



.: [www.totalrecallvr.com](http://www.totalrecallvr.com) :.

## CallMiner Eureka Integration

*Step by Step Guide*

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**Related Documents:**

- [1] CallMiner, Eureka web site. Available from: <http://callminer.com/products/eureka-speech-analytics/>
- [2] Prolancer Pty Ltd, Total Recall VR Overview User Guide, 13.0, March 2016
- [3] Prolancer Pty Ltd, Total Recall VR Manager User Guide, 5.0, March 2016
- [4] Prolancer Pty Ltd, Total Recall VR Connector User Guide, 6.1, October 2016

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## Table of Contents

<b>1. Preface</b> .....	<b>4</b>
1.1. <i>Conventions</i> .....	4
1.1.1. Notes & Warnings .....	4
1.1.2. Typographic Conventions .....	4
1.1.3. Procedures .....	5
1.2. <i>We Need Feedback</i> .....	5
<b>2. Introduction</b> .....	<b>6</b>
2.1. <i>About This Guide</i> .....	6
2.2. <i>What is CallMiner Eureka</i> .....	6
2.3. <i>What is Total Recall VR</i> .....	6
2.4. <i>Integration Benefits</i> .....	7
<b>3. Pre Integration</b> .....	<b>9</b>
3.1. <i>Total Recall VR Requirements</i> .....	9
3.2. <i>CallMiner Requirements</i> .....	9
<b>4. Integration Example</b> .....	<b>10</b>
4.1. <i>Example Integration Solution</i> .....	10
4.2. <i>Total Recall VR Configuration</i> .....	10
4.3. <i>Total Recall VR Connector Configuration</i> .....	11
4.3.1. TRVR Perth Configuration .....	11
4.3.2. TRVR Sydney Configuration .....	13
4.4. <i>On-boarding Sample</i> .....	15

## 1. Preface

### 1.1. Conventions

Our guides use several conventions to highlight certain words and phrases and draw attention to specific pieces of information.

#### 1.1.1. Notes & Warnings

We use the following visual styles to draw attention to information that might otherwise be overlooked:



Notes are tips, shortcuts or alternative approaches to the task at hand. Ignoring a note should have no negative consequences, but you might miss out on a trick that makes your life easier.



Important boxes detail things that are easily missed: configuration changes that only apply to the current session, or services that need restarting before an update will apply. Ignoring the information will not cause data loss, but may cause irritation and frustration.



Warnings should not be ignored. Ignoring warnings will most likely cause data loss.

#### 1.1.2. Typographic Conventions

We use typographic conventions to call attention to specific words and phrases. These conventions, and the circumstances they apply to, are as follows.

Example	Meaning
Select <u>Guide</u> to display ...	Locate the link named "Guide" on the screen, position the cursor over the link and then depress the appropriate mouse button to follow the link.
Select <b>Add</b> to create a new ...	Locate the button or menu item named "Add" on the screen, position the cursor over the button or menu item and then depress the appropriate mouse button to initiate an action.

Enter <i>Commission</i> ...	Locate the field named "Commission" on the screen, position the cursor over the field and then depress the appropriate mouse button to select the field. Once the cursor appears in the field, enter a value.
Choose <i>Country</i> ...	Locate the field named "Country" on the screen, position the cursor over the field and then depress the appropriate mouse button to display the available options. Then position the cursor over the desired option and depress the appropriate mouse button to select it.
Tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to place a visual tick in the box.
Un-tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to remove the visual tick in the box.
Enter \$30.95 ...	Enter "\$30.95" using the keys on your keyboard.

### 1.1.3. Procedures

We use numbered sequence of steps to define procedures for performing certain tasks. For example:

#### *Procedure Title*

1. This is the first step of the procedure.
2. This is the second step of the procedure.
  - a. This is the first sub-step of step 2.
  - b. This is the second sub-step of step 2.
3. This is step three.

## 1.2. We Need Feedback

If you find a typographical error in this guide, or if you have thought of a way to make this guide better, we would love to hear from you.

Please submit your feedback using the feedback form on our web site:

<http://www.prolancer.com.au/contact/feedback>.

If you have a suggestion for improving the guide, then try to be as specific as possible when describing your suggestion. Otherwise, if you have found an error, please include the section number and some of the surrounding text so we can find it easily.

## 2. Introduction

### 2.1. About This Guide

This guide explains, via examples, how to record various forms of audio communication with a Total Recall VR recorder and subsequently export the recordings to the [CallMiner Eureka](#) [1] platform and applications for the purpose of speech analytics.

### 2.2. What is CallMiner Eureka

Eureka is the leading solution to improve contact centre and enterprise performance through speech analytics. It immediately reveals insights from automated analysis of communications between you and your customers across multiple channels – including calls, chat, email, texts, social media, surveys and more.

Delivered as a cloud-based or on premise contact centre monitoring solution, Eureka customer engagement analytics is transforming call centre performance management with the following key capabilities:

- Captures metadata from any source (call recorders, chat systems) and across multiple contact center sites and locations.
- Converts customer interactions (calls, chats, emails, and surveys) into a format for analysis.
- Automatically evaluates every contact for sentiment/acoustics, categorization, and performance scoring
- Allows for free form search to find and playback contacts containing certain words and phrases or sharing other characteristics in a familiar web search user experience
- Allows for evaluation and comparison of performance and key metrics using data visualization.
- Determines Root cause through auto topic analysis and automatically identifying outliers.
- Allows viewing and measuring key performance indicators across the entire omni-channel customer journey through intuitive visualization.
- Provides powerful Application Programming Interface (API) with Software Development Kit (SDK) to enable easy extract of interaction analytics data and greater speed in developing customer workflows.
- Enables manual tagging, commenting and score adjustments to supply quality monitoring and agent coaching workflows.

### 2.3. What is Total Recall VR

Total Recall VR is a professional audio logging and call recording system which is self-contained, fully featured and cost-effective. Enterprises and governments worldwide use it to create electronic records of many forms of audio communication including

telephone, 2-way radio, broadcast radio, public address, room microphones and much more.

Total Recall VR is the ideal solution for:

- Recording business telephone conversations;
- Recording agent calls in contact centres;
- Logging emergency response communication;
- Logging business operations communication;
- Logging radio broadcasts;
- Logging public announcements;
- Creating audio records of meetings, legal proceedings, public enquiries and similar events; and
- Creating compliance records to meet duty of care and legal requirements.



For additional information on Total Recall VR see the Total Recall VR overview guide [2].

## 2.4. Integration Benefits

The integration of Total Recall VR and Call Miner Eureka has obvious applications for call centre users, who are the largest users of voice analytics software. However this integration also extends the benefits of speech analytics beyond the realm of call centres:

- Intelligence gathering from interviews and visits recordings in correctional facilities.
- Stress level analysis of emergency responders during incidents.
- Spoken word searching, word trending and word pattern identification for public security organisations.
- Transcripts of witness statements during court proceedings.
- Establishing political correctness of public announcements.
- Analyse, measure, direct and focus sales and marketing effectiveness based on audio feedback from clients and partners.
- Diagnose operational issues from analysis of internal (2-way radio, intercom, telephone ...) voice communications.
- Identify up-sell and cross-sell opportunities from analysis of telephone communications.

- Flag important/high risk communication based on audio conversation content.
- Eliminate inefficient manual call monitoring processes.



### 3. Pre Integration

#### 3.1. Total Recall VR Requirements

It is possible to use any Total Recall VR 9.x.y and 10.x.y recorder, with any channel configuration, to capture audio recordings that will subsequently be exported to CallMiner Eureka.

However, the minimum releases of the Total Recall VR application are 9.16.0 and 10.7.0 as the export is done by the Total Recall VR Connector [4] application. We recommend that you use version 9.20.0 and 10.12.0 (or better).



You can export recordings from multiple Total Recall VR servers to your CallMiner Eureka account.

#### 3.2. CallMiner Requirements

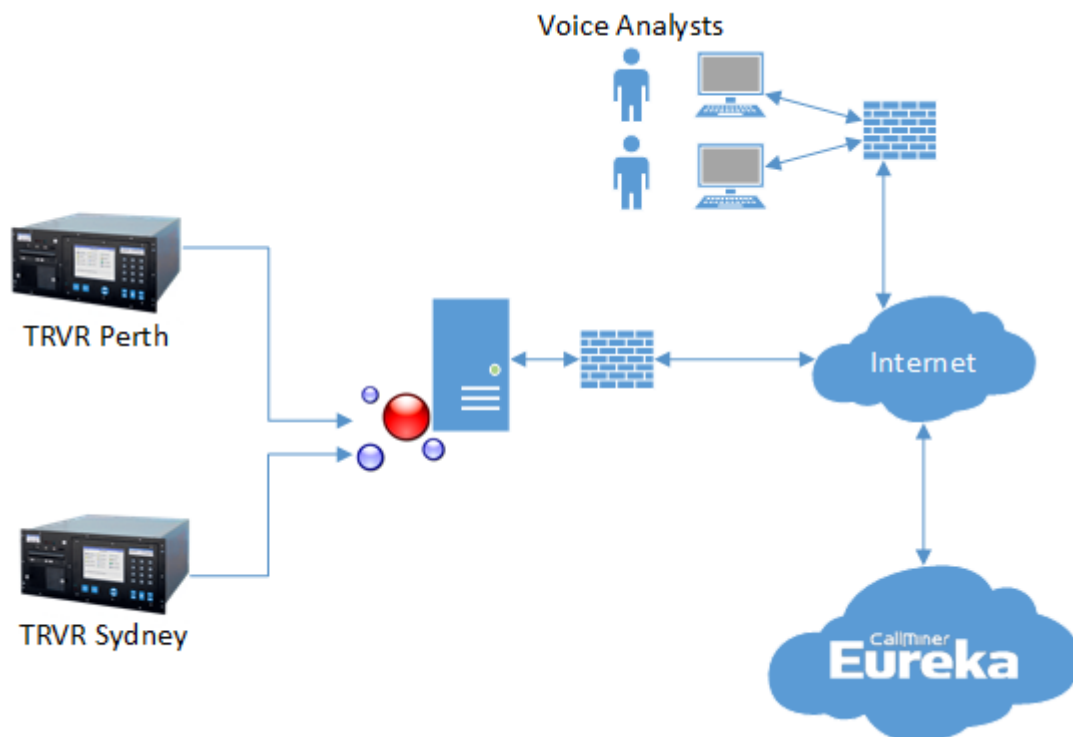
It is necessary to get an account with CallMiner Eureka in order to export recordings to CallMiner Eureka.

Please contact CallMiner to get the account and obtain login credentials for an SFTP server which will accept recordings from your Total Recall VR servers. Total Recall VR cannot create a CallMiner Eureka account for you.

## 4. Integration Example

### 4.1. Example Integration Solution

This section shows an example solution that send recordings from two Total Recall VR systems to a single CallMiner Eureka account.



In summary:

The organisation has two Total Recall VR systems (TRVR Sydney and TRVR Perth) which can be collocated or at a different geographical location.

A single instance of Total Recall VR Connector [4] PC application runs on a Windows server which has network access to both Total Recall VR systems as well as the CallMiner Eureka platform via the Internet.

The Voice Analysts are members of the organisation which have access to the CallMiner Eureka account.

### 4.2. Total Recall VR Configuration

We assume that the Total Recall VR systems have been configured to record audio communication on the different types of channels. It is beyond the scope of this document to describe how to do this. This information is available in the many Total Recall VR user guides.

### 4.3. Total Recall VR Connector Configuration

To export recordings to the CallMiner Eureka platform we need to configure the following actions for each recorder:

- Download,
- Save As, and
- Export to CallMiner.

During the configuration we will assume that the following information was given to us by CallMiner when we opened an account with them:

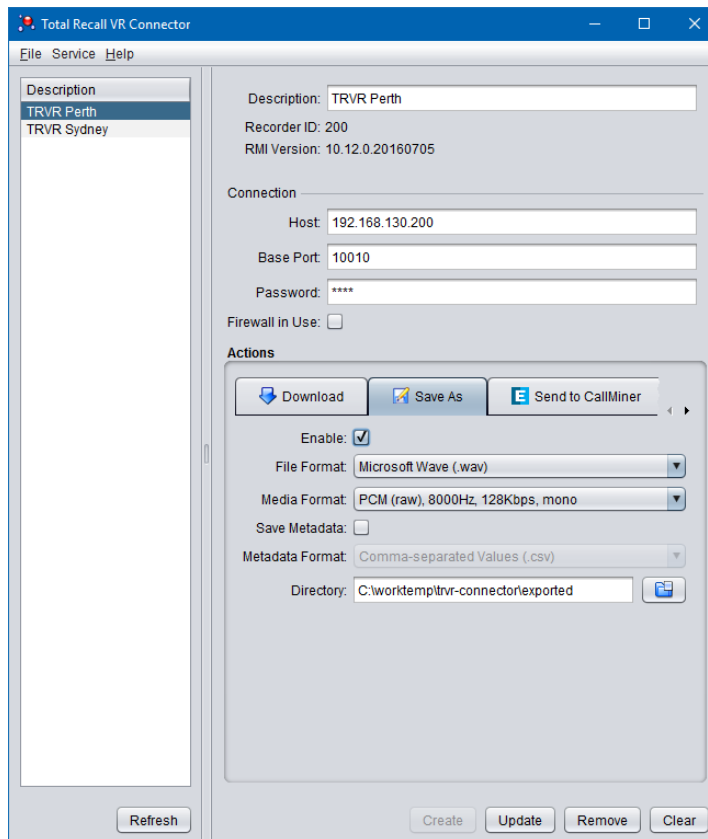
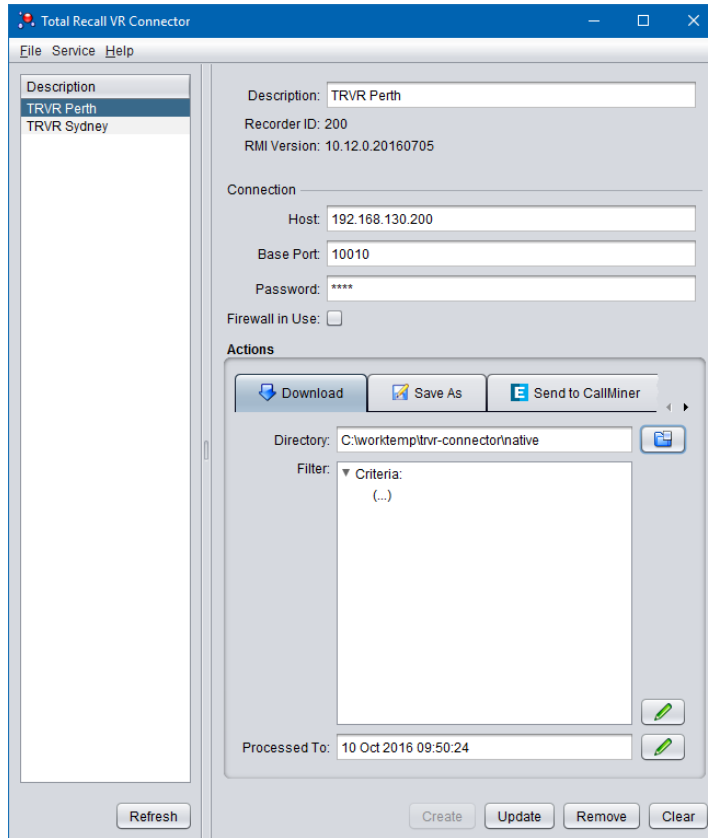
Setting	Value
SFTP host	somelocation.callminer.net
SFTP user	example
SFTP password	secret
SFTP directory	myenterprise

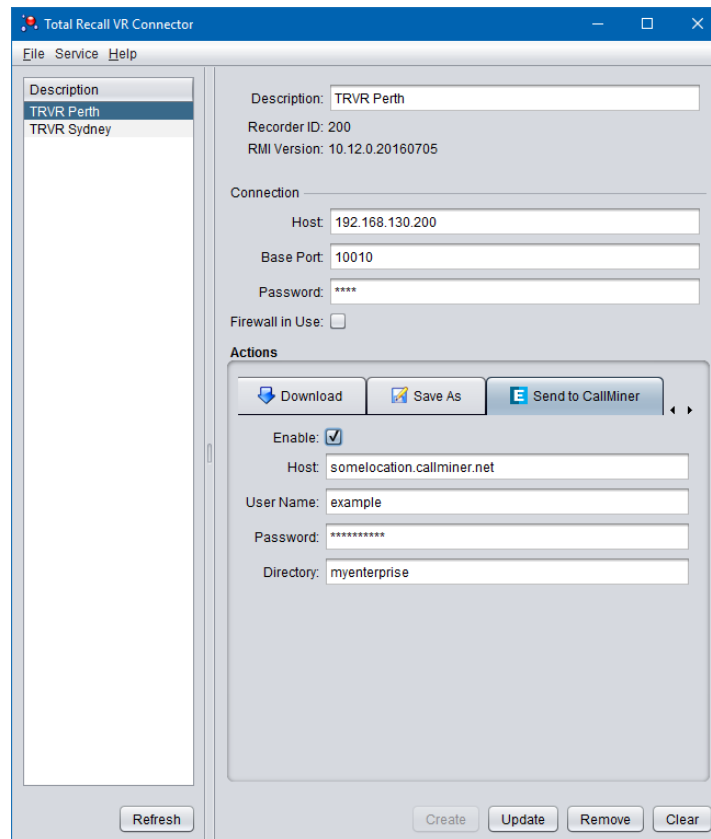
We will also assume that the server which runs the Total Recall VR Connector provides the following folders to the Total Recall VR Connector:

Folder	Purpose
C:\worktemp\trvr-connector\native	Location where the Connector will store recordings in the native (.trc) format as it fetches the recordings from the recorders.
C:\worktemp\trvr-connector\exported	Location where the Connector will store recordings in the exported (.wav) format as it fetches the recordings from the recorders.

#### 4.3.1. TRVR Perth Configuration

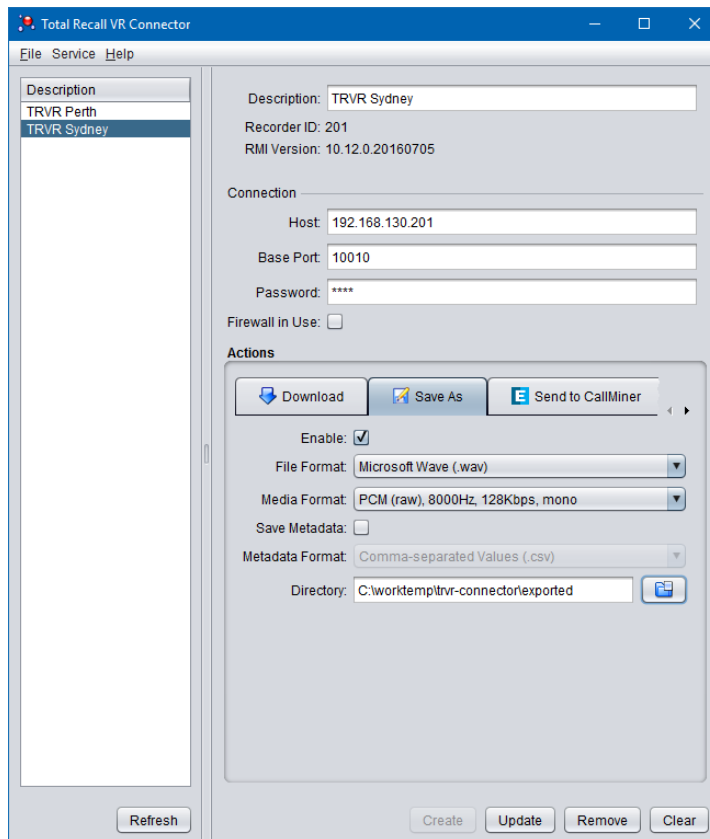
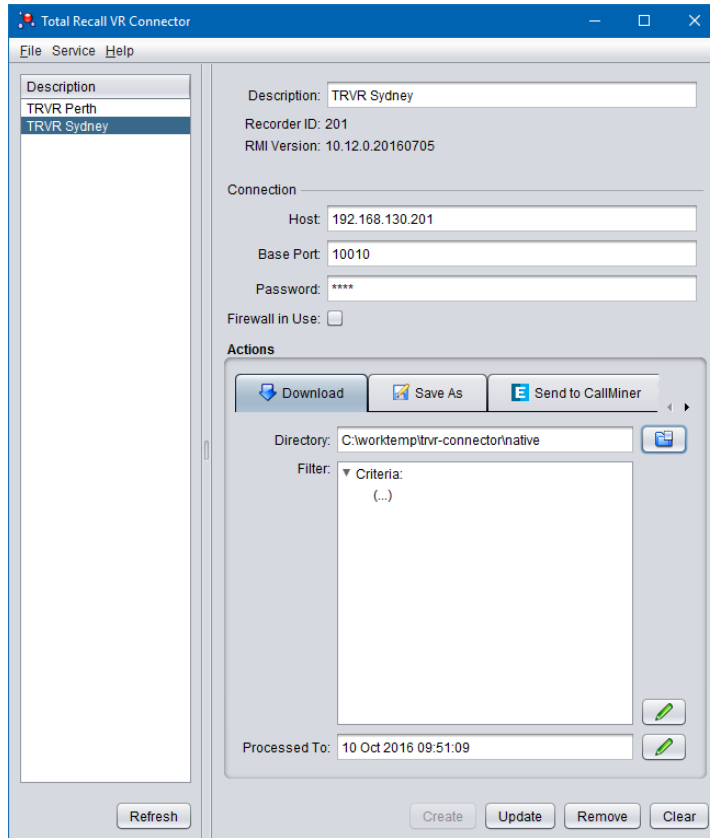
The subsequent screen captures show the configuration of the Total Recall VR Connector for the TRVR Perth recorder:

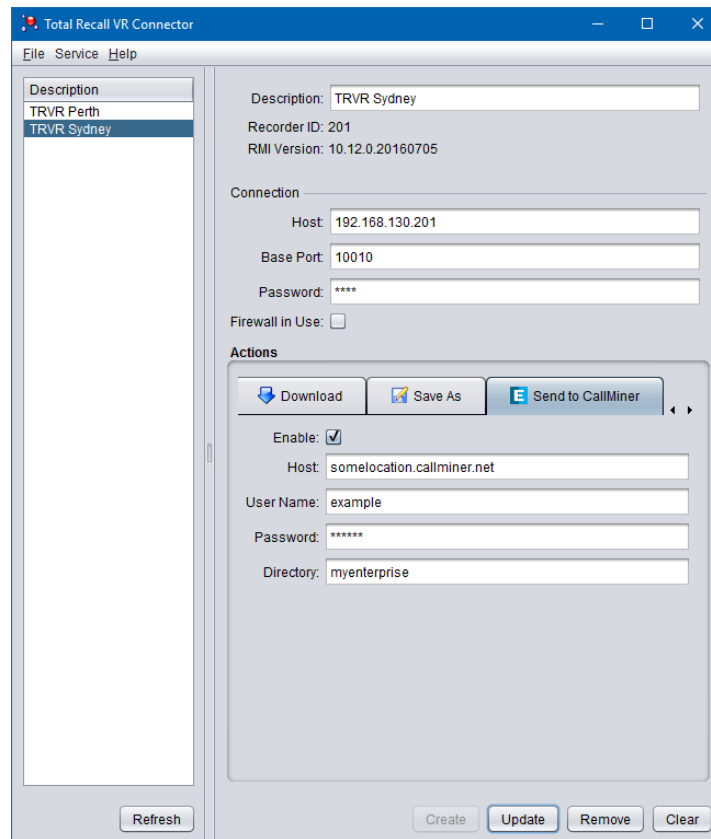




#### 4.3.2. TRVR Sydney Configuration

The subsequent screen captures show the configuration of the Total Recall VR Connector for the TRVR Sydney recorder:





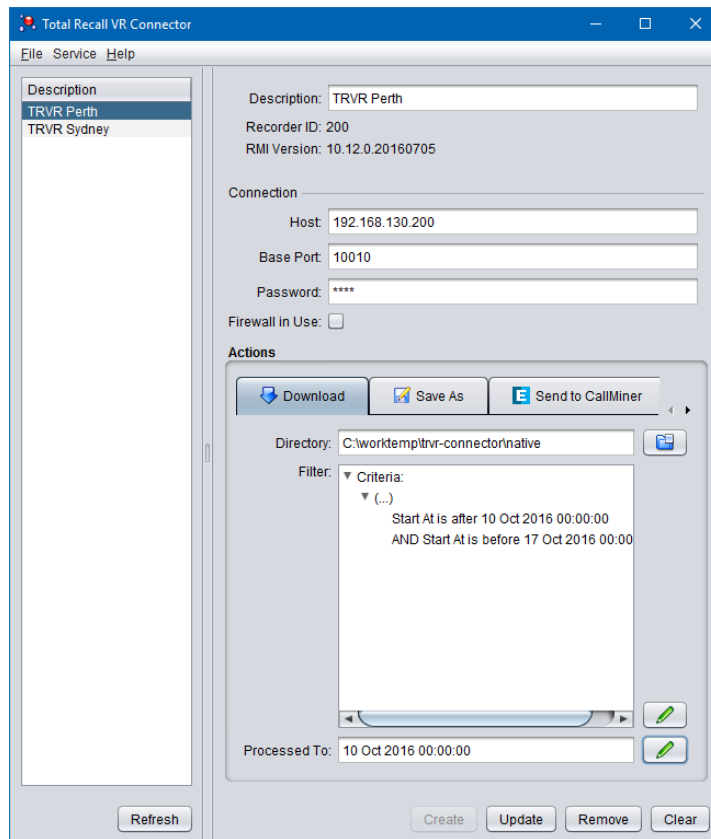
#### 4.4. On-boarding Sample

CallMiner uses an “on-boarding” process to introduce customers to the CallMiner platform and applications. Please contact CallMiner for details of this “on-boarding” process.

However, an integral part of the process is a set of sample recordings (between 500 and 1000 hours) and associated metadata. CallMiner will request the sample, ingest it and then demonstrate their findings during the “on-boarding” process.

The following explains how to configure the Total Recall VR Connector to provide the sample.

The best way to provide the sample is to configure a **Filter** for one (or all) of the recorders that exports all recordings that were captured during one (past) week. The following screen capture shows the **Filter** that archives this:



Note the setting of **Processed To** as well, which was set to the start time of the week to be exported.



Please do not forget to remove the filter once the export of the sample has completed and you are ready to export recordings to CallMiner on regular basis.

If you do not, then Total Recall VR Connector will not export recordings outside the specified week to CallMiner.

[End of Document]