

NICE PUBLIC SAFETY SOLUTIONS  
NICE INFORM AUDIT USER  
GUIDE

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**NICE** · Inform

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# 1 Welcome

The NICE Inform Audit Application provides the ability to view and manage the audit events raised within a NICE Inform system.

An audit event is an event which is related to any kind of user interaction with the NICE Inform system (either via login/logout or any given task performed).

Use NICE Inform Audit to search for results (refer to [Searching for Audit events](#) (see page 4)), filter the results (refer to [Filtering Audit events](#) (see page 7)) and the view the results within the [Results table](#) (see page 9). The audit events can then be printed (refer to [Printing Audit events](#) (see page 13)) and/or saved in CSV (Comma Separated Value) format (refer to [Saving Audit events to a file](#) (see page 12)).

## Application privileges

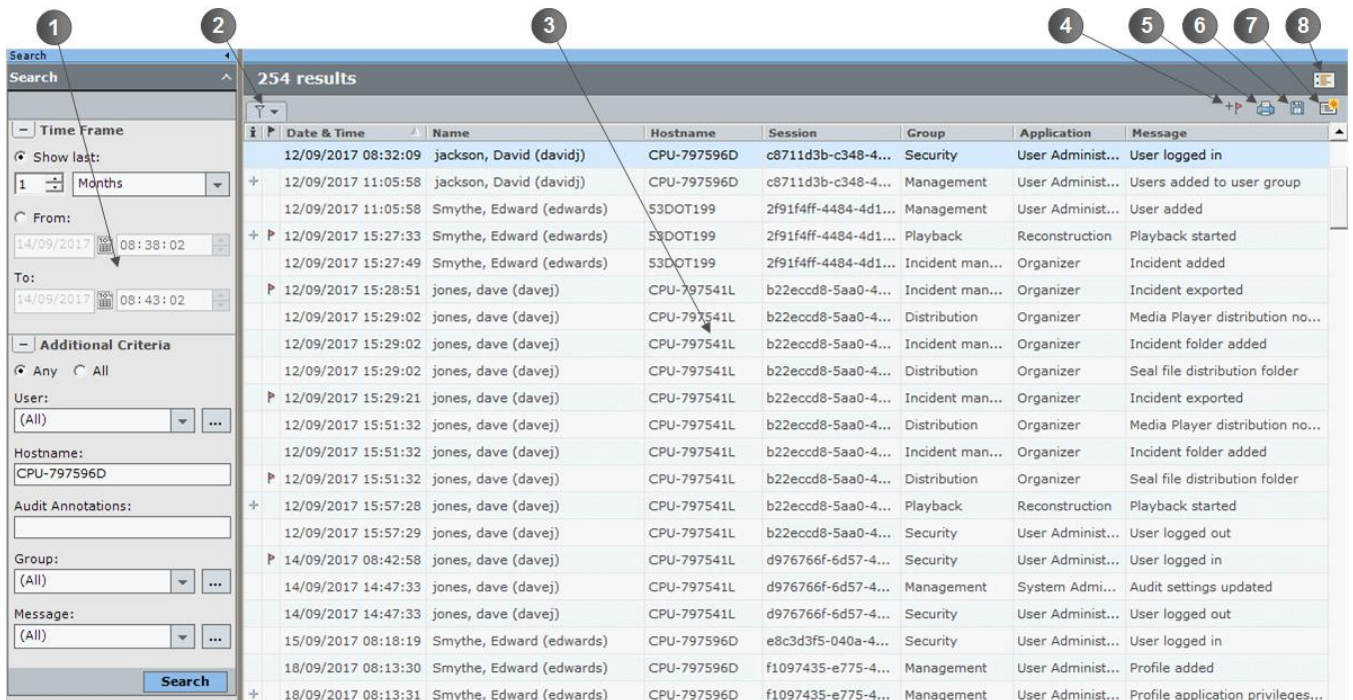
To use the Audit application, you **MUST** have the required privilege allocated to you (see *Application privileges* in *NICE Inform User Administration*). If not, the Audit option will not be displayed in the Application selector bar when you log in.

## 1.1 Navigating NICE Inform Audit

When opening the Audit application, a screen similar to this is presented:



**NOTE:** Refer to the table below for a key to each feature.



Figure 1-1: Audit main screen



**Table 1-1: NICE Inform Audit features**

Feature number	Description
1	<b>Search</b> panel - refer to <a href="#">Searching for Audit events</a> (see page 4).
2	<b>Filter panel</b> button - toggles between opening and closing the Filter panel (refer to <a href="#">Filtering Audit events</a> (see page 7)).
3	<b>Results</b> table - refer to <a href="#">Results table</a> (see page 9).
4	<b>Add annotation</b> button - refer to <a href="#">Adding an annotation to an Audit event</a> (see page 11).
5	<b>Print</b> button - refer to <a href="#">Printing Audit events</a> (see page 13).
6	<b>Save as file</b> button - refer to <a href="#">Saving Audit events to a file</a> (see page 12).
7	<b>Add manual audit event</b> button - refer to <a href="#">Adding a manual audit event</a> (see page 15).
8	<b>Preferences</b> button - <a href="#">Setting Audit preferences</a> (see page 16).

The Search panel can be minimized by clicking on the **Minimize**  button and it can be maximized by clicking the **Maximize**  button.

To increase the size of the [Results table](#) (see page 9), the Search panel (refer to [Searching for Audit events](#) (see page 4)) can be hidden by clicking the  button and opened by clicking the  button.

## 1.2 Adding and removing items

Adding and removing items (e.g. fields) to and from selected lists is frequently used within NICE Inform Audit.

▶ To add items to the list:

1. Highlight the required item in the Available list.
2. Click the **Add >** button. The item is moved to the Selected list.
3. Repeat for each required item.

---

**NOTE:** To move all items to the Selected list, click the **Add All >>** button.

---

▶ To remove items from the Selected list:

- Highlight the required item in the Selected list.
1. Click the **< Remove** button. The item is moved to the Available list.
  2. Repeat for each item required.

---




**NOTE:** To move all items from the Selected list, click the **<< Remove All** button.

---

### Additional Operations

- If you wish to select all but one or two items, click the **Add All >>** button to move all items to the Selected list, then remove the items not required.
- For the Selected list, the list order controls modify the order that the items are displayed:

**Table 1-2: List order controls**

Button	Description
	Moves the highlighted items to the top of the list.
	Moves the highlighted items up one place in the list.
	Moves the highlighted items down one place in the list.
	Moves the highlighted items to the bottom of the list.

## 2 Searching for Audit events

---

There are a number of search criteria that can be used to locate Audit events within NICE Inform Audit.



---

**NOTE:** When the application is opened, the search criteria displays the last search used. To clear any search criteria, click the **Reset** button.

---

The Search panel is divided into the following sections to assist you in finding your results:

- [Time Frame](#) (see page 4)
- [Additional Criteria](#) (see page 4)
- [Running the search](#) (see page 6)


Each section can be expanded using the  button and collapsed using the  button. Once customized, this state is remembered for the next time you use the Search panel.

You can filter the search results to assist you in locating the required audit events (refer to [Filtering Audit events](#) (see page 7)).

### 2.1 Time Frame

The following options are available within the Time Frame section:

Select one of the following:


- **Show Last radio** - defines a range between now and a period back in the past. Using the up/down arrows, set the number of units and then click the drop down arrow and select either, Minutes Hours, Days, Weeks or Months.
- **From** - defines a time range between two specific dates and times. Date entry is assisted by clicking the **Calendar**  button. A calendar control is presented to aid in choosing a particular date (see *Using the calendar control* in *NICE Inform Reconstruction*).

### 2.2 Additional Criteria

The following options are available within the Additional Criteria section:

- **Any/All** - select one of the following:
  - **Any** - the search only requires at least one match from your selection in order to provide results.
  - **All** - all fields are searched for but if one field does not provide a match then no results are returned.
- **Name** - the name of the user who performed the action which created the audit event. To select the required user, do one of the following:
  - Click the drop down arrow and select the user from the list. Selecting **All** returns all users.



- Click the **Browse**  button and at the **Select Users** dialog, select the user group from the **User Groups** tree and then select the required user (or users) using standard selection methods. Click the **OK** button upon completion.

---

**NOTE:** This searching method is particularly useful if there are many users to search for or when you would rather search for a particular user that resides within a user group. Refer to Adding and removing items on how to add or remove selected users from the list.

---

- **Hostname** - the workstation or server name upon which the audit event was created. Enter the hostname in the text box provided.
- **Session** - the unique ID for a user's logged in session. Enter the session ID in the text box provided.
- **Audit Annotations** - the text annotation within an audit event. Enter all or part of the annotation text in the text box provided. For help adding an annotation, refer to [Adding an annotation to an Audit event](#) (see page 11).

---

**NOTE:** The **Hostname**, **Session** and **Audit Annotations** fields all support % wildcard searching.


---

#### Wildcard searches

If not all of the information is known then a % wildcard search can be performed.

you can use % for anything, e.g. WATER% finds items that start with the characters 'WATER', 'waterfall', 'waterproof', etc. %WATER finds items that end in 'WATER', 'freshwater', 'breakwater', etc. '%WATER%' returns any item containing the term 'WATER'. WA%ER finds any items with a missing character.


The '%' cannot be the only character in the term. If you want to search for a string containing the '%' symbol, use the special sequence '%%'.

- **Group** - an event specific group upon which the audit event was created. To select the required group, do one of the following:
  - Click the drop down arrow and select the group from the list. Selecting **All** returns all groups.
  - Click the **Browse**  button and at the **Select Groups** dialog, select the group (or groups) from the **Available groups** using standard selection methods. Move the selections to the **Selected groups** list and click the **OK** button upon completion.

---

**NOTE:** Refer to Adding and removing items on how to add or remove selected groups from the list.

---

- **Message** - the message (brief description) for the audit event. To select the required message, do one of the following:
  - Click the drop down arrow and select the message from the list. Selecting **All** returns all messages.
  - Click the **Browse**  button and at the **Select Messages** dialog, select the message (or messages) from the **Available Messages** list using standard

selection methods. Move the selections to the **Selected messages** list and click the **OK** button upon completion.

---

**NOTE:** Refer to Adding and removing items on how to add or remove selected messages from the list.

---

## 2.3 Running the search

Once the search parameters have been entered, you are ready to run the search.

▶ To run the search:


1. Click the **Search** button.
2. A progress dialog is presented providing a summary of the searched audit events.
3. Do one of the following:
  - Check the **Close dialog when complete** box, which causes the dialog to close automatically shortly after the search process completes, unless an error has occurred.
  - Once the search process is complete, click the **Close** button to close the dialog.


All audit events are now displayed within the [Results table](#) (see page 9).




### 3 Filtering Audit events

Filters are used to further refine the list of audit events returned after the initial search (refer to [Searching for Audit events](#) (see page 4)), in effect reducing the number of recordings displayed.


In practice, filters are best used after a search that used time as the selection criterion. When this returns a long list, the options are either to use a filter or a more detailed search. Filters provide the simplest and most direct way of narrowing your search of the existing list.

To open the filter panel, click the **Filter panel**  button.

The Filter panel contains a series of list boxes that allow the currently displayed recordings to be filtered and a number of filter controls (buttons). Entering the values and clicking the **Apply filter**  button filters out, or in, all results that do not match the chosen criteria. The audit events are not deleted from the search, just not displayed. All audit events that are hidden become unselected and remain unselected when the filter is removed and they are visible again.

Button	Description
	<b>Apply filter</b> - applies the current filter settings to the search results.
	<b>Undo filter</b> - removes filtering from the results displayed, so that all the search results previously hidden by filtering are now displayed. The actual filter settings remain unchanged.
	<b>New filter</b> - removes filtering from the results displayed, and clears the current filter settings, allowing you to create a new set of filters.

The following options are available in the Filter panel:

- **Filter** - select one of the following:
  - **In** - items matching the criteria are shown.
  - **Out** - items matching the criteria are hidden.
- **Name** - the name of the user who performed the action which created the audit event. To select the required user by doing one of the following:
  - Click the drop down arrow and select the user from the list. Selecting **All** filters on all users.
  - Click the **Browse**  button and at the **Select Users** dialog, select the user group from the **User Groups** tree and then select the required user (or users) using standard selection methods. Click the **OK** button upon completion.

**NOTE:** This searching method is particularly useful if there are many users to search for or when you would rather search for a particular user that resides within a user group. Refer to [Adding and removing items](#) on how to add or remove selected users from the list.

- **Hostname** - the workstation or server name upon which the audit event was created. Enter the hostname in the text box provided.
- **Session** - the unique ID for a user's logged in session. Enter the session ID in the text box provided.

- **Audit Annotations** - the text annotation within an audit event. Enter all or part of the annotation text in the text box provided. For help adding an annotation, refer to [Adding an annotation to an Audit event](#) (see page 11).

---

**NOTE:** The **Hostname**, **Session** and **Audit Annotations** fields all support % wildcard searching.


---

#### Wildcard searches

If not all of the information is known then a % wildcard search can be performed.

you can use % for anything, e.g. WATER% finds items that start with the characters 'WATER', 'waterfall', 'waterproof', etc. %WATER finds items that end in 'WATER', 'freshwater', 'breakwater', etc. '%WATER%' returns any item containing the term 'WATER'. WA%ER finds any items with a missing character.


The '%' cannot be the only character in the term. If you want to search for a string containing the '%' symbol, use the special sequence '%%'.

- **Group** - an event specific group upon which the audit event was created. To select the required group, do one of the following:
  - Click the drop down arrow and select the group from the list. Selecting All returns all groups.
    - Click the drop down arrow and select the group from the list. Selecting **All** returns all groups.
    - Click the **Browse**  button and at the **Select Groups** dialog, select the group (or groups) from the **Available groups** using standard selection methods. Move the selections to the **Selected groups** list and click the **OK** button upon completion.

---

**NOTE:** Refer to Adding and removing items on how to add or remove selected groups from the list.

---

- **Message** - the message (brief description) for the audit event. To select the required message, do one of the following:
  - Click the drop down arrow and select the message from the list. Selecting **All** returns all messages.
  - Click the **Browse**  button and at the **Select Messages** dialog, select the message (or messages) from the **Available Messages** list using standard selection methods. Move the selections to the **Selected messages** list and click the **OK** button upon completion.

---

**NOTE:** Refer to Adding and removing items on how to add or remove selected messages from the list.



---

- **Apply to** - select one of the following:
  - **All** - the filter has to match on all selected filters. This option helps filter the results even further.
  - **Any** - the filter returns on any of the selected filters.

## 4 Results table





When a search has been performed (refer to [Searching for Audit events](#) (see page 4)), all audit events related to the search criteria are displayed in the Results table.

**NOTE:** To see all the audit events that are generated by NICE Inform, refer to *NICE Inform audit events* in the *NICE Inform Glossary*.

Apart from the  and  columns, each column can be sorted in descending or ascending order by clicking the column heading. You can also reorder all columns by dragging them to the required location.

The information displayed within the Results table is read-only. The column heading information displayed in the table is as follows:

**Table 4-1: Results table columns**



Column	Description
	<p>If an + icon is displayed this indicates that this audit event has more detailed information (refer to the Event Detail section below).</p> <p>If you see a red  icon then this indicates that the audit event itself has been tampered with.</p>
	<p>If the audit event has an  icon, then this event has at least one annotation added to it. (refer to the <b>Event Details</b> section below).</p> <p><b>NOTE:</b> For help adding an annotation to an audit event, refer to <a href="#">Adding an annotation to an Audit event</a> (see page 11).</p> <p>In order to view annotations you <b>MUST</b> have the <b>Add and view annotations</b> and/or <b>View annotations</b> privilege assigned to you by a NICE Inform Administrator</p>
<b>Date &amp; Time</b>	The date and time when the audit event occurred.
<b>Name</b>	The name of the user who performed the action which created the audit event.
<b>Hostname</b>	The workstation or server name upon which the audit event was created.
<b>Session</b>	A unique ID for the user's logged in session.
<b>Group</b>	An event specific group upon which the audit event was created.
<b>Application</b>	The NICE Inform application that the audit event relates to.
<b>Message</b>	The message (brief description) for the audit event e.g. user logged in or incident added.
<b>Description</b>	A detailed description as to the audit event.

**NOTE:** The audit results can be printed (refer to [Printing Audit events](#) (see page 13)) and can be saved in a CSV (Comma Separated Value) file format (refer to [Saving Audit events to a file](#) (see page 12)).



## Event Details

To gain more information regarding a particular event, double-click anywhere within the associated row and an Event Detail screen is presented.

An advantage when using **Event Detail** screen is to focus in on one specific audit event. In addition, if there is too much detailed information able to be displayed in the Results table (in the **Description** field) then it can be viewed within the Event Detail screen in a separate table. In this instance, within the header of the Event Detail screen displayed is the number of items in the table. When viewing the Results table a + icon is displayed in the **i** column. This indicates events which have more detailed information.

The Event Detail screen has a number of sections which can be expanded and collapsed. To expand a section, click the  button and to collapse a section, click the  button. The following sections are available:

- **Details**  
Details for the audit event are displayed in a list. For a description as to what each detail means, refer to the Results table above.




You can scroll through the Event Details of each audit event by clicking the  and  buttons.

- **Items**  
Any Audit event within the Results table that has a + icon in the **i** column contains additional details. The Items section displays these details in the **Item Details** table. This could include things like resources that have been added to a data source or profile application privileges being updated.

If the **Item Details** table is blank, there are no additional details available for this audit event.

- **Annotations**  
This section is provided for you to view existing annotations and to add new annotation for the selected audit event.

The following features are available within the Annotations section:

- To add a new annotation for this audit event, click the **Add annotation**  button (refer to [Adding an annotation to an Audit event](#) (see page 11)).
- If there are multiple annotations for this audit event click the **Next annotation**  and **Previous annotation**  buttons to locate the required annotation. Once located, you can view it in the Annotation window below.

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**NOTE:** You **CANNOT** update an annotation.

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To close the Event Detail screen, click the **OK** button.

## 5 Adding an annotation to an Audit event


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Additional relevant information can be added to one (or more) audit events by adding a text annotation.

---

**NOTE:** In order to add an annotation, you **MUST** have the **Add and view annotations** privilege assigned to you by a NICE Inform Administrator.

---

- ▶ To add an annotation to an audit event:
  1. Ensure you have performed a search (refer to [Searching for Audit events](#) (see page 4)) and if necessary filter the results (refer to [Filtering Audit events](#) (see page 7)).
  2. Do one of the following:
    - Select the required audit event or audit events (using Microsoft Windows standard Shift and Ctrl methods) from within the [Results table](#) (see page 9).
    - Open the required audit event by double-clicking anywhere within the associated row and the **Event Detail** screen is presented. Locate the **Annotation** section.
  3. Click the **Add annotation**  button and the **Add annotation** window is presented.
  4. Enter the text for the annotation and once complete, click the **Save** button.

Once added, an annotation flag  is displayed in the Results table associated with the corresponding audit event. To view an annotation, double-click anywhere within the associated row and an Event Detail screen is presented (for more information, refer to [Results table](#) (see page 9)).

## 6 Saving Audit events to a file

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Once Audit events have been searched for using the Search panel (refer to [Searching for Audit events](#) (see page 4)) and are displayed within the [Results table](#) (see page 9), you can save them as a CSV (Comma Separated Value) file format.

---

**NOTE:** If a filter is applied (refer to [Filtering Audit events](#) (see page 7)), only the filtered results are saved.

---

▶ To save audit events:

1. Within the button bar, click the **Save as file**  button. The **Save As File** dialog is presented.
2. Enter a name for the file in the **Name** text box.
3. Check the **Include event details** box to include audit event details when saving the audit events.
4. Check the **Include annotations** box to include annotations that have been added to the audit events you are saving.

---

**NOTE:** To include annotations, you **MUST** have the **Add and view annotations** and/or **View annotations** privilege assigned to you by a NICE Inform Administrator. If not, the **Include annotations** check box is not available.

---

5. Do one of the following:
  - Click the **Browse** button and select a desired location to save the audit events.
  - Leave the default location: *Documents\NICE Inform\My Audits*
6. Click the **OK** button and the audit events are saved.

The file (e.g. CSV file) can now be opened by a spreadsheet application e.g. Microsoft Excel.

---

**NOTE:** Saving audit events as a CSV file allows you to not only manipulate the information in a different way but in this format it is possible to email the results etc.

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## 7 Printing Audit events

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Once Audit events have been searched for using the Search panel (refer to [Searching for Audit events](#) (see page 4)) and are displayed within the [Results table](#) (see page 9), you can print the events.

---

**NOTE:** If a filter is applied (refer to [Filtering Audit events](#) (see page 7)), only the filtered results are printed.

---

▶ To print audit events:

1. Within the button bar, click the **Print**  button. The **Printing Wizard** opens at the **Welcome** screen.
2. Click the **Next** button and the **What Would you like to print** screen is presented.
3. Select one of the following:
  - **Selected items**
  - **All items**
4. Click the **Next** button to continue and the **Select Fields** screen is presented.
5. Check the **Include annotations** box to include annotations that have been added to the audit events you are printing.

---

**NOTE:** To include annotations, you **MUST** have the **Add and view annotations** and/or **View annotations** privilege assigned to you by a NICE Inform Administrator. If not, the **Include annotations** check box is not available.

---

6. Select the fields you wish to print. Refer to the following information to assist you in your selection:
  - Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected fields.
  - The available fields are customized within the **Preferences** control (refer to [Setting Audit preferences](#) (see page 16)).
  - All the available fields with a + symbol are only displayed if the audit search has event details which display these fields. When you perform a new search you may not see all these available fields.
  - Only fields without a + symbol (Date & Time, Username etc.) can be saved as your preferences. If these selected fields are your normal requirement, check the **Keep these settings as my Preferences** box.
7. If there is a particular column that you wish to sort in ascending order, select the required column and check the **Sort Printing** box.
8. Click the **Next** button and the **Print** screen is presented. The following options are presented:
  - Select the required **Printer** from the drop down list of printers available.
  - Add a suitable **Comment** (if required).

- Click the **Preview** button to view a print preview of the document.
  - Click the **Settings** button to check or change the printer settings.
9. Click the **Print** button.
  10. At the **Wizard Complete** screen click the **Finish** button to send the print job to the printer.

## 8 Adding a manual audit event

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Use the manual audit feature if you require adding an audit event to the system that is not one of the standard system audit events. Any manually created audit events are treated in the same way as the standard system audit events and therefore the searching, filtering, saving, printing and annotating features are all supported.

---

**NOTE:** The Adding a manual audit event feature is **ONLY** available if you have the **Add manual audit events** privilege assigned to you by a NICE Inform Administrator.

---

▶ To create a manual audit event:

1. Within the button bar, click the **Add manual audit event**  button. The **Add manual audit event** dialog is presented.
2. Enter the text for the manual audit event in the text box provided.
3. Click the **Save** button.

This new audit event is now saved in the Management group under the System Administration application. The text you entered for the event is displayed within the Description column. For help viewing the audit event, refer to [Results table](#) (see page 9).

## 9 Setting Audit preferences

Click the **Preferences**  button and the **Preferences** control for the Audit application is presented.

Here you can select which fields are displayed when printing the Audit events.

---

**NOTE:** Refer to [Adding and removing items](#) (see page 2) on how to add or remove selected fields.

---

The Audit preferences control enables the selection as to which audit event fields are printed in the printed table and the order they are printed when using the Printing Wizard (refer to [Printing Audit events](#) (see page 13)).

The default fields are:

**Table 9-1: Audit default fields**

Column	Description
<b>Date &amp; Time</b>	The date and time when the audit event occurred.
<b>Username</b>	The name of the user who performed the action which has created the audit event.
<b>Hostname</b>	The host workstation name upon which the audit event was created.
<b>Session</b>	A unique ID for the user's logged in session.
<b>Group</b>	An event specific group upon which the audit event is created.
<b>Application</b>	The NICE Inform application that the audit event relates to.
<b>Message</b>	The generic message regarding the audit event i.e. User logged in or Incident added.
<b>Description</b>	A detailed description as to the audit event.



## ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)

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