interface.

Media - Flags

Media Flags

Public

- Calibration
- Do Not Call
- Recognition Call
- Team Eyman
- Team Rupnow
- Training Call

Private

- Darcy Review

Public (continued)

- Cloud Primo
- Escalations
- Suspicious
- Team Cousin
- Team Pusateri
- test 2
- Training Call 2

Private (continued)

- Review

Table Data:

Action	Date/Time	Contact ID
<input type="checkbox"/>	1/16/2024 12:24:30 PM	133419802670
<input type="checkbox"/>	1/16/2024 12:23:02 PM	133419799477
<input type="checkbox"/>	1/16/2024 12:22:36 PM	133419798476
<input type="checkbox"/>	1/16/2024 12:21:24 PM	133419796079
<input type="checkbox"/>	1/16/2024 12:20:41 PM	133419794600
<input type="checkbox"/>	1/16/2024 12:20:29 PM	133419794168
<input type="checkbox"/>	1/16/2024 12:18:34 PM	133419792232
<input type="checkbox"/>	1/16/2024 12:18:36 PM	133419790211

Set media flag

Actions

- MediaVault provides the following options for media records that have been selected:
 - Email*
 - Ability to send one or more media records to a defined email address
 - The number of emails that can be sent will be restricted to 10MB
 - Emails will be sent in a compressed file format
 - Download*
 - Ability to download one or more media records to compressed file format
 - The number of files that can be downloaded will be restricted to 10MB
 - Set Media Flags
 - Ability to set or remove a Media Flag for one or more media records
 - Transcribe
 - Ability to Transcribe one or more media records

*Requires that a media file is available

Actions

MEDIAVAULT Home Media Reports Quality Management 00 MediaVault Plus - 0022

Filters: Clear Apply

Time Interval: [v]
Media Time: [v]
Media: [v]
All [v]
With Media [v]
Call [x]
Chat [v]
Email [v]
Video [v]
Document Type: [v]
All [v]
.xls [v]
.xlsx [v]
.pdf [v]
.png [v]
.jpeg [v]
.htm [v]
Without Media [v]
Advanced Search Options: [v]
Sort By: [v]
Media Details: [v]

Action [v] Enter Keyword Search Export

Action	Date/Time	Contact ID	ANI	Campaign	Agent Group	Talk Time	Disposition
<input type="checkbox"/> [v] [5]	1/16/2024 12:24:30 PM	133419802670	4025015000	Wallboard	Condado	00:00:54	
<input type="checkbox"/> [v] [5]	1/16/2024 12:23:02 PM	133419799477	2197640021	Wallboard	MALTA	00:01:25	
<input type="checkbox"/> [v] [5]	1/16/2024 12:21:24 PM	133419792232	2407515077	Wallboard	Condado	00:04:36	
<input type="checkbox"/> [v] [10]	1/16/2024 12:21:24 PM	133419792232	2407515077	Wallboard	Condado	00:03:27	US
<input type="checkbox"/> [v] [1]	1/16/2024 12:20:41 PM	133419792232	2407515077	Wallboard	Condado	00:01:06	US
<input type="checkbox"/> [v] [5]	1/16/2024 12:20:29 PM	133419794168	2197640021	Wallboard	MALTA	00:01:35	
<input type="checkbox"/> [v] [1]	1/16/2024 12:19:34 PM	133419792232	2407515077	Wallboard	Condado	00:05:16	US
<input type="checkbox"/> [v] [2]	1/16/2024 12:18:36 PM	133419790211	4025015000	Wallboard	Condado	00:01:20	
<input type="checkbox"/> [v] [1]	1/16/2024 12:18:33 PM	133419790118	9528815258	Wallboard	Condado	00:04:12	
<input type="checkbox"/> [v] [2]	1/16/2024 12:16:45 PM	133419786050	4025015000	Wallboard	MALTA	00:00:15	

Show [v] entries Previous 1 2 3 4 5 ... 6388 Next

Select Action dropdown

Select media records for Action

Actions - Email

The image shows a screenshot of a web application interface with a dialog box titled "Email". The dialog box contains the following elements:

- Title:** "Email"
- Text:** "Please enter the email address to send the media files. Enter multiple emails by clicking the plus sign."
- Input Field:** A text input field with the placeholder text "Email Address". To the right of the input field is a red button with three white dots (a "more" or "add" button).
- Add Button:** A square button with a plus sign (+).
- Buttons:** At the bottom of the dialog box are two buttons: "Submit" and "Close".

Two callout boxes are present:

- A callout box pointing to the red "add" button and the plus sign button, containing the text: "Enter email address. Multiple emails can be added by clicking the add button."
- A callout box pointing to the "Submit" button, containing the text: "Click Submit"

Reports

- MediaVault provides the following report options:
 - **User Action History**
 - Report showing who and when a media file was accessed
 - Access point are Listen, Email, Download and Web Service
 - Filter on Time Frame, Media Operation and Users
 - **Media Detail**
 - Ability to search media detail records
 - Option to Export media detail records to CSV file
 - Filter on Time Frame, Campaign and Agent
 - **Missing Media Detail**
 - Ability to search missing detail recordings
 - Option to Export file
 - Filter on Time Frame
 - **Missing Recordings**
 - Ability to search for missing recordings
 - Option to Export details
 - Filter on Time Frame, Campaign, Agent, Skill or Group

Reports – Quality Management

- **Average by Agent**
 - Ability to view average scoring of evaluation by Agent
 - Option to Export file
 - Filter on Time Frame, Campaign, Agent, Skill and Group
- **Response Analysis**
 - View average responses from agents based on Evaluation form selected
 - Option to Export file
 - Filter on Time Frame, Evaluation Form, Agent and Group
- **User Login History**
 - Ability to view user activity in MediaVault
 - Option to Export file
 - Filter on Time Frame, Log Areas and Users
- **Media Confirmation**
 - Ability to view user activity in MediaVault
 - Option to Export file
 - Filter on Time Frame, Log Areas and Users

Reports



Reports

Media Detail Records

- Media Detail
- Media Confirmation
- Missing Media Detail
- Missing Recordings

Security

- User Action History
- User Login History

Quality Management

- Average By Agent
- Response Analysis



Settings

- MediaVault provides the following configurable system settings:
 - **Media Flags**
 - Ability to Add, Edit and Delete personal media flags
 - **Default Search**
 - Define a default search based each time the Media screen is accessed
 - Default is none
 - Define the default number of media records to display on the Media screen
 - Default is 10 media records per display
 - Define the default Media Filters menu setting and Search Filters
 - Display one filter option at a time (default)
 - Display multiple filter options at a time
 - Minimize or Maximize search filters

Settings

The screenshot displays the MEDIAVAULT application interface. At the top left is the MEDIAVAULT logo. The navigation menu includes 'Home', 'Media', 'Reports', and 'Quality Management'. On the right side of the header, there are icons for help, users, settings, and a user profile. The user profile dropdown menu is open, showing the user's name 'Admin' and three options: 'Account Settings', 'Change Password', and 'Log Out'. A callout box labeled 'Settings' points to the settings icon in the header. Another callout box labeled 'Account Settings to update Flags and Preferences' points to the 'Account Settings' option in the dropdown menu.

Settings – Media Flags

00 MediaVault Plus - 0022

Account Settings

- Preferences
- Media Flags

Media Flags

Media Flag Name	
Darcy Review	
Review	

Previous 1 Next

Add Media Flag

* Media Flag Name

Save Cancel

Add New Media Flag

Edit or Delete Media Flag

Settings – Preferences

The screenshot displays the 'MediaVault' interface, specifically the 'Account Settings' > 'Preferences' > 'Default Search' section. The page features a sidebar with 'Preferences' and 'Media Flags' options. The main content area includes a 'Default Search' section with a dropdown menu for 'Select Search Query' (currently showing '-- Default Search Query --'), a 'Records Per Page Displayed' input field set to '10', and a 'Media Search Accordion Setting' toggle switch that is currently turned on. Below these are 'Filters' with a 'Maximize' button. Four callout boxes are overlaid on the image: one pointing to the search query dropdown, one pointing to the 'Records Per Page Displayed' field, one pointing to the 'Media Search Accordion Setting' toggle, and one pointing to the 'Maximize' button.

Select Default Query

Select Default Media Items Per Page

Select Search Filter Accordion Setting

Default search filters to minimized Or maximized

Change Password

To change your Password, click on the Change Password option

Admin

- Account Settings
- Change Password
- Log Out

Change Password

Current Password

New Password

Confirm Password

- 12 or More Characters
- At Least 3 Number
- 2 Uppercase
- 2 Lowercase
- 2 Special Character
- Password Match

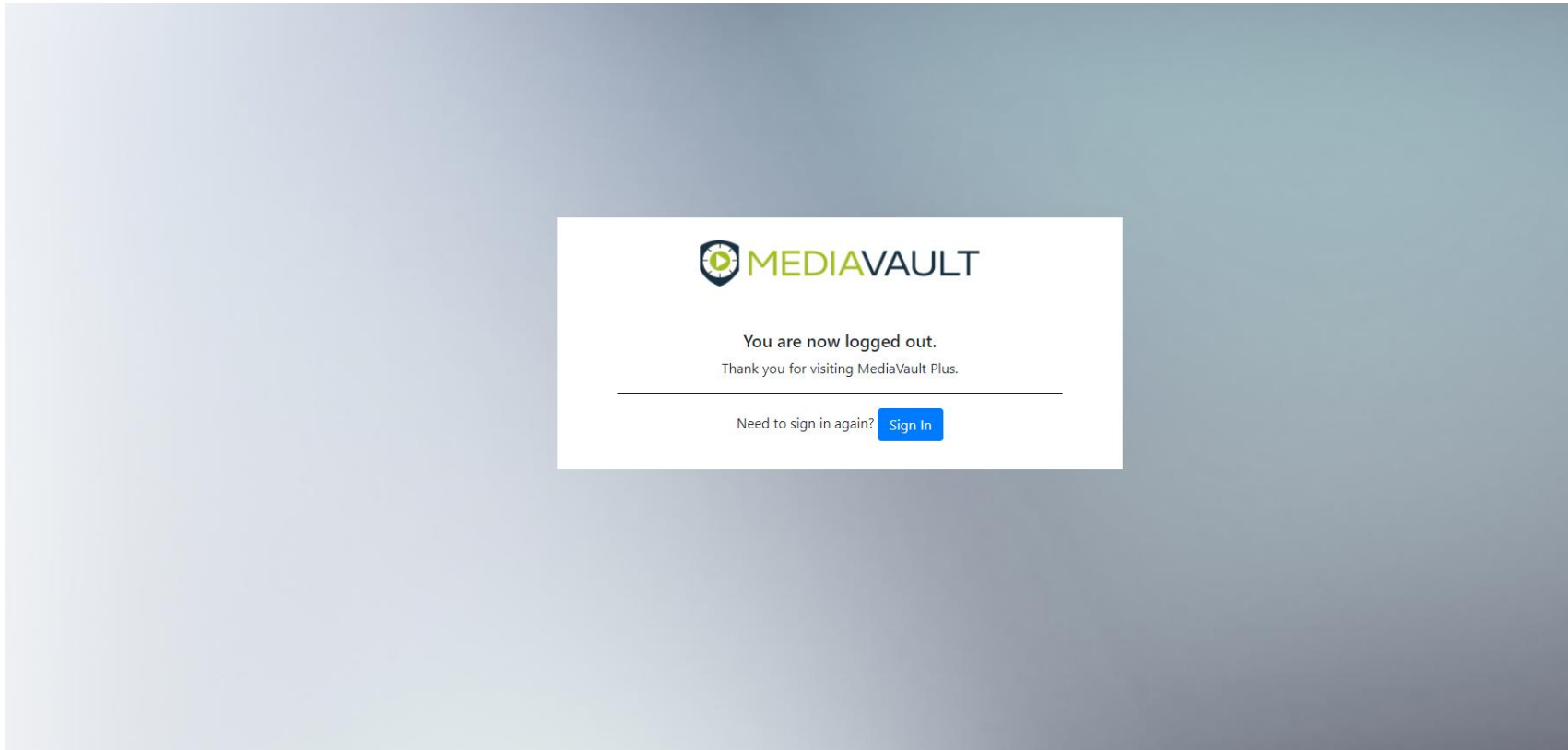
Update Cancel

Sign Out

The screenshot displays the MediaVault user interface. At the top left is the MediaVault logo. The navigation bar includes 'Home', 'Media', 'Reports', and 'Quality Management'. On the right, there are icons for help, users, settings, and a profile icon. The profile dropdown menu is open, showing 'Admin' and options for 'Account Settings', 'Change Password', and 'Log Out'. The 'Log Out' option is highlighted in green. A callout box with a black border and white background points to the 'Log Out' option, containing the text: 'When you have completed your work in MediaVault, click the Log Out option'. Below the menu is a table of chat entries with columns for Action, Date/Time, Contact ID, ANI, DNIS, Type, Skill, Agent Name, Campaign, Agent Group, and Duration. The table contains several rows of chat data. On the left side, there is a 'Filters' sidebar with sections for 'Time Interval', 'Date', 'Time', 'Media Time', 'Media', 'Advanced Search Options', 'Sort By', 'Media Details', 'Media Flags', and 'Custom Search Queries'. At the bottom, there is a pagination control showing 'Show 1 entries' and a page navigation bar with 'Previous', '1', '2', '3', '4', '5', '...', '7103', and 'Next'.

Action	Date/Time	Contact ID	ANI	DNIS	Type	Skill	Agent Name	Campaign	Agent Group	Duration
<input type="checkbox"/>	1/16/2024 3:10:26 PM	127904066740	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:00:00
<input type="checkbox"/>	1/16/2024 2:59:17 PM	127162952905	192.241.228.190	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:20:03
<input type="checkbox"/>	1/16/2024 2:55:01 PM	127410261147	198.181.163.33	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:14:46
<input type="checkbox"/>	1/16/2024 2:10:02 PM	127903949805	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:00:00
<input type="checkbox"/>	1/16/2024 2:09:25 PM	127903948617	168.97.177.64	3167d7ec-11e7-40de-bb89-fb41c549c5ca	3952440	Condado Chat	Dan Kim	Training Chat	MediaVault	00:00:00

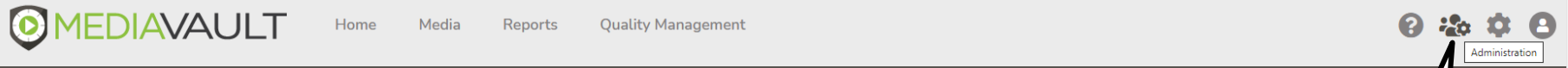
Sign Out



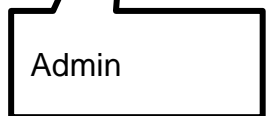
MediaVault Plus

ADMINISTRATION

Administration



- MediaVault provides the following Admin system settings:
 - **Account Management**
 - Ability to View Invoices and Invoice History
 - Ability to View and Edit Billing Information, Primary and Technical Contacts
 - **Users**
 - Ability to Add, Edit and Inactivate system users
 - Define User permissions
 - Assign Search Result Group
 - **Quality Management (Under Users)**
 - Ability to assign a role under Users > Quality Management
 - Based on role, user can add/create evaluations in Form Designer section
 - **Media Flags**
 - Manage system-wide media flags
 - **Mass Export**
 - Mass export media records to a secure FTP site
 - Export report



Administration

- **ANI List**
 - Create and manage groups of ANI numbers for Media search
- **Filename Settings**
 - Define recording file naming convention
- **Login Authenticator**
 - Manage password complexity, lockout policies and session timeout for users
 - Ability to use Single Sign On
- **Search Result**
 - Ability to manage one or multiple search result groups
- **Transcription**
 - **Transcription Queue**
 - Ability to view media transcribed manually from the Media page
 - **Transcription Rules**
 - Establish rules for automated transcription process

Administration – Account Management – Invoices

The screenshot displays the MediaVault Administration interface. At the top, the MediaVault logo is on the left, and navigation links for Home, Media, Reports, and Quality Management are in the center. On the right, there are icons for help, users, settings, and a profile. Below the navigation bar, a dropdown menu shows the account name "00 MediaVault Plus - 0022".

The main content area is titled "Administration" and features a sidebar on the left with the following menu items: Account Management, Users, Media Flags, Mass Export, ANI List, Filename Settings, Login Authenticator, Search Result, and Transcription. The "Account Management" section is expanded, showing sub-items: Invoices (highlighted), Billing Information, Primary Contacts, and Technical Contacts.

The "Invoices" section is active and includes an "Account Support" button. It is divided into three main areas:

- Storage Details:** Shows a storage icon and "220.8GB".
- Total Balance Due:** Shows a dollar sign icon and "\$0".
- Past Due Balance:** Shows a dollar sign icon and "\$0".

Below these is the "Billing Center" section, which contains four cards:

- Three cards showing "\$0" with a "Paid" status indicator and a download icon.
- One card showing an "Invoice History" icon and the text "Invoice History".

At the bottom, the "Billing Information" section displays the following address:

Billing Address
00 MediaVault Plus
1301 Burlington Street Ste 150,
Kansas City, Missouri 64116

Administration – Account Management – Billing Information

The screenshot displays the MediaVault Administration interface. At the top, the navigation bar includes the MediaVault logo, menu items (Home, Media, Reports, Quality Management), and utility icons (help, users, settings, profile). A dropdown menu shows '00 MediaVault Plus - 0022'. The left sidebar lists various administration functions, with 'Billing Information' highlighted under the 'Account Management' section. The main content area is divided into two sections: 'Billing Information' and 'Billing Contacts'. The 'Billing Information' section contains a form with fields for Company Name, Billing Email, Street 1, Street 2, Country, City, State/Province, and ZIP/Postal Code, along with an 'Update' button and an 'Account Support' link. The 'Billing Contacts' section shows a list of contacts, with one contact named 'Rich Pusateri' visible. A green '+ Add Contact' link is located at the top right of the contacts list.

Administration

- Account Management
- Users
- Media Flags
- Mass Export
- ANI List
- Filename Settings
- Login Authenticator
- Search Result
- Transcription

Account Management

- Invoices
- Billing Information**
- Primary Contacts
- Technical Contacts

Billing Information [Account Support](#)

Company Name *
00 MediaVault Plus

Billing Email *
rpusateri@condadogroup.com, dbonzo@condado.com

Street 1 *
1301 Burlington Street

Street 2
Ste 150

Country *
United States

City *
Kansas City

State/Province *
Missouri

ZIP/Postal Code *
64116

[Update](#)

Billing Contacts [Add Contact](#)

These are the contacts MediaVault can reach out to for billing questions or issues.

Rich Pusateri

Edit and Delete Contact by Clicking on contact name

Add Billing Contacts

Administration – Account Management – Primary Contacts

The screenshot displays the MediaVault Administration interface. At the top, the MediaVault logo is on the left, and navigation links for Home, Media, Reports, and Quality Management are in the center. On the right, there are icons for help, settings, and user profile. Below the navigation bar, a dropdown menu shows '00 MediaVault Plus - 0022'. The main content area is titled 'Administration' and features a sidebar menu with options like Account Management, Users, Media Flags, Mass Export, ANI List, Filename Settings, Login Authenticator, Search Result, and Transcription. The 'Primary Contacts' section is active, showing a list of contacts. A callout box points to the contact name 'Darcy Bonzo' with the text 'Edit and Delete Contact by Clicking on contact name'. Another callout box points to the 'Add Contact' button with the text 'Add Primary Contacts'.

Administration – Account Management – Technical Contacts

The screenshot displays the MediaVault Administration interface. The top navigation bar includes the MediaVault logo, Home, Media, Reports, and Quality Management. A dropdown menu shows '00 MediaVault Plus - 0022'. The left sidebar lists various administration options, with 'Technical Contacts' highlighted. The main content area shows a list of technical contacts, with a callout box pointing to a contact named 'Dan Kim' and the text 'Edit and Delete Contact by Clicking on contact name'. An 'Add Contact' button is visible in the top right of the contact list. An 'Update Contact' modal is open, showing fields for First Name, Last Name, Email Address, Job Title, Mobile Phone Number, and Office Phone Number. The modal also includes checkboxes for 'Same as Billing address' and 'Receive copy of invoices', and buttons for 'Update', 'Delete', and 'Cancel'.

Administration - Users

- User Security Options:
 - Admin Rights
 - Users
 - Search Results
 - Media Flags
 - ANI List
 - Export
 - Ability to enable Two-Factor Authentication
 - Email Attachment – User can select Media records and email via Actions
 - Download – User can select Media records and download via Actions
 - Reports – User can access Reports menu option
 - Dashboard – User can access Dashboard
 - Services – User can access one or multiple services

Administration - Users

- User Security Options:
 - Campaigns – User can have access to select or All Campaign media records
 - Skills – User can have access to All or specific skills
 - Agents – User can have access to All or select Agents recordings
 - Groups – User can have access to specified Groups
 - Flags – User can have access to All or select Flags
 - Media Type – User can have access to All or select Media Types
 - Security Fields – User can have access to custom Security Fields if applicable

Administration - Users

The screenshot shows the MediaVault administration interface for user management. The top navigation bar includes 'Home', 'Media', 'Reports', and 'Quality Management'. The left sidebar lists various administration tasks. The main content area is titled 'Users' and contains a table of user accounts. Callouts highlight specific features: 'Export' points to the 'Export' button; 'Download Sample and Import for mass user upload' points to the 'Download Sample' and 'Import File' buttons; 'Add User' points to the 'Add User' button; and 'Edit and Delete Users' points to the edit and delete icons in the table's right column.

Export

Download Sample and Import for mass user upload

Add User

Edit and Delete Users

Last Name ↑↓	First Name ↑↓	Username ↑↓	Search Result Group ↑↓	Admin Rights ↑↓	QM Role ↑↓	Login Authenticator ↑↓	Active	
Admin	Demo	demoadmin@mediavaultplus.com	Default	Yes	Administrator	Default Authenticator	Yes	
Aslam	Adil	Adnan01	Default	Yes	None	Default Authenticator	Yes	
Aslam	Adil	KhanAdil		Yes	None	OKTA		
Aslam	Adil	AdilAslam1		No	Agent	Default Authenticator	Yes	
Aslam		KhanAdil1		Yes	None	OKTA	No	
Bonzo		dbonzo@condadogroup.com	Default	No	Agent	Default Authenticator	Yes	
Bonzo			Group 2			Default Authenticator	Yes	
Brown			Default			Default Authenticator	Yes	
Condado			Default			Default Authenticator	No	
Dobson			Group 3			Default Authenticator	Yes	

Administration - Users

Me

General

Permissions

Authenticator

External Links

Security

Services

Documents

Quality Management

First Name *

Last Name *

Email Address *

System Username *

Phone Number

Title

No Active

Yes Enable Two-Factor Authentication

Next Cancel

Adnan01 Default None

Enter required fields and
Click Next to go through
User setup process

Administration – Global Media Flags

Administration

- Account Management
- Users
- Media Flags**
- Mass Export
- ANI List
- Filename Settings
- Login Authenticator
- Search Result
- Transcription

Media Flags (Public)

[Add Media Flag](#)

Media Flag	All Users Can Clear	
Calibration	Yes	
Cloud Primero	Yes	
Condado	No	
Do Not Call	Yes	
Escalations	Yes	
Final	No	
Recognition Call	Yes	
Suspicious	Yes	
Team Cousin	Yes	
Team Eyman	Yes	

Previous **1** 2 Next

Add Global Media Flag

Edit and Delete Global Media Flags

Administration – Export Settings

- Account Management
- Users
- Media Flags
- Mass Export
- ANI List
- Filename Settings
- Login Authenticator
- Search Result
- Transcription

- Exports
- Export Setting
- Export Queue

Mass Export

Date
Today

Campaign
All

Skill
All

Agent
All

Disposition
All

Notification Email Address
dbonzo@condado.com

Time Frame to export media files

Notification email address

Recording File Name
{reference.id}

- Recording file name can use any of the following fields:
- {ani}
 - {agent.name}
 - {agent.group}
 - {campaign}
 - {callId}
 - {customer.first.name}
 - {customer.last.name}
 - {customer.state}
 - {customer.zip}
 - {dnis}
 - {disposition}
 - {date.of.call}
 - {date.and.time.of.call}
 - {reference.id}
 - {skill}
 - {talk.time.in.seconds}

Define Recording File Naming Convention

Be sure to include the "{}" characters. These items can be separated by any number of letters or "_" s

Existing Export Files
 Delete Append

Compute Download Size

Delete removes all existing media files from FTP drive. Append adds media files to existing FTP drive.

Begin Export process. System confirms that enough space is available for the export.

Administration – Export Queue

The screenshot shows the MediaVault Administration interface. At the top, there is a navigation bar with the MediaVault logo and menu items: Home, Media, Reports, and Quality Management. On the right side of the navigation bar, there are icons for help, users, settings, and a profile. Below the navigation bar, a dark grey bar displays the user's role and organization: "00 MediaVault Plus - 0022".

The main content area is titled "Administration" and features a sidebar with various management options: Account Management, Users, Media Flags, Mass Export (highlighted in green), ANI List, Filename Settings, Login Authenticator, Search Result, and Transcription. The "Exports" section is expanded, showing "Export Setting" and "Export Queue" (highlighted in green).

The "Export Queue" section contains a "Filters" box with a "Date" dropdown menu set to "Today" and a "Search" button. Below the filters is a table with the following columns: From, To, Email, Filename, Processed, Delete/Append, Created On, Modified On, and Action.

Administration – ANI List

The screenshot displays the MediaVault Administration interface. The top navigation bar includes 'Home', 'Media', 'Reports', and 'Quality Management'. The 'Administration' section is active, showing a sidebar with options like 'Account Management', 'Users', 'Media Flags', 'Mass Export', 'ANI List', 'Filename Settings', 'Login Authenticator', 'Search Result', and 'Transcription'. The 'ANI List' sub-section is expanded, showing a table with columns for 'ANI', 'ANI/Dnis', 'Collections', 'Secret Shopper Numbers', and 'test'. A modal dialog titled 'Add ANI List' is open, featuring a 'List Name' text input field and a 'Numbers' text area. A 'Save' button and a 'Cancel' button are at the bottom of the dialog. Two callout boxes are present: one pointing to the 'List Name' field with the text 'Define ANI List Name', and another pointing to the 'Numbers' area with the text 'Enter ANI Numbers in XXXXXXXXXXXX Format'.

Administration – Filename Settings

The screenshot displays the MediaVault Administration interface. At the top, the MediaVault logo is on the left, and navigation links for Home, Media, Reports, and Quality Management are in the center. On the right, there are icons for help, users, settings, and a profile. A dropdown menu shows '00 MediaVault Plus - 0022'. The main content area is titled 'Administration' and features a sidebar with menu items: Account Management, Users, Media Flags, Mass Export, ANI List, **Filename Settings** (highlighted), Login Authenticator, Search Result, and Transcription. The 'Filename Setting' page includes a 'Recording Filename' input field containing the template: `{reference.id}_{disposition}_{date.of.call}_{ani}_{dnis}_{campaign}_{call.id}{customer.last.name}`. Below this, a list of available fields is provided:

{agent.name}	{disposition}
{agent.group}	{date.of.call}
{ani}	{date.and.time.of.call}
{campaign}	{dnis}
{call.id}	{reference.id}
{customer.first.name}	{skill}
{customer.last.name}	{talk.time.in.seconds}
{customer.state}	
{customer.zip}	

A note states: 'Be sure to include the "{}" characters. These items can be separated by any number of letters or "-" s'. A 'Save' button is located at the bottom of the form.

Administration – Login Authenticator

Update Authenticator

Authenticator Type:

Authenticator Name:

Description:

Active:

Security Policies

Password Complexity

<input checked="" type="checkbox"/> Minimum Password Length	<input type="text" value="8"/>
<input checked="" type="checkbox"/> Minimum Number of Lowercase Characters	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Minimum Number of Uppercase Characters	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Minimum Number of Number Characters	<input type="text" value="1"/>
<input checked="" type="checkbox"/> Minimum Number of Special Characters	<input type="text" value="1"/>

Allowed Special Characters | & # * \$ - = ? ()

User Lockout Policies

<input checked="" type="checkbox"/> Maximum Invalid Login Attempts	<input type="text" value="5"/>
<input type="checkbox"/> User Password Expires in	<input type="text" value="30"/>
<input type="checkbox"/> Enforce Password History	<input type="text" value="10"/>
<input checked="" type="checkbox"/> Temporary Password Expires in	<input type="text" value="2"/>

Other

<input checked="" type="checkbox"/> Enable Session Timeout	<input type="text" value="50"/>
<input checked="" type="checkbox"/> Enable Session Timeout Warning	<input type="text" value="40"/> Period to warn user before session expires.

Administration – Search Result Groups

The screenshot displays the MediaVault Administration interface. At the top, the navigation bar includes the MediaVault logo, menu items for Home, Media, Reports, and Quality Management, and utility icons for help, user, settings, and profile. A dropdown menu shows '00 MediaVault Plus - 0022'. The left sidebar lists various administration functions, with 'Search Result' highlighted. The main content area is titled 'Search Result Groups' and features a table with columns for 'Search Result Group Name' and 'Default Group'. The table lists four groups: 'Default' (marked as the default with a green check), and three other groups ('Group 2', 'Group 2', 'Group 3') marked as non-default with red X's. Each row has edit and delete icons. A callout box labeled 'Add Search Group' points to a '+ Add Search Result Group' button. Another callout box labeled 'Edit and Delete Search Group' points to the edit and delete icons for the second 'Group 2' entry. Navigation buttons for 'Previous' and 'Next' are visible at the bottom right of the table.

Search Result Group Name	Default Group	
Default	✓	
Group 2	✗	
Group 2	✗	
Group 3	✗	

Administration – Search Result Groups

The screenshot shows a dialog box titled "Update Search Result Group" with a close button (X) in the top right corner. On the left side, there is a vertical list of options: "Search Group" (highlighted in green), "Primary", and "Secondary". A callout box labeled "Default Group indicator" points to the "Search Group" option. The main area of the dialog is titled "Search Group" and contains the following fields and controls:

- "Group Name": A text input field containing the word "Default". A callout box labeled "Search Group Name" points to this field.
- "Default Group": A toggle switch that is currently turned on (green).
- "Talk/Handle Time Format (hh:mm:ss)": A toggle switch that is currently turned on (green).
- "Update" and "Cancel" buttons at the bottom.

Administration – Search Result Groups





















Update Search Result Group

Search Group

Primary

Secondary

[+ Add New Column](#)

Display Order	Field	Heading/Title	Table	
1	Date/Time	Date/Time	mdrRecords	 
4	ANI	ANI	mdrRecords	 
5	DNIS	DNIS	mdrRecords	 
20	Agent Name	Agent Name	mdrRecords	 
30	Agent Group	Agent Group	mdrRecords	 
40	Talk Time	Talk Time	mdrRecords	 
45	Disposition	Disposition	mdrRecords	 
10	Skill	Skill	mdrRecords	 
2	Contact ID	Contact ID	mdrRecords	 
60	Logged	Logged	mdrRecords	 

Previous **1** 2 Next

Add Primary Column on Media search page

Edit and Delete Primary Columns on Media search Page

Administration – Search Result Groups

The image shows a screenshot of a web application interface with a dialog box titled "Add New Column". The dialog box contains the following fields and controls:

- Select Table:** A dropdown menu with "Media Records" selected.
- Field:** A dropdown menu with "Date/Time" selected.
- Heading/Title:** An empty text input field.
- Text Color:** A color picker showing the hex code "#2e2e2e".
- Display Order:** A text input field containing the number "1".
- Buttons:** "Save" and "Cancel" buttons at the bottom.

Callouts with arrows point to these fields from external boxes:

- "Media index data field" points to the "Field" dropdown.
- "Column heading" points to the "Heading/Title" input field.
- "Color of index data field" points to the "Text Color" color picker.
- "Display order on the Media search page" points to the "Display Order" input field.
- "Update or Cancel Column changes" points to the "Save" and "Cancel" buttons.

Administration – Search Result Groups

Update Search Result Group













Search Group

Primary

Secondary

Secondary

[+Add New Column](#)

Display Order	Field	Heading / Title	
3	Campaign	Campaign	 
6	Agent Name	Agent Name	 
7	Skill	Skill	 
20	Master Contact ID	Master Contact ID	 
40	Recorded	Recorded	 
60	Agent ID	Agent ID	 

Previous **1** Next

Add Secondary Column on Media search page

Edit and Delete Secondary Columns on Media search Page

Administration – Transcription Queue

Administration

Account Management

Users

Media Flags

Mass Export

ANI List

Filename Settings

Login Authenticator

Search Result

Transcription

Transcription

Transcription Queue

Transcription Rules

Transcription Queue

Reference ID	Redaction Option	Redaction Configuration	Transcription Language	Status	State	Created On	Modified On
133419702804	Transcript	All Numbers	English US	Completed	Completed	2021-01-19 09:35	2021-01-19 09:35
133419703533	Transcript	All Numbers	English US	Completed	Completed	2021-01-19 09:35	2021-01-19 09:35
133419705131	Transcript	All Numbers	English US	Completed	Error	2021-01-19 09:35	2021-01-19 09:35
133419705452	Transcript	All Numbers	English US	Completed	Completed	2021-01-19 09:35	2021-01-19 09:35
133419703587	Transcript	All Numbers	English US	Completed	Completed	2021-01-19 09:35	2021-01-19 09:35
133419790118	Transcript	All Numbers	Default	Completed	Completed	2021-04-01 13:27	2021-04-01 13:27
133419802670	Transcript and Audio	All Numbers	Default	Completed	Completed	2022-08-29 17:03	2022-08-29 17:03
127904066740	Transcript and Audio	All Numbers	Default	Completed	Error	2022-10-06 10:49	2022-10-06 10:49
133419802670	Transcript	All Numbers	Default	Completed	Completed	2022-10-06 10:50	2022-10-06 10:50
133419802670	Transcript	All Numbers	Default	Completed	Completed	2022-10-06 10:57	2022-10-06 10:57
133419802670	Transcript	All Numbers	Default	Completed	Completed	2022-10-06 16:44	2022-10-06 16:44
127162952905	Transcript and Audio	All Numbers	Default	Completed	Error	2022-10-06 16:46	2022-10-06 16:46
133419796079	Transcript and Audio	All Numbers	Default	Completed	Completed	2022-10-06 16:59	2022-10-06 16:59
133419794168	Transcript and Audio	All Numbers	Default	Completed	Completed	2022-10-06 20:10	2022-10-06 20:10
133419798476	Transcript and Audio	All Numbers	Default	Completed	Completed	2022-10-06 20:36	2022-10-06 20:36

Administration – Transcription Rules

The screenshot displays the MediaVault Administration interface. The top navigation bar includes the MediaVault logo, Home, Media, Reports, and Quality Management. A dropdown menu shows '00 MediaVault Plus - 0022'. The left sidebar lists various administration options, with 'Transcription' selected. The main content area is titled 'Transcription Rules' and features a table with the following data:

Campaign	Skill	Disposition	Agent	Agent Group	Minimum Talk Time	Maximum Talk Time	Transcription Action	Redaction Option	Transcription Language	Active
Admin	Technical Support		Blake Brock		0	0	TRANSCRIPT	All Numbers	Default	

Callouts in the image point to the '+ Add Transcription Rule' button and the edit/delete icons in the table's 'Active' column.

Administration – Quality Management

The screenshot shows the 'Update User' dialog box with a 'Role' dropdown menu. The dropdown is open, showing the following options: None, Administrator, Manager, Supervisor, and Agent. A mouse cursor is pointing at the 'None' option. The 'Quality Management' section is highlighted in green in the left sidebar.

Admin can set Roles to users under Quality Management

Administration has ability to view and create Evaluations

Manager can view all Evaluations but cannot create them

Supervisor can view one or multiple Agent evaluations based on configuration set

An Agent can have access to their own and other agents evaluations based on configuration set

Quality Management – Form Designer

The screenshot shows the MediaVault Quality Management interface. The top navigation bar includes 'Home', 'Media', 'Reports', and 'Quality Management'. The left sidebar has 'Form Designer' and 'Evaluations'. The main content area is titled 'Form List' and features an 'Add Form' button and a search bar. A table lists existing forms with columns for Name, Description, Category, Created By, Created Date, and Active status. Callouts highlight the 'Form Designer' link, the 'Add Form' button, and the edit/copy icons for a form.

Form Designer

Create new form

Edit or Copy form

Name ↑↓	Description ↑↓	Category ↑↓	Created By ↑↓	Created Date ↑↓	Active
Test Evaluation Form Email PDF and HTML	Test Evaluation Form Email PDF and HTML			2021-01-14 14:18	Yes
Sales Representative			Super Admin	2021-02-22 17:42	Yes

Quality Management - Evaluations

Quality Management

00 MediaVault Plus - 0022

Evaluations

Form Designer
Evaluations

Filters

Search Export

Time Frame
Any Day

Created
 Completed

Form Name
Select Form

Sort By
Select Any Desc

Agent
 All Agents
 Specific Agent(s)
--- Select Agent ---

Status
 All
 Completed
 Pending

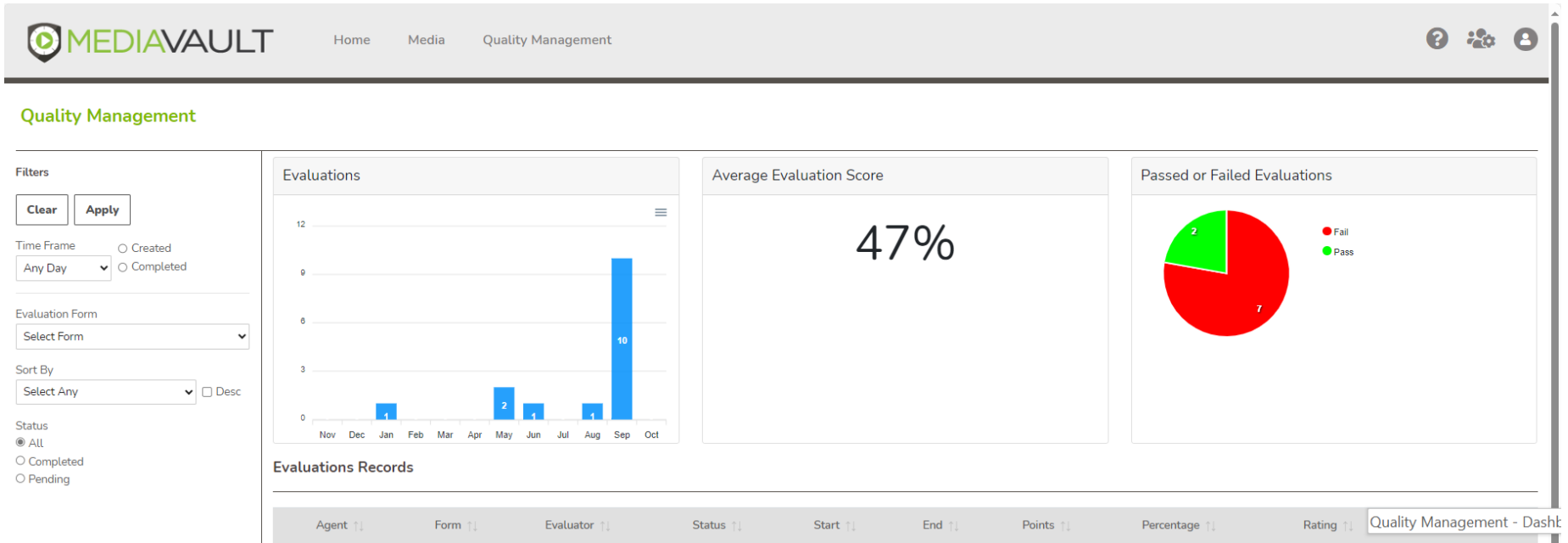
Evaluations

Action	Agent	Evaluation Form	Category	Evaluator	Status	Start Date	End Date	Points Earned	Percentage	Rating	Pass-Fail
<input type="checkbox"/>	Dan Kim	Customer Service		Super Admin	Completed	9/29/2023, 11:47:17 AM	9/29/2023, 11:47:30 AM	150	85.71		Pass
<input type="checkbox"/>	Dan Kim	Sales Representative		Super Admin	Pending	9/29/2023, 11:45:17 AM		40	47.06	Did Not Meet Expectations	
<input type="checkbox"/>	Dan Kim	Agent Greeting				9/28/2023, 2:17:11 PM		26.5	37.06	Did Not Meet Expectations	Fail
<input type="checkbox"/>		Test Evaluation Form Email PDF and HTML						10	33.33		
<input type="checkbox"/>		Adils Form				12:14:50 PM		85	100	Good	
<input type="checkbox"/>	Dan Kim	Agent Greeting		Super Admin	Pending	9/20/2023, 9:19:30 AM		40	55.94	Did Not Meet Expectations	
<input type="checkbox"/>				Super Admin	Pending	9/20/2023, 9:18:58 AM		85	100	Good	
<input type="checkbox"/>					Pending	5/12/2023, 9:18:21 AM		0	0	Did Not Meet Expectations	
<input type="checkbox"/>					Completed	6/10/2022, 1:33:05 PM	6/10/2022, 1:33:45 PM	30	35.29	Did Not Meet Expectations	Fail
<input type="checkbox"/>	Dan Kim	Agent Greeting		Darcy Bonzo	Completed	1/12/2022, 10:10:34 AM	1/12/2022, 10:10:45 AM	41.5	58.04	Did Not Meet Expectations	Fail

Apply filters to view Evaluations

Ability to filter by Time Frame, Evaluation Agent, and Status

Quality Management – Agent Dashboard



MediaVault Plus

SUPPORT INFORMATION

MediaVault Support

Condado Group Support Team

- During business hours Monday through Friday 8:00 AM to 5:00 PM CT:
 - Call 800-349-3024 Option 2
 - Send a support ticket to support@mediavaultplus.com
- After hours support:
 - Call 800-349-3024 Option 2
 - Send a support ticket to support@mediavaultplus.com

Escalations

- Dan Kim
- Rich Pusateri - 816-210-0701