

**MMS**

# **IQ3 & IQ3 MD MMS**

## **Quick Start Guide**



**MULTI-MEDIA LOGGING SYSTEMS**



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## TABLE OF CONTENTS

<b>LOG IN</b>	<b>5</b>
<b>NAVIGATE THE MMS</b>	<b>5</b>
DASHBOARD	6
SETUP	6
MONITOR	6
SEARCH	6
QA EVALUATION	6
REPORTS	7
PLAYLISTS	7
USER MANAGER AND SETUP	7
<b>NAVIGATE THE USER MANAGER</b>	<b>8</b>
OVERVIEW	8
INVITE USERS	8
SEND A NEW INVITATION	8
INVITATION RECEPTION AND ACCEPTANCE	8
ACCEPT AN INVITATION	9
REJECT INVITATION	10
MANAGE USER INVITATIONS	11
ADDING A NEW USER	11
RECOVER DELETED USER	13
TO RECOVER A DELETED USER:	13
USER SETTINGS TOOLBAR	13
Admin users can perform five different types of actions on Setup Tab. All these actions are available under the User Settings column.	13
EDIT USER	15
ASSIGN GROUPS	15
ASSIGN PERMISSIONS	15
PERMISSION TYPES	16
ENABLE IQ3/MD	16
INVITATION	16

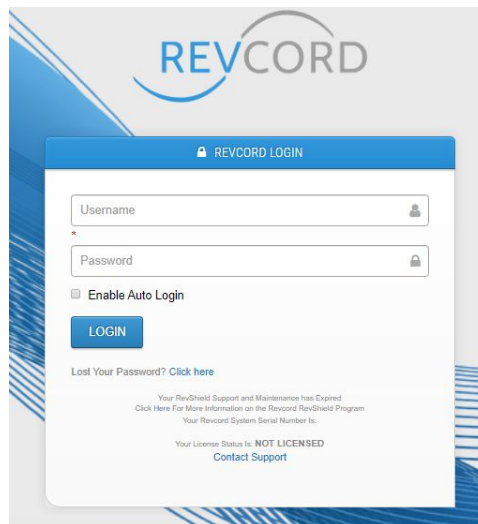
<b>WATCHING A LIVE EVENT</b>	<b>17</b>
OVERVIEW	17
TWO-WAY VIDEO FEATURE	19
<b>PLAYING BACK AN UPLOADED EVENT</b>	<b>23</b>
THE SEARCH TAB	23
OVERVIEW	23
IQ3 IN SEARCH PAGE	23
OVERVIEW OF ADDED IQ3 FEATURES IN SEARCH PAGE:	23
OVERVIEW OF ADDED MD FEATURES IN SEARCH PAGE:	23
SEARCH BASICS	25
MANUAL TIME & DATE SELECTION	25
IQ3 EVENT PLAYBACK	26
Interview Details:	28
Bookmarks:	28
IQ3 MD EVENT PLAYBACK	29
Patient Details:	30
CALL PLAYBACK	31
SORT PLAYLIST BY CHANNEL	31
<b>THE REPORTS TAB</b>	<b>32</b>
OVERVIEW	32
<b>ADVANCED REPORTS</b>	<b>32</b>
REPORT PARAMETERS	33
REPORT TYPE	33
X AXIS (HORIZONTAL)	33
DATA ITEM	33
VIEW TYPE	33
CALL TYPE	33
DATE	33
EXECUTIVE SUMMARY	34
TIME AND DURATION	34

DURATION	34
TALK TIME	34
SEND EMAIL	34
TYPES OF ADVANCED REPORTS	35
TABULAR REPORTS (EXCEL)	35
ABILITY TO PLAYBACK CALLS IN ADVANCE REPORT.	36
BAR CHARTS	37
PIE CHARTS	38
THE TOOL BAR	39
PAGING CONTROLS	39
FIND	39
EXPORT REPORTS	39
REFRESH	39
PRINT	39
EMAIL	39
<b>QA EVALUATION REPORTS</b>	<b>40</b>
OVERVIEW	40
CREATING QA EVALUATION REPORT	40
REPORT BY ASSOCIATED AGENTS	41
REPORT TYPES	42
RESULTS VIEW	42
DATE SELECTION	42
TYPES OF QA EVALUATION REPORTS	42
GENERATE QA EVALUATION REPORT	42
EMAIL	42
<b>STANDARD REPORTS</b>	<b>43</b>
<b>PBX/911 REPORTS</b>	<b>44</b>
<b>NEXT STEPS</b>	<b>45</b>

# MMS

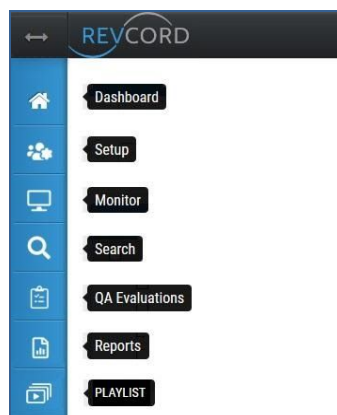
## LOG IN

1. Open your MMS using the link provided in your Welcome Letter. Enter your Username and Password on the login screen.



## NAVIGATE THE MMS

The Revcord IQ3 MMS menu consists of seven different sections: Dashboard, Setup, Monitor, Search, QA Evaluation, Reports, and Playlist.



## DASHBOARD

Contains all real time information, provides real-time data of all major modules of Voice Logging System. Total calls, Audios, Screens, Total Channels, Active / Inactive Channels, Active/Inactive users, published/unpublished survey forms. QA Evaluations by status, Evaluations by shared/unshared, Channel call summary for the past seven days, playlist along with number of calls and Instant recall data.

## SETUP

Used to add users, delete users, change user information, change passwords, etc. Admin users can create New User, View Profile, Edit User Profile, and Assign Groups, Assign privileges, Assign Channels etc.

## MONITOR

Listen to and monitor real-time voice calls. Users can monitor which channels are currently active and listen to real-time conversations with Live Recall. With proper permissions, you can monitor multiple channels, start recording, stop recording, start silence, stop silence, email a call, add bookmarks and set inactivity alarm interval.

## SEARCH

User can enter specific search criteria to find and playback recorded calls (voice, video, text or other media), save and email calls, auto refresh the page for immediate playback of most recent call, include live calls in the search, manipulate the recording during playback for looping the call, speed up the call, slow it down, save call segment, merge multiple calls, add/edit bookmark, playback video, playback multiple calls simultaneously.

## QA EVALUATION

Create QA Evaluation forms. Publish QA forms, Edit and Delete QA Forms. Search Calls and Select Calls for Evaluation, Evaluate Calls using QA Forms. View Closed Evaluations, view and analyze evaluation data using bar/pie charts.

## REPORTS

View and analyze searched data and evaluated data by Excel spreadsheet bar charts or pie charts. Two kinds of reports will be displayed under Reports sub menu, advanced Reports and Evaluation Reports.

## PLAYLISTS

You can create playlists to manage records for a particular scenario. A playlist allows you to bunch audio, video, text, social, email and screens into a single playlist.

## USER MANAGER AND SETUP



The screenshot displays a user management interface. At the top, a blue header bar contains the text "MANAGE USER(S)". Below this header, there is a row of four interactive elements: a button with a person icon labeled "Add New User", a button with a circular arrow icon labeled "Recover Deleted User(s)", a button with an envelope icon labeled "Invites", and a text input field with the placeholder text "Search User".

## NAVIGATE THE USER MANAGER


### OVERVIEW

The "Setup" tab allows the administrator to add, delete, modify user information, assign groups and assign permissions to each user. This tab is visible only when you log on with an administrator account or a user with privileges to the Setup tab. Please contact your system administrator for username and password and your related rights.

### INVITE USERS

Revcord provides an ease of software use to its customers. As a part of version 11 features, Revcard introduces user invitation. Administrators, supervisors having access to the setup tab, can invite other members from the invites section of setup tab. This feature allows signup by entering a valid email address.

### SEND A NEW INVITATION

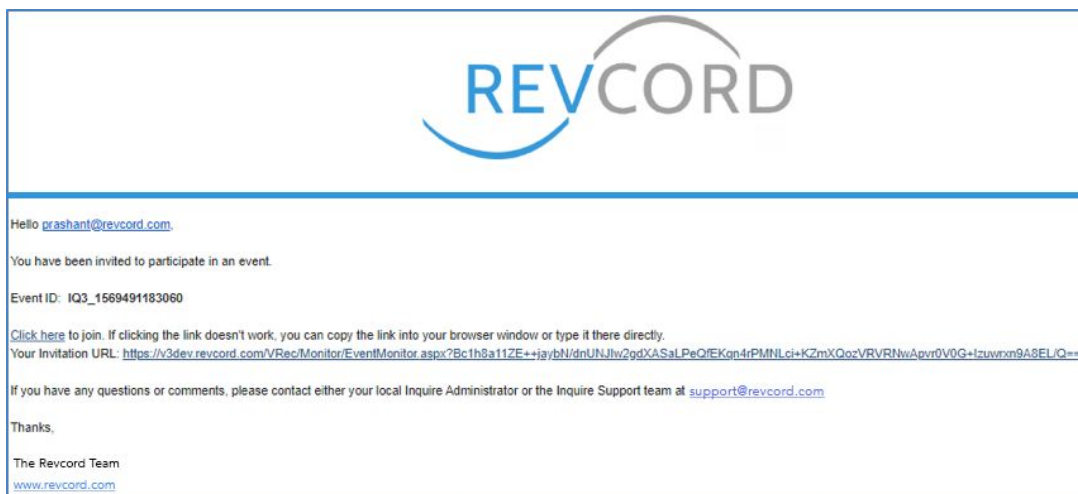
1. To invite a new user, click the invites link  on the setup tab. You will see a dialog titled as "Pending Invites" open.
2. Click on the "New User" button.
3. Invite New User dialog will open
4. Enter a valid email address and click "Send Invite."
5. Upon clicking the send invite button, an invitation email will be sent to the invitee.





## INVITATION RECEPTION AND ACCEPTANCE

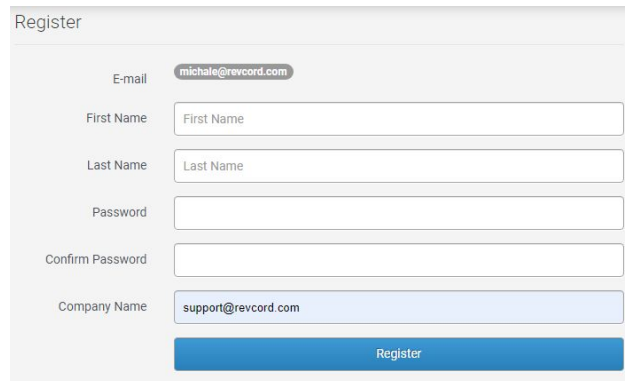
As soon as the administrator / supervisor has invited a user. The invitee will receive an email immediately. The invitee will have the option to either accept or reject the invitation just by clicking the respective link provided in the email.



## ACCEPT AN INVITATION

To accept the invitation click "Click Here" link provided in the invitation email. You will be automatically directed to a screen titled "Invitation." Enter your first name, last name, password, and then confirm password. Click the "Register" button, which will register the user information.

**Note: Your email ID is read-only and will be required at the time of login to Voice Logging System.**



Register

E-mail:

First Name:

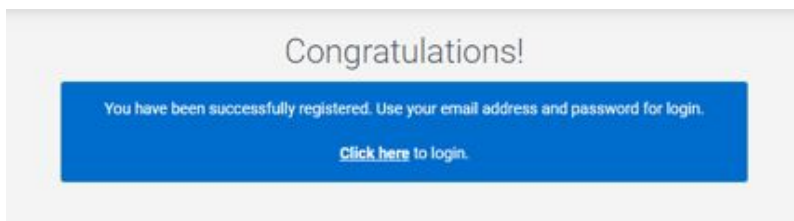
Last Name:

Password:

Confirm Password:

Company Name:

Upon successful registration the user will see the following message.



Congratulations!

You have been successfully registered. Use your email address and password for login.

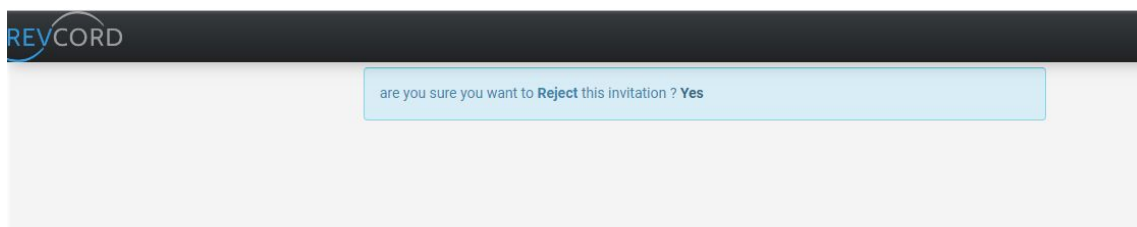
[Click here to login.](#)

In addition to a congratulations message, an email will be sent to the administrator requesting to set up user's access rights.

**Note: Users will be only able to login to the Voice Logging System if the administrator has set the permissions and groups.**

## REJECT INVITATION

The invitation email contains the reject link. Clicking the reject link will open up a page. To reject the invitation click yes.




REVCORD

are you sure you want to **Reject** this invitation ? **Yes**


## MANAGE USER INVITATIONS

Clicking the invites link on the setup tab opens "Pending Invites" dialog. You will see three options under the actions column.

PENDING INVITES			
#	User Email	Invite Url	Action(s)
1	er.chauhan.p94@gmail.com	https://v3dev.revcard.com/VRec/UserManager/Invitation.aspx?BZGrh8vIAG2MEnBTWMM64REez9NZ+2cCVxhEWg53e4vok2Ny...	  
2	prashant@revcard.com	https://v3dev.revcard.com/VRec/UserManager/Invitation.aspx?BZGrh8vIAG2MEnBTWMM64Y8MQIS78J/cqbypnDXWLrlr1luKW...	  

1. Clicking the first image will copy the invitation link on your system's clipboard.
2. Clicking the resend image will resend the invitation.
3. Clicking the trash can image will delete the invitation.

## ADDING A NEW USER

1. Click the "Setup" tab in the Main Menu
2. A list of all available users will be available.
3. Click  "Add New User" link and you will see a User Form displayed as a popup window.
4. Since email signup has been enabled, the login id must be a valid email address.



The User Form popup window contains the following fields and options:

- Login Email:** Text field with value "andrea@service.com"
- User Name:** Text field with value "Andrea"
- Password:** Password field with masked characters "\*\*\*\*\*"
- Confirm Password:** Password field with masked characters "\*\*\*\*\*"
- Choose Gender:** Dropdown menu with value "M"
- Head On Demand:** Dropdown menu with value "N/D"
- Start / Stop Recording:** Dropdown menu with value "N/D"
- Upload Image:** Button with a user profile picture
- Enable Staff Restrictions:** Checkmark
- Search Time Restrictions:** Dropdown menu with value "NONE"
- Search On Demand:** Dropdown menu with value "N/D"
- Admin:** Dropdown menu with value "N/D"
- Save** and **Cancel** buttons at the bottom.

5. Please note that you CANNOT use the following character in the Login ID, Windows filenames/ user names, and Groups - <>: " / \ | ? \* or space.
6. Enter the information into the proper fields.
7. Now press the Save button in order to save the user information.

# MMS

**Note:** Newly created users will be assigned to the root group. I.E. Public Safety or any other you have configured.


Below are other informational and rights fields. If changes are made here, the "SAVE" button must be clicked.

1. **Login ID** - This is the login User ID that the user will enter to login to the call recorder. This id should be an email address because signing in with an email address has been disabled.
2. **Username** - This is the Username that will be associated with call retrieval, reports, evaluations, and live monitoring.
3. **Password** - This is the login password that the user will enter to login to the call recorder.
4. **Confirm** - This is the login password that must be the same as the 'Password' field. (The user settings will not save if they are not the same).
5. **Using upload image** - you can add an image to any user. If no image is uploaded then a default image will be displayed against each user.
6. **Channel Number** - If there is an associated channel/extension with the user, this field will be populated with this information and cannot be changed. It is for informational purposes only.
7. **Enable Shift Restriction** - If shift restriction is enabled for a particular user and some search time restriction is there, that user will be able to get notified from login time to his/her shift time on instant recall full and lite pages. Once the shift time has elapsed then the shift restriction will be disabled and the search time restriction will work.
8. **Search Time Restriction** - This restricts the particular user to a certain amount of hours he/she can search calls.
9. **Email On Demand** - You enable or disable the right to use this function here. "Email on Demand" is similar to Privacy on Demand. When a set of defined DTMF tones is entered, that particular call will be emailed to the specified email address above. In addition, in the Monitor tab, this function can be used.
10. **Start/Stop Recording** -You enable or disable the right to use this function here. Prior to a call, when a set of defined DTMF tones is entered, that particular call will not be recorded. In addition, in the Monitor tab, this function can be used. This function can also be used any time during the call and the call will be saved at the point when DTMF keys were pressed.
11. **Silence On Demand** - You enable or disable the right to use this function here. "Silence on Demand" is similar to Privacy on Demand. When a set of defined DTMF tones is entered, that particular channel will insert silence for a predefined (15 seconds) amount of time based on the channel configuration. There is an additional set of defined DTMF tones, which will start recording prior to the defined time ending. In the Monitor tab, this function can be used.

## RECOVER DELETED USER

After you delete a user, the user is added to the Recover deleted user(s) list. You can then restore the deleted user account and all of the user's data, including login information, email permissions and assigned group. In order to restore a deleted user, you must have Administrator privileges or permissions to the Setup tab.

### TO RECOVER A DELETED USER:

1. Click on  "Recover Deleted User(s)"
2. A list of all deleted users will be displayed
3. Select your desired user by clicking the check box
4. Click on "Recover Users" button

## USER SETTINGS TOOLBAR

To manage each user on the setup page, a toolbar has been provided under the User Settings column.

***Admin users can perform five different types of actions on Setup Tab. All these actions are available under the User Settings column.***



1. **Edit** – Administrator can view the profile and edit profile of any user.
2. **Assign Groups** – Groups can be assigned under this action.
3. **Assign Permissions** – User rights and permissions can be granted to each user under
4. **Assign Permissions action** - Following permissions can be granted to any user in Revcard Web Client
  - a. Enable/Disable IQ3
  - b. Activate/Deactivate Calltakers
  - c. Custom User Rights (Simple User Rights)
    - i. Advance Reports
    - ii. Monitor
    - iii. Search

- iv. QA Evaluation
    - v. QA Evaluation Reports
    - vi. IR Full
    - vii. IR Lite
    - viii. Save and Email
  - d. Setup
  - e. Monitor
  - f. Search
  - g. Evaluation
  - h. QA Evaluation Reports
  - i. Advanced Reports
  - j. Instant Recall
  - k. Save and Email
5. **Marker** – Custom Markers will be enabled only after enabling the IQ3/MD, The user can Add/Edit/Delete the custom markers
6. **Delete** – This action will delete the user account

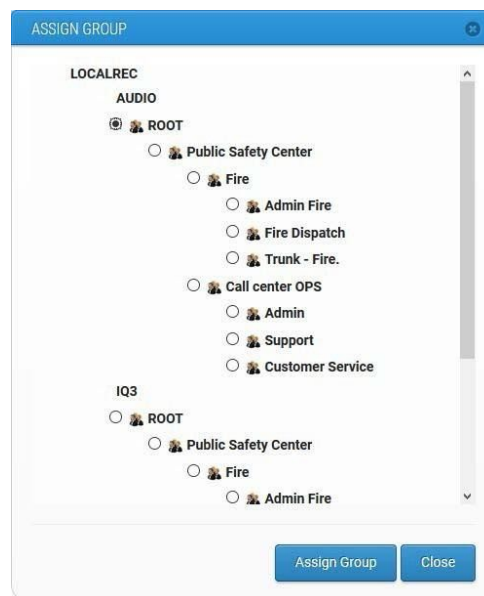


## EDIT USER

1. Click on "Edit" under "User Settings"
2. User Form will be displayed
3. Edit User Form and click on "Save"

## ASSIGN GROUPS

1. Go to the "Users Settings" column and click "Assign Group"
2. A list of all groups' root and sub groups will be displayed. You can change the group of any user by selecting any other group from "Assign Group" popup using the option box
3. Click on "Assign Group" to assign the selected group



## ASSIGN PERMISSIONS

1. After creating a new user you must define the User Rights for the recently created user.
2. Choose the respective row containing the username that you would like to configure for permission and then click on "Assign Permissions" under the User Settings Column. An Assign Permissions popup window will be displayed as shown below.



## PERMISSION TYPES

### ENABLE IQ3/MD

- An admin user can Enable/Disable IQ3 and IQ3 MD rights anytime with the check/uncheck option on the setup page.

- If an admin disabled IQ3 and/or MD rights then the user
  - Will not be able to login from the IQ3 or MD application
  - The associated IQ3 or MD Channel will be deleted from the Monitor page
  - The disabled channel will remain in the search page – So the admin can view/playback the recorded events recorded in the past

### INVITATION

- An admin user can enable/disable invitations anytime by check/uncheck the option from the setup page.
- If admin disabled the invitation rights then the following user will not be able to invite any user/non-user to join a IQ3 or IQ3 MD event from the IQ3 or MD app respectively

## WATCHING A LIVE EVENT

### OVERVIEW

We call this area of the software Live Call Control. With Live Call Control, the user has the ability to do a number of tasks. In addition to monitoring live calls, with the click of a mouse, the user can insert silence for PCI Compliance, initiate Record on Demand, stop a call from recording, email a call automatically, tag calls for incident tracking with up to six customizable fields, and monitor channels for inactivity with alarms. Live Call Control also has Live Recall. With Live Recall, the user can now be listening to live calls and rewind that call on the fly.

Real-Time Monitor allows a user to choose any channel or group and listen to one or multiple conversations in progress. This is an excellent quality control and/or training tool.

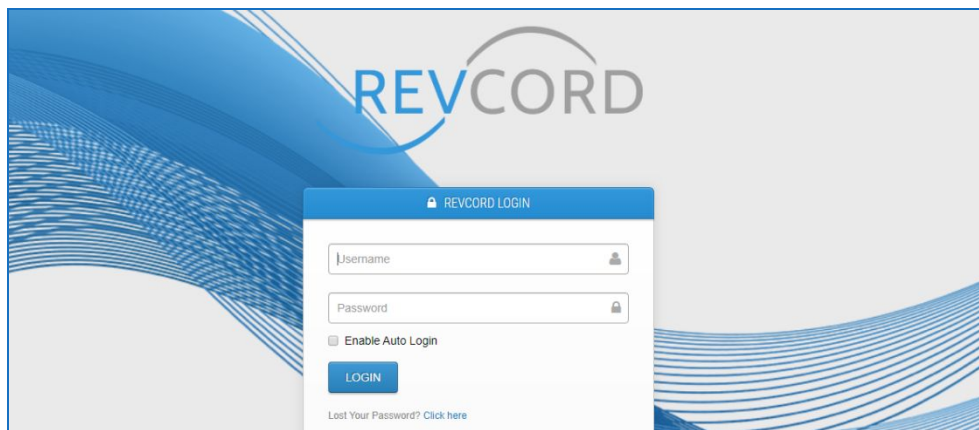
CHANNEL LIST					
#	Status	Channel	Group Name	Duration	Recorder
1	🟢	Channel : 1001 - Admin 1 CC	Admin	00:00:30	LOCALREC
2	🟢	Channel : 1002 - Admin 2 CC	Admin	00:00:01	LOCALREC
3	🟢	Channel : 1003 - Admin 3 CC	Admin	00:00:00	LOCALREC
4	🟢	Channel : 1004 - CS 1 CC	Customer Service	00:00:54	LOCALREC
5	🟢	Channel : 1005 - CS 2 CC	Customer Service	00:00:01	LOCALREC
6	🟢	Channel : 2001 - User 1	ROOT	00:00:00	LOCALREC
7	🟢	Channel : 2002 - User 2	Trunk - Fire	00:00:00	LOCALREC
8	🟢	Channel : 2003 - User 3	ROOT	00:00:00	LOCALREC
9	🟢	Channel : 2004 - User 4	Fire	00:00:00	LOCALREC
10	🟢	Channel : 2005 - User 5	ROOT	00:00:00	LOCALREC
11	🟢	Channel : 2006 - User 6	ROOT	00:00:00	LOCALREC
12	🟢	Channel : 2007 - Channel Record	ROOT	00:00:00	LOCALREC
13	🟢	Channel : 2008 - Sales Record	ROOT	00:00:00	LOCALREC
14	🟢	Channel : 2009 - noc030	ROOT	00:00:00	LOCALREC
15	🟢	Channel : 2010 - Pradeep Kumar	ROOT	00:00:00	LOCALREC
16	🟢	Channel : 2011 - Pradeep Test42	ROOT	00:00:00	LOCALREC
17	🟢	Channel : 2012 - Adam Reue	ROOT	00:00:00	LOCALREC
18	🟢	Channel : 2013 - Lee Roy	ROOT	00:00:00	LOCALREC
19	🟢	Channel : 2014 - Mike Hamer IQ3	ROOT	00:00:00	LOCALREC

The IQ3 and IQ3 MD users with Monitor page rights will be notified and will receive an email invitation.

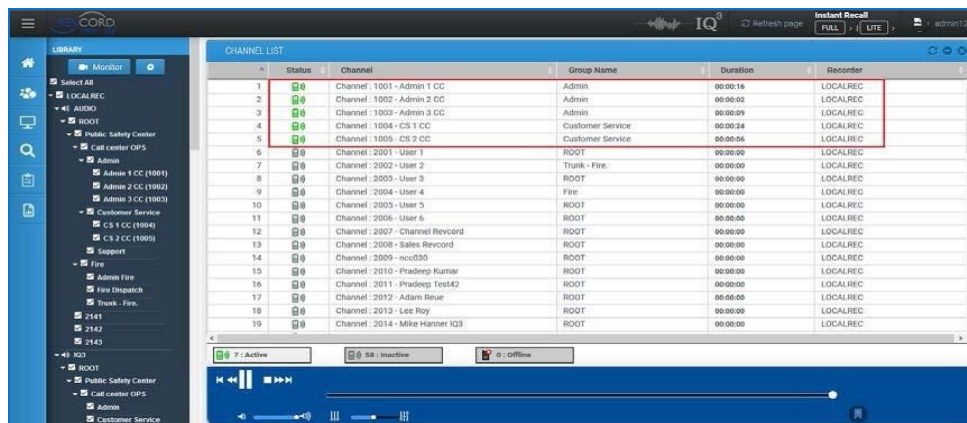


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Upon clicking on the Click Here link from the email, the user will be redirected to Revcord login page, the user can login and view the live event and he can do text and audio conference.



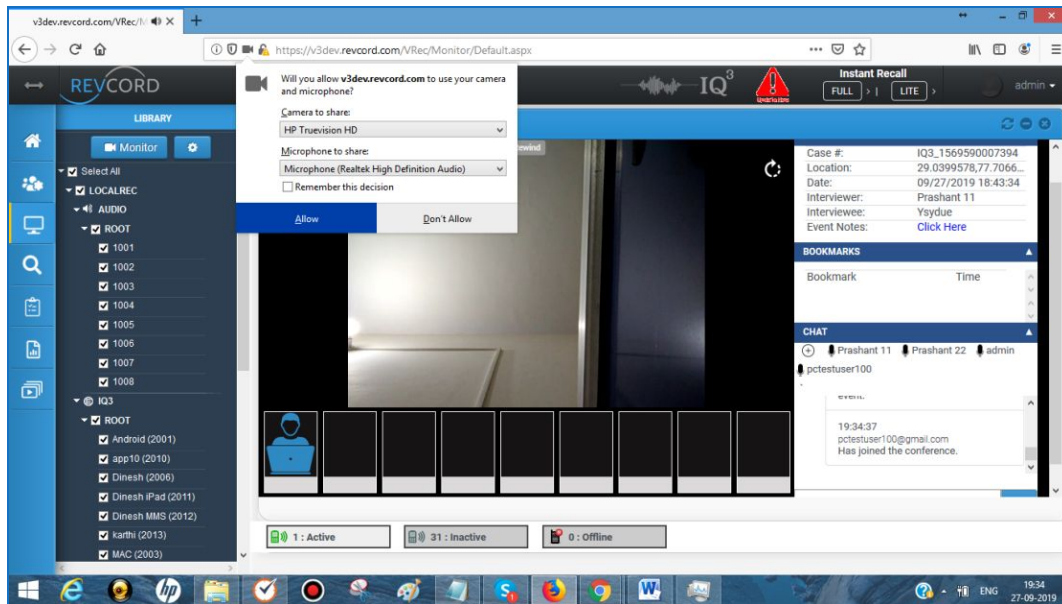
After entering the login credentials the user can view the Monitor page live events.



(The users with Monitor page rights can access the IQ3/MD live events. It is mandatory that the user must have Monitor page rights to view/send text and do audio conference.)

The event will be highlighted on the Monitor Page. The user must click the highlighted channel to view/join the audio/text conference. Click the corresponding channel to allow the users' microphone to join the audio conference.

# MMS



After allowing the microphone the user will have the ability to do an Audio/Text conference for the live event. The participants in the audio conference will be shown in the chat window.

Ex: From the following image – Prashant 11 is the user logged in from the app. Prashant 22 is the user logged in from the WebUI. Both of them are in the audio conference for the live event. The members in the event will be notified in the app and in the WebUI chat window.

## TWO-WAY VIDEO FEATURE

Click the corresponding channel the user needs to allow microphone and webcam access in the two way video conference

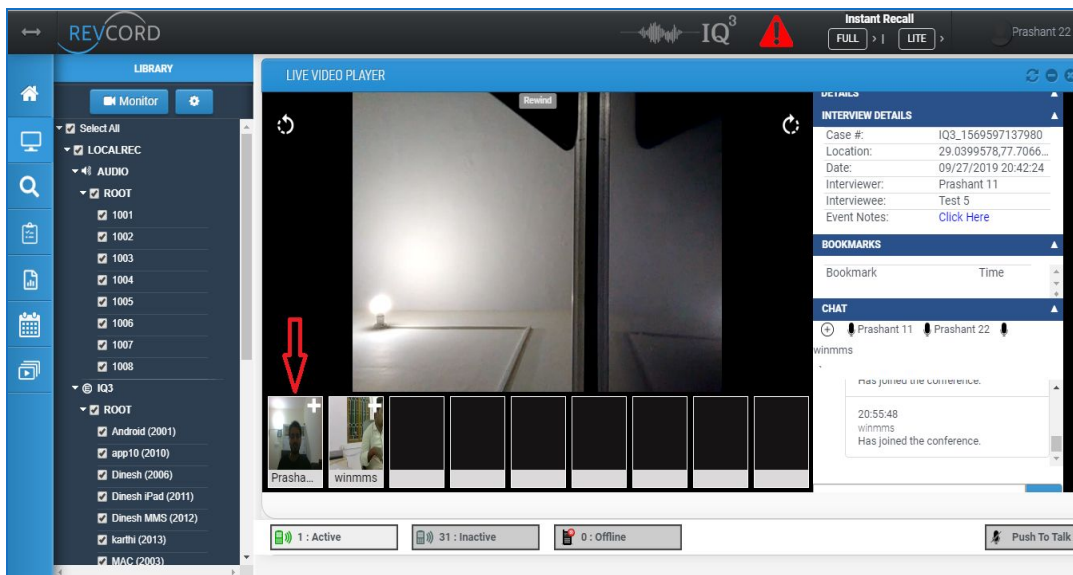
After allowing the microphone and webcam access the user will have the ability to do Video/Audio/Text conference for the live event. The participants in the video/audio conference will be shown in Video Panels / Chat Window on the player.

Ex: From the following image – Prashant 11 is the app user logged in from the app. Prashant 22 is the user logged in from the WebUI. Both of them are in the audio conference for the live event. The members in the

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event will be notified in the app, in the WebUI chat window, and WebUI video window on the live video player.

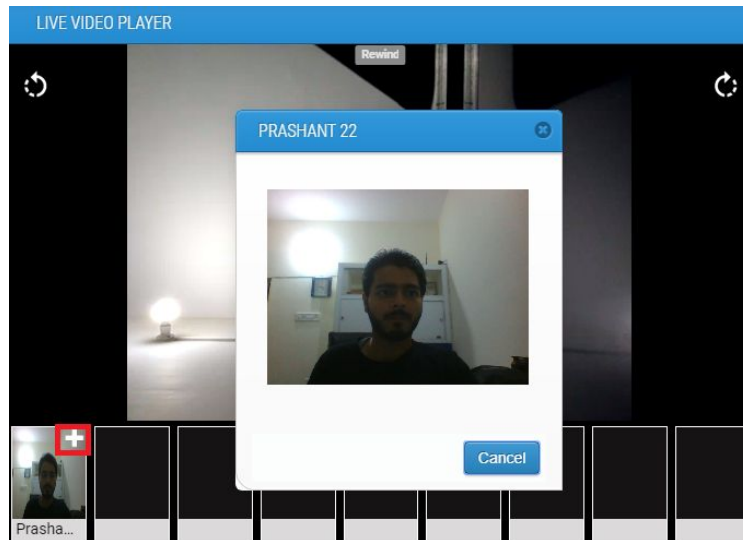
1. Local webcam will be shown in the first container (video gallery)



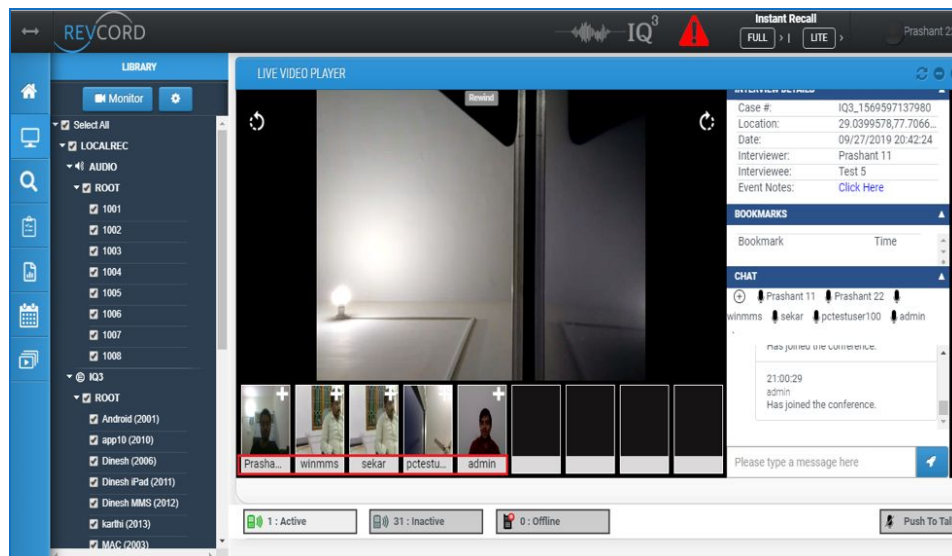
2. Participants' videos will be shown at the adjacent video panels
3. If you click the 'image' at the top right the pop up will open and the video will play there



# MMS



- Participant names should be displayed at the bottom



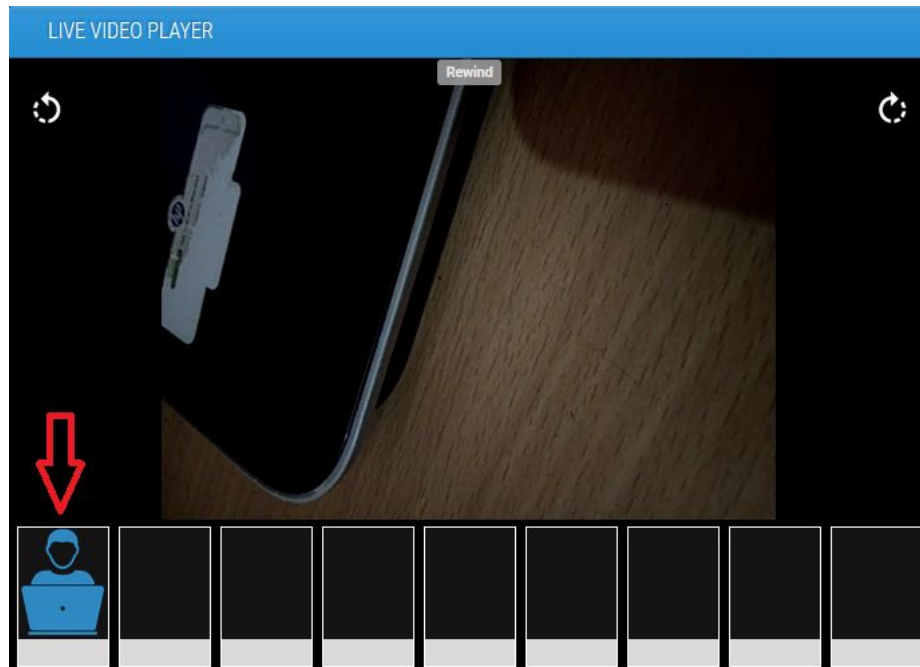
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5. If there are five videos then the remaining four video containers should be empty



6. If the participant has joined the conference and does not have a webcam, then the dummy image will be shown in the video panel.

# MMS





## PLAYING BACK AN UPLOADED EVENT

### THE SEARCH TAB





#### OVERVIEW

Extensive search parameters allow you to request a wide range of calls. Your search may be specific or as broad as you like. Calls are searchable by several criteria, including Agent ID, Date, Time, Number Dialed, Call Duration or any other criteria that is a named column. Once you retrieve the desired call or list of calls, you may listen to the call(s) and control the playback using the Call Play Control Panel as well as save and email.


To access the Search Screen click on the Search Tab at the Main Menu:

### IQ3 IN SEARCH PAGE



#### OVERVIEW OF ADDED IQ3 FEATURES IN SEARCH PAGE:

- IQ3 channels are separated and listed in the Search page → Left hand side tree view under IQ3
- In the Search page the IQ3 events will be displayed  as for Video  events and for audio events.
- The Event Name, GPS Data (if the event was uploaded with location), and Bookmarks will be displayed in the Search page.
- IQ3 bookmarks - If you hit the  icon under Bookmarks tab for an event, then a popup window will be displayed with the list of added bookmarks.
- Save IQ3 Events – The user can save the IQ3 Audio and Video events only by using the playlist.
- The user can also evaluate the IQ3 events by sending the selected event to 'QA evaluation form
- From the Search page by clicking the  QA icon. The event will be sent to QA Evaluation → Agents to be evaluated.

#### OVERVIEW OF ADDED MD FEATURES IN SEARCH PAGE:

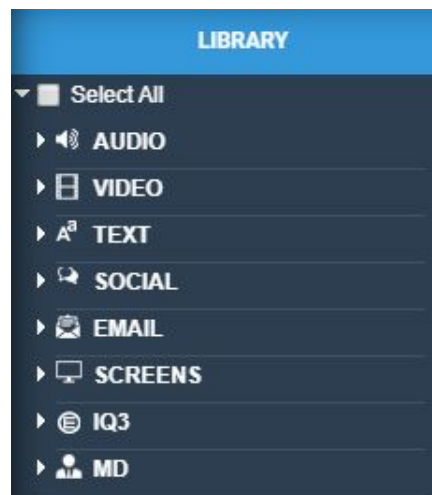
- MD channels are separated and listed in Search page → Left hand side tree view under MD
- In search page the MD events will be displayed as  for Video events.
- The Event Name, GPS Data (If the event is uploaded with location) and Bookmarks will be displayed in the Search page.

# MMS

- MD bookmarks - If you hit the  icon under Bookmarks tab for an event, then a pop up window will be displayed with the list of added bookmarks.
- Save MD Events – The user can save MD Video events only by using the playlist.
- The user can also evaluate the MD events by sending the selected event to 'QA evaluation form' from search page by click the QA  icon. The event will be sent to QA Evaluation → Agents to be evaluated.

## SEARCH BASICS

The Search Screen comes up by default on login. It is divided into five areas. The first area to the left is the Group/Channel/User tree. This gives you the ability to search by Agent, Channel, or Group. You can drill down to subgroups or individuals.



## MANUAL TIME & DATE SELECTION

For quicker search results, you can now manually enter the date and time of the for the record you wish to find.

The second area displays the recorded calls and textual information along with the IQ3/MD events from a performed search. If the numbers of records are more than the search page size, then a paging bar is displayed at the bottom of the calls. You can easily move to any page by selecting the page number from the drop down.

The screenshot displays the REVCORD application interface. On the left is a blue sidebar with navigation icons and a file tree under 'LIBRARY'. The main area has a top header with 'Instant Recall' status and user controls. Below this is a 'SEARCH TOOLS' section with various filters and a search bar. The central part shows a 'CALL RECORDS' table with columns for ID, number, type, channel, name, time, duration, group, comments, and caller ID. At the bottom, there's a pagination control showing entries 1 through 10.

### LIBRARY

- Select All
- AUDIO
  - ROOT
    - Dimesh
    - PK1
    - PK2
    - Revcored
    - SKS
    - CH\_0001 (1001)
    - CH\_0002 (1002)
    - CH\_0003 (1003)
    - CH\_0004 (1004)
    - CH\_0005 (1005)
    - CH\_0006 (1006)
    - CH\_0007 (1007)
    - CH\_0008 (1008)
    - Mithun (2088)
    - Raj (2087)
    - dugan (2090)
- VIDEO
  - Video Truck

### SEARCH TOOLS

Date From: [icon] Time Start: [icon] Duration Star: [icon] Search Library: [button Export] [button Clear]

Date To: [icon] Time End: [icon] Duration End: [icon] Search Q User Sean Add to Playlist

### CALL RECORDS

#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments	Caller Id / Dial
1	[icon]	2001	Android	03-23-2020 19:17:49	00:04:05	ROOT		
2	[icon]	2001	Android	03-23-2020 19:13:38	00:00:06	ROOT		
3	[icon]	2001	Android	03-23-2020 19:08:30	00:01:48	ROOT		
4	[icon]	2037	Prashant D2	03-23-2020 13:42:00	00:00:02	ROOT		
5	[icon]	2037	Prashant D2	03-23-2020 13:33:48	00:00:02	ROOT		

Showing 1 to 500 of 4,906 entries (filtered from 4,906 total entries) Previous 1 2 3 4 5 10 Next

## IQ3 EVENT PLAYBACK

Once you find the event in the search page you wish to playback, double click the first column on the line and the event will begin to playback automatically.

REYCORD

LIBRARY

Selected All

AUDIO

ROOT

1001

1002

1003

1004

1005

1006

1007

1008

VIDEO

Video Truck

Video Truck Fire

Video Truck 1 Fire

Video Truck 2 Fire

Video Police

Video Truck Vice

Video D11 Truck

TEXT

ROOT

1001

1002

1003

1004

1005

1006

1007

1008

SOCIAL

SEARCH TOOLS

Date From

Time Start

Duration Start

Search Library

Export

Clear

Date To

Time End

Duration End

Search

User Searches

Add to Playlist

CALL RECORDS

#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments	Caller Id / Dialed Num	Event Name	Bookmarks	Unique
1	Video	2007	Prashant 11	09-27-2019 13:53:34	00:00:12	ROOT			Test 3		1421
2	Video	2007	Prashant 11	09-27-2019 13:54:43	00:00:18	ROOT			Test 2		1422
3	Video	2007	Prashant 11	09-27-2019 13:53:52	00:00:24	ROOT	Book my show		Test 1		1423
4	Video	2007	Prashant 11	09-27-2019 12:13:41	00:00:26	ROOT			Event		1424
5	Audio	306	Email CC 2	09-27-2019 11:40:21	00:00:01	Email Call Center					30299
6	Audio	206	Social Admin 2 P	09-27-2019 11:40:21	00:00:01	Social Admin Pol					20299
7	Audio	404	Video Truck 2 Fire	09-27-2019 11:40:21	00:00:31	Video Truck Fire					40197
8	Audio	403	Video Truck 1 Fire	09-27-2019 11:40:21	00:01:12	Video Truck Fire					40196
9	Audio	304	Email Admin 1 P	09-27-2019 11:40:21	00:00:01	Email Admin Pol					30199
10	Audio	203	Social Admin 1 F	09-27-2019 11:40:21	00:00:01	Social Admin Fire					20199

Showing 1 to 16 of 16 entries

Previous 1 Next

00:00:00

00:00:24

13:53:32

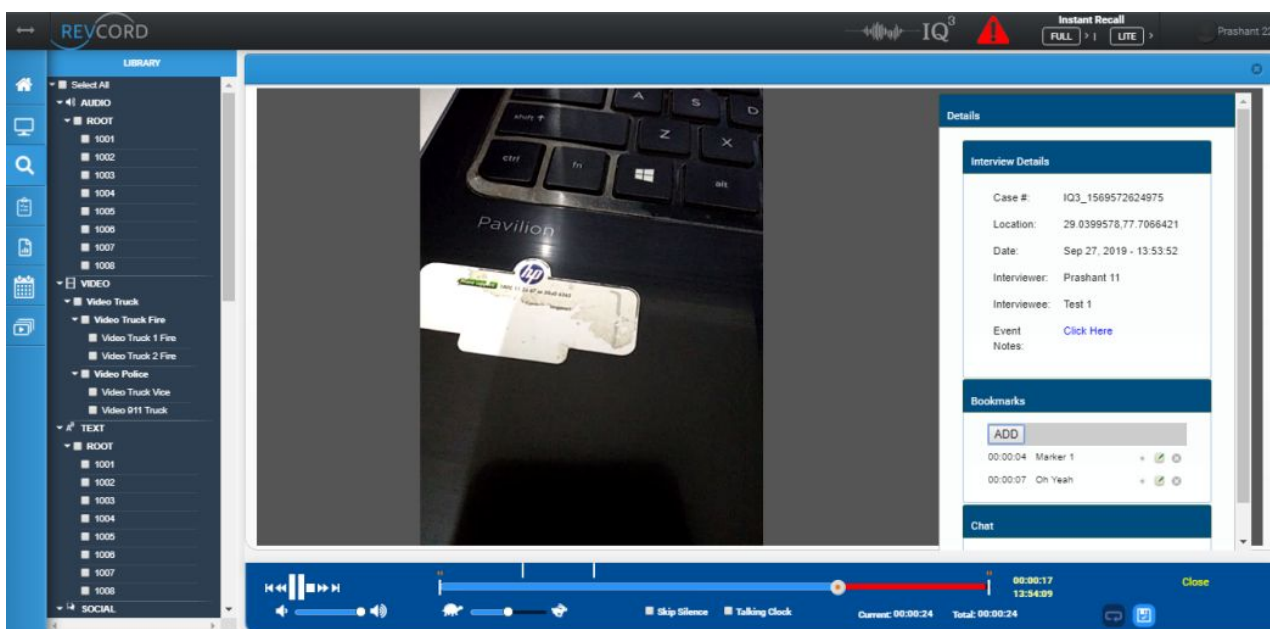
Skip Silence

Talking Clock

Close

# MMS

From WebUI the user can view/playback the IQ3 events in normal and in full screen mode. The event playback will have the following details about the event.



## Interview Details:

Interview details have the following information about the IQ3 event:

Interview Details

Case #:	1491310633
Location:	10.368680,78.811804
Date:	Apr 04, 2017 18:27:28 PM
Interviewer:	Rev App Test Pradeep
Interviewee:	Hi
Event Notes:	<a href="#">Click Here</a>

- Case #
- Location:
- Date:
- Interviewer:
- Interviewee:
- Event Notes: To view the Event Notes the user should hit the "Click Here" option. A pop up will open up and the user can view/edit the Event Notes.

View/Edit Notes

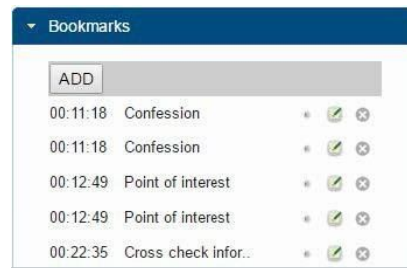
Butterflies  
Bumble  
Bugs  
Bees


Save
Close

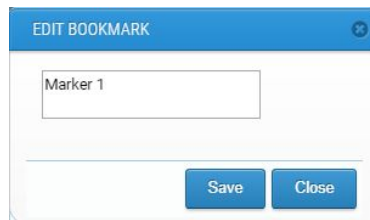



## Bookmarks:

The event playback will have the added bookmark information.



- The 'Bookmarks' will have the list of markers which were added during event recording.
- By clicking the bookmark – It will start playback at the time where the bookmark was added.
- In addition to this, the user can 'Add' a new book to the event.
- The user can Add Bookmark Notes by clicking the ADD icon.
- The user can 'Edit' bookmark by click this  icon.



- The user can 'Delete' the bookmark by clicking this  icon.
- The user can add a bookmark with a right click on the central slider knob. To add bookmarks on a playback call at a specific location, please right click on the middle knob of the slider or anywhere on the red colored bar. A popup will appear, enter bookmark text, Click on Bookmark button from popup to save the bookmark. Bookmark text is limited to 300 characters.

# MMS

## IQ3 MD EVENT PLAYBACK

Once you find the event in the search page you wish to playback, double click the first column on the line and the event will begin to playback automatically.

The top screenshot displays the REVCORD web interface. On the left is a 'LIBRARY' sidebar with categories like AUDIO, VIDEO, TEXT, SOCIAL, EMAIL, SCREENS, and MD. The main area shows 'SEARCH TOOLS' with filters for Date From, Time Start, Duration Start, Date To, Time End, Duration End, and a 'Search Library' button. Below this is a 'CALL RECORDS' table with columns: #, Type, Channel #, Channel Name, Start Time, Duration, Group Name, Comments, and Caller id / Dialed. The table contains 6 entries. Below the table, it says 'Showing 1 to 500 of 3,773 entries (filtered from 3,773 total entries)' and has pagination controls. The bottom screenshot shows the event playback interface. The main area is a video player showing a close-up of a computer keyboard. On the right is a 'Details' sidebar with 'Interview Details' (Case #: MD1578931892, Location: 10.3685236,78.8116883, Date: Jan 13, 2020 - 21:41:52, Patient Name: Reven) and 'Patient Details' (Height: 4'2, Weight: 55, DOB: 2000-01-). The video player has a progress bar at the bottom showing 00:00:00 to 21:41:52.

#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Comments	Caller id / Dialed
1		2039	sekar app	01-13-2020 21:41:52	00:13:53	ROOT		
2		2001	Android	01-13-2020 18:54:36	00:12:50	ROOT		
3		2039	sekar app	01-13-2020 18:06:33	00:10:23	ROOT		
4		2026	Thein APP	01-13-2020 16:18:11	00:00:06	ROOT		
5		203	Social Admin 1 F	01-13-2020 09:47:34	00:00:01	Social Admin Fire		
6		204	SMS Admin 2 Fire	01-13-2020 09:47:34	00:00:01	Social Admin Fire		

From WebUI the user can view/playback the Inquire MD events. The event playback will have the following details about the Patient.

### **Patient Details:**

For the recorded event the details tab has the following details regarding the patient and bookmarks and will display the recorded chat session, and notifications for the staff who join and leave the recorded event.



Interview Details	
Case #:	MD1578918974
Location:	10.36852.76.0116749
Date:	Jan 13, 2020 - 18:06:33
Patient Name:	Tikyr

Patient Details	
Height:	3'0
Weight:	55
DOB:	1981-12-21
Gender:	Male
Primary Complaint:	Cold

General Vitals	
Blood Pressure:	BP 133/80 HR:100 (18:12:07 01/13/20)
SpO2 Saturation:	6
Glucose Level:	45
Drug Use:	7
Medications:	<a href="#">View</a>
EEG:	<a href="#">View</a>

Bookmarks	
<a href="#">ADD</a>	
00:02:12	Assessment Check +
00:07:02	Treatment Given +
00:07:04	RX Given +

Chat	
01/13/2020 18:06:18 sekar admin: Has joined the conference.	

## Case Details:

- Case # - Case ID.
- Location – GPS Coordinates.
- Date – Date and Time of the event.
- Patient Name – Patient Name.

## Patient Details

- Height
- Weight
- DOB
- Gender
- Primary Complaint

## General Vitals

- Glucose Level
- Blood Pressure
- SPO2 Saturation
- Heart BPM
- Drug Use
- Medications (Patient medication images can be viewed for a live event)
- Photos (Patient EEG and other images can be added from device gallery or camera)

## CALL PLAYBACK

Once you find the call you wish to playback, double click the first column on the line and the call will begin to playback automatically. A check mark will appear in the box to the left and the line will become light blue. Use the Call Control Panel to fast forward, reverse, stop, pause, etc.

If you would like to select multiple calls, you may do so by checking the box next to each call line. The system will only play one call at a time and in the order that you select them. The current selection will become dark blue while the others stay as it was. Once the current selection has finished playing, the next call in line will begin.

Select a range of calls using **Shift + Mouse Click**. First select a row by check marking it, then use Shift + Mouse Click on the last checkmark to select a range of calls. The selection will be added to the player automatically.

## SORT PLAYLIST BY CHANNEL

Users can now sort playlists by channel, in addition to time and list sorting. If a playlist includes multiple recordings from the same channel, they will be grouped together to keep users from having to search through each channel. Calls will be sorted from top to bottom by channel, and not by time.

## THE REPORTS TAB

### OVERVIEW

This feature works in conjunction with the powerful search capabilities of the Revcored Logger. Use the Reports feature to generate reports and graphs based on any given search of the database. This information can then be used to monitor user call activity, track efficiency, study trends, etc. Revcored collects the information from the SQL database and creates Excel spreadsheets, word, PDF and graphs to illustrate the data. In addition, this database is available to users of programs like Crystal Reports. Advanced and QA Evaluation reports are available to those users who have access rights assigned by the Administrator.

### ADVANCED REPORTS

The Reports menu allows you to search the Revcored database and display results. Generated reports are used to analyze call activities and trends.

1. Click the Reports menu in the main menu.
2. Select Advanced Reports from the Sub menu.
3. On the left side of the Advanced Report page you can see a tree menu. By default, you can get the result of all channels. If you want to have results of some channel then select that channel from the left tree menu.
4. By Default, on Advanced reports there is no way to distinguish between IQ3/MD Events and Recorder Calls. It just lists down all the channels (Recorder + IQ3/MD). But the user can get reports for IQ3/MD and Audio by selecting the channels/groups from the left-hand side tree view.

On the right side of the Advanced Reports page, you can find the "Reports Menu as shown to the right.

The screenshot displays the 'Advanced' report configuration page. On the left, there is a sidebar with a tree menu. The main area contains several filter sections: 'Report Type' (Excel), 'X Axis' (Day), 'Data Item' (By Channel Name), 'View Type' (Number of Calls), 'Call Type' (All, Incoming, Outgoing), 'Date' (Start: 03/21/2020, End: 03/28/2020), and 'Executive Summary' (NONE). On the right, there is a 'Time' section with 'Start' and 'End' time pickers, a 'Duration' section with 'Min' and 'Max' time pickers, a 'Data Search' section, a 'Talk Time' section with a dropdown menu, and a 'Send E-mail' section with a 'View Report' button. At the bottom right, there is a 'Saved Reports' section with a 'Load Saved Report' dropdown and 'Load' and 'Manage' buttons.

## REPORT PARAMETERS

### REPORT TYPE

By classification, three types of reports are provided to generate reports and graphs: Reports (Excel), Bar Chart and Pie Chart.

### X AXIS (HORIZONTAL)

This parameter works for graphical reports. If you want to view reports as a bar chart or as a pie chart, then parameters selected under the x-axis drop down will become the x-axis of the selected bar/pie chart.

### DATA ITEM

To use the Data Item parameter to search the database and display records according to a given parameter. A Data Item can be any one of the By Channel Name, By Agent, By Channel, By Group or by Total.

### VIEW TYPE

A User can view reports by selecting any one of the "Number of Calls", "Call duration", "Average Call Duration" and "All in One" parameters. The selected parameter from the View Type drop down will be displayed in the Last column of the Report Summary.

### CALL TYPE

You can generate a call report either based on incoming, outgoing or both. By default, all radio is selected and both incoming and outgoing call reports will be generated.

### DATE

Set the Start and End dates to create reports accordingly. The generated report will have results in the range of Start and End dates.

## EXECUTIVE SUMMARY

An executive summary, sometimes known as a management summary, is a short report, produced for business purposes. It summarizes a longer report, in such a way that readers can rapidly become acquainted with a large body of material without having to read it all. You can create an Executive Summary according to given criteria on a single click. You can create a report for today, yesterday, this week, last week, this month, last month, this quarter, last quarter, year to date and last year.

## TIME AND DURATION

Set the Start and End times to generate reports accordingly. The generated report will have results in the range of the Start and End time. Users can select any time span. Reports will have all calls that were recorded in the given time range.

## DURATION

You can also search calls based on Duration. This feature provides increased flexibility in call searching. You can give a specific time duration and get your desired results. Enter the minimum and the maximum duration in the respective text fields. A Report will be generated based on given duration criteria.

## TALK TIME

Some predefined talk times are given. You can select any one of the given talk times and perform a search accordingly. The report summary will have the data that fulfills the given talk time criteria.

## SEND EMAIL

After generating reports, you will be able to email the report in Word, PDF or Excel formats. Enter the email address in the text box, select the export format and click on the email button. The generated report will be exported to the selected format and will be delivered to the recipient using SMTP email.

## TYPES OF ADVANCED REPORTS

The Revcard reports module provides three different types of reports. Users can create tabular Excel reports, bar charts or pie charts. Charts are easy to analyze as compared to tabular reports.

### TABULAR REPORTS (EXCEL)

1. Click the Reports Tab in the Main Menu
2. Click the input, channel, or group you wish to analyze from the tree menu on the left side of your screen.
3. Select which type of report you would like to generate. If you wish to generate the bar chart, click on the Bar Chart from "Report Type" drop down.
4. Select the data item type: Channel Name, Agent, Channel, Group, or Total.
5. Select view type: Number of Calls, Call Duration, Average Call duration, or all in one.
6. To select the date, click on the Start/End text box and a calendar will appear. Enter a start date and an end date and the search will generate all the calls made during that period.
7. To search a specific time frame, enter the start and end times. You may highlight the numbers and type them in, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
8. You may also select specific call durations. For example, if you want to search all calls that last between 1 and 3 minutes.
9. Once you have entered the desired criteria, click the "View Report" button at the bottom of the Report Menu.

**Note: Depending on your system and connection speed, it may take a while to process a large amount of data.**

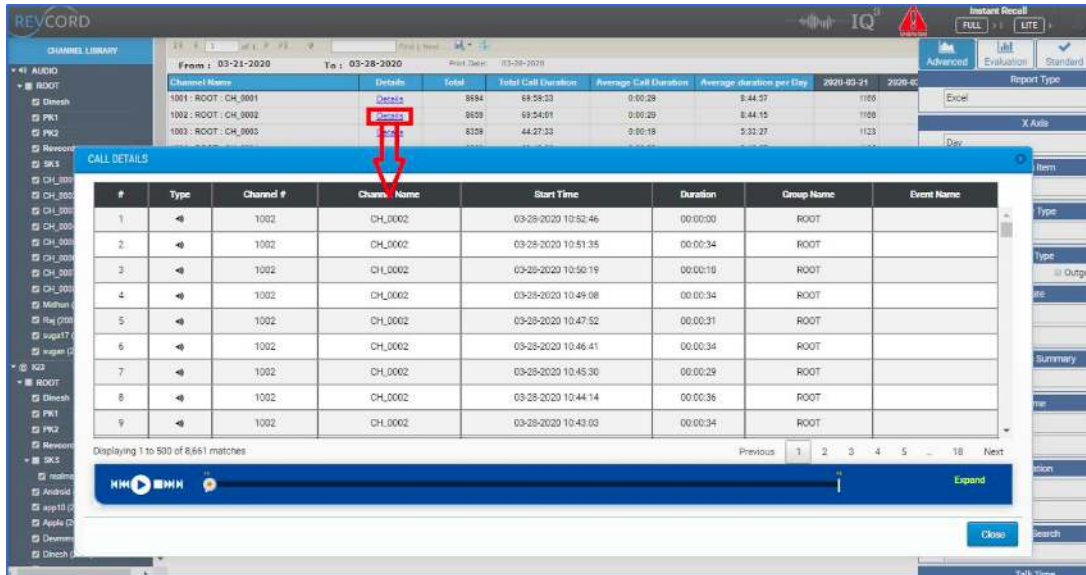


## ABILITY TO PLAYBACK CALLS IN ADVANCE REPORT.

The ability to playback in advanced reports has been implemented and is up. You can find Details link on the generated report. Clicking the details link will list the detailed calls in a popup along with the ability to playback.

From : 03-21-2020		To : 03-28-2020		Print Date: 03-28-2020	
Channel Name	Details	Total	Total Call Duration	Average Call Duration	Average duration per Day
1001 : ROOT : CH_0001	<a href="#">Details</a>	8687	69:56:39	0:00:29	8:44:35
1002 : ROOT : CH_0002	<a href="#">Details</a>	8652	69:50:40	0:00:29	8:43:50
1003 : ROOT : CH_0003	<a href="#">Details</a>	8353	44:25:51	0:00:19	5:33:14
1004 : ROOT : CH_0004	<a href="#">Details</a>	8656	69:40:23	0:00:29	8:42:33
1005 : ROOT : CH_0005	<a href="#">Details</a>	8652	69:52:12	0:00:29	8:44:01
1006 : ROOT : CH_0006	<a href="#">Details</a>	8620	69:44:47	0:00:29	8:43:06
1007 : ROOT : CH_0007	<a href="#">Details</a>	8674	69:48:12	0:00:29	8:43:32
1008 : ROOT : CH_0008	<a href="#">Details</a>	8336	44:27:34	0:00:19	5:33:27
2001 : ROOT : Android	<a href="#">Details</a>	4	0:16:11	0:04:03	0:02:01
2004 : ROOT : moto	<a href="#">Details</a>	1	0:08:28	0:08:28	0:01:04
2036 : ROOT : Prashant MD	<a href="#">Details</a>	1	0:07:56	0:07:56	0:00:60
2037 : ROOT : Prashant D2	<a href="#">Details</a>	30	0:32:11	0:01:04	0:04:01
2038 : ROOT : Prashant MD D2	<a href="#">Details</a>	9	0:35:20	0:03:56	0:04:25
2039 : ROOT : sekar app	<a href="#">Details</a>	5	1:38:20	0:19:40	0:12:18
2074 : ROOT : Wendy Lynch	<a href="#">Details</a>	14	0:06:19	0:00:27	0:00:47
		68694	511:11:02	0:06:42	63:53:53
Total		68694	511:11:02	0:06:42	63:53:53
AVG		4579.6	34:04:44	0:00:27	4:15:36

# MMS



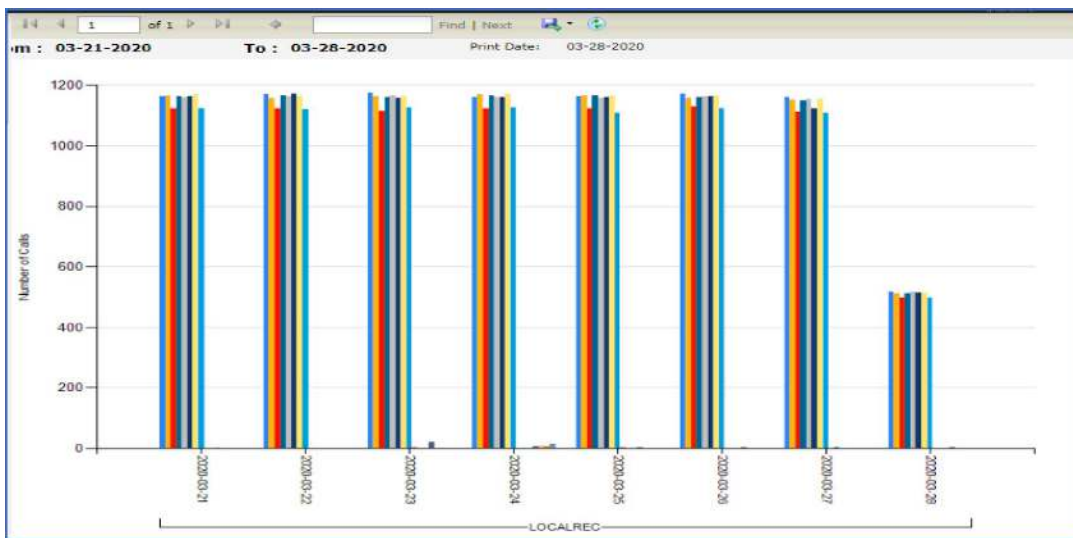
## BAR CHARTS

The same information may be viewed in various types of charts. A chart is a visual representation of data, in which the data is represented by symbols such as bars in a bar chart or lines in a line chart or pie charts. Revcord Advanced Reports provide a powerful feature to display reports pictorially using Bar charts and Pie charts. You can easily generate graphs using Advance Reports. The graph displays colors for each agent and charts the number of calls per day.

1. To generate charts, select the Bar chart or Pie chart from "Report Type" drop down menu.
2. Select the x-axis type: Day, Month Week Day, Month, Week Day or Hour.
3. Select View Type as the y-axis: Number of Calls, Call Duration, and Average Call Duration.
4. Select the data item type: The by Channel Name, By Agent, By Channel, By Group or by Total
5. To select the date, click on the Start/End date text box, a calendar will appear. Enter a start date and an End date, and the search will generate all the calls made during that period.
6. To search a specific time frame, enter the start and end times. You may highlight the numbers and type in the time, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
7. You may also select specific call durations. For example, if you want to search all calls that last between 1 and 3 minutes.



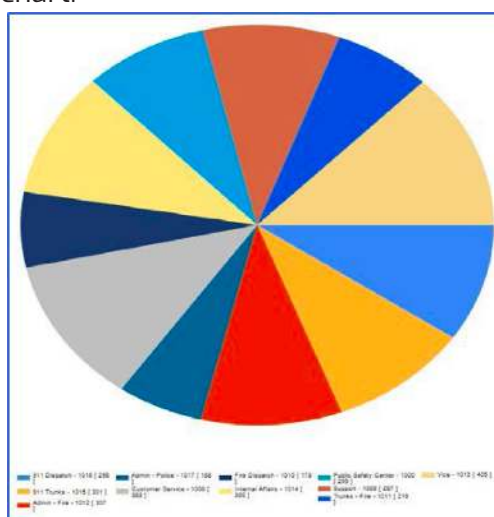
8. Once you have entered the desired criteria, click the “View Report” button at the bottom of the page.
9. Your selected chart will be displayed. This chart represents the information about data pictorially.



## PIE CHARTS

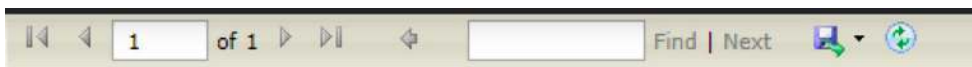
A pie chart (or a circle graph) is a circular chart divided into sectors, illustrating proportion. In a pie chart, the arc length of each sector is proportional to the quantity it represents. The pie chart is perhaps the most widely used statistical chart in the business world and the mass media.

1. To generate pie charts, select Pie chart from "Report Type" drop down.
2. Select the x-axis type: Day, Month, Week Day, Month, Week Day or Hour.
3. Select View Type as the y-axis: Number of Calls, Call Duration, and Average Call Duration.
4. Select the data item type: The by Channel Name, By Agent, By Channel, By Group, or by Total
5. To select the date, click on the Start/End date text box, a calendar will appear. Enter a start date and an End date, and the search will generate all the calls made during that period.
6. To search a specific time frame, enter the start and end times. You may highlight the numbers and type in the time, or you may arrow up and down. The default is set for 00:00:00. If you do not enter a specific time, the search will bring back every call during the dates specified.
7. You may also select specific call durations. For example, if you want to search all calls that last between 1 and 3 minutes.
8. Once you have entered the desired criteria, click the "View Report" button at the bottom of the page.
9. You will see the following pie chart.



## THE TOOL BAR

The tool bar on top of the report/graph allows for quick changes, settings and views.



## PAGING CONTROLS

To move from one page to another page, four paging controls have been provided for the user.

Using these controls, you can move easily from the current page to the next page, previous page, first page, or last page.

## FIND

To find any specific item from generated reports, find option is also provided for efficient search from reports.

## EXPORT REPORTS

Export Reports are one of the advanced features provided by Revcore. Now you can export your reports to multiple formats. That is, you can export the reports as an Excel sheet, Word, or PDF file on your computer.

1. The Export Function is located at the right side of the tool bar.
2. Click the drop-down arrow and select your desired format to save the reports to your system.
3. A download will start, save the file to your desired directory.
4. You are required to have Microsoft Office and any PDF reader to view downloaded files.

## REFRESH

This option facilitates the user to refresh the reports. Any change to the Report parameters will be updated by clicking the refresh button.

## PRINT

A list of all available printers will be displayed. Select your desired printer and click on print.

# MMS

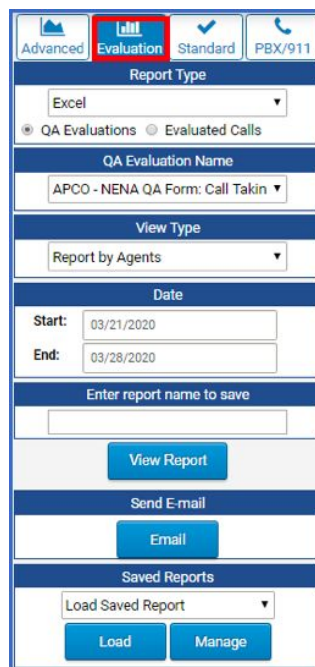
## EMAIL

When you have generated an advanced report, select the desired export type from the drop-down list (Excel, Word or PDF). Enter the email address in the text box, then click the "Email" button. The exported sheet will be attached in the selected format and it will be delivered to the recipient address using SMTP email.

## QA EVALUATION REPORTS

### OVERVIEW

QA Evaluation Reports are like Advanced Reports; they provide quantitative data for all the calls, which have been evaluated, and all evaluations completed against any QA Evaluation. Usually, an evaluation contains a mix of quantitative data and qualitative data. Present quantitative data as tables, Bar charts or Stacked Bar Chart where appropriate. It provides various types of reports based on evaluations and evaluated calls. I.e. Tabular Reports, Bar Charts, Stacked Bar Charts.



The screenshot displays the QA Evaluation Reports interface. At the top, there are four tabs: 'Advanced', 'Evaluation' (highlighted with a red box), 'Standard', and 'PBX/911'. Below the tabs, the 'Report Type' is set to 'Excel'. There are two radio buttons: 'QA Evaluations' (selected) and 'Evaluated Calls'. The 'QA Evaluation Name' is set to 'APCO - NENA QA Form: Call Takin'. The 'View Type' is set to 'Report by Agents'. The 'Date' range is from 'Start: 03/21/2020' to 'End: 03/28/2020'. There is a text input field for 'Enter report name to save'. Below this are three buttons: 'View Report', 'Send E-mail', and 'Email'. At the bottom, there is a 'Saved Reports' section with a 'Load Saved Report' dropdown and 'Load' and 'Manage' buttons.

### CREATING QA EVALUATION REPORT

Evaluation reports can be created with a single click. Once you input your search filters, select View Report to generate a report. It examines the Evaluated calls based on the "QA Evaluation Name". Make sure the correct QA Form is selected under "QA Evaluation Name".

On the left side of the QA Evaluation Report page, you can see a tree menu. By default, you can get the result of all channels. If you want to have results from some channel then select that channel from the left tree menu.

## REPORT BY ASSOCIATED AGENTS

In addition, you can generate evaluation reports based on associated agents. If you have configured associated agents from RevConfig, you will be able to see a tree titled as "Associated Agent" on the left side. Select the evaluation associated agent from the tree and you can generate a QA Evaluation report.

## REPORT TYPES

- Tabular(Excel) Reports
- Bar Charts
- Stacked Bar Charts

## RESULTS VIEW

- Show by agent: Displays evaluation reports based on the agents
- Show by scorer: Displays evaluation reports based on the user who scored it
- Show by group: Displays evaluation reports based on the group

## DATE SELECTION

- Start Date: Start Date of an Evaluation
- End Date: End Date of an Evaluation

## TYPES OF QA EVALUATION REPORTS

Evaluations reports are of two different types. That is, we can generate an evaluation report based on "QA Evaluation" or "Evaluated Calls". An option box has been provided for selection of either "QA Evaluation" or "Evaluated Calls". When you have selected "QA Evaluation" you will have the report of evaluation conducted against any QA form. "Evaluated Calls" generate a report of only those calls, which have been selected for QA Evaluation.



## **GENERATE QA EVALUATION REPORT**

1. Select Report Type.
2. Select the QA Evaluation Name.
3. Select the View Type.
4. Select a date range for evaluations.
5. Select "QA Evaluation" or "Evaluated Calls"
6. Click on the "View Report" button.

## **EMAIL**

When you have generated a QA Evaluation report, select the desired export type from the drop-down list, Excel, Word, or PDF. Enter Email address in text box, click on "Email" button. Then the exported sheet in selected format will be attached automatically and delivered to the recipient address using SMTP email.

## STANDARD REPORTS

There are a total of eight types of reports under this tab.

- Detail Call Report by Agent
- Detail Call Report by Channel
- Hourly Breakdown by Agent
- Talk time by Agent
- Talk time by Channel
- Calls by Agent by date > date range
- Call Audit Report by Agent, Channel, or by call
- Call not Audited Report

Users can view their report by clicking on the Run button.





The first five reports do not require any criteria, for the last report (By Agent Date Range) users need to select the start and end date.

<div> </div>			
<b>Standard Reports</b>			
Report By Agent			<a href="#">Run</a>
Report By Channel			<a href="#">Run</a>
Hourly Breakdown By Agent			<a href="#">Run</a>
Talk Time By Agent			<a href="#">Run</a>
Talk Time By Channel			<a href="#">Run</a>
By Agent	03/22/20	03/28/20	<a href="#">Run</a>
Date Range			
<b>Audit Reports</b>			
Calls Audited			<a href="#">Run</a>
Calls Not Audited			<a href="#">Run</a>
<b>Send E-mail</b>			
<a href="#">Email</a>			

## PBX/911 REPORTS

This new section provides the ability to view and analyze the Ring Count, Abandoned Calls, and Transferred Calls.

The user needs to select the desired parameters and click on the View Report button.

 Advanced	 Evaluation	 Standard	 PBX/911
<b>PBX 911 Data</b>			
<input checked="" type="checkbox"/> Ring Count <input type="checkbox"/> Abandoned Calls <input type="checkbox"/> Transferred Calls			
<b>Data Item</b>			
By Channel Name ▼			
<b>Date</b>			
Start:	03/21/2020		
End:	03/28/2020		
<b>Enter report name to save</b>			
<input type="text"/>			
<b>View Report</b>			
<b>Send E-mail</b>			
<b>Email</b>			
<b>Saved Reports</b>			
Load Saved Report ▼			
<b>Load</b>		<b>Manage</b>	

# MMS

## NEXT STEPS

Thank you, again, for taking an interest in IQ3 and for taking the time to try this demo. Your salesperson will be in contact to get your feedback on IQ3. You're more than welcome to reach out through our number listed in the footer or to our support team [support@revcord.com](mailto:support@revcord.com) if you have immediate questions.



### MULTI-MEDIA LOGGING SYSTEMS



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