



VERIVACMS

GETTING STARTED

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SUMMARY

VerivaCMS is an advanced platform for voice call recording and AI-driven analytics. It provides real-time monitoring, voice-to-text transcription, and robust data analytics without repeating words. Businesses of all sizes benefit from sophisticated AI algorithms like sentiment analysis, emotion detection, and keyword extraction. VerivaCMS integrates seamlessly with communication channels such as MS Teams, Zoom Pro, GoogleMeet, WhatsApp Business, Viber, Skype, and most cloud PBX, optimizing workflows across voice calls, video calls, and chat messages. Whether you're a small business or a large enterprise, VerivaCMS empowers you to gain deep insights, enhance customer understanding, and drive proactive decisions for growth and success.

Discover the power of VerivaCMS and revolutionize your business communications today!

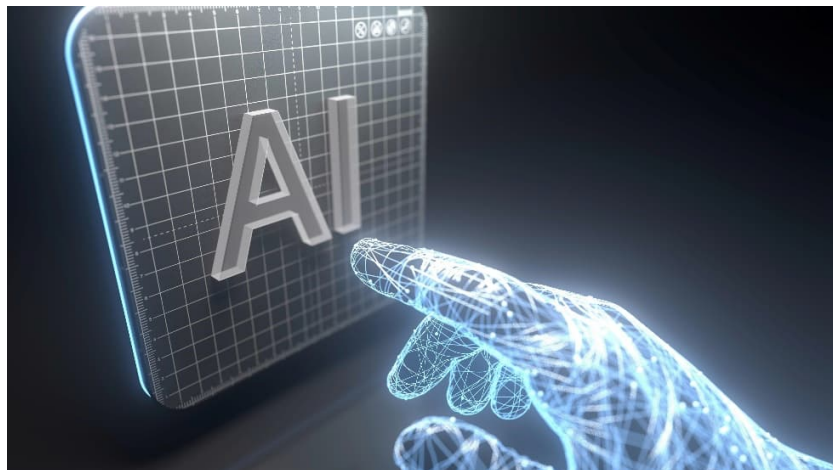


WELCOME TO VERIVACMS!

VERIVACMS AGGREGATES AND ARCHIVES COMMUNICATIONS FROM PBX EXTENSIONS, MS TEAMS, AND ZOOM FOR COMPREHENSIVE ANALYSIS AND ACTIONABLE INSIGHTS, ENHANCING BUSINESS DECISION-MAKING AND OPERATIONAL EFFICIENCY.

By using VerivaCMS, you can:

- **Aggregate Data:** Collect and archive communications data from PBX Extensions.
- **Analyze Communications:** Extract insights from communications on MS Teams and Zoom.
- **Enhance Decision-Making:** Empower business decisions with thorough data analysis.
- **Optimize Workflows:** Streamline operations with efficient communication workflows.



HOW THIS DOCUMENT WILL HELP YOU:

This guide offers a comprehensive walkthrough to effectively start using VerivaCMS. It covers:

- **Signing Up for VerivaCMS:** Step-by-step instructions to register and activate your VerivaCMS account.
- **Configuring Your Account:** Guidance on setting up preferences and user roles within VerivaCMS.
- **Integrating Communication Channels:** Steps to integrate and authorize VerivaCMS with PBX Extensions, MS Teams, and Zoom.
- **Navigating Your Dashboard:** Overview of navigating and customizing your VerivaCMS dashboard for real-time insights.
- **Utilizing Data Insights:** How to leverage VerivaCMS insights for informed decision-making and proactive actions.
- **Enhancing Business Communications:** Engage effectively with stakeholders through optimized communication workflows within VerivaCMS.

By following this guide, you'll harness VerivaCMS's capabilities to streamline communication management, enhance decision-making, and optimize business operations. For more resources and detailed documentation, visit our website.





SIGN UP

- Register Easily
- Plan Selection

SIGN UP FOR VERIVACMS:

- Visit our website and choose your VerivaCMS subscription plan.
- Follow on-screen instructions to create your account and securely complete payment.
- Receive a confirmation email with login details and integration guidance for selected communication channels.



INITIAL SET UP

- Browser Compatibility Check
- Administrative Access Required

INITIAL SETUP:

- Ensure compatibility with Microsoft Edge and Google Chrome browsers.
- VerivaCMS requires customers to have administrative access to their own PBX Extensions, MS Teams Meetings, and Zoom Calls. This ensures that customers retain ownership and control over their communication data, which is essential for enabling full functionality and integration within VerivaCMS.
- Access your VerivaCMS account using the link provided in the confirmation email.
- Set up account preferences, configure notification settings, and manage user roles.
- ****Always available for remote support to assist with your initial setup. Connect with us through our webpage (<https://verivasystems.com>)***



SET UP (COMMS)

- Communication Configuration
- Account Integration

SET UP YOUR ACCOUNT

* COMMUNICATION CHANNELS:

- Choose the communication channel by selecting the logger name (Vodia PBX, Zoom, WhatsApp, Viber, Microsoft Teams, etc.) that aligns with your plan.
- Users must provide their Zoom/MS Teams/WhatsApp Business account information, including login credentials and file locations, for integration.
- After integrating the chosen communication channel, wait for calls to be archived and the analytics dashboard will be displayed automatically.



DASHBOARDS

- Real-time Insights
- Comprehensive Exploration



CONFIGURATION

- CDR Paths & SFTP Access
- Channel Configuration



MANAGE USER

- Department Creation
- Role Configuration



MEDIA RECORDS

- Source Configuration
- Playback Integration



VIDEO

- Archiving Setup
- Video Playback

EXPLORE VERIVACMS DASHBOARD:

- View real-time insights from connected PBX Extensions, MS Teams Meetings, Zoom Calls, and other channels.
- Utilize sentiment analytics, emotion analytics, translation to English only, and keypoint extraction.
- Navigate VerivaCMS dashboard for summary metrics, sentiment analysis, trending topics, and utilize free credits for transcription (speech to text) or translation.

CONFIGURE VERIVACMS:

* CLOUD PBX CHANNELS:

- Set up CDR connection paths from your cloud/Vodia PBX settings.
- Enable SFTP access for VerivaCMS playback.
- Create and configure cloud PBX/Vodia channels and user accounts.

MANAGE USER ACCESS:

- Create departments and manage VerivaCMS account access.
- Configure user roles and permissions through Channels Management.
- Enter user details: email, optional job title, and assign Veriva CMS
- Customize roles: Company Admin, User Admin, Team Leader, and User types.

MEDIA RECORDS AND PLAYBACK:

* COMMUNICATION CHANNELS:

- Establish settings for Zoom Meetings, Zoom Phone, Skype, Teams Meetings, Google Meet, and other platform recordings.
- Configure the connection for WhatsApp, Viber, and other media recording sources to be archive by VerivaCMS.
- Record and playback media files within VerivaCMS dashboard.

VIDEO RECORDING VIA ONLINE PLATFORMS:

- Set up the archiving connection for Microsoft Skype, Teams Meetings, Google Meet, and other online platforms.
- Archive and playback recorded video files with detailed annotations.



READY TO GET STARTED?

Setting up VerivaCMS is that easy. With our professional remote support, you'll be up and running in no time, gaining valuable insights to drive your business forward. Simply visit Veriva Systems and connect with us to begin.

NEXT STEPS

Explore More: Dive deeper into VerivaCMS's features and capabilities by exploring our comprehensive dashboard and analytics tools.

Get Support: Need assistance? Our dedicated support team is here to help. Contact us via email at support@verivasystems.com or visit our support page at <https://www.verivasystems.com/knowledgebase>

Stay Updated: Follow us on social media for product updates, tips, and industry insights. Connect with us on Twitter and LinkedIn.

**VerivaCMS:
Empowering
Insights, Securing
Communications.**

WE VALUE YOUR FEEDBACK

Your feedback is crucial to improving VerivaCMS. Please take a moment to share your thoughts or suggestions with us. Your input helps us shape the future of our platform to better serve your needs.

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