



How to automatically upload recorded conversations into Voice Analytics web portal

Applies to

Imagicle UC Suite 2022.Winter.1 and above.

Description

Imagicle Voice Analytics cloud application allows to transcribe recorded conversations contents and apply a sentiment analysis on them. Recorded audio MP3 files can be manually uploaded from Voice Analytics own web portal or you can instruct Imagicle UC Suite to automatically do it. This article explains how to enable recordings automatic upload.

Requirements

Please make sure you have the following data upfront:

- Customer name
- E-mail address on an Administrator, part of customer domain
- First name and last name of above Admin user
- An active subscription to Imagicle Voice Analytics, Users or Customer based
- Overall monthly quota for above license
- License activation token of Cloud-connected Imagicle UC Suite or Imagicle UC Cloud Suite
- Email field compiled in all recording-enabled Imagicle users

Please send above data to Imagicle Support Team.

Once the authentication is enabled on Imagicle side, Support Team returns you via email a "Client ID" and a "Client Secret" strings, to be applied by following this [solution](#).

Solution

2022.Winter.1 release only

Please access Imagicle UC Suite file system through a RDP session and locate the following setting file:

C:\Program Files(x86)\StonevoiceAS\Apps\Recorder\Settings**Recorder.ini**

Add the following statement: **EnableUploadToVoiceAnalytics=1**

In case of HA system, please repeat same procedure in all HA node(s).

Note: If you are leveraging an Imagicle UC Cloud Suite, please contact Imagicle Technical Support to enable above setting.

2022.Winter.2 release and above

Please access Imagicle UC Suite web portal as administrator and go to Call Recording â Global Settings â Data Management â **Recordings analysis**

Select "*Automatic upload to Imagicle Voice Analytics*" from pull-down menu and hit Save. See below screenshot sample:

| Settings | Data Management | Notifications | Announcements |
|--|-----------------|---------------|---------------|
| Storage (encrypted) > | | | |
| Data Export (Unencrypted) > | | | |
| Recordings analysis v | | | |
| Select the behavior that UC Suite can use to upload recordings to the Imagicle Voice Analytics cloud application. | | | |
| Upload behavior: No automatic uploading | | | |
| UC Suite will not send any recording Automatic upload to Imagicle Voice Analytics No automatic uploading | | | |
| Recordings can be uploaded manually through the Imagicle Voice Analytics application. | | | |
| <div>Save</div> <div>Cancel</div> | | | |

Troubleshooting

If recordings are not automatically uploaded into Imagicle Voice Analytics web portal, please check the following conditions:

- Make sure that Imagicle UC Suite (or customer's proxy server) can reach imgacle.com and imgacle.cloud domains.
- Imagicle UC Suite recording users have the Email field correctly compiled.
- Corresponding Voice Analytics users exist and they are authorized to perform recordings upload

If you are still experiencing upload failures, please go to ADMIN > Monitoring > Events History and look for the following alarm events:

| Error type | Upload retry | Final upload status | Monitoring event raise | Monitoring event type | Monitoring event code | Monitoring event message |
|--|------------------------|---------------------|------------------------|-----------------------|-----------------------|--|
| Generic error occurred | 2705.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load into Voice Analytics due to an unexpected error. |
| Imagicle Cloud not available or unreachable | 2705.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load into Voice Analytics due to an unexpected error. |
| Invalid credentials | 274c.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load into Voice Analytics because of invalid credentials: given client id '<clientId>' was not recognized by Imagicle Cloud service. |
| Token could not be retrieved for authentication errors | 274c.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load into Voice Analytics because of invalid credentials. |
| Token could not be retrieved for other reasons | 2705.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load into Voice Analytics because of invalid credentials. |
| Invalid token (e.g.: token is | 2705.png?version=6.0.0 | Failed | 2705.png?version=6.0.0 | Error | 17025 | The recording with ID: <ID> failed to load |

expired)

Recording audio
file is missing

2705.png?version=6.0.0

Failed

2705.png?version=6.0.0

Error

17025

Recording audio
file is corrupted

274c.png?version=6.0.0

Failed

2705.png?version=6.0.0

Error

17025

Voice Analytics
service did not
authorize the
upload

274c.png?version=6.0.0

Not
authorized

274c.png?version=6.0.0

Recording user
not found in
Voice Analytics

274c.png?version=6.0.0

Failed

274c.png?version=6.0.0

Recording
associated to
UC Suite user
without email

274c.png?version=6.0.0

Not
authorized

274c.png?version=6.0.0

into Voice Analytics
because of invalid
credentials.

The recording with ID:
<ID> failed to load
into Voice Analytics
because the file may
be no longer
available.

The recording with ID:
<ID> failed to load
into Voice Analytics
because the file may
be corrupted.