

POWERplay Pro/Station



User manual

11/13/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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1 General information

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2 Introduction**POWERplay Pro**

POWERplay Pro is a client application for searching and replaying recorded conversations. The user has the possibility to systematically search for conversations, listen in on current conversations (*Monitoring*), replay several conversations at the same time or listen to parts of a conversation in an endless loop.

POWERplay Pro can be used from every computer in the system with a LAN or WLAN connection to the replay server.

The application does not require a browser environment.



If the languages Chinese or Japanese are supposed to be available for this client application, it is a precondition that the operating system supports the respective language. If this is not the case, the Chinese and Japanese characters may be depicted incorrectly. Language support has to be activated manually in the operating system then.



POWERplay Pro is a client application. It has to be installed on each client computer which is supposed to use it.

POWERplay Station

POWERplay Station is a client application for searching and replaying recorded conversations on terminated archive media of other *neo* and V10 systems. The user has the possibility to systematically search for conversations, replay several conversations at the same time or listen to parts of a conversation in an endless loop.



Data which has been encrypted with one of the following methods cannot be replayed:

- *neo* key management
 - RSA key management
-

To replay archive media, no connection to the replay server is required.

The application does not require a browser environment.



If the languages Chinese or Japanese are supposed to be available for this client application, it is a precondition that the operating system supports the respective language. If this is not the case, the Chinese and Japanese characters may be depicted incorrectly. Language support has to be activated manually in the operating system then.

POWERplay Station requires its own *neo* server system. The *neo* software and POWERplay Pro must have been installed on it. For this *neo* server system, only the license POWERplay Station is required. Upon installing the optional license POWERplay Station, replay of terminated archive media of other *neo* and V10 systems is activated.

3 System requirements

3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

4 Licenses

ASC

| License name | Number | Description |
|-----------------------|-----------------------|---|
| POWER <u>play</u> Pro | 1 per concurrent user | License required for using POWER <u>play</u> Pro. |

Tab. 1: Licenses of ASC

| License name | Number | Description |
|---------------------------|--------------|---|
| POWER <u>play</u> Station | 1 per system | This license enables you to re-play terminated archive media of other <u>neo</u> systems. |

Tab. 2: Optional license of ASC

5

Start application

Optionally, the application **POWERplay Pro** can be started via Single Sign On (SSO) or via active authentication. To this end, 2 different program icons are created on the desktop during the installation.

- See [chapter "Single Sign On", p. 10](#)
- See [chapter "Active authentication", p. 10](#)

In addition, you have the possibility to create and configure a shortcut on the desktop which allows starting the application without having to enter the login data every time.

- See [chapter "Create program icon for automatic login", p. 14](#)

5.1

Single Sign On



Fig. 1: Start application - Single Sign On

When starting the application by logging in via Single Sign On (SSO), active authentication is omitted. You are automatically logged in with your Windows login data.

Precondition: The function Single Sign On (SSO) has been activated by the administrator during the configuration of the system.

1. Double-click on the program icon for SSO.
 - ⇒ Connection establishment to the replay server is started directly.
 - ⇒ **POWERplay Pro** is started as soon as the connection has been established successfully.



If the login via SSO fails, an error message and the login window appear. Proceed as described in [chapter "Active authentication", p. 10](#).

5.2

Active authentication



Fig. 2: Start application - Active authentication

When starting the application via active authentication, you have to enter your login data.

1. Double-click on the program icon for active authentication.
 - ⇒ The following window appears:



Fig. 3: Login window

| | |
|--|---|
| <i>SSL encryption</i> | <p>Determines whether an SSL encryption protocol for secure data transmission in the Internet is used.</p> <p>Select the respective option in the drop-down list.</p> <p> automatic = SSL encryption protocol is only used if an SSL connection can be established.</p> <p>The application will first try to establish an SSL connection. If this attempt fails, a standard connection without SSL is established.</p> <p> always = SSL encryption protocol is always used.</p> <p>Only SSL connections are accepted. If only a connection without SSL is available, it will not be used but an error message will be displayed.</p> <p> never = SSL encryption protocol is never used.</p> |
| <i>Combination user</i> | Switches to the combination user login window, see chapter "Combination user login" , p. 12. |
| <i>Single user</i> | Switches to the single user login window, see chapter "Single user login" , p. 12. |
|  (Activate SSO login) | Activates the SSO login, see chapter "Single Sign On" , p. 10. |
|  (Deactivate SSO login) | Deactivates the SSO login. |
|  (New) | Creates a new server connection, see chapter "Create new server connection" , p. 13. |
|  (Delete) | Deletes a created server connection, see chapter "Delete server connection" , p. 14. |
| <i>Settings</i> | Opens the window containing the server settings, see chapter "Edit server connection" , p. 14. |
|  | Starts the application. |
|  or  | Cancels the login process. |
|  | <p>Opens the online help.</p> <p>There are the following options to navigate in the online help:</p> <ul style="list-style-type: none"> • Navigation bar on the left of the window • Contents (via the menu item <i>Contents</i> in the header) • Cross reference to additional information at the bottom of the page |

In general, there are the following login options:

- Single user = normal user login, see [chapter "Single user login"](#), p. 12
- Combination user, see [chapter "Combination user login"](#), p. 12



Your system administrator will tell you which login you have to use.

5.2.1

Single user login



Fig. 4: Login window (example)

1. Enter your user name and the password.
2. Select the IP address of the server name of the recording server that the application accesses.
3. Click on the button *Login*.
⇒ The application is started.

5.2.2

Combination user login

For safety reasons, it may be sensible to assign a combination user to a user. That way it can be ensured for instance that a supervisor only accesses recorded conversations when a member of the work council is present.

If a combination user has been defined, the actual user is only allowed to log in when the combination user has logged in, too. If entering the login data of a combination user is required, proceed as follows:

1. In the login window, click on *Combination User*.



Fig. 5: Login window (example)


2. The window *Combination User* appears.



Fig. 6: Login window combination user login (example)

3. Enter your user name and your password as well as the user name and password of your combination user.
4. Select the IP address of the server name of the recording server that the application accesses.
5. Click on the button *Login*.
⇒ The application is started.

5.2.3 Create new server connection

1. In the window *Server*, click on the icon  (*New*).
⇒ The following window appears:

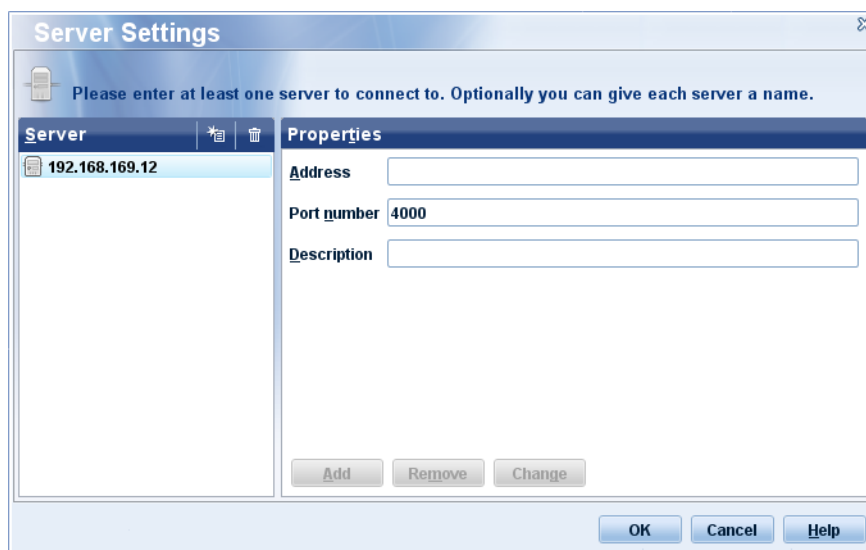



Fig. 7: Create new server connections (example)

2. Enter the IP address or the server name and the port number for the connection to a replay server.
Optionally, you can enter a description of the server. If you do not enter a description, the IP address or the server name will be inserted automatically upon adding the server connection.
3. Click on the button *Add*.
4. To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

5.2.4 Delete server connection

1. In the window *Servers*, select the server connection you would like to delete.
2. Click on the icon  (*Delete*).
⇒ The selected server connection is deleted.

5.2.5 Edit server connection

1. In the window *Server*, select the server connection that you would like to edit.
2. Click on *Settings*.
⇒ The following window appears:

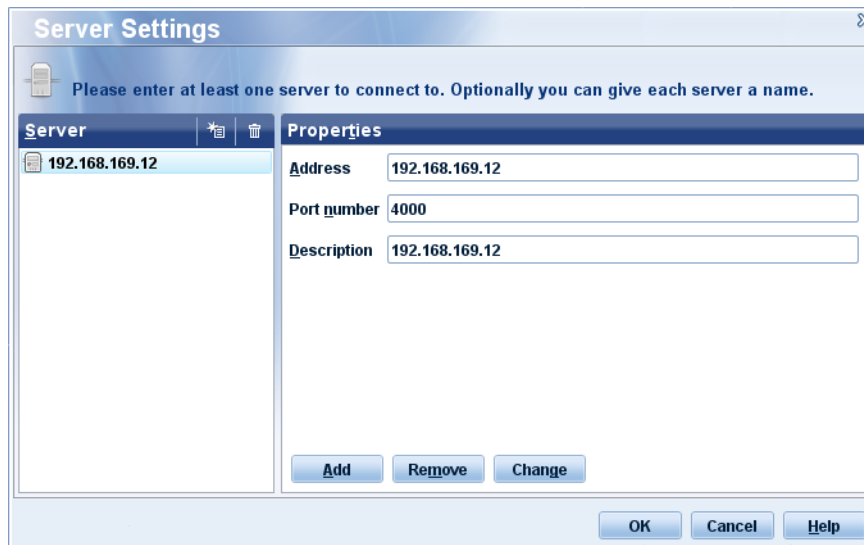


Fig. 8: Edit server connection (example)

3. Change the values of the server connection.
4. To change the entries, click on the button *Change*.
To add the entries as new server connection, click on the button *Add*.
5. To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

5.3 Create program icon for automatic login

1. Open the installation directory of the application (e. g. *C:\Program Files (x86)\ASC\ASC POWERplay Pro*).
2. Create a shortcut on the desktop for the file *powerplay.exe*.
3. Right-click on the program icon of the new shortcut.
⇒ The context menu appears.
4. Select the menu item *Properties*.
5. Click on the tab *Shortcut*.
6. In the entry field *Destination*, add the following parameters to the entry:

| Parameter | Description | Example |
|----------------------|--|------------------------|
| <i>ServerAddress</i> | IP address or name of the replay server. | <i>192.168.169.143</i> |
| <i>ServerPort</i> | Port of the replay server. | <i>4000</i> |
| <i>PrimaryLogin</i> | Login name of the employee for whom the automatic login is configured. | <i>kschneider</i> |

| Parameter | Description | Example |
|------------------------|--|---------|
| <i>PrimaryPassword</i> | Password of the employee for whom the automatic login is configured. | YZ4711 |

- Example for the added entry:
"C:\Program Files\ASC\ASC POWERplay Pro\powerplay.exe" -ServerAddress "192.168.169.143" -ServerPort 4000 -PrimaryLogin "kschneider" -PrimaryPassword "YZ4711"
7. Click on the button *OK* to save the change.
- ⇒ By double-clicking on the new program icon, the user (in the example above *kschneider*) can start the application without entering login data.

ATTENTION!

Consider that the password has not been encrypted in the shortcut and thus can be read by anyone who has access to the shortcut.

Only create such a shortcut if you are sure that no unauthorized persons can gain access to the shortcut.

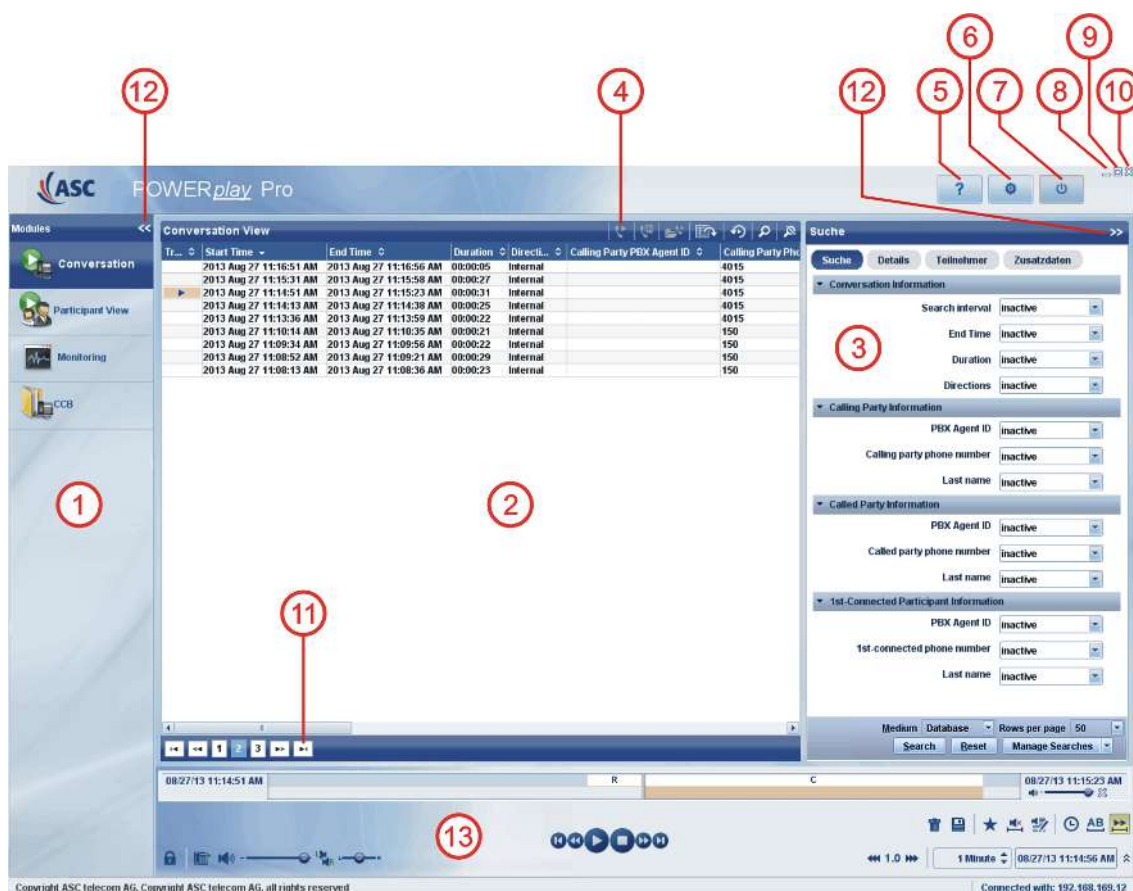










Fig. 9: Welcome screen

| | | |
|---|---|---|
| 1 | Navigation bar | Contains the individual modules, see chapter "Navigation bar", p. 17 . |
| 2 | Main view | <ul style="list-style-type: none"> Shows the conversations with the most important information in a list (Conversation module and Participant View module see chapter "Main view", p. 28 and CCB module, see chapter "Main view", p. 62). Shows an overview of the statuses of the individual end devices which have been connected to the recording system in the Monitoring module, see chapter "Main view", p. 56. |
| 3 | Detail view | <p>Contains detailed information about the selected element of the main view, see chapter "Detail view", p. 49.</p> <p>This view is not available in all modules.</p> |
| 4 | Toolbar | <p>Contains functions for the elements in the main view.</p> <ul style="list-style-type: none"> Conversation module and Participant View module, see chapter "Toolbar", p. 31. Monitoring module, see chapter "Toolbar", p. 57. CCB module, see chapter "Toolbar", p. 62. |
| 5 |  (Help) | Opens the online help, see chapter "Call up online help", p. 18 . |
| 6 |  (Settings) | Opens the window for the settings of POWERplay Pro, see chapter "Settings", p. 18 . |

| | | |
|----|--|---|
| 7 |  (Log off) | Opens the window to log off from POWERplay Pro, see chapter "Log Off", p. 26 . |
| 8 |  (Minimize) | Minimizes the on-screen display to the program icon in the taskbar. |
| 9 |  (Maximize) | Maximizes the on-screen display to full-screen size. |
| |  (Reconstruct) | Reduces the on-screen display to the most recently selected reduced window size. |
| 10 |  (Close) | Closes the window of the POWERplay Pro. To close the window, confirm the security prompt. The login window appears. |
| 11 | | Buttons which allow browsing the pages of the main view. |
| 12 |  | Icons which allow expanding and collapsing or enlarging and reducing display areas. |
| 13 | | Shows the Replay module for the control of the replay, see chapter "Replay module", p. 77 . |



To close the application, always use the logoff function (icon .

6.1

Navigation bar

The individual modules of the application are displayed in the navigation bar.

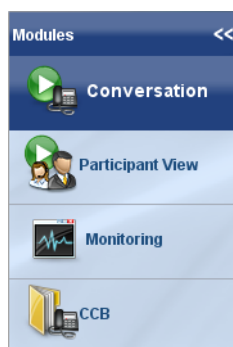


Fig. 10: Navigation bar

Short description of the modules

| Module name | Description |
|-------------------------|---|
| <i>Conversation</i> | This module opens all recorded conversations in a list. The list of conversations combines the recording of the end device of the caller and the recording of the end device of the called person in one list entry. |
| <i>Participant View</i> | This module opens all recorded conversations in a list. The conversation list displays the recording of the end device of the caller and the recording of the end device of the called person as separate list entries. |

| Module name | Description |
|--|---|
| <i>Monitoring</i> | This module shows an overview of the statuses of the individual end devices which have been connected to the recording system. Users who have been granted the necessary rights can listen in on conversations on selected end devices. |
| <i>CCB (Conversation Collection Boxes)</i> | This module facilitates compiling an individual collection of conversations. |

Tab. 3: Module descriptions



If a conversation is interrupted by consultations of other participants, it may be possible that additional list entries are displayed in the conversation list for these consultation conversation.



It depends on your function rights which of the described modules are available.

6.2 Call up online help

1. Click on the icon  (*Help*).

⇒ The online help is opened.

There are the following options to navigate in the online help:

- Navigation bar on the left of the window
- Contents (via the menu item *Contents* in the header)
- Cross reference to additional information at the bottom of the page

6.3 Settings

In the window *Settings*, you can adjust the settings of the application.

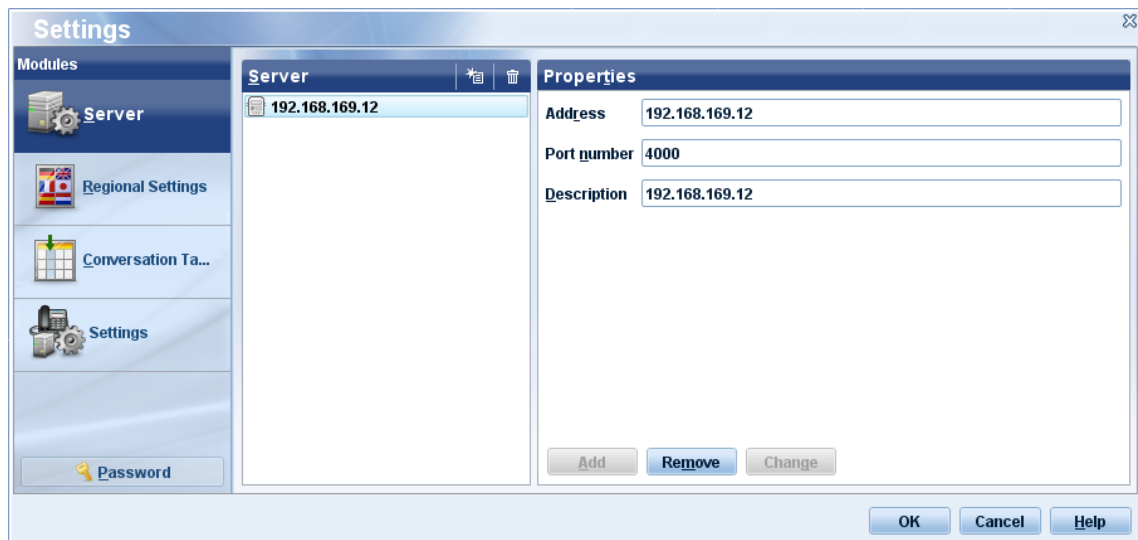


Fig. 11: Settings

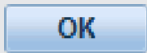
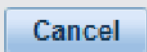


The window consists of the following menu items:

- Server
Here, you can configure the server connection.
See [chapter "Menu item Server", p. 19](#).
- Regional settings
Here, you can configure the regional settings.
See [chapter "Menu item Regional Settings", p. 21](#).

- Conversation table
Here, you can configure the list of search results in the main view.
See [chapter "Menu item Conversation Table", p. 22.](#)
- Settings
Here, you can configure the settings for search and replay and the initially activated module.
See [chapter "Menu item Settings", p. 23.](#)
- Password
Here, you can change the login password for opening the application.
See [chapter "Change password", p. 25.](#)

To change menu items, click on the menu item you would like to display.

When making changes, you can change menu items without buffering without risking the loss of the changes you have made.

| | |
|--|---|
|  | Saves the entries and closes the window. |
|  or  | Discards the entries and closes the window. |
|  | Opens the online help. |

6.3.1 Menu item Server

Here, you can configure the server connection.

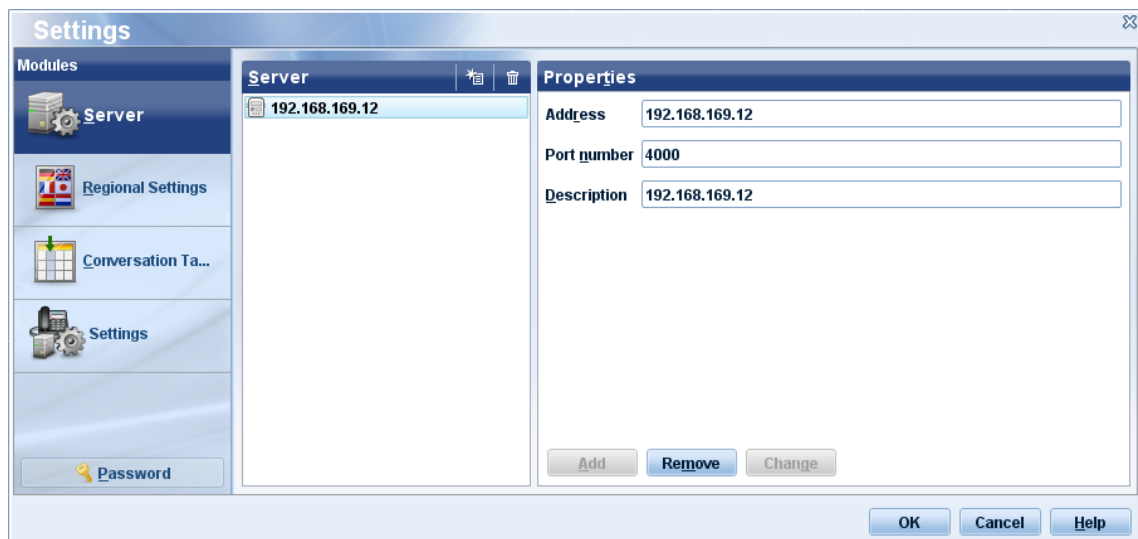







Fig. 12: Menu item Server (example)

| | |
|---|---|
|  | Creates a new server connection, see chapter "Create new server connection", p. 20. |
| (New) | |
|  | Deletes a created server connection, see chapter "Delete server connection", p. 20. |
| (Delete) | |
|  | Adds a new server connection, see chapter "Edit server connection", p. 21. |
|  | Deletes a created server connection, see chapter "Delete server connection", p. 20. |

[Change](#)

Changes a created server connection, see [chapter "Edit server connection", p. 21.](#)

6.3.1.1 Create new server connection

1. Click on the icon  (New).
⇒ The following window appears:

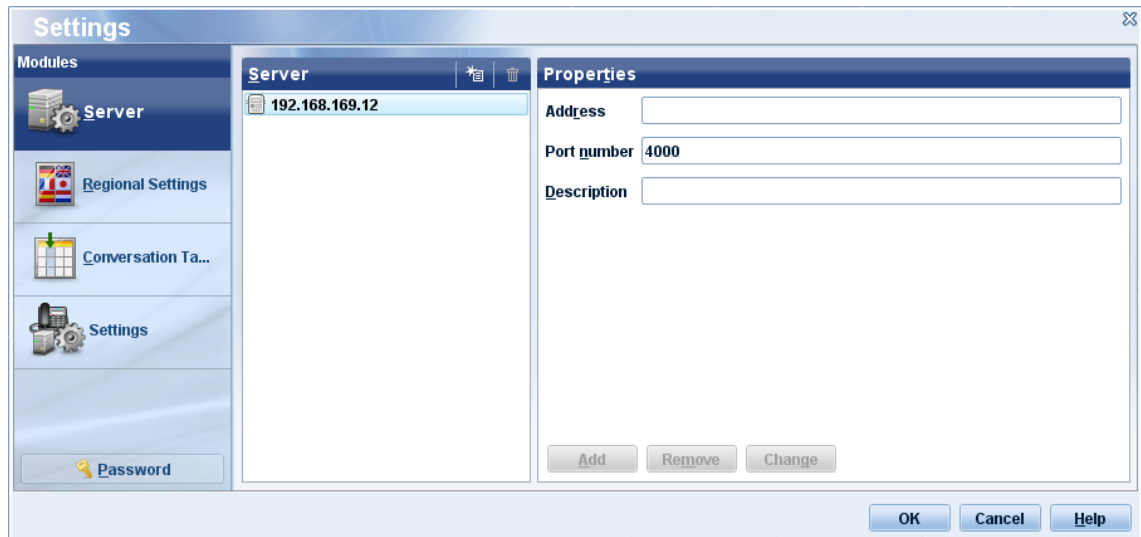


Fig. 13: Create new server connection (example)

2. Enter the IP address or the server name and the port number for the connection to a replay server.
Optionally, you can enter a description of the server. If you do not enter a description, the IP address or the server name will be inserted automatically upon adding the server connection.
3. Click on the button *Add*.
4. To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

6.3.1.2 Delete server connection

1. Select the server connection you would like to delete.

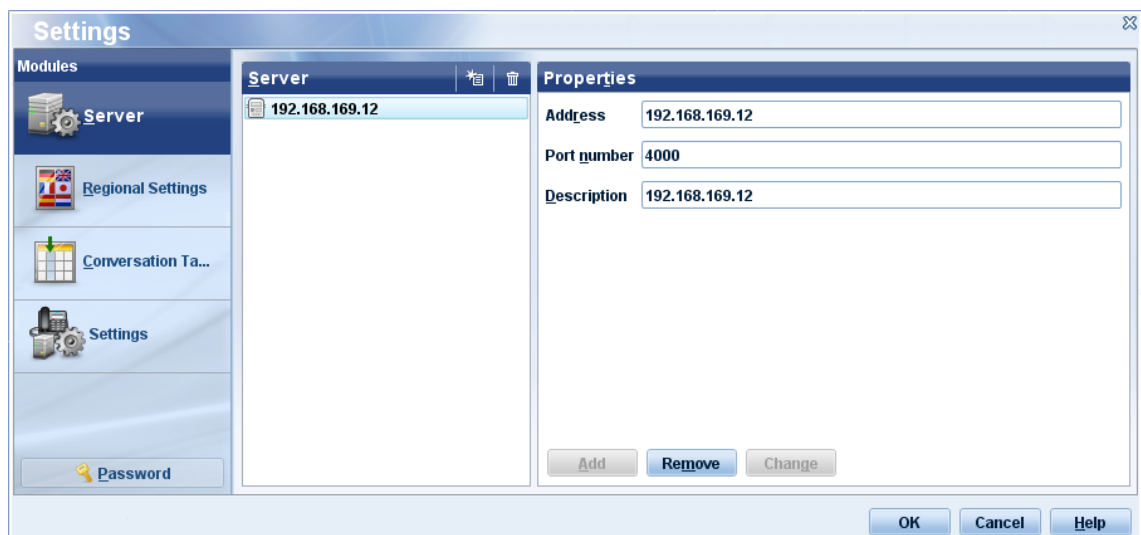



Fig. 14: Select server connection (example)

- Click on the button *Remove* or on the icon  (*Delete*).
- To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

6.3.1.3 Edit server connection

- Select the server connection that you would like to edit.

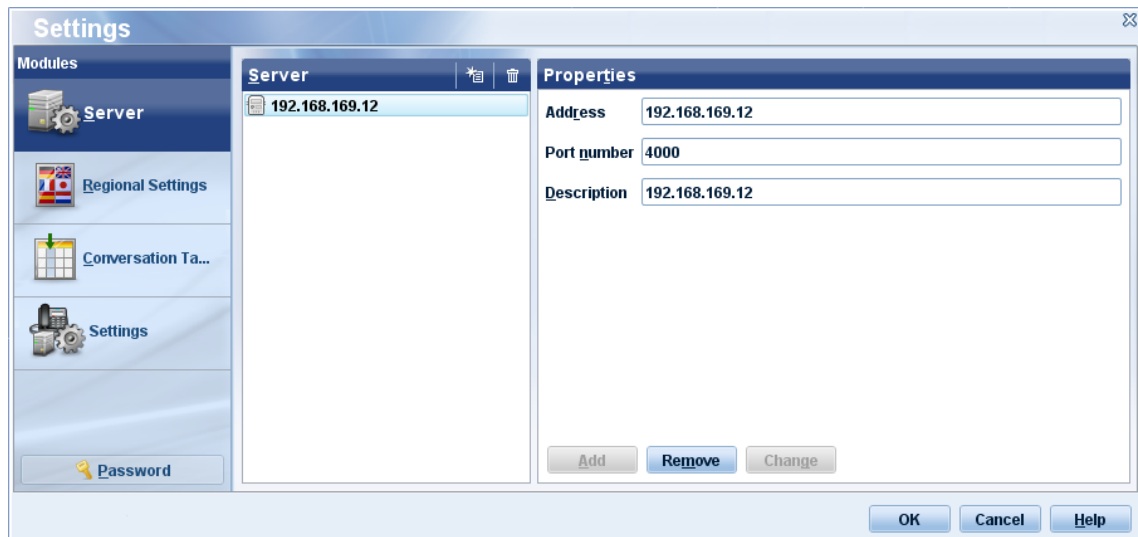


Fig. 15: Select server connection (example)

- Change the values of the server connection.
- To change the entries, click on the button *Change*.
To add the entries as new server connection, click on the button *Add*.
- To save the entries and close the window, click on the button *OK*.
To discard the entries and close the window, click on the button *Cancel*.

6.3.2 Menu item Regional Settings

Here, you can configure the regional settings.



Fig. 16: Menu item Regional Settings

Languages

Select the language of the application by clicking on the respective language.

Date and time formats

The following formats can be adjusted:

| | |
|------------------|---|
| <i>Search</i> | Shows the date and time format for the search. Select the respective date and time formats of the application in the drop-down lists. |
| <i>Display</i> | Shows the date and time format for the list of search results in the main view. Select the respective date and time formats of the application in the drop-down lists. |
| <i>Replay</i> | Shows the date and time format for the display in the Replay module. Select the respective date and time formats of the application in the drop-down lists. |
| <i>Time zone</i> | <i>Local:</i> The application uses the time of the computer it has been installed on. <i>UTC:</i> The application uses UTC . This means that all dates in the application (e. g. start and end times of conversations) coincide with UTC . Select the time zone of the application by activating the respective option. |

6.3.3 Menu item Conversation Table

Here, you can configure the list of search results in the main view.

The entries arranged from top to bottom correspond to the columns arranged from left to right in the main view.

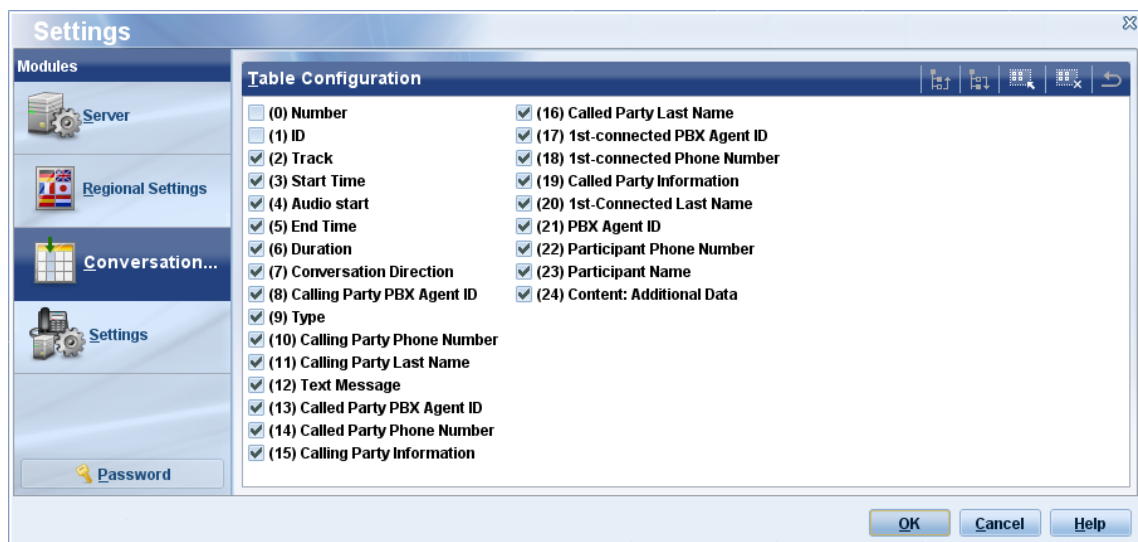


Fig. 17: Menu item Conversation Table (example)

To change the selection of the column, click in the square selection field.





☒ = Column is displayed.

☐ = Column is not displayed.



(Move up)

Moves the selected column 1 row up in sequence.

| | |
|---|--|
|  | Moves the selected column 1 row down in sequence. |
| (Move down) | |
|  | Selects all columns (all columns are displayed). |
| (Select all) | |
|  | Deselects all columns (all columns are not displayed). |
| (Deselect all) | |
|  | Discards all changes in this menu item. |
| (Reset) | |

6.3.4 Menu item Settings

Here, you can configure the settings for search and replay and the initially activated module.

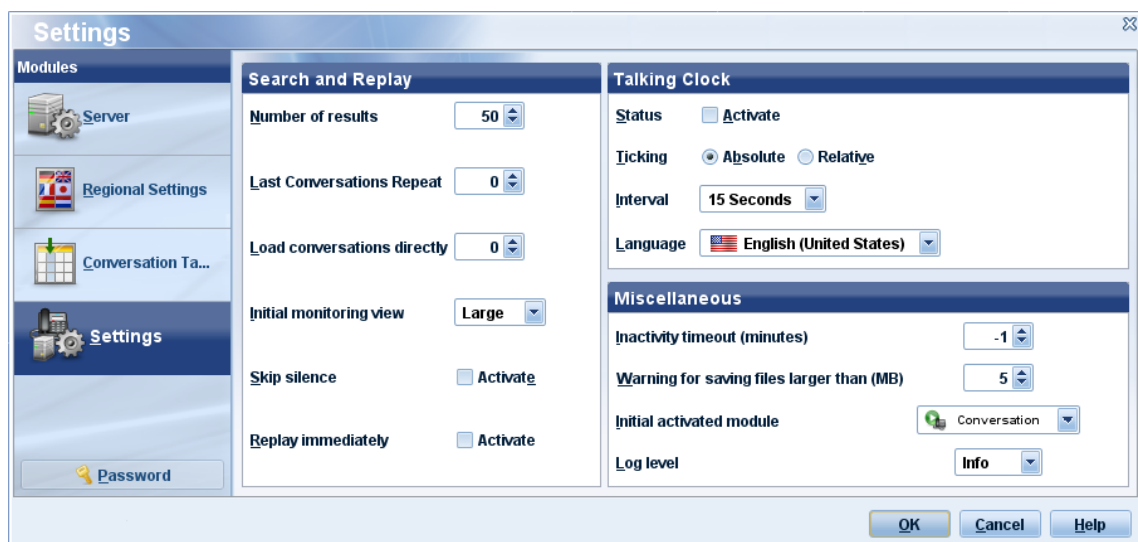


Fig. 18: Menu item Settings

Search and replay

The following options can be set:

| | |
|------------------------------------|--|
| <i>Number of results</i> | Shows the number of search results per page in the main view. Click on one of the arrows to increase or decrease the value or enter the value via the keyboard. You can enter a value from 1 to 500. |
| <i>Last Conversations Repeat</i> | Shows the number of the last conversations which - directly after logging in to POWERplay Pro - are automatically loaded into the Replay module once. The setting does not affect any of your future searches. Click on one of the arrows to increase or decrease the value or enter the value via the keyboard. You can enter a value from 0 to 100. |
| <i>Load conversations directly</i> | Shows the number of the conversations which are loaded into the Replay module directly after the search. The conversations displayed above are loaded according to the sort sequence of the list of search results in the main view. Click on one of the arrows to increase or decrease the value or enter the value via the keyboard. You can enter a value from 0 to 100. |
| <i>Initial monitoring view</i> | Shows the way the individual channels are displayed in the initial monitoring view in the module <i>Monitoring</i> . |

| | |
|--|--|
| | <p>Select the respective display of the initial monitoring view in the drop-down list.</p> <ul style="list-style-type: none"> • <i>Large</i> = Displays the channels as large icons. • <i>Small</i> = Displays the channels as small icons. • <i>List</i> = Displays the channels in a list. • <i>Details</i> = Displays the channels along with detailed information. |
| <i>Skip silence</i> | <p>Determines whether the silences separating the individual conversations are skipped automatically during replay.</p> <p><input checked="" type="checkbox"/> <i>Activate</i> = Silences are skipped automatically.</p> <p><input type="checkbox"/> <i>Activate</i> = Silences are not skipped automatically.</p> |
| <i>Replay conversation immediately</i> | <p>Defines whether conversations are replayed immediately upon loading them into the Replay module.</p> <p><input checked="" type="checkbox"/> <i>Activate</i> = Conversations are replayed directly.</p> <p><input type="checkbox"/> <i>Activate</i> = Conversations are not replayed directly.</p> |

Talking clock

The following options can be set:

| | |
|-----------------|--|
| <i>Status</i> | <p>Activates the talking clock.</p> <p><input checked="" type="checkbox"/> <i>Activate</i> = Talking clock is active.</p> <p><input type="checkbox"/> <i>Activate</i> = Talking clock has been deactivated.</p> |
| <i>Ticking</i> | <p><i>Absolute:</i> Coordinates the interval of the talking clock with the rounded start time of the conversation. The result are even time values.</p> <p><i>Relative:</i> Coordinates the interval of the talking clock with the exact start time of the conversation. The result are uneven time values.</p> <p>Select the interval of the talking clock by activating the respective option.</p> |
| <i>Interval</i> | <p>Determines the interval of the talking clock.</p> <p>Select the interval of the talking clock in the drop-down list.</p> |
| <i>Language</i> | <p>Determines the language of the talking clock.</p> <p>Select the language of the talking clock in the drop-down list.</p> |

Miscellaneous

The following options can be set:

| | |
|---|---|
| <i>Inactivity timeout (minutes)</i> | <p>Determines how long the logged-in user has to be inactive before the user is logged off automatically.</p> <p>Click on one of the arrows to increase or decrease the value or enter the value via the keyboard. You can enter a value from -1 or 0 to 500. When entering the values -1 or 0, the user is never logged off.</p> |
| <i>Warning when saving files larger than (MB)</i> | <p>Determines how larger the file size can be before a warning message appears upon saving files larger than this.</p> <p>Click on one of the arrows to increase or decrease the value or enter the value via the keyboard. You can enter a value from 1 to 100.</p> |
| <i>Initially activated module</i> | <p>Determines with which module the application is started.</p> <p>Select the respective initially activated module in the drop-down list.</p> |


| | |
|------------------|---|
| | <ul style="list-style-type: none"> • <i>Conversation</i> • <i>Participant View</i> • <i>Monitoring</i> • <i>CCB</i> |
| Log Level | <p>Controls which events for troubleshooting are recorded in the log file. Enter the log level for the log file.</p> <ul style="list-style-type: none"> • <i>Error</i> Logs severe errors in the application. • <i>Warn</i> Logs all indications of a possible problem in the program execution. • <i>Info</i> Logs general status information about the duration and the release of the notification protocol between POWERplay Pro and the replay server. • <i>Debug</i> Logs detailed internal program functions for debugging purposes. This option should only be used upon the request of technicians, hotline or developers and is not suitable for daily use. • <i>Off</i> Event logging has been switched off completely. <p>The log file is located in the Windows user directory under <code>\AppData\Roaming\ASC\POWERplayPro\logs</code>. In the log file, all events of the configured log level are logged.</p> |

6.3.5

Change password



If you use the function *Last Call Repeat*, the password must consist of numbers only.

1. Click on the button  **Password** in the bottom left corner of the window *Settings*.
2. Enter your old password.



The dialog box titled "Change Password" contains the following elements:


- A key icon and the instruction: "Please enter the old password, enter a new one and confirm this one."
- A section header "Change Password" in a blue bar.
- Three text input fields labeled "Old password", "New password", and "Confirm password".
- Three buttons at the bottom: "OK", "Cancel", and "Help".

Fig. 19: Change password

3. Enter your new password and confirm it.
4. Click on the button **OK**.

- ⇒ The new password is saved.
Upon opening the application the next time, you have to enter the new password.

6.4 Log Off

1. If you would like to log off from the application, click on the icon  (*Logoff*).
⇒ The following window appears:

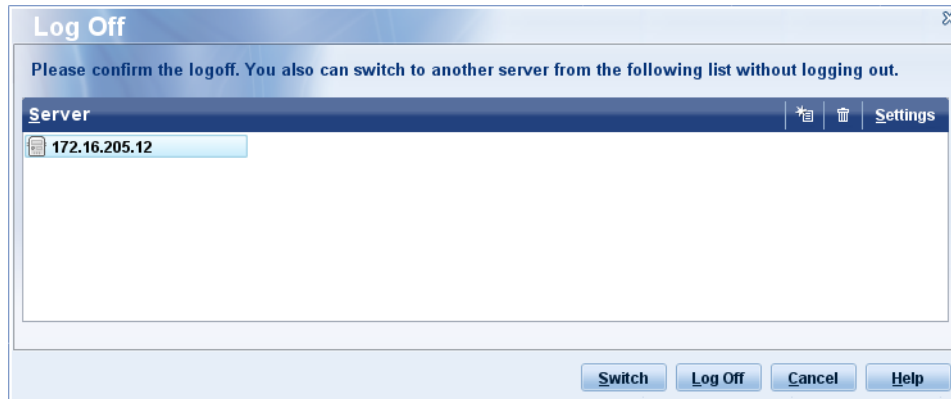










Fig. 20: Logoff (example)

In the following, you find the description of the icons and buttons:

| | |
|--|---|
|  (New) | Creates a new server connection, see chapter "Create new server connection", p. 13. |
|  (Delete) | Deletes a created server connection, see chapter "Delete server connection", p. 14. |
| Settings | Opens the window containing the server settings, see chapter "Edit server connection", p. 14. |
|  | Switch to another server, see chapter "Switch server", p. 26. |
|  | Logs off the user and returns to the login window. |
|  or  | Cancels the process. |
|  | Opens the online help. |

2. Click on the button *Log off*.
⇒ The user is logged off and the login window is opened.
3. To exit the application, click on the button *Close* in the login window.
⇒ The application is closed.

6.5 Switch server

1. If you would like to connect to a different server with the application, click on the icon  (*Logoff*).
⇒ The following window appears:

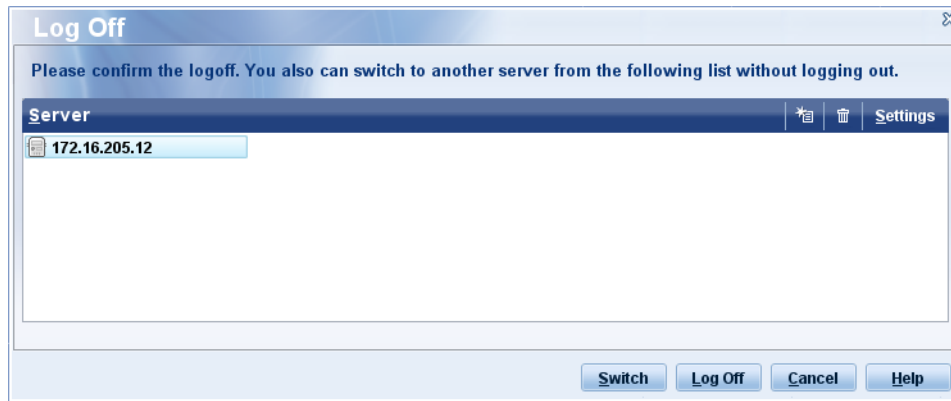


Fig. 21: Logoff (example)

2. Select the server connection that you would like to switch to.
3. Click on the button *Switch*.
 - ⇒ The window *Logoff* is closed and the application is executed on the selected server.

Conversation View module and Participant View module

The Conversation module opens all recorded conversations in a list. The list of conversations combines the recording of the end device of the caller and the recording of the end device of the called person in one list entry.

The Participant View module opens all recorded conversations in a list. The conversation list displays the recording of the end device of the caller and the recording of the end device of the called person as separate list entries.

7.1


Main view

The main view shows all recorded conversations in a list.

When opening the module, a search filter is set automatically so that only data sets of the current day are displayed.



The function *Reset search* (🔍) does not deactivate this filter!

Click on the icon  (*Search*) to adapt the search filter to your requirements.



If conversation rules (view filters) apply for the logged-in user, then the main view only contains those entries which comply with these conversation rules.

| Conversation View | | | | | | |
|-------------------|-------------------------|-------------------------|----------|------------|----------------------------|-----------------|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party F |
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| ▶ | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |
| | 2013 Aug 27 11:10:14 AM | 2013 Aug 27 11:10:35 AM | 00:00:21 | Internal | | 150 |

Fig. 22: Main view (example)



If a conversation is interrupted by consultations of other participants, it may be possible that additional list entries are displayed in the conversation list for these consultation conversation.

Information about the configuration of the table can be found in [chapter "Menu item Conversation Table", p. 22](#).

Depending on the configuration of the columns and on which module has been selected, the following information is displayed in the main view:

| General | |
|----------------------------|--|
| <i>Number</i> | Shows a serial numbering of the conversations in the main view. |
| <i>Loaded</i> | Shows whether the conversation has been loaded in the Replay module. <div> <div></div> = Conversation has not been loaded. <div></div> = Conversation has been loaded; color without blue triangle shows that the start and end times of the loaded conversation are outside the current replay position. <div>▶</div> = Conversation has been loaded; color with blue triangle shows that the loaded conversation is within the current replay position. The loaded conversation is assigned a color from a defined color palette. The order of the colors has been predetermined. If all colors of a palette have been used in several loaded conversations, the color assignment start over again. In the Replay module, the loaded conversation is displayed in the same color. </div> |
| <i>Participant View ID</i> | Shows the participant view ID. |

Conversation Information

| | |
|-------------------------------|---|
| <i>Conversation ID</i> | Shows the conversation ID. |
| <i>Customer ID</i> | Shows the ID of the customer. The customer ID can be used to view and administrate a coherent customer history. |
| <i>Transaction ID</i> | Shows the ID of the transaction. The transaction ID can be used to view and administrate a coherent transaction history. |
| <i>Start Time</i> | Shows when the conversation was started. |
| <i>Data Start</i> | Shows when the data part of the conversation starts. |
| <i>End Time</i> | Shows when the conversation was ended. |
| <i>Creation Date</i> | Shows when the conversation was created. |
| <i>Last Update</i> | Shows when the conversation was changed for the last time. |
| <i>Duration</i> | Shows the duration of the conversation. |
| <i>Conversation Direction</i> | <p>The conversation direction shows whether this is an inbound or an outbound call.</p> <ul style="list-style-type: none"> • Inbound - Customer calls agent, externally incoming • Outbound - Agent calls customer, externally outgoing • Internal - Agent calls agent |
| <i>Call Direction</i> | <p>Shows the call direction:</p> <ul style="list-style-type: none"> • Incoming • Outgoing • Transferred |
| <i>Archived</i> | <p>Shows whether the conversation has been archived.</p> <p>✓ = archived</p> <p>✗ = not archived</p> |
| <i>Comment</i> | Shows the comment. |
| <i>Conversation Type</i> | <p>Displays the type of the conversation.</p> <p>Call = call/video call</p> <p>Work item = work item (screen)</p> <p>Call and screen recording = call and screen</p> <p>Text = SMS/SDS</p> <p>Chat = chat</p> |

Statistics of the Conversation

| | |
|---------------------------------------|---|
| <i>Number of Ringing Sections</i> | Shows the number of ringing sections. |
| <i>Duration of Ringing Sections</i> | Shows the duration of the ringing sections. |
| <i>Number of Hold Sections</i> | Shows the number of hold sections. |
| <i>Duration of Hold Sections</i> | Shows the duration of the hold sections. |
| <i>Number of Connected Sections</i> | Shows the number of connected sections. |
| <i>Duration of Connected Sections</i> | Shows the duration of the connected sections. |

Number of Failed Callbacks Shows the number of failed callbacks.

Number of Successful Callbacks Shows the number of successful callbacks.

Conversation ID of Callback Request Shows the conversation ID of the callback request.

Calling Party Information

Calling Party Name Shows the name of the calling party (last name, first name).

Calling Party PBX Agent ID Shows the PBX Agent ID of the calling party.

Calling Party Phone Number Shows the phone number of the calling party.

Calling Party Employee Number Shows the employee number of the calling party.

Calling Party Device Name Shows the device name of the turret or of the phone of the calling party.

Called Party Information

Called Party Name Shows the name of the called party (last name, first name).

Called Party PBX Agent ID Shows the PBX Agent ID of the called party.

Called Party Phone Number Shows the phone number of the called party.

Called Party Employee Number Shows the employee number of the called party.

Called Party Device Name Shows the device name of the turret or of the phone of the called party.

1st-Connected Participant Information

1st-Connected Name Shows the name of the 1st connected (last name, first name).

1st-Connected PBX Agent ID Shows the PBX Agent ID of the 1st connected.

1st-Connected Phone Number Shows the phone number of the 1st connected.

1st-Connected Employee Number Shows the employee number of the 1st connected.

1st-Connected Device Name Shows the device name of the turret or of the phone of the first connected.

Participant Information

Participant Name Shows the name of the participant (last name, first name).

PBX Agent ID Shows the PBX Agent ID.

Participant Phone Number Shows the phone number of the participant.

Participant Employee Number Shows the employee number of the participant.

Device Name Shows the device name of the turret or of the phone of the participant.

Additional Data

Display Name Additional Data

Shows the additional conversation data.

To enter or change additional data, click on the respective cell in the main view.

To save the entries, press the Enter key.

To discard the entries, press the [Esc] key.

You have to have the respective rights to be able to display and change the additional data.

For information about the configuration of the additional data refer to the administration manual *System Configuration - Additional Data module*.

The toolbar of the main view contains functions which can be used for the elements of the main view. The context menu of the main view contains additional functions which can be used for the elements of the main view.

The sort sequence of the conversations can be adjusted arbitrarily, see [chapter "Change sort sequence", p. 49](#).

On the pages of the main view, you can navigate by using the scrollbars.

At the bottom edge of the main view, buttons allow you to browse the pages of the main view and indicate which page you are on.



Fig. 23: Changing pages



Jumps to the first page of the table view.



Jumps to the previous page of the table view.



Displays the number of pages that the table contains.

The number of the current page is highlighted in blue.

You can directly call up another page by clicking on the respective number.



Jumps to the next page of the table view.



Jumps to the last page of the table view.

7.1.1

Toolbar

The toolbar of the main view is located in the center window and contains different functions.



Fig. 24: Toolbar of the main view

In the following, you find a description of the icons.



Load selected conversations

Loads selected conversations into the Replay module for replay, see [chapter "Load selected conversations", p. 32](#).










Export

Saves the audio data of the selected conversations as **WAVE** file, the corresponding additional conversation data as CSV file, and the **video data** as **FLV** file on the hard disk of your computer, see [chapter "Export conversation", p. 33](#).



Add selected conversations to a CCB

Adds selected conversations to a CCB (Conversation Collection Box), see [chapter "Add selected conversations to a CCB", p. 35](#).

| | | |
|---|--|---|
|  | Export conversation list | Saves the additional conversation data of the main view in a CSV file, see chapter "Export conversation list", p. 36 . Only the displayed additional conversation data is saved (settings, see chapter "Menu item Conversation Table", p. 22). |
|  | Replay of the latest conversation | Loads the last conversation into the Replay module and begins automatically with replaying it. |
|  | Search | Opens the window <i>Search Criteria</i> , see chapter "Search", p. 37 . When opening the module, a search filter is set automatically so that only data sets of the current day are displayed. This is visualized by the icon  . If this filter has been deactivated and no conversation rules (view filter) have been activated for the logged-in user, then the icon  is displayed. The icon  is displayed whenever the search has been adjusted by means of a filter. |
|  | Reset search | Resets all search criteria. |



It depends on your function rights which of the described functions are available.


7.1.1.1 Load selected conversations

This function allows loading conversations into the Replay module and replaying them there.

- In the main view, select the conversation you would like to replay.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 25: Select conversation (example)

- Click on the icon  (*Load selected conversations*).
- Select one of the following options:

| | |
|------------------------------|---|
| Load All | The complete recorded conversation is loaded into the Replay module. If a screen recording or a camera recording has been saved, then the screen video or the camera video is displayed in the Video Viewer of the Replay module. If chat text or a text message (SMS or SDS) has been saved, then the chat text or the text message is displayed in the Message Viewer of the Replay module. |
| Load Voice Recording | The voice recording of the conversation is loaded into the Replay module. This option is only active if a voice recording has been saved for the selected conversation. |
| Load Screen Recording | The screen recording of the conversation is loaded into Video Viewer of the Replay module. This option is only active if a screen recording has been saved for the selected conversation. |
| Load Text Message | The text message (SMS or SDS) of the conversation is loaded into Message Viewer of the Replay module. |

| | |
|-------------------|---|
| | This option is only active if a text message has been saved for the selected conversation. |
| <i>Load Chat</i> | <p>The chat text of the conversation is loaded into Message Viewer of the Replay module.</p> <p>This option is only active if chat text has been saved for the selected conversation.</p> |
| <i>Load Video</i> | <p>The camera recording of the conversation is loaded into Video Viewer of the Replay module.</p> <p>This option is only active if a camera recording has been saved for the selected conversation.</p> |

- The conversations are loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module"](#), p. 77.



A conversation can also be loaded into and replayed in the Replay module by double-clicking on the element in the main view.



Conversations which have been saved on an archiving medium can by default only be replayed on the recording server.


The optional license POWERplay Station enables you to replay terminated archive media of other *neo* systems.

7.1.1.2 Export conversation

- Select the conversation you would like to save as **WAVE** file in the main view.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 26: Select conversation (example)

- Click on the icon  (*Export*).
⇒ If one of the selected conversations contains audio data, the following window appears:

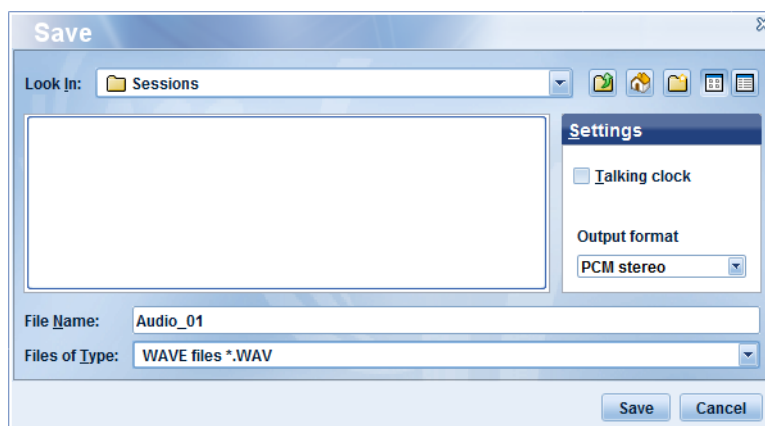


Fig. 27: Save conversation - audio data (example)

- In the field *Look In*, select the directory in which you would like to save the audio file.
- Enter the file name in the field *File Name*.
- Select the respective settings in the area *Settings*.



The options *Single file* and *Fragment* are only displayed if a loop has been set in the loaded conversation.

| | | | | | | | |
|--|---|------------|--|--|--|--|---|
| <i>Talking clock</i> | Generates a time check. | | | | | | |
| <i>Single file</i> | Mixes all audio recordings of a conversation in one WAVE file. | | | | | | |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. | | | | | | |
| <i>Output format</i> | <p>All audio recordings are converted into digital signals.</p> <p>Generally, either <i>stereo</i> or <i>mono</i> can be selected for every output format. If <i>stereo</i> is used, the audio data are saved as originally recorded. If <i>mono</i> is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example.</p> <table> <tr> <td><i>PCM</i></td><td>The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space.</td></tr> <tr> <td><i>A-law (ITU)</i> <i>μ-law (ITU)</i></td><td>In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space.</td></tr> <tr> <td><i>A-law (Java)</i> <i>μ-law (Java)</i></td><td>In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space.</td></tr> </table> | <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. | <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. | <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. |
| <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. | | | | | | |
| <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. | | | | | | |
| <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. | | | | | | |

If *stereo* is used, the conversation is replayed via the speakers as follows:

- In the Conversation module:
Left speaker = internal participant
Right speaker = external participant
Both speakers = unknown or mixed participants
- In the Participant View module:
Left speaker = participant from whose view the conversation has been recorded
Right speaker = other participants
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

If *mono* is used, the conversation is replayed via the speakers as follows:

- Both speakers = all participants (no distinction possible)
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

6. Click on the button **Save** to save the audio file.

- ⇒ The audio data is saved as [WAVE](#) file in the selected directory.
- ⇒ The corresponding meta data is saved in the same directory as CSV file under the same file name.
- ⇒ If the conversation contains [video data](#), the following window appears:

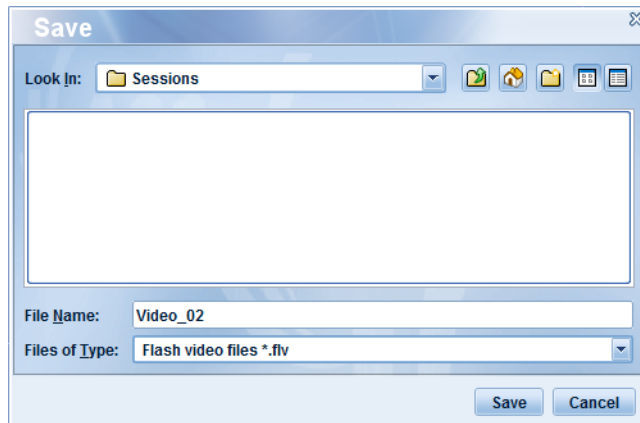


Fig. 28: Save conversation - video data (example)

7. In the field *Look In*, select the directory in which you would like to save the video file.
8. Enter the file name in the field *File Name*.
9. Click on the button *Save* to save the video file.
 - ⇒ The **video data** is saved as **FLV** file in the selected directory.
 - ⇒ The corresponding meta data is saved in the same directory as CSV file under the same file name.



If the same directory as well as the same file name has been selected for the audio and **video data**, only one common CSV file is created for the meta data.

If the conversation contains text data, the following window appears:

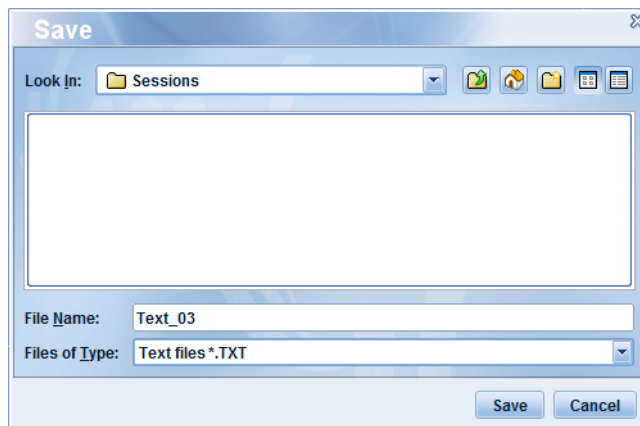


Fig. 29: Save conversation - text data (example)

10. In the field *Look In*, select the directory in which you would like to save the text file.
11. Enter the file name in the field *File Name*.
12. Click on the button *Save* to save the text file.
 - ⇒ The text data is saved as TXT file in the selected directory.
 - ⇒ The corresponding meta data is saved in the same directory as CSV file under the same file name.

7.1.1.3 Add selected conversations to a CCB

1. Select the conversation you would like to add to a CCB in the main view.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 30: Select conversation (example)




- Click on the icon  (Add selected conversations to a CCB).

⇒ The following window appears:



Fig. 31: Add to Conversation Collection Box (example)

The toolbar of this window enables you to execute the following functions:

| | | |
|---|---|---|
|  | New Conversation Collection Box | Creates a new Conversation Collection Box, see chapter "Create new Conversation Collection Box", p. 63. |
|  | Rename Conversation Collection Box | Changes the name of a Conversation Collection Box, see chapter "Rename Conversation Collection Box", p. 63. |
|  | Delete Conversation Collection Box | Deletes a Conversation Collection Box, see chapter "Delete Conversation Collection Box", p. 63. |

- Select the respective CCB with a click of the mouse key.
- Click on the button **OK**.

⇒ The conversations are saved in the selected CCB and the window is closed.

7.1.1.4 Export conversation list

- Click on the icon  (Export conversation list).

⇒ The following window appears:

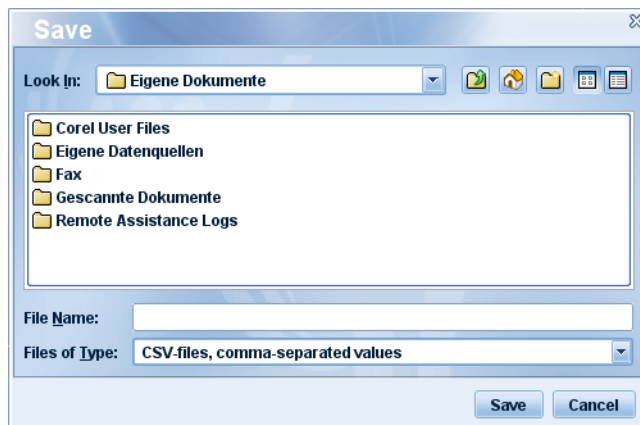




Fig. 32: Save (example)

2. Select the directory in the Explorer where you would like to save the files.
3. Enter the file name in the field *File Name*.
 - ⇒ In the field *Files of Type*, *CSV files, comma-separated values* has been preset.
4. Click on the button *Save*.
 - ⇒ The additional conversation data of the main view is saved as a CSV file and the window is closed.
 - Only the displayed additional conversation data is saved (settings see [chapter "Menu item Conversation Table", p. 22](#)).

7.1.1.5 Search

The function *Search* ( or ) allows searching systematically for selected criteria. Every search query can be saved to be used again.



The icon  is displayed whenever the search has been adjusted by means of a filter.







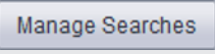



If conversation rules (view filters) apply for the logged-in user, then predefined search settings are displayed in the search criteria which comply with these conversation rules. You cannot delete these user-specific filter settings or search settings: however, you can add new ones and thus additionally filter the displayed entries in the main view.



Fig. 33: Search Criteria (example)

The following functions are available:

| | |
|--|---|
|  | Shows the content of a group field. To open a group field, click on the arrow  next to the name of the group field. |
|  | Hides the content of a group field. To hide a group field, click on the arrow  next to the name of the group field. |
|  | Starts the search. |
|  | Resets all search criteria. |
|  | Enables you to save and load defined search criteria. |
|  (Close) | Closes the window <i>Search Criteria</i> . |



The changes made only apply for the logged-in user. They are a matter of personal settings.

7.1.1.5.1 Search criteria

For the search, different search criteria are available which are divided in several search categories.



For all search criteria, you can select different comparison parameters from a drop-down list. In general, the following comparison parameters are available:

| | |
|---------------------------|---|
| <i>inactive</i> | The search criterion is ignored for the search. |
| <i>between</i> | A search is made for all objects within the entered range. The initial and the final values are included in the search result. |
| <i>Period</i> | A search is made for all objects in the selected period of time. |
| <i>equal</i> | A search is made for all objects which exactly match the entered value. |
| <i>not equal</i> | A search is made for all objects which do not match the entered value. |
| <i>greater or equal</i> | A search is made for all objects the value of which is greater than or equal to the entered value. |
| <i>greater than</i> | A search is made for all objects the value of which is greater than the entered value. |
| <i>smaller or equal</i> | A search is made for all objects the value of which is smaller than or equal to the entered value. |
| <i>smaller than</i> | A search is made for all objects the value of which is smaller than the entered value. |
| <i>starts with</i> | A search is made for all objects which start with the entered value. |
| <i>doesn't start with</i> | A search is made for all objects which do not start with the entered value. |
| <i>ends with</i> | A search is made for all objects which end with the entered value. |
| <i>doesn't end with</i> | A search is made for all objects which do not end with the entered value. |
| <i>contains</i> | A search is made for all objects which contain the entered value. |
| <i>doesn't contain</i> | A search is made for all objects which do not contain the entered value. |
| <i>in</i> | One or several values are entered which are supposed to be searched for. The search displays all entries which match one of these values. |

not in

One or several values are entered which are supposed to be searched for. The search displays all entries which do not match one of these values.

Depending on the search criterion, there are different options to enter or select comparison values:

- If only one entry field is displayed, enter the value directly into the entry field via the keyboard.
- If a drop-down list is displayed, select the value from the drop-down list.
- If a rotating field is displayed, click on one of the arrows to increase or decrease the value.
- If several values can be entered, enter the value directly in the entry field via the keyboard and click on the icon  on the right of the entry field.
To remove a value from the list, click on the icon  on the right of the value.
- If entering a date is required, enter the date directly via the keyboard or via the drop-down list.



Select the maximum number of the displayed search results per page in the drop-down list *Number*.

You can select 1, 5, 10, 20, 50, 100, 200 or 500.

Select the storage medium for the search in the drop-down list *Medium*.

Only complete storage media of the server are detected. If available, all complete archives (of archiving) connected to the server are displayed in the drop-down list.


7.1.1.5.2 Run a search

1. In the toolbar, click on the icon  or  (*Search*).



⇒ The following window appears:



Fig. 34: Search Criteria (example)

2. Set the search criteria, see [chapter "Search criteria", p. 38](#).
3. Click on the button *Search*.
⇒ The found results are displayed in the main view.
4. To close the window *Search Criteria*, click on the icon  (*Close*).
⇒ The window *Search Criteria* is closed.
⇒ The search criteria are displayed in the detail view in the tab *Search*. In the tab *Search*, you can change the search criteria and initiate a new search, see [chapter "Tab Search", p. 52](#).

7.1.1.5.3 Save search

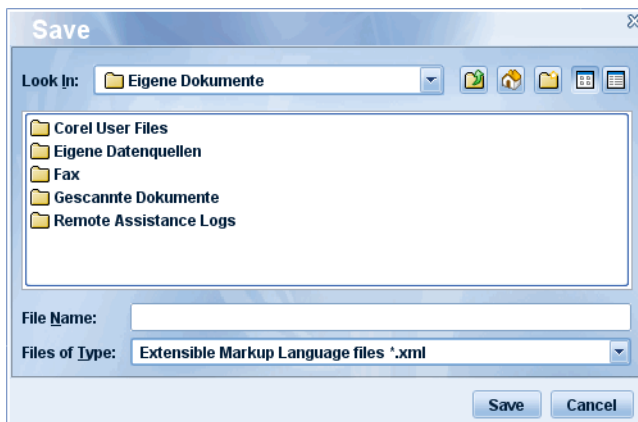
1. In the toolbar, click on the icon  or  (Search).
⇒ The following window appears:



The 'Suchkriterien' window displays search criteria for conversation information. It includes sections for 'Conversation Information', 'Calling Party Information', 'Called Party Information', and '1st-Connected Participant Information'. The 'Calling Party Information' section contains five dropdown menus, all currently set to 'inactive': PBX Agent ID, Calling party phone number, First name, Last name, and Employee number. At the bottom, there are controls for 'Medium', 'Database', 'Rows per page' (set to 50), and buttons for 'Search', 'Reset', and 'Manage Searches'.


Fig. 35: Search Criteria (example)

2. Set the search criteria, see [chapter "Search criteria", p. 38](#).
3. To save the defined search criteria, click on the buttons *Manage Searches* > *Save as*.
⇒ The following window appears:





The 'Save' window shows a file explorer view with 'Look In' set to 'Eigene Dokumente'. The file list includes 'Corel User Files', 'Eigene Datenquellen', 'Fax', 'Gescannte Dokumente', and 'Remote Assistance Logs'. The 'File Name' field is empty, and the 'Files of Type' dropdown is set to 'Extensible Markup Language files *.xml'. 'Save' and 'Cancel' buttons are at the bottom.

Fig. 36: Save (example)

4. Via the explorer select the directory to save the file in.
5. Enter the file name in the field *File Name*.
⇒ In the field *Files of Type*, *Extensible Markup Language files *.xml* has been preset.
6. Click on the button *Save*.
⇒ The defined search criteria are saved as an XML file and the window is closed.
7. To close the window *Search Criteria*, click on the icon  (Close).

7.1.1.5.4 Load search

1. In the toolbar, click on the icon  or  (Search).
⇒ The following window appears:



The 'Suchkriterien' window displays search criteria for conversations. It features a tree view on the left with expandable sections: 'Conversation Information', 'Calling Party Information', 'Called Party Information', and '1st-Connected Participant Information'. The 'Calling Party Information' section is currently expanded, showing five dropdown menus, all of which are set to 'inactive': 'PBX Agent ID', 'Calling party phone number', 'First name', 'Last name', and 'Employee number'. At the bottom right, there are controls for 'Medium', 'Database', 'Rows per page' (set to 50), and buttons for 'Search', 'Reset', and 'Manage Searches'.

Fig. 37: Search Criteria (example)

2. To load saved search criteria, click on the buttons *Manage Searches* > *Load*.
 ⇒ The following window appears:

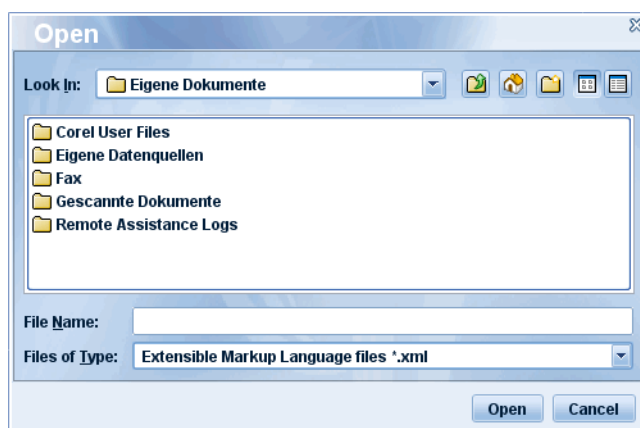



Fig. 38: Open (example)

3. Select the file of the saved search via the Explorer.
 ⇒ In the field *Files of Type*, *Extensible Markup Language files *.xml* has been preset.
4. Click on the button *Open*.
 ⇒ The saved search is loaded and the window is closed.
5. To search for the loaded search criteria, click on the button *Search*.
6. To close the window *Search Criteria*, click on the icon  (*Close*).

7.1.2 Context menu

The context menu of the main view contains different functions which can be used for the conversations of the main view.

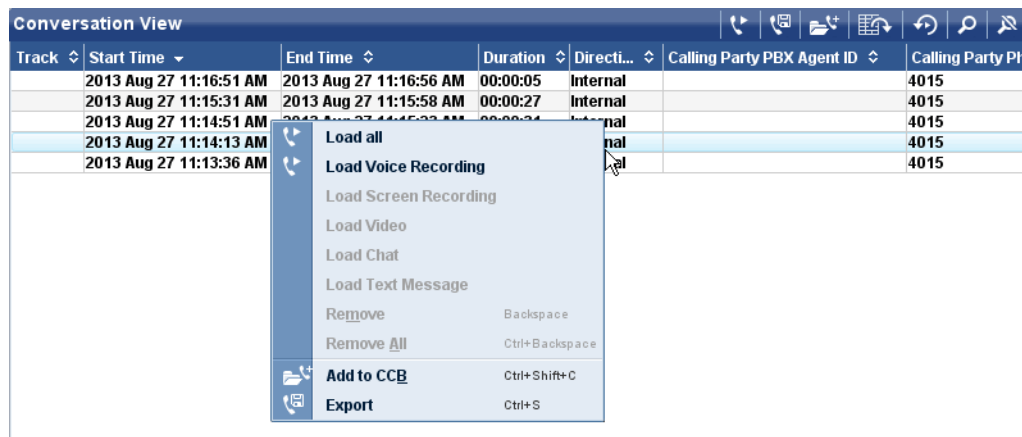





Fig. 39: Context menu of the main view (example)

In the following, you find the description of the functions.

| | |
|---|--|
|  Load All | <p>All selected conversations are loaded completely into the Replay module, see chapter "Load conversation", p. 43.</p> <p>If a screen recording or a camera recording has been saved, then the screen video or the camera video is displayed in the Video Viewer of the Replay module.</p> <p>If a chat text or a text message (SMS or SDS) has been saved, then the chat text or the text message is displayed in the Message Viewer of the Replay module.</p> |
|  Load Voice Recording | <p>The voice recordings of the selected conversations are loaded into Replay module, see chapter "Load conversation", p. 43.</p> <p>The option is only active if a voice recording has been saved for a selected conversation.</p> |
| Load Screen Recording | <p>The screen recordings of the conversations are loaded into Video Viewer of the Replay module, see chapter "Load conversation", p. 43.</p> <p>The option is only active if a screen recording has been saved for a selected conversation.</p> |
| Load Video | <p>The videos of the conversations are loaded into Video Viewer of the Replay module, see chapter "Load conversation", p. 43.</p> <p>The option is only active if a video has been saved for a selected conversation.</p> |
| Load Chat | <p>The chat text of the conversation is loaded into Message Viewer of the Replay module, see chapter "Load conversation", p. 43.</p> <p>This option is only active if a chat text has been saved for the selected conversation.</p> |
| Load Text Message | <p>The text message (SMS or SDS) of the conversation is loaded into the Message Viewer of the Replay module.</p> <p>This option is only active if a text message has been saved for the selected conversation.</p> |
| Remove | <p>Removes selected conversations from the Replay module, see chapter "Remove", p. 44.</p> |
| Remove All | <p>Removes all conversations from the Replay module, see chapter "Remove All", p. 44.</p> |
|  Add to CCB | <p>Adds selected conversations to a CCB, see chapter "Add to CCB", p. 45.</p> |

Export

Saves the audio data of the selected conversations as [WAVE](#) file, the corresponding additional conversation data as CSV file, and the [video data](#) as [FLV](#) file on the hard disk of your computer, see [chapter "Export", p. 46](#).

7.1.2.1 Load conversation

This function allows loading conversations into the Replay module and replaying them there.

1. In the main view, select the conversation you would like to replay.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 40: Select conversation (example)

2. Right-click on a selected conversation.
⇒ The following context menu appears:

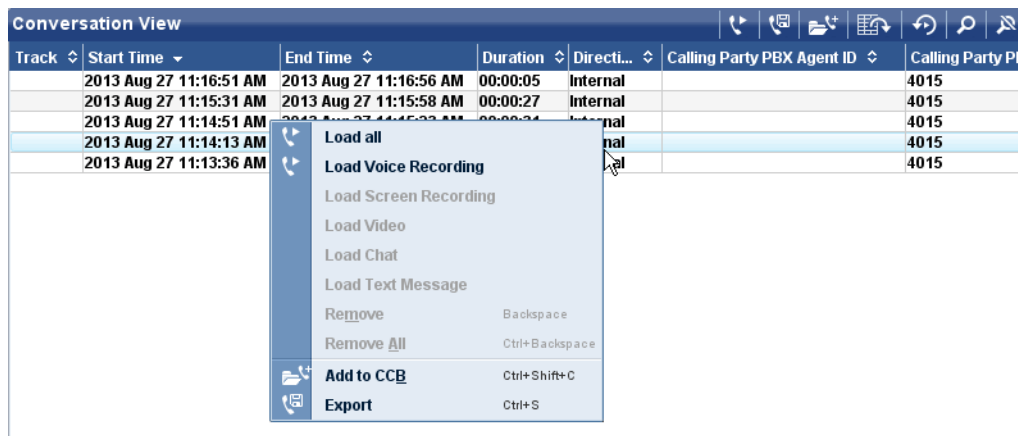


Fig. 41: Context menu of the main view (example)

3. Click on one of the following options in the context menu:

| | |
|------------------------------|--|
| Load All | <p>The complete recorded conversation is loaded into the Replay module.</p> <p>If a screen recording or a camera recording has been saved, then the screen video or the camera video is displayed in the Video Viewer of the Replay module.</p> <p>If chat text or a text message (SMS or SDS) has been saved, then the chat text or the text message is displayed in the Message Viewer of the Replay module.</p> |
| Load Voice Recording | <p>The voice recording of the conversation is loaded into the Replay module.</p> <p>This option is only active if a voice recording has been saved for the selected conversation.</p> |
| Load Screen Recording | <p>The screen recording of the conversation is loaded into Video Viewer of the Replay module.</p> <p>This option is only active if a screen recording has been saved for the selected conversation.</p> |

| | |
|--------------------------|--|
| <i>Load Text Message</i> | <p>The text message (SMS or SDS) of the conversation is loaded into Message Viewer of the Replay module.</p> <p>This option is only active if a text message has been saved for the selected conversation.</p> |
| <i>Load Chat</i> | <p>The chat text of the conversation is loaded into Message Viewer of the Replay module.</p> <p>This option is only active if chat text has been saved for the selected conversation.</p> |
| <i>Load Video</i> | <p>The camera recording of the conversation is loaded into Video Viewer of the Replay module.</p> <p>This option is only active if a camera recording has been saved for the selected conversation.</p> |

- The conversations are loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module", p. 77](#).

7.1.2.2 Remove

This function allows removing selected conversations from the Replay module.

- Select the conversation you would like to remove from the Replay module in the main view.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.
- Right-click on a selected conversation.
⇒ The following context menu appears:

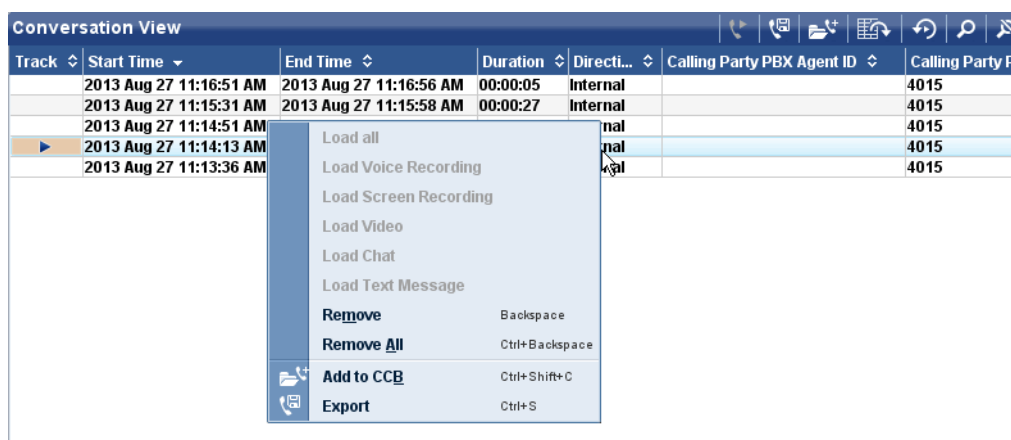


Fig. 42: Context menu of the main view (example)

- Click on *Remove* in the context menu.
⇒ Selected conversations are removed from the Replay module.

7.1.2.3 Remove All

This function allows removing all conversations from the Replay module.

- Right-click on any conversation.
⇒ The following context menu appears:

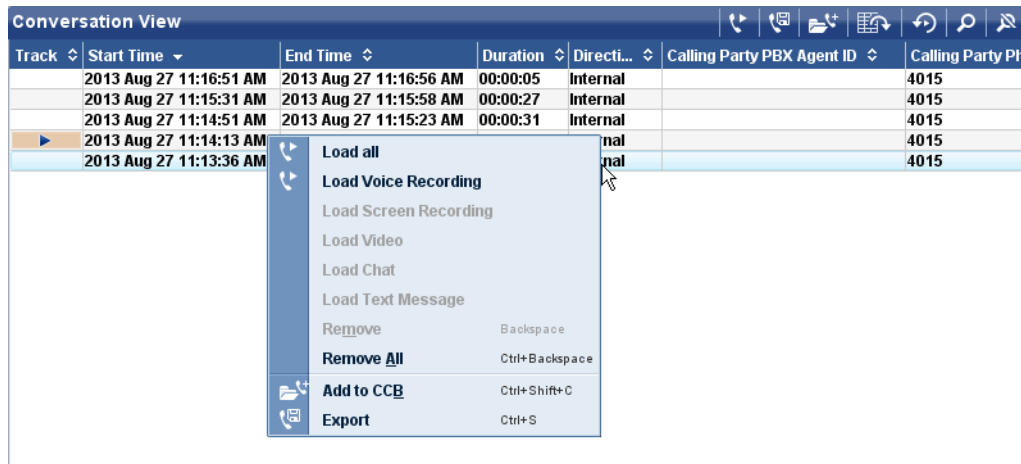


Fig. 43: Context menu of the main view (example)

- Click on *Remove All* in the context menu.
 - ⇒ All conversations are removed from the Replay module.

7.1.2.4 Add to CCB

This function allows adding selected conversations to a CCB.

- Select the conversation you would like to add to a CCB in the main view.
 - To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 44: Select conversation (example)

- Right-click on a selected conversation.
 - ⇒ The following context menu appears:

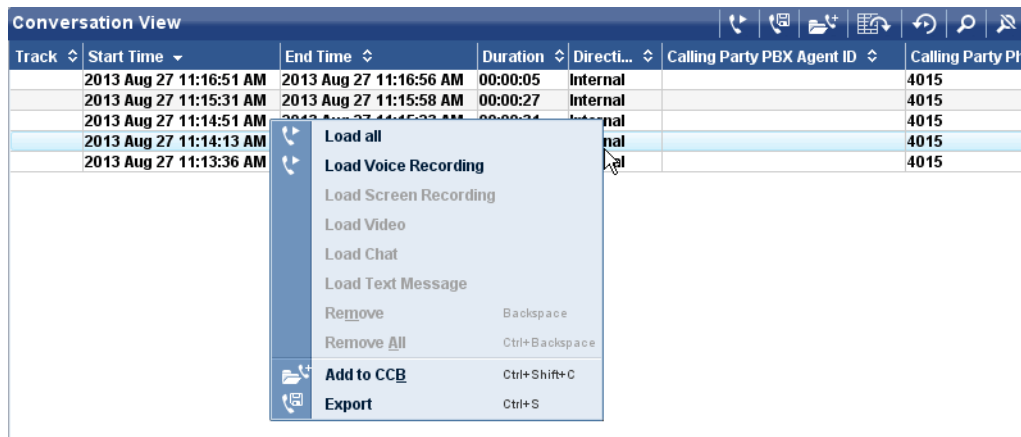





Fig. 45: Context menu of the main view (example)

- Click on *Add to CCB* in the context menu.
 - ⇒ The following window appears:



Fig. 46: Add to Conversation Collection Box (example)

The toolbar of this window enables you to execute the following functions:

| | | |
|---|---|---|
|  | New Conversation Collection Box | Creates a new Conversation Collection Box, see chapter "Create new Conversation Collection Box", p. 63. |
|  | Rename Conversation Collection Box | Changes the name of a Conversation Collection Box, see chapter "Rename Conversation Collection Box", p. 63. |
|  | Delete Conversation Collection Box | Deletes a Conversation Collection Box, see chapter "Delete Conversation Collection Box", p. 63. |

4. Select the respective CCB with a click of the mouse key.
5. Click on the button OK.
 - ⇒ The conversations are saved in the selected CCB and the window is closed.

7.1.2.5 Export

This function allows saving selected conversations as **WAVE** file.

1. Select the conversation you would like to save as **WAVE** file in the main view.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 47: Select conversations (example)

2. Right-click on a selected conversation.
 - ⇒ The following context menu appears:

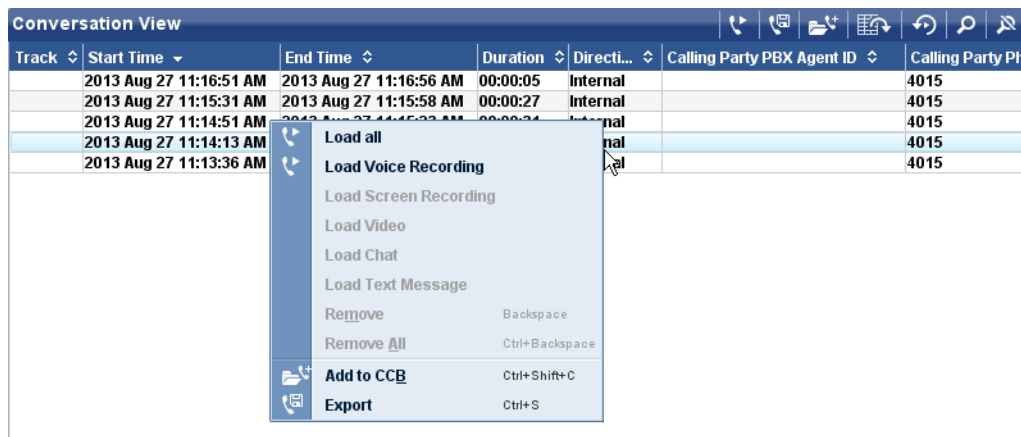


Fig. 48: Context menu of the main view (example)

3. Click on *Export* in the context menu.

⇒ If one of the selected conversations contains audio data, the following window appears:

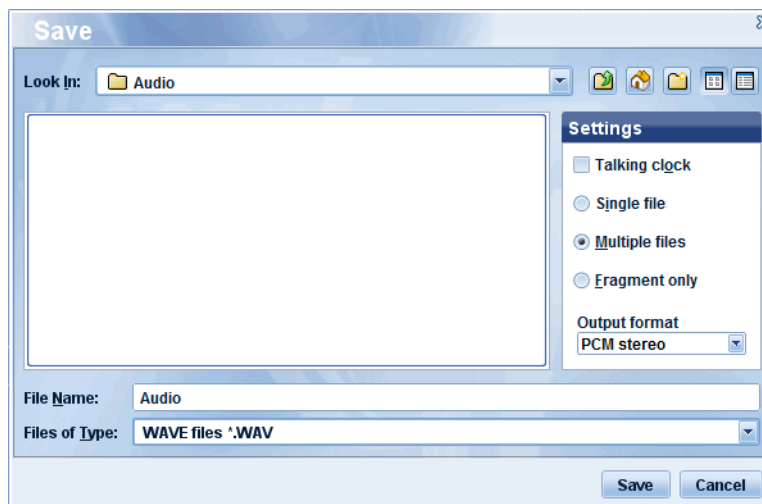


Fig. 49: Save conversations - audio data (example)

4. In the field *Look In*, select the directory in which you would like to save the audio files.
5. Enter the file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
6. Select the respective settings in the area *Settings*.



The options *Single file* and *Multiple files* are only displayed if you have loaded more than one conversation.

The option *Fragment* is only displayed if a loop has been set in one of the loaded conversations.

| | |
|-----------------------|---|
| <i>Talking clock</i> | Generates a time check. |
| <i>Single file</i> | Mixes all audio recordings of one or several conversations in one WAVE file. |
| <i>Multiple files</i> | Creates its own WAVE file for each audio recording to be saved. |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. |
| <i>Output format</i> | All audio recordings are converted into digital signals. |

Generally, either *stereo* or *mono* can be selected for every output format. If *stereo* is used, the audio data are saved as originally recorded. If *mono* is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example.

| | |
|--|---|
| <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. |
| <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. |
| <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. |

If *stereo* is used, the conversation is replayed via the speakers as follows:

- In the Conversation module:
Left speaker = internal participant
Right speaker = external participant
Both speakers = unknown or mixed participants
- In the Participant View module:
Left speaker = participant from whose view the conversation has been recorded
Right speaker = other participants
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

If *mono* is used, the conversation is replayed via the speakers as follows:

- Both speaker = all participants (no distinction possible)
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

7. Click on the button **Save** to save the audio file(s).

- ⇒ The audio data is saved as **WAVE** file(s) in the selected directory.
- ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.
- ⇒ If one of the conversations contains **video data**, the following window appears:

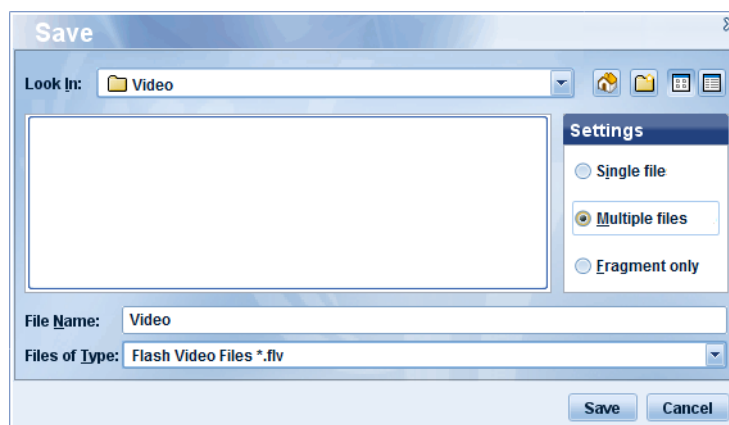


Fig. 50: Save conversations - video data (example)

8. In the field *Look In*, select the directory in which you would like to save the video files.

9. Enter the respective file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
10. Select the respective settings in the area *Settings*.

| | |
|-----------------------|--|
| <i>Single file</i> | Mixes all video recordings of one or several conversations in one FLV file. |
| <i>Multiple files</i> | Creates its own FLV file for each video recording to be saved. |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. |

11. Click on the button *Save* to save the video file(s).
 - ⇒ The [video data](#) is saved as [FLV](#) file(s) in the selected directory.
 - ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.

7.1.3 Change sort sequence

In their column headlines, some tables contain arrows which indicate the sort sequence and which allow you to change the sort sequence:

| | |
|---|--------------------------|
| ↕ | No sorting |
| ▼ | Descending sort sequence |
| ▲ | Ascending sort sequence |

Tab. 4: Main view - change sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

7.2 Detail view

The detail view contains detailed information about the selected conversation in the main view. In addition, you can systematically search conversations for selected criteria.

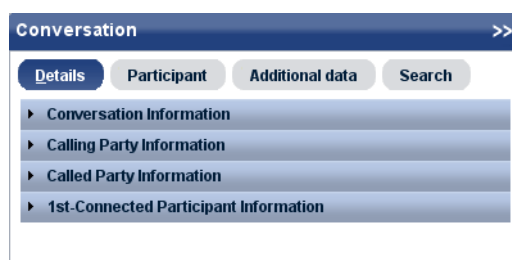


Fig. 51: Detail view (example)

The detail view consists of the following tabs:

- *Details*
Shows detailed information about the selected conversation.
See [chapter "Tab Details", p. 50](#)
- *Participant*
Shows participant information about the selected conversation.
See [chapter "Tab Participant", p. 50](#)
- *Additional Data*
Here, you can enter and edit additional data of the selected conversation.
See [chapter "Tab Additional Data", p. 51](#)

- *Search*

Here, you can systematically search for selected criteria in conversations.

See [chapter "Tab Search", p. 52](#).

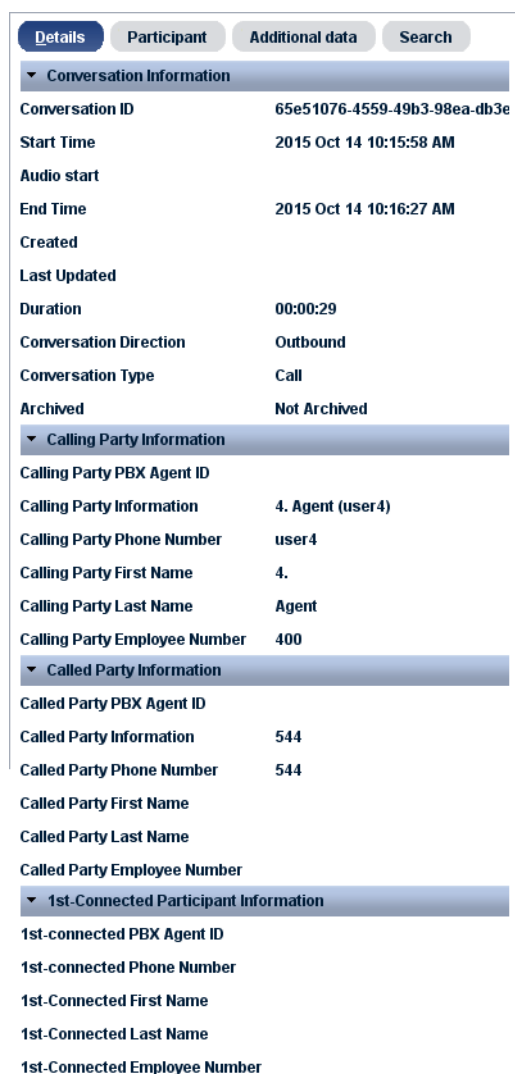
To change tabs, click on the tab you would like to display.

To open a group field, click on the arrow ▶ next to the name of the group field.

To hide a group field, click on the arrow ▼ next to the name of the group field.

7.2.1 Tab Details

Shows detailed information about the selected conversation.



| Details | | Participant | Additional data | Search |
|---|------------------------------|-------------|-----------------|--------|
| ▼ Conversation Information | | | | |
| Conversation ID | 65e51076-4559-49b3-98ea-db3e | | | |
| Start Time | 2015 Oct 14 10:15:58 AM | | | |
| Audio start | | | | |
| End Time | 2015 Oct 14 10:16:27 AM | | | |
| Created | | | | |
| Last Updated | | | | |
| Duration | 00:00:29 | | | |
| Conversation Direction | Outbound | | | |
| Conversation Type | Call | | | |
| Archived | Not Archived | | | |
| ▼ Calling Party Information | | | | |
| Calling Party PBX Agent ID | | | | |
| Calling Party Information | 4. Agent (user4) | | | |
| Calling Party Phone Number | user4 | | | |
| Calling Party First Name | 4. | | | |
| Calling Party Last Name | Agent | | | |
| Calling Party Employee Number | 400 | | | |
| ▼ Called Party Information | | | | |
| Called Party PBX Agent ID | | | | |
| Called Party Information | 544 | | | |
| Called Party Phone Number | 544 | | | |
| Called Party First Name | | | | |
| Called Party Last Name | | | | |
| Called Party Employee Number | | | | |
| ▼ 1st-Connected Participant Information | | | | |
| 1st-connected PBX Agent ID | | | | |
| 1st-connected Phone Number | | | | |
| 1st-Connected First Name | | | | |
| 1st-Connected Last Name | | | | |
| 1st-Connected Employee Number | | | | |

Fig. 52: Tab Details (example)

A description of the displayed information can be found in [chapter "Main view", p. 28](#). The displayed information in the detail view does not depend on the configuration of the columns in the main view.

7.2.2 Tab Participant

Shows participant information about the selected conversation.

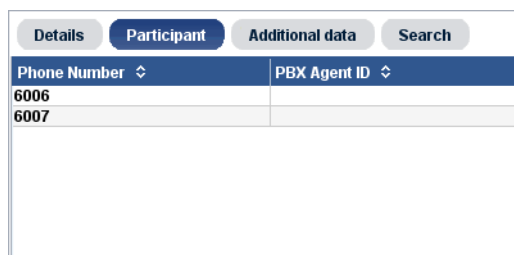


Fig. 53: Tab Participant

The following functions are available:



1. To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

7.2.3

Tab Additional Data



You have to have the respective rights to be able to display and change the additional data.

Here, you can enter and edit additional data of the selected conversation.

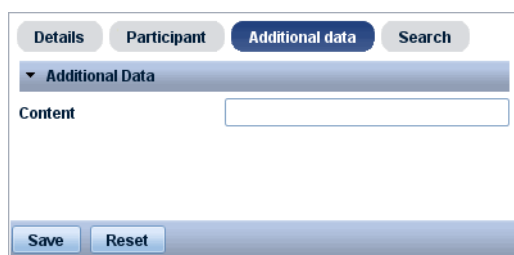
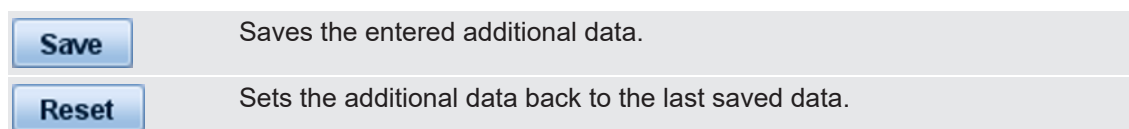


Fig. 54: Tab Additional Data (example)

The following functions are available:



7.2.3.1

Enter or change additional data

1. Select the respective conversation in the main view.

| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party PI |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 |

Fig. 55: Select conversation (example)

2. Click on the tab *Additional data* in the detail view.

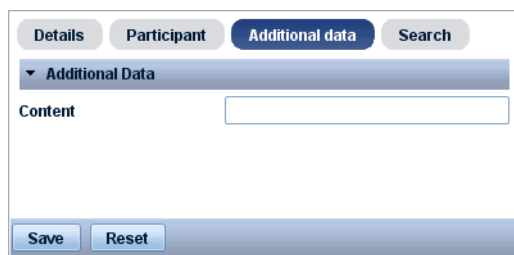


Fig. 56: Tab Additional Data (example)

3. Enter the additional data for the conversation in an editable entry field, e. g. in the entry field *Content*.
4. Click on the button *Save*.
 - ⇒ Depending on the configuration of the columns, information is displayed in the main view:



You can enter or change additional data directly in the table of the main view, too.

7.2.4

Tab Search

The tab *Search* is only displayed if the window *Search Criteria* has been closed.

Here, you can systematically search for selected criteria in conversations. Every search query can be saved to be used again.

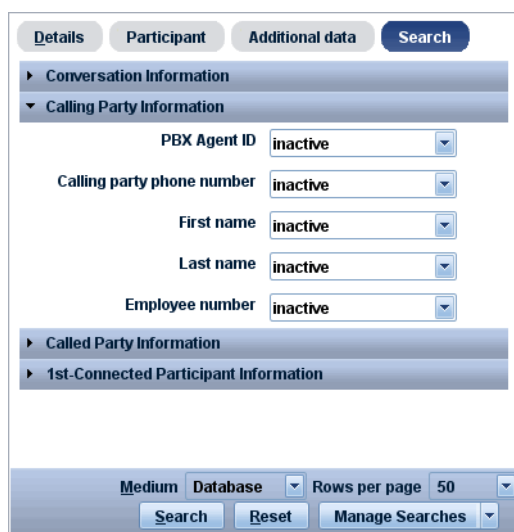
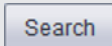
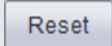
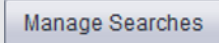


Fig. 57: Tab Search (example)

The following functions are available:

| | |
|---|---|
|  | Starts the search. |
|  | Resets all search criteria. |
|  | Enables you to save and load defined search criteria. |



The changes made only apply for the logged-in user. They are a matter of personal settings.

7.2.4.1

Run a search

1. Click on the tab *Search* in the detail view.

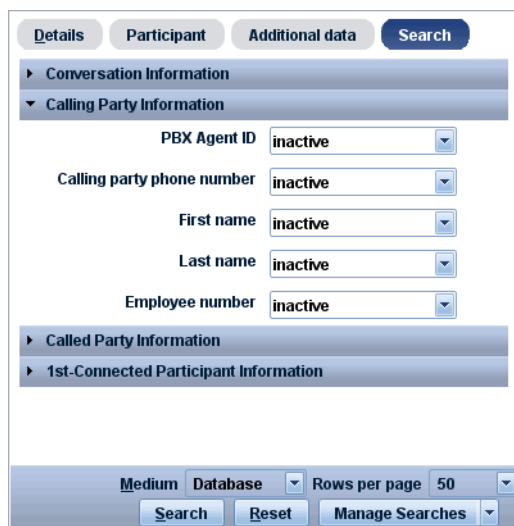


Fig. 58: Tab Search (example)

2. Set the search criteria, see [chapter "Search criteria", p. 38](#).
3. Click on the button *Search*.
 - ⇒ The search results are displayed in the main view.

7.2.4.2 Save search

1. Click on the tab *Search* in the detail view.

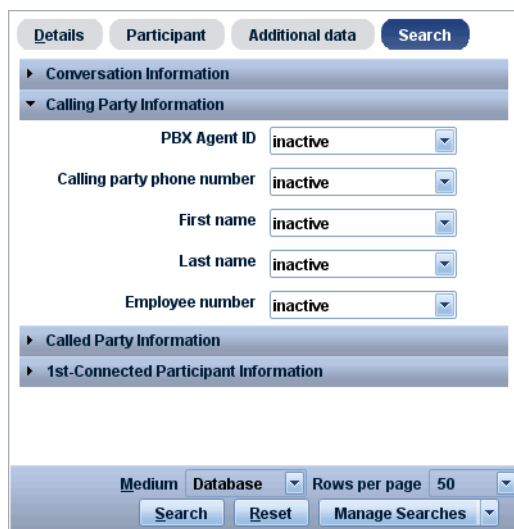


Fig. 59: Tab Search (example)

2. Set the search criteria, see [chapter "Search criteria", p. 38](#).
3. To save the defined search criteria, click on the buttons *Manage Searches* > *Save as*.
 - ⇒ The following window appears:

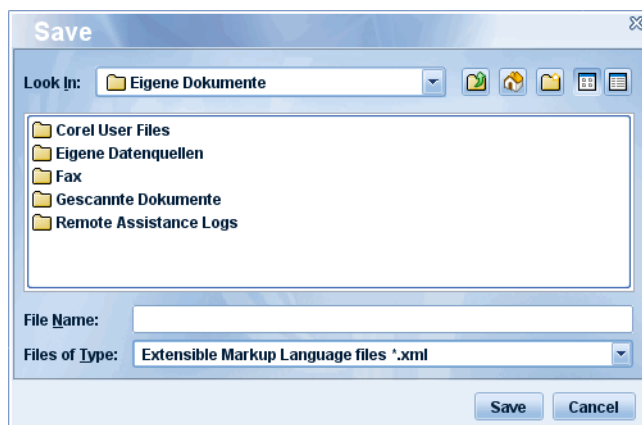


Fig. 60: Save (example)

4. Via the explorer select the directory to save the file in.
5. Enter the file name in the field *File Name*.
 - ⇒ In the field *Files of Type*, *Extensible Markup Language files *.xml* has been preset.
6. Click on the button *Save*.
 - ⇒ The defined search criteria are saved as an XML file and the window is closed.

7.2.4.3 Load search

1. Click on the tab *Search* in the detail view.

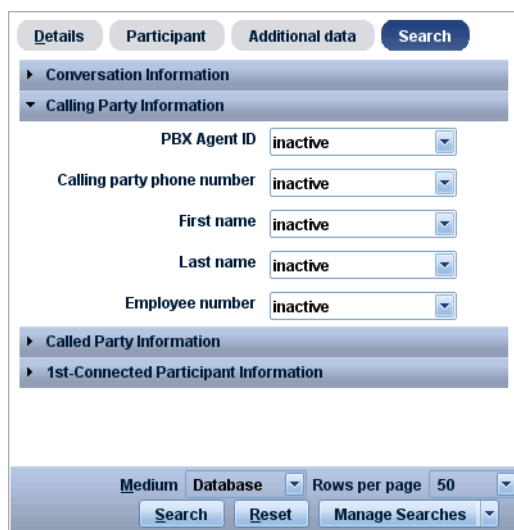


Fig. 61: Tab Search (example)

2. To load saved search criteria, click on the buttons *Manage Searches > Load*.
 - ⇒ The following window appears:

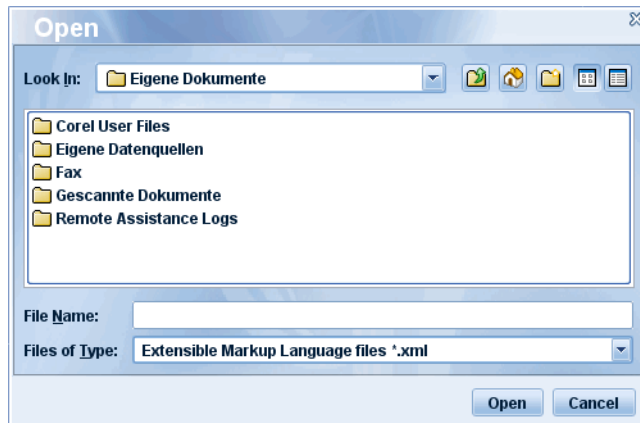


Fig. 62: Open (example)

3. Select the file of the saved search via the Explorer.
 - ⇒ In the field *Files of Type*, *Extensible Markup Language files *.xml* has been preset.
4. Click on the button *Open*.
 - ⇒ The saved search is loaded and the window is closed.
5. To search for the loaded search criteria, click on the button *Search*.

8 Monitoring module

The Monitoring module shows an overview of the statuses of the individual end devices which have been connected to the recording system. Users who have been granted the necessary rights can listen in on conversations on selected end devices. The volume can be controlled via the volume control in the functionality bar of the Replay module, see [chapter "Replay module", p. 77](#).



For each installed Communication Manager, 8 end devices can be monitored simultaneously in one track. If the end device of another Communication Manager is selected, an additional track appears.

With EVOIP_{neo} end devices, a separate track appears for each conversation, i. e. two tracks with stereo end devices.

8.1 Main view

The main view shows an overview of the statuses of the different end devices connected to the recording system.

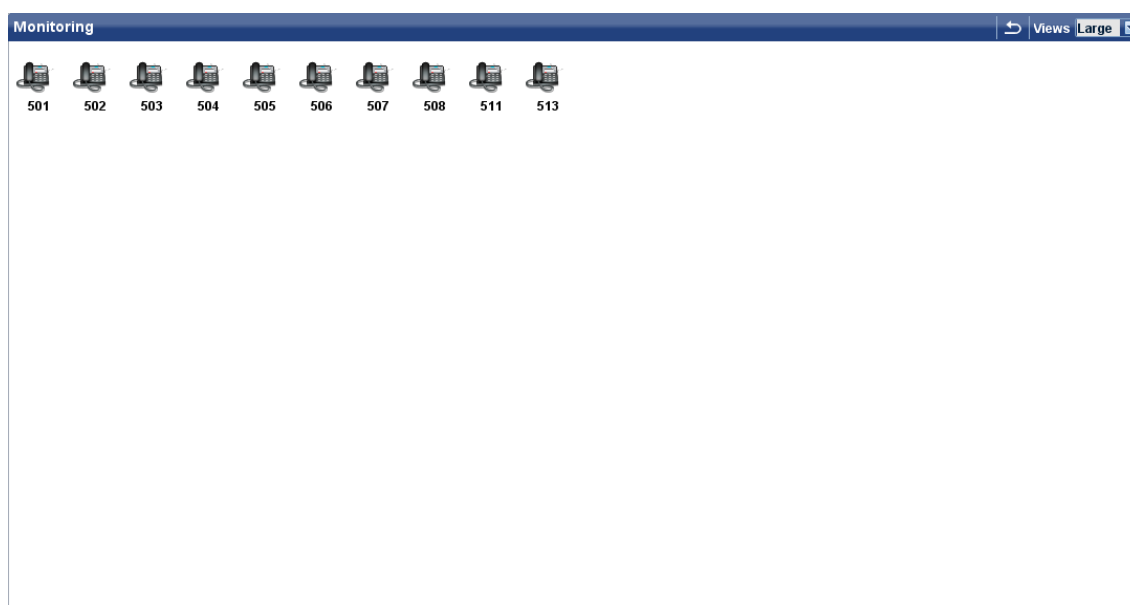














Fig. 63: Main view (example)

Depending on the configuration, the statuses of the end devices are displayed differently. For information about the configuration of the view see [chapter "Toolbar", p. 57](#).

In the following, you find the description of the icons for the statuses of the end devices.

| View Large | View Small | Description |
|---|---|--|
|  |  | No conversation takes place on the end device. |
|  |  | A conversation takes place on the end device. The conversation is not being recorded. |
|  |  | A conversation takes place on the end device. The conversation is being recorded. The recording will be saved after the conversation. |
|  |  | A conversation takes place on the end device. The conversation is being recorded. The recording will be discarded after the conversation. |

| View Large | View Small | Description |
|---|---|--|
|  |  | <p>A conversation takes place on the end device. The conversation is being recorded.</p> <p>The recording has been muted.</p> <p>The recording will be saved after the conversation.</p> |
|  |  | <p>A conversation takes place on the end device. The conversation is being recorded.</p> <p>The recording has been muted.</p> <p>The recording will be discarded after the conversation.</p> |

Background colors serve to indicate the monitoring status of the end device:

- Green = Monitoring has been activated.
- Light blue = Monitoring has not been activated but the end device has been selected for further actions.
- No background color = Monitoring has not been activated. The end device has not been selected.

The toolbar of the main view contains different functions which can be used for the end devices, see [chapter "Toolbar", p. 57](#). The context menu of the main view contains further functions which can be used for the elements of the main view, see [chapter "Context menu", p. 58](#).

A scroll bar allows you to navigate in the main view.


8.1.1 Toolbar

The toolbar of the main view contains different functions.



Fig. 64: Toolbar

In the following, you find the description of the functions.

| | |
|---|---|
|  | Stops monitoring for the selected end devices and deselects the selected end devices |
| <i>(Reset monitoring)</i> | |
| Views | <p>Shows the display of the end devices in the main view.</p> <p>Select the respective option in the drop-down list.</p> <ul style="list-style-type: none"> • <i>Large</i> = End devices are displayed as large icons. Description of the icons illustrating the status of the end device see chapter "Main view", p. 56. • <i>Small</i> = End devices are displayed as small icons. Description of the icons illustrating the status of the end device see chapter "Main view", p. 56. • <i>List</i> = End devices are displayed in a list. • <i>Details</i> = End devices along with detailed information are displayed in a table. |

8.1.2 Monitoring

1. Click on an end device.

- ⇒ As soon as a conversation takes place on the selected end device, the call is loaded into the Replay module and replayed automatically. For a [video recording](#), the window of the Video Viewer opens, for a text message the window of the Message Viewer which

display the recordings.

For information about the functions of the Replay module see [chapter "Replay module", p. 77](#).



Fig. 65: Monitoring (example)

- To listen in on additional end devices, click on the respective end devices.



If you switch to a different module, monitoring is reset automatically.

8.1.3 Stop monitoring

- To stop monitoring on an end device, click on the respective end device.

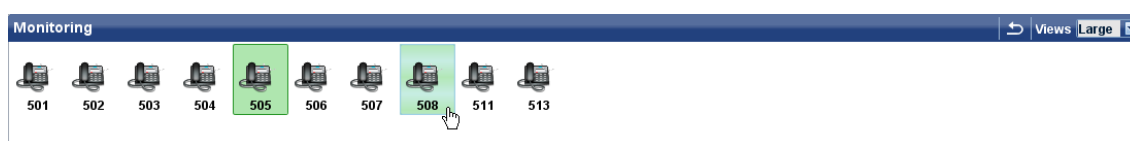


Fig. 66: Monitoring on 2 end devices (example)

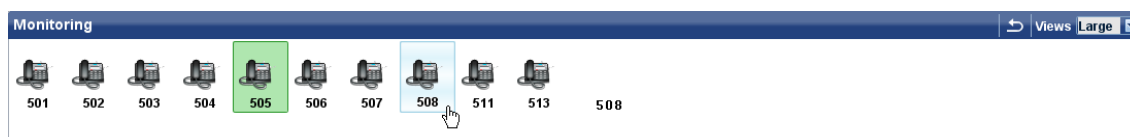



Fig. 67: Monitoring stopped on 1 end device (example)

8.1.4 Reset monitoring

- To stop monitoring of all devices, click on the icon  (*Reset monitoring*) in the toolbar in the main view.

8.1.5 Context menu

The context menu of the main view contains additional functions which can be used for the elements of the window.

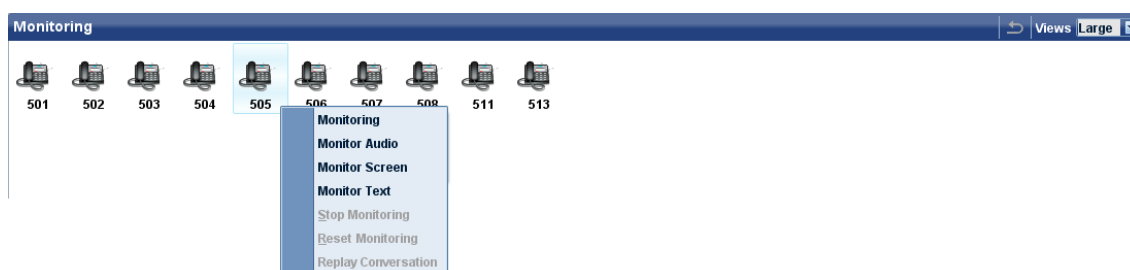


Fig. 68: Context menu (example)

In the following, you find the description of the functions.

| | |
|-------------------------|--|
| <i>Monitoring</i> | Activates monitoring for all supported monitoring sources of the selected end devices, see chapter "Monitoring", p. 59 . |
| <i>Audio Monitoring</i> | Activates audio monitoring for the selected end devices, see chapter "Audio monitoring", p. 59 . |

| | |
|----------------------------|--|
| <i>Screen Monitoring</i> | Activates screen monitoring for the selected end devices, see chapter "Screen monitoring", p. 60. |
| <i>Text Monitoring</i> | Activates text monitoring for the selected end devices, see chapter "Text monitoring", p. 60. |
| <i>Stop Monitoring</i> | Stops monitoring for the selected end devices, see chapter "Stop monitoring", p. 61. |
| <i>Reset Monitoring</i> | Stops monitoring for the selected end devices and deselects the selected end devices, see chapter "Reset monitoring", p. 61. |
| <i>Replay Conversation</i> | Replays the entire recorded conversation. |

8.1.5.1 Monitoring

1. Right-click on a selected end device.
⇒ The following context menu appears:

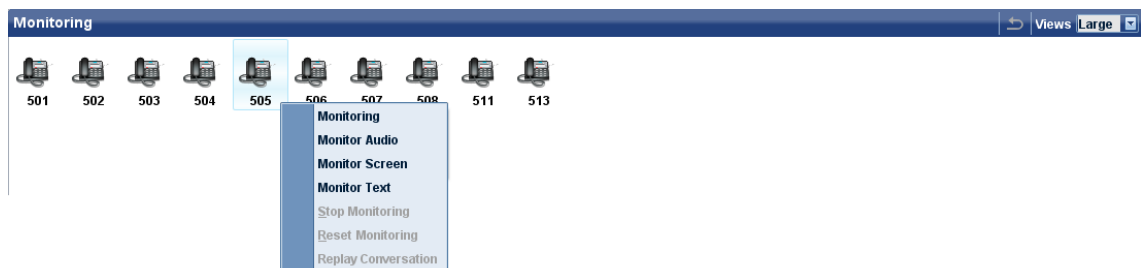


Fig. 69: Context menu Monitoring (example)

2. Click on *Monitoring* in the context menu.
⇒ As soon as a conversation takes place on the selected end device, the call is loaded into the Replay module and replayed automatically. For a [video recording](#), the window of the Video Viewer opens, for a text message the window of the Message Viewer which display the recordings.
For information about the functions of the Replay module see [chapter "Replay module", p. 77.](#)
3. To listen in on conversations on additional end devices, repeat the steps.



If you switch to a different module, monitoring is reset automatically.

8.1.5.2 Audio monitoring

1. Right-click on a selected end device.
⇒ The following context menu appears:

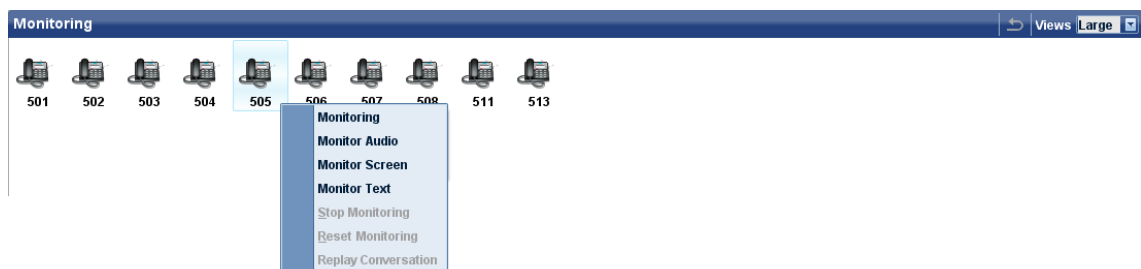


Fig. 70: Context menu Monitoring (example)

2. Click on *Audio Monitoring* in the context menu.

⇒ As soon as a conversation takes place on the selected end device, the audio part of the conversation is loaded into the Replay module and replayed automatically.
For information about the functions of the Replay module see [chapter "Replay module", p. 77](#).

3. To activate another monitoring source for the selected end device, right-click on the end device again and select the respective source.
4. To monitor additional end devices repeat the steps.



If you switch to a different module, monitoring is reset automatically.

8.1.5.3 Screen monitoring

1. Right-click on a selected end device.
⇒ The following context menu appears:

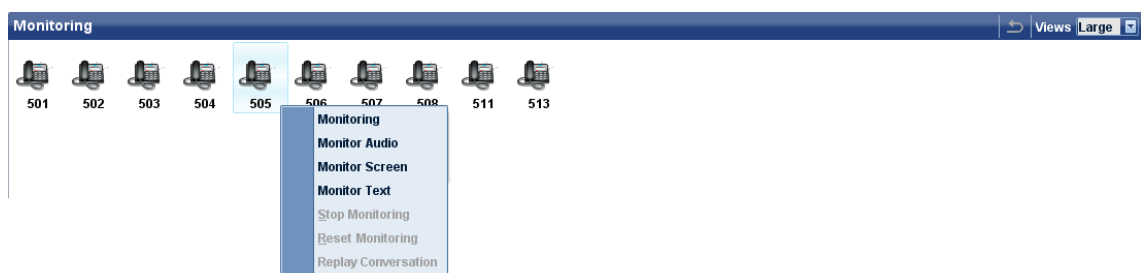


Fig. 71: Context menu Monitoring (example)

2. Click on *Screen Monitoring* in the context menu.
⇒ As soon as a conversation with [video recording](#) takes place on the selected end device, the [video data](#) of the conversation is loaded into the Video Viewer and replayed automatically.
For information about the functions of the Video Viewer see [chapter "Replay module", p. 77](#).
3. To activate another monitoring source for the selected end device, right-click on the end device again and select the respective source.
4. To monitor additional end devices repeat the steps.



If you switch to a different module, monitoring is reset automatically.

8.1.5.4 Text monitoring

1. Right-click on a selected end device.
⇒ The following context menu appears:

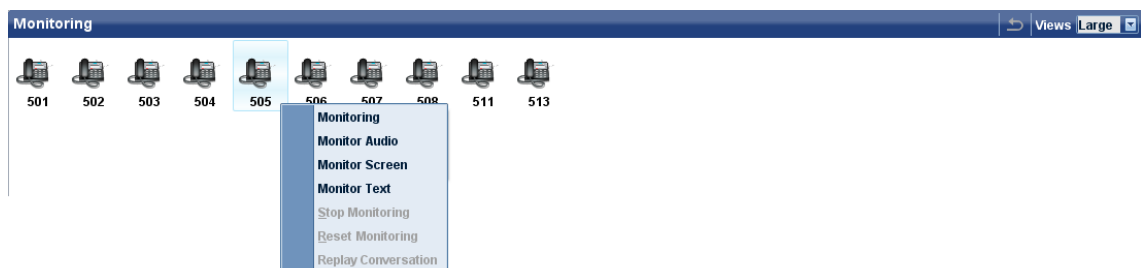


Fig. 72: Context menu Monitoring (example)

2. Click on *Text Monitoring* in the context menu.

- ⇒ As soon as a conversation with SDS/SMS recording takes place on the selected end device, the text part of the conversation is loaded into the Message Viewer and displayed there.

For information about the functions of the Message Viewer see [chapter "Replay module", p. 77](#).

3. To activate another monitoring source for the selected end device, right-click on the end device again and select the respective source.
4. To monitor additional end devices repeat the steps.



If you switch to a different module, monitoring is reset automatically.

8.1.5.5

Stop monitoring

1. To stop monitoring on a selected end device, right-click on the respective end device.
⇒ The following context menu appears:

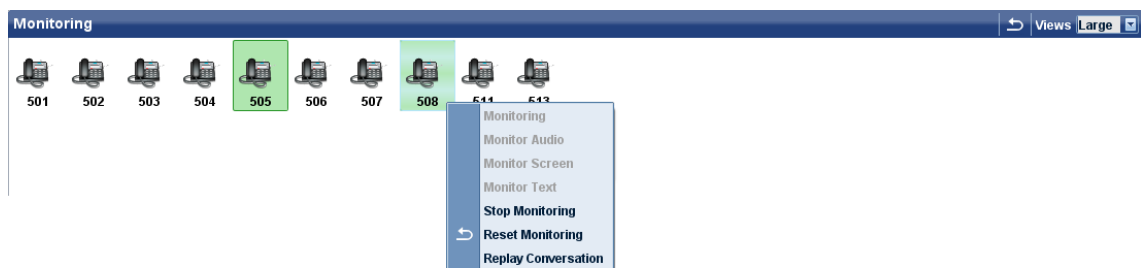


Fig. 73: Context menu Stop monitoring (example)

2. Click on *Stop Monitoring* in the context menu.

8.1.5.6

Reset monitoring

1. To stop monitoring on all end devices, right-click on any end device.
⇒ The following context menu appears:



Fig. 74: Context menu Reset Monitoring (example)

2. Click on *Reset Monitoring* in the context menu.

9 CCB module

The CCB module (Conversation Collection Boxes module) facilitates compiling an individual collection of conversations. The conversations in a CCB are retained even if they have been removed or deleted from the regular search.

9.1 Main view

In the main view, CCBs can be created and provided with individual user authorizations.

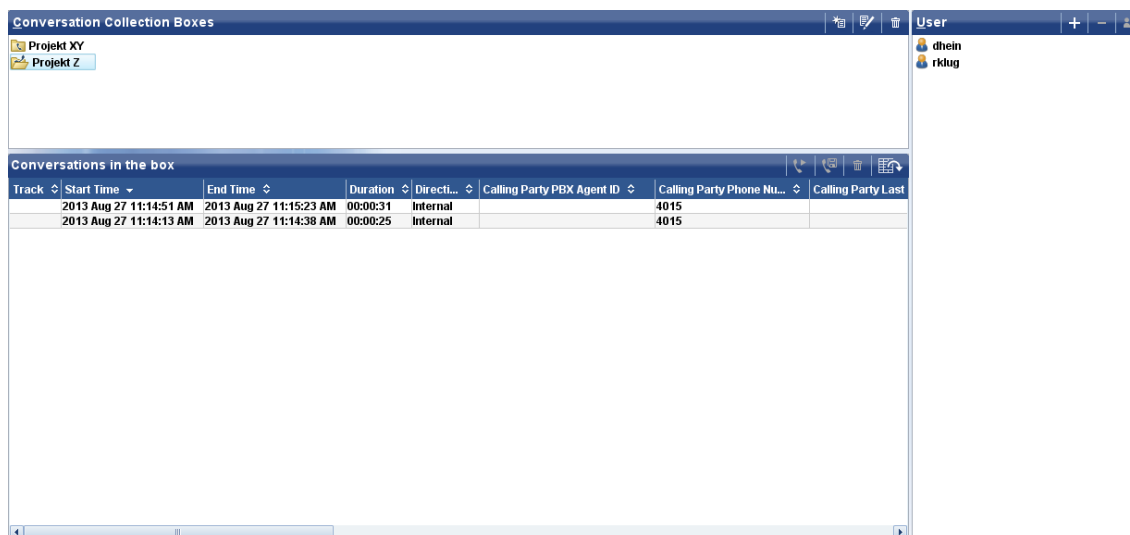


Fig. 75: Main view (example)

The main view is divided into the following windows:

- *Conversation Collection Boxes*
Shows the CCBs.
- *Conversations in the box*
Shows the conversations in the selected CCB.
- *Users*
Shows the user of the selected CCB.

On the pages of the main view, you can navigate by using the scrollbars.

9.1.1 Conversation Collection Boxes

The window *Conversation Collection Boxes* displays the CCBs.



Fig. 76: Window Conversation Collection Boxes (example)

The toolbar of the window *Conversation Collection Boxes* contains functions which can be used for the window, see [chapter "Toolbar", p. 62](#).




9.1.1.1 Toolbar

The toolbar of the window *Conversation Collection Boxes* contains different functions.



Fig. 77: Toolbar

In the following, you find a description of the icons.

| | | |
|---|---|---|
|  | New Conversation Collection Box | Creates a new Conversation Collection Box, see chapter "Create new Conversation Collection Box", p. 63. |
|  | Rename Conversation Collection Box | Changes the name of a Conversation Collection Box, see chapter "Rename Conversation Collection Box", p. 63. |
|  | Delete Conversation Collection Box | Deletes a Conversation Collection Box, see chapter "Delete Conversation Collection Box", p. 63. |

By right-clicking on the selected CCB, you can use the functions described above via the context menu, too.

9.1.1.1.1 Create new Conversation Collection Box


- Click on the icon  (*New Conversation Collection Box*).
⇒ The entry field for the name of the new Conversation Collection Box appears.



Fig. 78: New Conversation Collection Box


- Enter a name for the Conversation Collection Box in the entry field and confirm it by pressing the [Enter] key.
To cancel the creation of a new Conversation Collection Box, press the [Esc] key.

9.1.1.1.2 Rename Conversation Collection Box

- Select the Conversation Collection Box that you would like to rename.



Fig. 79: Window Conversation Collection Boxes (example)


- Click on the icon  (*Rename Conversation Collection Box*).
- Change the name of the Conversation Collection Box and confirm it by pressing the Enter key.
To cancel the process without applying changes, press the [Esc] key.

9.1.1.1.3 Delete Conversation Collection Box

- Select the Conversation Collection Box that you would like to delete.



Fig. 80: Window Conversation Collection Boxes (example)

2. Click on the icon  (*Delete Conversation Collection Box*).
 ⇒ To really delete the Conversation Collection Box, confirm the security prompt.

9.1.2 Conversations in the box

The window *Conversations in the box* displays a list of the conversations in the selected CCB.

| Conversations in the box | | | | | | | |
|--------------------------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 | |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 | |

Fig. 81: Window Conversations in the box (example)

Depending on the configuration of the columns, the following information is displayed in the main view:

| General | |
|-------------------------------|--|
| Number | Shows a serial numbering of the conversations in the main view. |
| Loaded | Shows whether the conversation has been loaded in the Replay module. <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="width: 20px; height: 10px; background-color: white; border: 1px solid black; margin-right: 5px;"></div> = Conversation has not been loaded. <div style="width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px; margin-top: 5px;"></div> = Conversation has been loaded; color without blue triangle shows that the start and end times of the loaded conversation are outside the current replay position. <div style="width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px; margin-top: 5px; position: relative;"> ▶ </div> = Conversation has been loaded; color with blue triangle shows that the loaded conversation is within the current replay position. <p>The loaded conversation is assigned a color from a defined color palette. The order of the colors has been predetermined. If all colors of a palette have been used in several loaded conversations, the color assignment start over again. In the Replay module, the loaded conversation is displayed in the same color.</p> </div> |
| Conversation Information | |
| Conversation ID | Shows the conversation ID. |
| Customer ID | Shows the ID of the customer. The customer ID can be used to view and administrate a coherent customer history. |
| Transaction ID | Shows the ID of the transaction. The transaction ID can be used to view and administrate a coherent transaction history. |
| Start Time | Shows when the conversation was started. |
| Data Start | Shows when the data part of the conversation starts. |
| End Time | Shows when the conversation was ended. |
| Creation Date | Shows when the conversation was created. |
| Last Update | Shows when the conversation was changed for the last time. |
| Duration | Shows the duration of the conversation. |
| Conversation Direction | The conversation direction shows whether this is an inbound or an outbound call. |

| | |
|--------------------------|---|
| | <ul style="list-style-type: none"> • Inbound - Customer calls agent, externally incoming • Outbound - Agent calls customer, externally outgoing • Internal - Agent calls agent |
| <i>Archived</i> | Shows whether the conversation has been archived. ✓ = archived ✗ = not archived |
| <i>Conversation Type</i> | Displays the type of the conversation. Call = call/video call Work item = work item (screen) Call and screen recording = call and screen Text = SMS/SDS Chat = chat |

Statistics of the Conversation

| | |
|--|--|
| <i>Number of Ringing Sections</i> | Shows the number of ringing sections. |
| <i>Duration of Ringing Sections</i> | Shows the duration of the ringing sections. |
| <i>Number of Hold Sections</i> | Shows the number of hold sections. |
| <i>Duration of Hold Sections</i> | Shows the duration of the hold sections. |
| <i>Number of Connected Sections</i> | Shows the number of connected sections. |
| <i>Duration of Connected Sections</i> | Shows the duration of the connected sections. |
| <i>Number of Failed Callbacks</i> | Shows the number of failed callbacks. |
| <i>Number of Successful Callbacks</i> | Shows the number of successful callbacks. |
| <i>Conversation ID of Callback Request</i> | Shows the conversation ID of the callback request. |

Calling Party Information

| | |
|--------------------------------------|---|
| <i>Calling Party Name</i> | Shows the name of the calling party (last name, first name). |
| <i>Calling Party PBX Agent ID</i> | Shows the PBX Agent ID of the calling party. |
| <i>Calling Party Phone Number</i> | Shows the phone number of the calling party. |
| <i>Calling Party Employee Number</i> | Shows the employee number of the calling party. |
| <i>Calling Party Device Name</i> | Shows the device name of the turret or of the phone of the calling party. |

Called Party Information

| | |
|----------------------------------|---|
| <i>Called Party Name</i> | Shows the name of the called party (last name, first name). |
| <i>Called Party PBX Agent ID</i> | Shows the PBX Agent ID of the called party. |

| | |
|-------------------------------------|--|
| <i>Called Party Phone Number</i> | Shows the phone number of the called party. |
| <i>Called Party Employee Number</i> | Shows the employee number of the called party. |
| <i>Called Party Device Name</i> | Shows the device name of the turret or of the phone of the called party. |

1st-Connected Participant Information

| | |
|--------------------------------------|---|
| <i>1st-Connected Name</i> | Shows the name of the 1st connected (last name, first name). |
| <i>1st-Connected PBX Agent ID</i> | Shows the PBX Agent ID of the 1st connected. |
| <i>1st-Connected Phone Number</i> | Shows the phone number of the 1st connected. |
| <i>1st-Connected Employee Number</i> | Shows the employee number of the 1st connected. |
| <i>1st-Connected Device Name</i> | Filters for the device name of the turret or of the phone of the 1st connected. |

Additional Data

| | |
|-------------------------------------|--|
| <i>Display Name Additional Data</i> | <p>Shows the additional conversation data.</p> <p>To enter or change additional data, click on the respective cell in the main view.</p> <p>To save the entries, press the Enter key.</p> <p>To discard the entries, press the [Esc] key.</p> <p>You have to have the respective rights to be able to display and change the additional data.</p> <p>For information about the configuration of the additional data refer to the administration manual <i>System Configuration - Additional Data module</i>.</p> |
|-------------------------------------|--|

Information about the configuration of the table can be found in [chapter "Menu item Conversation Table"](#), p. 22.

The toolbar of the window *Conversations in the box* contains functions which can be used for the elements of the window, see [chapter "Toolbar"](#), p. 66. The context menu of the window *Conversations in the box* contains additional functions which can be used for the elements of the window, see [chapter "Context menu"](#), p. 67.

The sort sequence of the conversations can be adjusted arbitrarily, see [chapter "Change sort sequence"](#), p. 49.


9.1.2.1 Toolbar




The toolbar of the window *Conversations in the box* contains different functions.



Fig. 82: Toolbar

In the following, you find a description of the icons.

| | | |
|---|------------------------------------|--|
|  | <i>Load selected conversations</i> | Loads selected conversations into the Replay module for replay, see chapter "Load selected conversations" , p. 32. |
|---|------------------------------------|--|

| | | |
|---|---------------------------------|---|
|  | Export | Saves the audio data of the selected conversations as WAVE file, the corresponding additional conversation data as CSV file, and the video data as FLV file on the hard disk of your computer, see chapter "Export conversation" , p. 33. |
|  | Remove selected calls | Removes the selected calls from the box. |
|  | Export conversation list | Saves the additional conversation data of the main view in a CSV file, see chapter "Export conversation list" , p. 36. Only the displayed additional conversation data is saved. Settings of the additional conversation data see chapter "Menu item Conversation Table" , p. 22. |

9.1.2.2 Context menu

The context menu of the window *Conversations in the box* contains additional functions which can be used for the elements of the window.

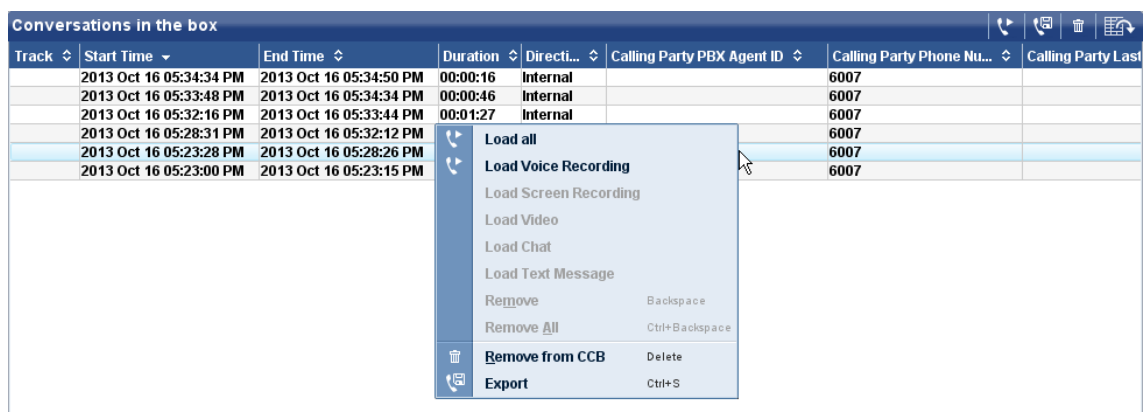





Fig. 83: Context menu of the window *Conversations in the box* (example)

In the following, you find the description of the functions.

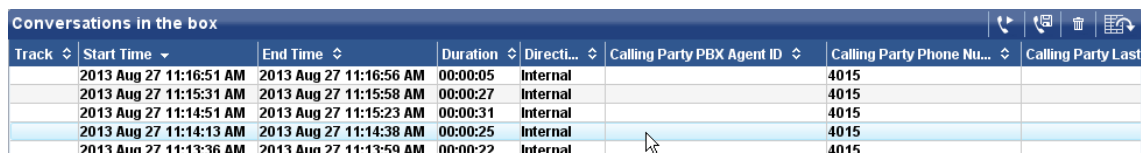
| | | |
|---|------------------------------|--|
|  | Load All | <p>All selected conversations are loaded completely into the Replay module, see chapter "Load conversation", p. 68.</p> <p>If a screen recording or a camera recording has been saved, then the screen video or the camera video is displayed in the Video Viewer of the Replay module.</p> <p>If a chat text or a text message (SMS or SDS) has been saved, then the chat text or the text message is displayed in the Message Viewer of the Replay module.</p> |
|  | Load Voice Recording | <p>The voice recordings of the selected conversations are loaded into the Replay module, see chapter "Load conversation", p. 68.</p> <p>The option is only active if a voice recording has been saved for a selected conversation.</p> |
| | Load Screen Recording | <p>The screen recordings of the conversations are loaded into Video Viewer of the Replay module, see chapter "Load conversation", p. 68.</p> <p>The option is only active if a screen recording has been saved for a selected conversation.</p> |
| | Load Video | <p>The videos of the conversations are loaded into Video Viewer of the Replay module, see chapter "Load conversation", p. 68.</p> <p>The option is only active if a video has been saved for a selected conversation.</p> |

| | |
|---|---|
| <i>Load Chat</i> | The chat text of the conversation is loaded into Message Viewer of the Replay module, see chapter "Load conversation", p. 68 . This option is only active if a chat text has been saved for the selected conversation. |
| <i>Load Text Message</i> | The text message (SMS or SDS) of the conversation is loaded into the Message Viewer of the Replay module. This option is only active if a text message has been saved for the selected conversation. |
| <i>Remove</i> | Removes selected conversations from the Replay module, see chapter "Remove", p. 69 . |
| <i>Remove All</i> | Removes all conversations from the Replay module, see chapter "Remove All", p. 70 . |
| <i>Remove from CCB</i> | Removes selected conversations from the CCB, see chapter "Remove from CCB", p. 70 . |
|  <i>Export</i> | Saves the audio data of the selected conversations as WAVE file, the corresponding additional conversation data as CSV file, and the screen recording data as FLV file on the hard disk of your computer, see chapter "Export", p. 71 . |

9.1.2.2.1 Load conversation

This function allows loading conversations into the Replay module and replaying them there.

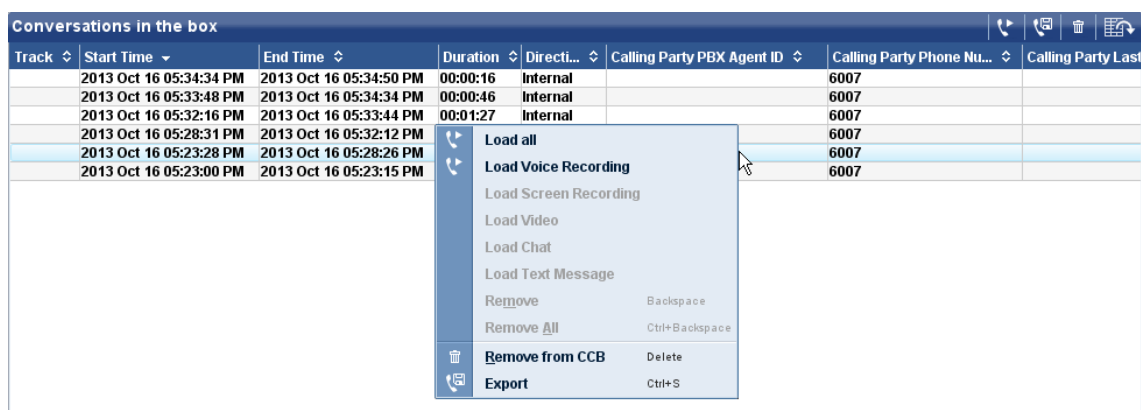
1. Select the conversation you would like to replay in the window *Conversations in the box*.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 | |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 | |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 | |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 | |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 | |

Fig. 84: Select conversations (example)

2. Right-click on a selected conversation.
⇒ The following context menu appears:



| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last |
|-------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|
| | 2013 Oct 16 05:34:34 PM | 2013 Oct 16 05:34:50 PM | 00:00:16 | Internal | | 6007 | |
| | 2013 Oct 16 05:33:48 PM | 2013 Oct 16 05:34:34 PM | 00:00:46 | Internal | | 6007 | |
| | 2013 Oct 16 05:32:16 PM | 2013 Oct 16 05:33:44 PM | 00:01:27 | Internal | | 6007 | |
| | 2013 Oct 16 05:28:31 PM | 2013 Oct 16 05:32:12 PM | | | | 6007 | |
| | 2013 Oct 16 05:23:28 PM | 2013 Oct 16 05:28:26 PM | | | | 6007 | |
| | 2013 Oct 16 05:23:00 PM | 2013 Oct 16 05:23:15 PM | | | | 6007 | |

Fig. 85: Context menu of the window Conversations in the box (example)

3. Click on one of the following options in the context menu:

| | |
|-----------------|--|
| <i>Load All</i> | The complete recorded conversation is loaded into the Replay module. |
|-----------------|--|

| | |
|------------------------------|--|
| | <p>If a screen recording or a camera recording has been saved, then the screen video or the camera video is displayed in the Video Viewer of the Replay module.</p> <p>If chat text or a text message (SMS or SDS) has been saved, then the chat text or the text message is displayed in the Message Viewer of the Replay module.</p> |
| <i>Load Voice Recording</i> | <p>The voice recording of the conversation is loaded into the Replay module.</p> <p>This option is only active if a voice recording has been saved for the selected conversation.</p> |
| <i>Load Screen Recording</i> | <p>The screen recording of the conversation is loaded into Video Viewer of the Replay module.</p> <p>This option is only active if a screen recording has been saved for the selected conversation.</p> |
| <i>Load Text Message</i> | <p>The text message (SMS or SDS) of the conversation is loaded into Message Viewer of the Replay module.</p> <p>This option is only active if a text message has been saved for the selected conversation.</p> |
| <i>Load Chat</i> | <p>The chat text of the conversation is loaded into Message Viewer of the Replay module.</p> <p>This option is only active if chat text has been saved for the selected conversation.</p> |
| <i>Load Video</i> | <p>The camera recording of the conversation is loaded into Video Viewer of the Replay module.</p> <p>This option is only active if a camera recording has been saved for the selected conversation.</p> |

- The conversations are loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module"](#), p. [77](#).

9.1.2.2.2 Remove

This function allows removing selected conversations from the Replay module.

- Select the conversation you would like to remove from the Replay module in the window *Conversations in the box*.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.
- Right-click on a selected conversations.
⇒ The following context menu appears:

| Conversations in the box | | | | | | | | | | |
|--------------------------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|--|--|--|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last | | | |
| | 2013 Oct 16 05:34:34 PM | 2013 Oct 16 05:34:50 PM | 00:00:16 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:33:48 PM | 2013 Oct 16 05:34:34 PM | 00:00:46 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:32:16 PM | 2013 Oct 16 05:33:44 PM | 00:01:27 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:28:31 PM | 2013 Oct 16 05:32:12 PM | | | | 6007 | | | | |
| | 2013 Oct 16 05:23:28 PM | 2013 Oct 16 05:28:26 PM | | | | 6007 | | | | |
| | 2013 Oct 16 05:23:00 PM | 2013 Oct 16 05:23:15 PM | | | | 6007 | | | | |

Load all
Load Voice Recording
Load Screen Recording
Load Video
Load Chat
Load Text Message
Remove Backspace
Remove All Ctrl+Backspace
Remove from CCB Delete
Export Ctrl+S

Fig. 86: Context menu of the window Conversations in the box (example)

- Click on *Remove* in the context menu.
⇒ Selected conversations are removed from the Replay module.

9.1.2.2.3 Remove All

This function allows removing all conversations from the Replay module.

- Right-click on any conversation in the window *Conversations in the box*.
⇒ The following context menu appears:

| Conversations in the box | | | | | | | | | | |
|--------------------------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|--|--|--|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last | | | |
| | 2013 Oct 16 05:34:34 PM | 2013 Oct 16 05:34:50 PM | 00:00:16 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:33:48 PM | 2013 Oct 16 05:34:34 PM | 00:00:46 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:32:16 PM | 2013 Oct 16 05:33:44 PM | 00:01:27 | Internal | | 6007 | | | | |
| | 2013 Oct 16 05:28:31 PM | 2013 Oct 16 05:32:12 PM | | | | 6007 | | | | |
| | 2013 Oct 16 05:23:28 PM | 2013 Oct 16 05:28:26 PM | | | | 6007 | | | | |
| | 2013 Oct 16 05:23:00 PM | 2013 Oct 16 05:23:15 PM | | | | 6007 | | | | |

Load all
Load Voice Recording
Load Screen Recording
Load Video
Load Chat
Load Text Message
Remove Backspace
Remove All Ctrl+Backspace
Remove from CCB Delete
Export Ctrl+S

Fig. 87: Context menu of the window Conversations in the box (example)

- Click on *Remove All* in the context menu.
⇒ All conversations are removed from the Replay module.

9.1.2.2.4 Remove from CCB

This function allows removing selected conversations from the CCB.

- Select the conversation you would like to remove from the CCB in the window *Conversations in the box*.
To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Conversations in the box | | | | | | | | | | |
|--------------------------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|--|--|--|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last | | | |
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 | | | | |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 | | | | |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 | | | | |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 | | | | |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 | | | | |

Fig. 88: Select conversations (example)

- Right-click on a selected conversation.

⇒ The following context menu appears:

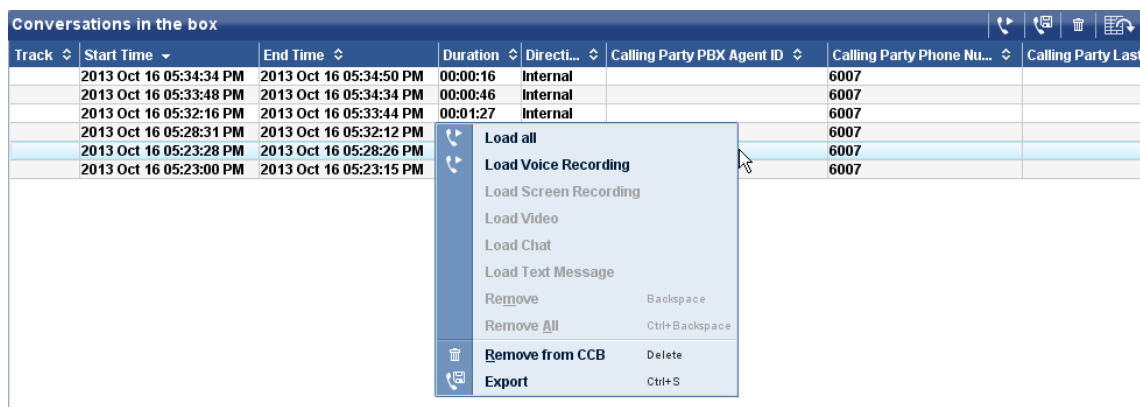


Fig. 89: Context menu of the window Conversations in the box (example)

3. Click on *Remove from CCB* in the context menu.

⇒ To really remove conversations from the CCB, confirm the security prompt.

⇒ The selected conversations are removed from the CCB.

9.1.2.2.5 Export

This function allows saving selected conversations as **WAVE** file.

1. Select the conversation you would like to save as **WAVE** file in the window *Conversations in the box*.

To select several conversations or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

| Conversations in the box | | | | | | | |
|--------------------------|-------------------------|-------------------------|----------|------------|----------------------------|---------------------------|--------------------|
| Track | Start Time | End Time | Duration | Directi... | Calling Party PBX Agent ID | Calling Party Phone Nu... | Calling Party Last |
| | 2013 Aug 27 11:16:51 AM | 2013 Aug 27 11:16:56 AM | 00:00:05 | Internal | | 4015 | |
| | 2013 Aug 27 11:15:31 AM | 2013 Aug 27 11:15:58 AM | 00:00:27 | Internal | | 4015 | |
| | 2013 Aug 27 11:14:51 AM | 2013 Aug 27 11:15:23 AM | 00:00:31 | Internal | | 4015 | |
| | 2013 Aug 27 11:14:13 AM | 2013 Aug 27 11:14:38 AM | 00:00:25 | Internal | | 4015 | |
| | 2013 Aug 27 11:13:36 AM | 2013 Aug 27 11:13:59 AM | 00:00:22 | Internal | | 4015 | |

Fig. 90: Select conversations (example)

2. Right-click on a selected conversation.

⇒ The following context menu appears:

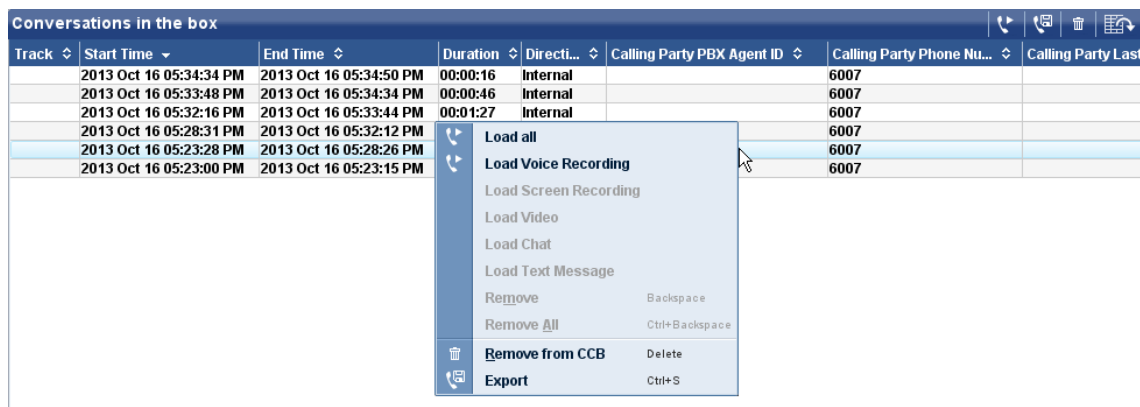


Fig. 91: Context menu of the window Conversations in the box (example)

3. Click on *Export* in the context menu.

⇒ If one of the selected conversations contains audio data, the following window appears:

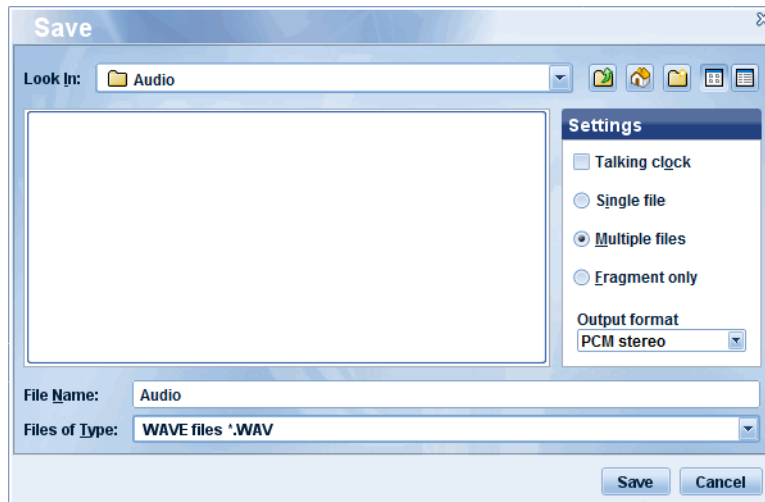


Fig. 92: Save conversations - audio data (example)

4. In the field *Look In*, select the directory in which you would like to save the audio files.
5. Enter the file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
6. Select the respective settings in the area *Settings*.



The options *Single file* and *Multiple files* are only displayed if you have loaded more than one conversation.

The option *Fragment* is only displayed if a loop has been set in one of the loaded conversations.

| | | | | | | | |
|--|--|------------|--|--|--|--|---|
| <i>Talking clock</i> | Generates a time check. | | | | | | |
| <i>Single file</i> | Mixes all audio recordings of one or several conversations in one WAVE file. | | | | | | |
| <i>Multiple files</i> | Creates its own WAVE file for each audio recording to be saved. | | | | | | |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. | | | | | | |
| <i>Output format</i> | <p>All audio recordings are converted into digital signals.</p> <p>Generally, either <i>stereo</i> or <i>mono</i> can be selected for every output format. If <i>stereo</i> is used, the audio data are saved as originally recorded. If <i>mono</i> is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example.</p> <table border="1"> <tr> <td><i>PCM</i></td><td>The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space.</td></tr> <tr> <td><i>A-law (ITU)</i> <i>μ-law (ITU)</i></td><td>In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space.</td></tr> <tr> <td><i>A-law (Java)</i> <i>μ-law (Java)</i></td><td>In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space.</td></tr> </table> | <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. | <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. | <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. |
| <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. | | | | | | |
| <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. | | | | | | |
| <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. | | | | | | |

If *stereo* is used, the conversation is replayed via the speakers as follows:

- In the Conversation module:
 - Left speaker = internal participant
 - Right speaker = external participant
 - Both speakers = unknown or mixed participants

- In the Participant View module:
Left speaker = participant from whose view the conversation has been recorded
Right speaker = other participants
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

If *mono* is used, the conversation is replayed via the speakers as follows:

- Both speaker = all participants (no distinction possible)
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

7. Click on the button **Save** to save the audio file(s).

- ⇒ The audio data is saved as **WAVE** file(s) in the selected directory.
- ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.
- ⇒ If one of the conversations contains **video data**, the following window appears:

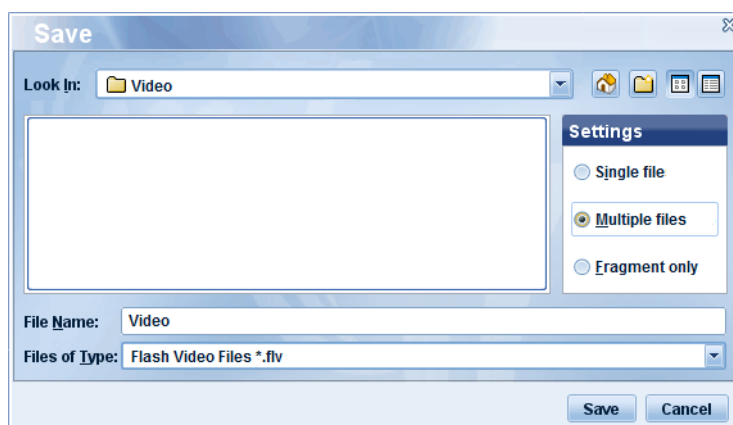


Fig. 93: Save conversations - video data (example)

- In the field *Look In*, select the directory in which you would like to save the video files.
- Enter the respective file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
- Select the respective settings in the area *Settings*.

| | |
|-----------------------|---|
| <i>Single file</i> | Mixes all video recordings of one or several conversations in one FLV file. |
| <i>Multiple files</i> | Creates its own FLV file for each video recording to be saved. |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. |

- Click on the button **Save** to save the video file(s).
 - ⇒ The **video data** is saved as **FLV** file(s) in the selected directory.
 - ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.

9.1.3 User

The window *User* shows the users of the selected CCB.



Fig. 94: Window User (example)

The toolbar of the window *User* contains functions which can be used for the elements of the window, see [chapter "Toolbar", p. 74](#).




9.1.3.1 Toolbar

The toolbar of the window *User* contains different functions.



Fig. 95: Toolbar

In the following, you find a description of the icons.

| | | |
|--|---------------------------|---|
|  | <i>Add user</i> | Adds selected users to the CCB, see chapter "Add user", p. 74 . |
|  | <i>Remove user</i> | Removes selected users from the CCB, see chapter "Remove user", p. 75 . |
|  | <i>Change user rights</i> | Changes the user rights of selected users of a CCB, see chapter "Change user rights", p. 75 . |

By right-clicking on the selected user, you can use the functions described above via the context menu, too.

9.1.3.1.1 Add user

1. In the window *Conversation Collection Boxes*, select the CCB that you would like to add a user to.



Fig. 96: Window Conversation Collection Boxes (example)

2. In the window *User*, click on the icon  (*Add user*).



Fig. 97: Window User (example)



3. Select the user you would like to add.
To select several users or revoke a selection, click on the respective user while holding the [Ctrl] key down.
To select all created users, click on the icon  (*Select all*).
To reset the selection, click on the icon  (*Reset*).



Fig. 98: Select users (example)

4. Select the user rights that the selected users are supposed to receive. To do so, click on the respective check box.
 - ☒ = User right has been activated.
 - ☐ = User right has not been activated.
5. Click on the button **OK**.

9.1.3.1.2 Remove user

1. In the window *Conversation Collection Boxes*, select the CCB that you would like to remove a user from.



Fig. 99: Window Conversation Collection Boxes (example)

2. In the window *User*, select the user you would like to remove. To select several users or revoke a selection, click on the respective user while holding the [Ctrl] key down.

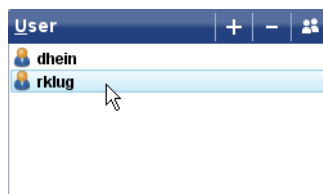



Fig. 100: Select users (example)

3. Click on the icon  (*Remove users*).
 - ⇒ To really remove the users from the CCB, confirm the security prompt.

9.1.3.1.3 Change user rights

1. In the window *Conversation Collection Boxes*, select the CCB the user rights of which you would like to change.



Fig. 101: Window Conversation Collection Boxes (example)

2. In the window *User*, select the user whose user rights you would like to change.
To select several users or revoke a selection, click on the respective user while holding the [Ctrl] key down.

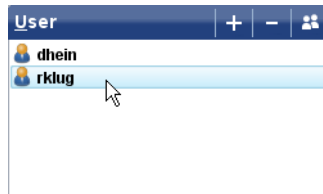


Fig. 102: Select users (example)


3. Click on the icon  (*Change user rights*).
4. Select the user rights that the selected users are supposed to receive. To do so, click on the respective check box.
☒ = User right has been activated.
☐ = User right has not been activated.



Fig. 103: Change user rights (example)

5. Click on the button *OK*.

10 Replay module

The Replay module serves to replay conversations. Conversations which are supposed to be replayed must be selected in the main view and loaded into the Replay module.

If conversations with screen or camera recordings are loaded into the Replay module, the window of the Video Viewer opens automatically for replaying the [video recording](#), see [chapter "Video Viewer", p. 93](#). The replay functions are executed synchronously for the conversation in the Replay module and for the video recordings in the Video Viewer.

If conversations with chat texts or text messages (SMS or SDS) are loaded into the Replay module, the window of the Message Viewer opens automatically to display the chat texts or text messages, see [chapter "Message Viewer", p. 95](#).

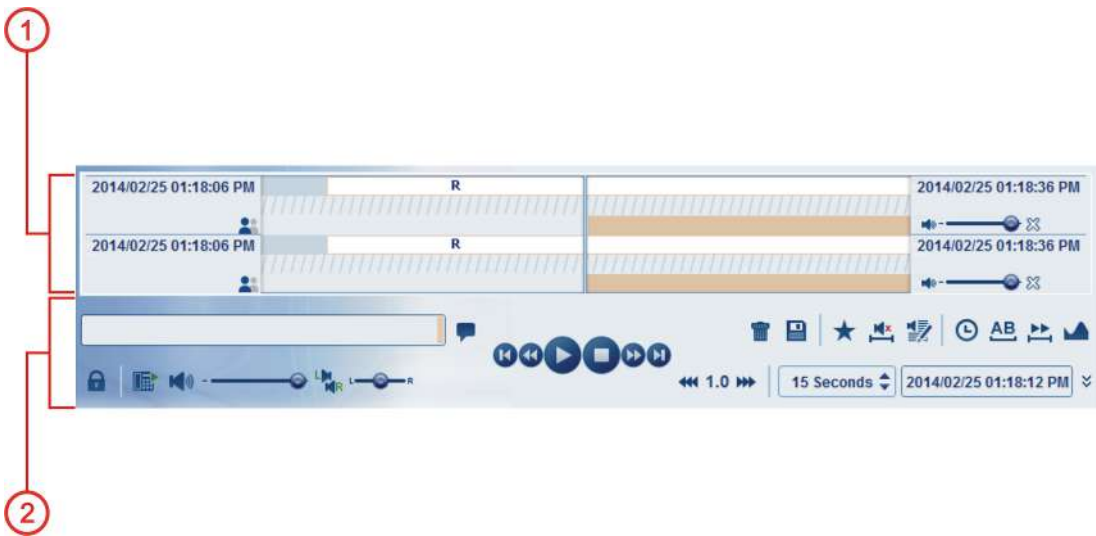




Fig. 104: Replay module (example)

| | | |
|---|-------------------|---|
| 1 | Replay bar | Shows the loaded conversations, see chapter "Replay bar", p. 77 . |
| 2 | Functionality bar | Contains functionalities for the loaded conversations in the replay bar, see chapter "Functionality bar", p. 81 . |

10.1 Replay bar

The replay bar shows the loaded conversations.

In the replay bar, there are 2 different views: the full view and the compressed view. To switch the view, click on the icon  (Switch to full view) or  (Switch to compressed view).

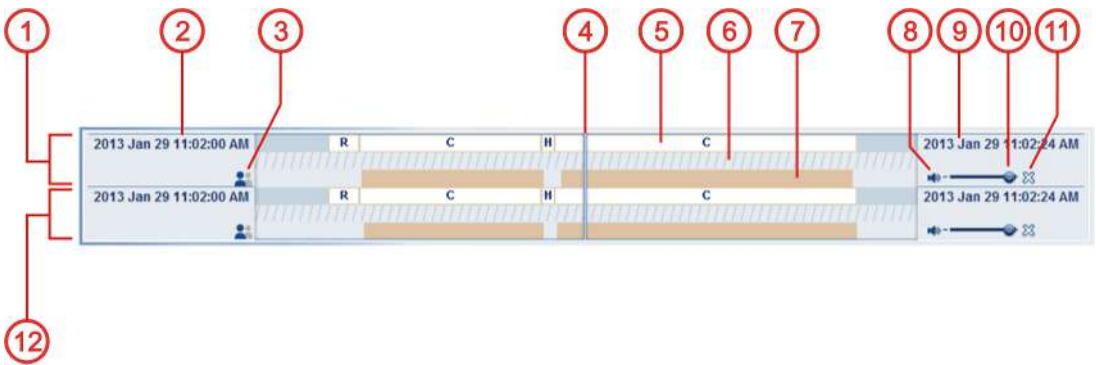


Fig. 105: Replay bar in full view

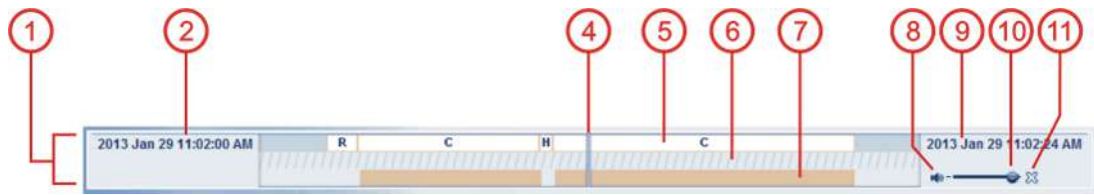









Fig. 106: Replay bar in compressed view

- 1 Shows track 1 of a loaded conversation.
- 2 Shows the start time of the loaded conversation.
If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
- 3 Shows information about the conversation participants.
The information is only visible when the replay bar is displayed in full view.
 -  = internal participants
 -  = external participants
 -  = mixed track with internal and external participants
 -  = unknown participants
 -  = video recording
 To display the phone numbers of the participants in one track, move the mouse cursor across the participant icon.
- 4 Shows the replay position.
To change the current replay position of the loaded conversation, you have 2 possibilities:
 1. Click on the respective replay position.
 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
- 5 Shows the sections of the conversation.
The following sections are possible:
 - R = Ringing (a connection is being established)
 - C = Connected (at least 2 participants are calling each other)
 - H = Hold (a participant is on hold)
 - Q = Queued (a participant has been queued)
 - W = Wrap-up (wrap-up time)
- 6 Shows tagging and audio analysis data (e. g. found keywords).
The line is only displayed if information is available.
- 7 Shows the conversation, see [chapter "Display of the loading states", p. 79](#).
- 8  = Shows that the speaker for the conversation in this track has been activated.
 = Shows that the speaker for the conversation in this track has been deactivated.
 This function has been deactivated for video recordings.
- 9 Shows the end time of the loaded conversation.
If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.
- 10 Adjusts the replay volume of the conversation in this track.
To change the volume, click on the slider, hold the mouse key down and move the slider to the left or to the right.
This function has been deactivated for video recordings.
- 11 Closes the conversation in this track.

12 Shows track 2 of a loaded conversation.

10.1.1 Full view

In the full view, all tracks for voice and screen recording which belong to the loaded conversation are displayed in the replay bar of the Replay module.

When replaying stereo recordings with several internal participants, an echo effect occurs because the voices of some participants have been recorded several times. To avoid the echo effect, tracks with double recording have to be muted.

10.1.2 Compressed view

In the compressed view, no individual tracks for voice and screen recording are displayed in the replay bar of the Replay module. All recordings of a loaded conversation are combined in one group within one track.

In the compressed view, double recordings are suppressed automatically to avoid echo effects. If errors occur during recording, display the replay bar in full view and mute the single tracks manually.

10.1.3 Display of the loading states

The loaded conversation is assigned a basic color from a defined color palette.

The replay bar of the conversation shows its loading state. In the following, you find a description of the possible loading states.

1. Basis color (e. g. light brown) = Meta data loaded completely.
⇒ The conversation can be replayed.

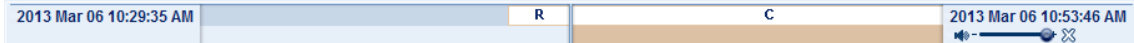


Fig. 107: Meta data loaded completely

2. Empty = Meta data for the recording are missing.
⇒ The conversation cannot be replayed.



Fig. 108: Meta data for the recording is missing

3. Red striped basic color (only in full view) = Audio data of the recording is defective.
⇒ The conversation cannot be replayed.



Fig. 109: Defective packet in the meta data of the recording (full view)

4. Red dotted basic color (only in full view) = Packet in the meta data of the recording is missing.
⇒ The conversation cannot be replayed.

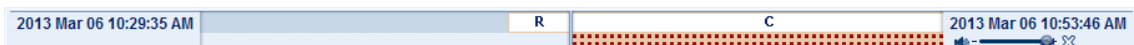


Fig. 110: Missing packet in the meta data of the recording (full view)

5. Red exclamation mark (only in compressed view) = Audio data of the recording is defective or packet in the meta data of the recording is missing.
For a more precise specification of the diagram change to the full view.
⇒ The conversation cannot be replayed.



Fig. 111: Defective or missing packet in the meta data of the recording (compressed view)

6. Basic color, light (e. g. ocher, light) = Data buffer empty.
Basic color (e. g. ocher) = Data buffer loaded.
 ⇒ The conversation can be replayed. An empty data buffer is reloaded automatically. If the server connection is slow, the replay may stop. As soon as the data buffer has been reloaded, the replay continues.

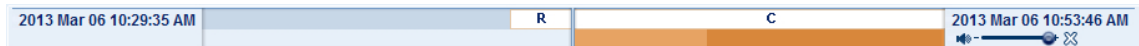


Fig. 112: Data buffer empty/loaded

7. Red = Data buffer not loaded completely.
 ⇒ The conversation is defective and cannot be replayed.

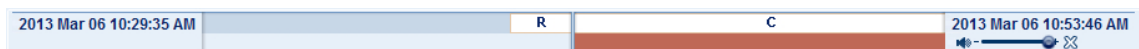


Fig. 113: Data buffer not loaded completely

8. Basis color (e. g. light brown) = Meta data loaded completely.
Red = Data buffer not loaded completely.
 ⇒ In the basic color section, the conversation can be replayed.
 ⇒ In the red section, the conversation is defective and cannot be replayed.



Fig. 114: Data buffer not loaded completely

9. Purple = Packet is muted during the recording.
 ⇒ The conversation can be replayed. There is nothing to be heard since no audio data has been recorded. Packets which have once been muted are muted permanently and cannot be changed afterwards.

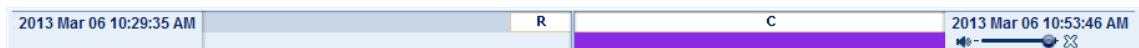


Fig. 115: Packet is muted during the recording

10. Basis color (e. g. light brown) = Meta data loaded completely.
Purple, light = Conversation section muted
 ⇒ The conversation can be replayed. In the muted conversation section, silence is re-played. The muted conversation section can be deleted so that the audio data can be replayed.



Fig. 116: Conversation section muted

10.1.4 Display of detected emotions

If an emotion detection job has found emotions in a conversation, the event indicating an emotion is marked in the loaded conversation in a certain color depending on the event type. The position and length of the markings coincide with the occurrence and the duration of the event indicating an emotion in the conversation.



Fig. 117: Emotions detected in a conversation (example)

In the following, you find a description of the possible color markings:















- Light blue indicates a section of silence.
- Red indicates a section of noise.
- Yellow indicates a section of cross talk or of massive cross talk.
- Green indicates unsuspecting audio sections.

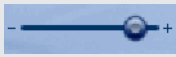







10.2 Functionality bar












The functionality bar contains functionalities for the loaded conversations in the replay bar.

10.2.1 Icons

In the following, you find a description of the icons.

| | | |
|---|-------------------------|--|
|  | <i>Play/Pause</i> | Starts the replay. |
|  | | Pauses the replay. |
|  | <i>Stop</i> | Stops the replay. |
|  | <i>Rewind</i> | Jumps back 5 seconds from the current replay position. |
|  | <i>Back</i> | Jumps to the start of the current or of the previous conversation. |
|  | <i>Fast-forward</i> | Jumps ahead 5 seconds from the current replay position. |
|  | <i>Next</i> | Jumps to the start of the next conversation. |
|  | <i>Lock element</i> | Shows that the lock for the Replay module has been deactivated. As a result, several conversations can be loaded into the Replay module. Note: In principle, you can load several video recordings into the Video Viewer. However, you can only replay one of them at any given moment. |
|  | | Shows that the lock for the Replay module has been activated. As a result, only one conversation can be loaded into the Replay module. |
|  | <i>Replay via phone</i> | Shows that the conversation replay via phone has been deactivated. |
|  | | Shows that the conversation replay via phone has been activated. To replay loaded conversations, click on the icon  (Play). |
|  | <i>Unmute/Mute</i> | Shows that the speaker for the conversation has been activated. |
|  | | Shows that the speaker for the conversation has been deactivated. |

| | | |
|---|---|--|
|  | <i>Volume</i> | <p>Adjusts the general replay volume.</p> <p>To change the volume, click on the slider, hold the mouse key down and move the slider to the left or to the right.</p> |
|  | <i>Disconnect audio replay for right and left speaker</i> | <p>Shows that the conversation is replayed in mono.</p> <p>If mono is used, the conversation is replayed via the speakers as follows:</p> <p>Both speakers = all participants (no distinction possible)</p> <p>Exception when talking clock has been activated:</p> <p>Left speaker = all conversation participants</p> <p>Right speaker = talking clock</p> |
|  | | <p>Shows that the conversation is replayed in stereo.</p> <p>If stereo is used, the conversation is replayed via the speakers as follows:</p> <p>In the Conversation module:</p> <p>Left speaker = internal participant</p> <p>Right speaker = external participant</p> <p>Both speakers = unknown or mixed participants</p> <p>In the Participant View module, the conversation is replayed as follows:</p> <p>Left speaker = participant from whose view the conversation has been recorded</p> <p>Right speaker = other participants</p> <p>Exception when talking clock has been activated:</p> <p>Left speaker = all conversation participants</p> <p>Right speaker = talking clock</p> |
|  | <i>Balance</i> | <p>Controls the general balance of the replay volume between the left and the right speaker.</p> <p>To change the balance, click on the slider, hold the mouse key down and move the slider to the left or to the right.</p> |
|  | <i>Add/Edit comment</i> | <p>Allows entering or changing a conversation comment, see chapter "Add/Edit comment", p. 84.</p> <p>Note:</p> <p>When adding the conversation to a CCB, the comment is not transferred.</p> |
|  | <i>Remove all loaded elements</i> | <p>Removes all loaded conversations from the Replay module.</p> |
|  | <i>Export all loaded elements</i> | <p>Saves the audio data of the loaded conversations as WAVE file, the corresponding additional conversation data as CSV file, and the video data as FLV file on the hard disk of your computer, see chapter "Export all loaded elements", p. 86.</p> |
|  | <i>Create new bookmark</i> | <p>Sets a bookmark or marks the beginning of a conversation section at the current replay position, see chapter "Create new bookmark", p. 88.</p> |

| | | |
|---|--|--|
|  | | Sets a bookmark or marks the end of a conversation section at the current replay position. You can enter a comment for the marked area between the 2 associated bookmarks, see chapter "Create new bookmark", p. 88 . |
|  | <i>Create new mute notification</i> | Marks the beginning of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 90 . |
|  | | Marks the end of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 90 . |
|  | <i>Activate/Deactivate transcription monitor</i> | The window which displays the transcribed audio data of a loaded conversation as text is hidden. |
|  | | The window which displays the transcribed audio data of a loaded conversation as text is shown. |
|  | <i>Talking clock</i> | Shows that the talking clock has been deactivated. |
|  | | Shows that the talking clock has been activated. This function announces the date and the starting time at the beginning of the replay. During the replay the recording time is announced in intervals. |
|  | <i>Loop</i> | Marks the beginning of a replay loop at the current replay position, see chapter "Mark replay loop", p. 93 . |
|  | | Marks the end of a replay loop at the current replay position, see chapter "Mark replay loop", p. 93 . |
|  | | Removes the taggings of the replay loop, see chapter "Mark replay loop", p. 93 . |
|  | <i>Skip silence</i> | Shows that the automatic skipping of times of silence between individual conversations has been deactivated. |
|  | | Shows that the automatic skipping of times of silence between individual conversations has been activated. |
|  | <i>Audio spectrograph</i> | Shows that the display of the spectrogram of a loaded conversation has been deactivated. |
|  | | Shows that the display of the spectrogram of a loaded conversation has been activated. |
|  | | Shows the current replay speed. The replay speed can be adjusted between 0.5 and 2.0. To reduce the replay speed, click on the icon  <i>Reduce replay speed</i> . To increase the replay speed, click on the icon  <i>Increase replay speed</i> . |
|  | <i>Mode</i> | Shows the time window for the loaded conversations. |

You can enter the time window in 25 steps from 1 second to 14 days. There are 2 possibilities to change the time window:

1. Click on the arrow keys on the right of the time window display.
2. Turn the mouse wheel while the mouse cursor is located above the replay track.

15. Mai 2013 11:14:41

Shows the current replay position (date and time of the currently replayed conversation).



Switches the replay bar to full view.



Switches the replay bar to compressed view.




Not all described icons exist in every module and application.

10.2.2

Add/Edit comment



The current replay position has to be located within the conversation.

1. Click on the icon  (Add/Edit comment).
⇒ The following window appears:

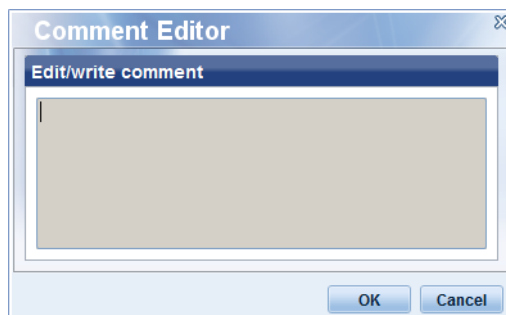


Fig. 118: Comment Editor

OK

Saves the entries and closes the window.

Cancel



Discards the entries and closes the window.

2. Enter a comment in the entry field for the conversation or edit an existing comment.



Fig. 119: Comment editor with entered comment (example)

3. To save the entries, click on the button OK.

- ⇒ The comment is displayed in the functionality bar.
- ⇒ On the right margin of the display window, the basic color of the conversation that the comment refers to is displayed.



Fig. 120: Functionality bar with comment (example)



To display a comment which is longer than the display field, move the mouse cursor over the display field.

10.2.2.1

Delete comment



The current replay position has to be located within the conversation.


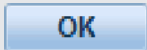


1. Click on the icon  (Add/Edit comment).
 - ⇒ The following window appears:



Fig. 121: Comment editor with entered comment (example)

| | |
|--|---|
|  | Saves the entries and closes the window. |
|  or  | Discards the entries and closes the window. |

2. To delete the marked comment, click on the [Del] key.
 - ⇒ The comment is deleted.

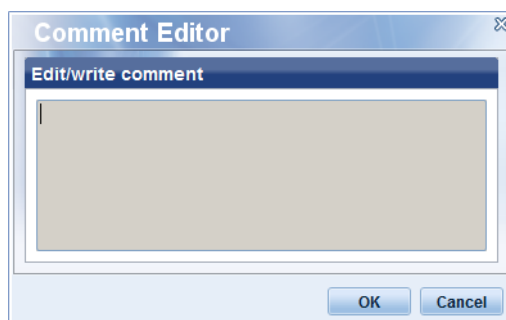


Fig. 122: Comment Editor

3. To save the entries, click on the button OK.
 - ⇒ The comment has been deleted from the functionality bar.




Fig. 123: Functionality bar without comment

10.2.3 Export all loaded elements



The options *Single file* and *Multiple files* are only displayed if you have loaded more than one conversation.

The option *Fragment* is only displayed if a loop has been set in one of the loaded conversations.

- Click on the icon  (*Export all loaded elements*).
 - ⇒ If the loaded conversations contain audio data, the following window appears:

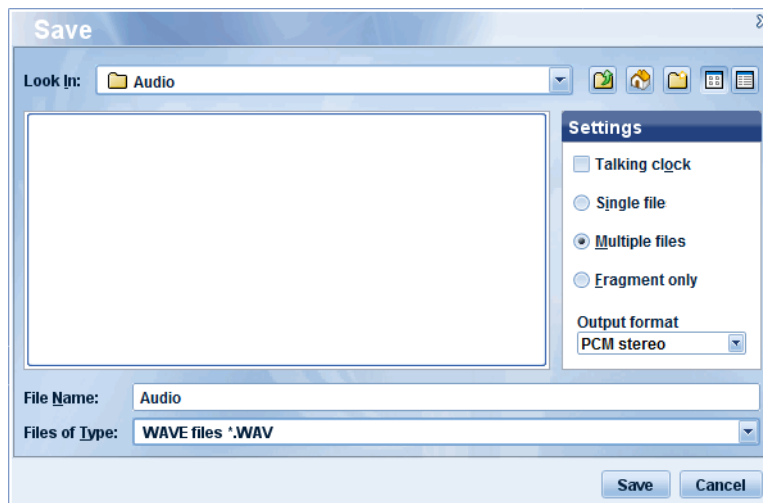


Fig. 124: Save conversations - audio data (example)

- In the field *Look In*, select the directory in which you would like to save the audio files.
- Enter the file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
- Select the respective settings in the area *Settings*.



The options *Single file* and *Multiple files* are only displayed if you have loaded more than one conversation.

The option *Fragment* is only displayed if a loop has been set in one of the loaded conversations.

| | |
|-----------------------|---|
| <i>Talking clock</i> | Generates a time check. |
| <i>Single file</i> | Mixes all audio recordings of one or several conversations in one WAVE file. |
| <i>Multiple files</i> | Creates its own WAVE file for each audio recording to be saved. |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. |
| <i>Output format</i> | All audio recordings are converted into digital signals. |

Generally, either *stereo* or *mono* can be selected for every output format. If *stereo* is used, the audio data are saved as originally recorded. If *mono* is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example.

| | |
|--|---|
| <i>PCM</i> | The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space. |
| <i>A-law (ITU)</i> <i>μ-law (ITU)</i> | In the A-law and the μ-law methods (ITU) the output file is compressed by means of the ITU standard. This method requires less free disk space. |
| <i>A-law (Java)</i> <i>μ-law (Java)</i> | In the A-law and the μ-law methods (Java) the output file is compressed by means of the ASC standard. This method requires less free disk space. |

If *stereo* is used, the conversation is replayed via the speakers as follows:

- In the Conversation module:
Left speaker = internal participant
Right speaker = external participant
Both speakers = unknown or mixed participants
- In the Participant View module:
Left speaker = participant from whose view the conversation has been recorded
Right speaker = other participants
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

If *mono* is used, the conversation is replayed via the speakers as follows:

- Both speaker = all participants (no distinction possible)
- Exception when talking clock has been activated:
Left speaker = all conversation participants
Right speaker = talking clock

5. Click on the button **Save** to save the audio file(s).

- ⇒ The audio data is saved as **WAVE** file(s) in the selected directory.
- ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.
- ⇒ If one of the conversations contains **video data**, the following window appears:

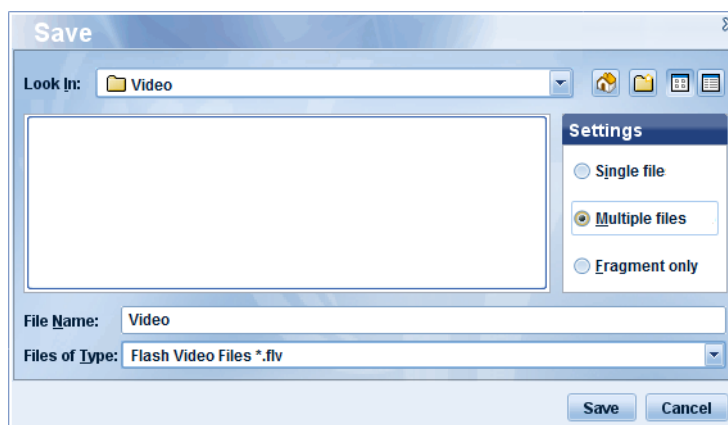


Fig. 125: Save conversations - video data (example)

6. In the field *Look In*, select the directory in which you would like to save the video files.

7. Enter the respective file name in the field *File Name*. If several files are created, they all receive this file name complemented by a consecutive number.
8. Select the respective settings in the area *Settings*.

| | |
|-----------------------|--|
| <i>Single file</i> | Mixes all video recordings of one or several conversations in one FLV file. |
| <i>Multiple files</i> | Creates its own FLV file for each video recording to be saved. |
| <i>Fragment only</i> | Only those data which is contained within the set loop is saved. All other data is discarded. |

9. Click on the button *Save* to save the video file(s).
 - ⇒ The [video data](#) is saved as [FLV](#) file(s) in the selected directory.
 - ⇒ The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.

10.2.4 Create new bookmark

The intention is not to create only one single bookmark. The beginning and the end of a conversation section have to be marked with a new bookmark. You can enter a replay comment for this tagged conversation section between 2 bookmarks.

In a conversation, several conversation sections can be marked with bookmarks and commented.



It is not possible to delete only 1 bookmark from a tagged conversation section.

10.2.4.1 Create bookmarks with replay comment



The current replay position has to be located within the conversation.



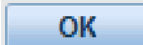
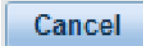

1. To mark the beginning of a conversation section for a replay comment, click on the icon  (*Create new bookmark*).
2. To mark the end of a conversation section for a replay comment, click on the icon  (*Create new bookmark*).
 - ⇒ The following window appears:



Fig. 126: Tagging editor

| | |
|--|---|
|  | Saves the entries and closes the window. |
|  or  | Discards the entries and closes the window. |

3. Enter a comment for the conversation in the entry field.



Fig. 127: Tagging editor with entered comment (example)

4. To save the entries, click on the button **OK**.
 - ⇒ The tagged conversation section is displayed in other color above the replay bar.
 - ⇒ When replaying the conversation, the information details are displayed in the area of the tagging.

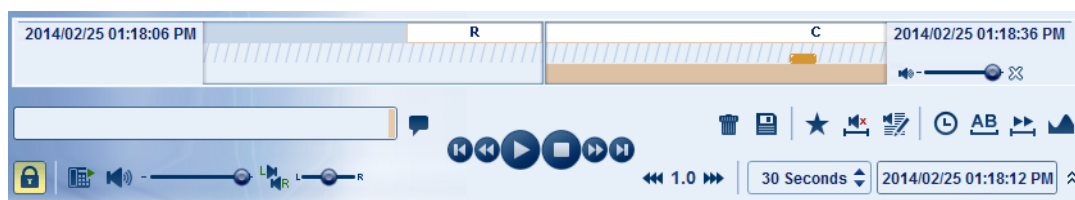


Fig. 128: Conversation with tagged conversation section (example)




Fig. 129: Displayed information details (example)

10.2.4.2 Edit bookmarks with replay comment

1. As soon as the tagged conversation section with the replay comment is located above the replay position, the following window appears:



Fig. 130: Displayed information details (example)

2. Click on the icon  (**Edit**).
 - ⇒ The following window appears:

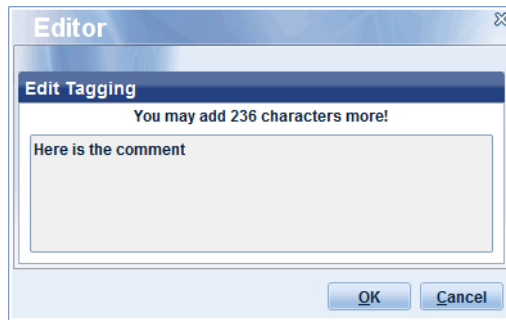
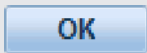




Fig. 131: Edit tagging (example)

| | |
|--|---|
|  | Saves the entries and closes the window. |
|  or  | Discards the entries and closes the window. |


3. Edit the replay comment.
4. To save the entries, click on the button **OK**.

10.2.4.3 Delete bookmarks with replay comment

1. As soon as the tagged conversation section with the replay comment is located above the replay position, the following window appears:



Fig. 132: Displayed information details (example)

2. Click on the icon  (*Delete*).
To delete the tagged conversation area with the replay comment, confirm the security prompt.

10.2.5 Create new mute notification

The intention is not to create only one single mute notification. The beginning and the end of a conversation section have to be marked with a new mute notification. This tagged conversation section between 2 mute notifications can be muted for selected participants.

In a conversation, several conversation sections can be marked with mute notifications and selected participants can be muted.





It is not possible to delete only 1 mute notification from a tagged conversation section which marks the beginning or the end.

10.2.5.1 Mute conversation section



The current replay position has to be located within the conversation.

1. To mark the beginning of a conversation section for the muting of selected participants, click on the icon  (*Create new mute notification*).

2. To mark the end of a conversation section for the muting of selected participants, click on the icon  (*Create new mute notification*).
⇒ The following window appears:

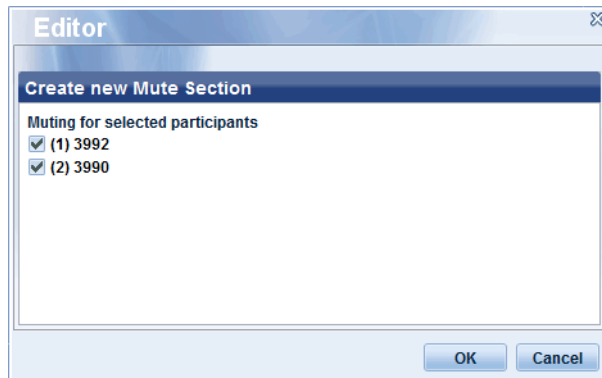
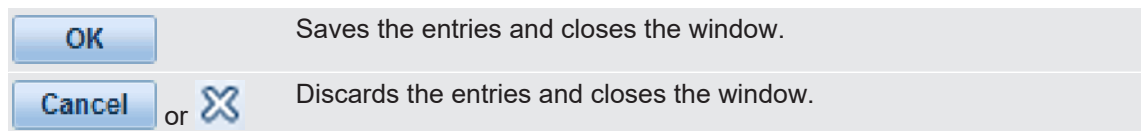


Fig. 133: Muting for selected participants (example)



3. Select the participants for whom the conversation section is supposed to be muted. At least 1 participant has to be muted.
☒ = Conversation muted for participant
☐ = Conversation not muted for participant
4. To save the entries, click on the button *OK*.
 ⇒ The muted conversation section is displayed as a gray area in the replay bar.
 ⇒ When replaying the conversation, the mute section details are displayed in the area of the muting.

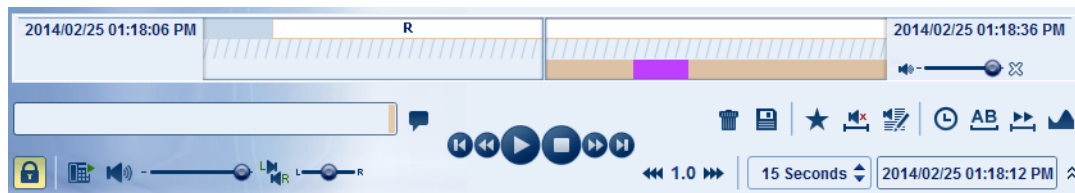


Fig. 134: Conversation with muted conversation section (example)

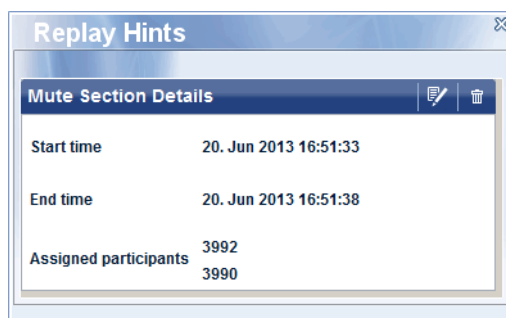


Fig. 135: Displayed mute section details (example)

10.2.5.2 Edit muted conversation section

1. As soon as the muted conversation section is located above the replay position, the following window appears:

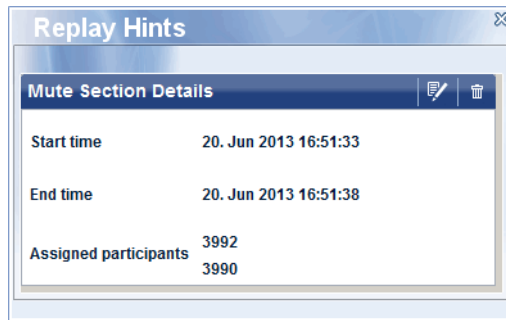



Fig. 136: Mute Section Details (example)

2. Click on the icon  (Edit).
⇒ The following window appears:

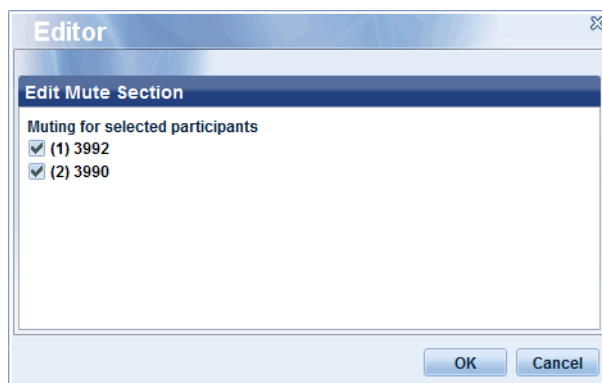





Fig. 137: Edit mute section (example)

| | |
|--|---|
|  | Saves the entries and closes the window. |
|  or  | Discards the entries and closes the window. |

3. Select the participants for whom the conversation section is supposed to be muted. At least 1 participant has to be muted.
☒ = Conversation muted for participant
☐ = Conversation not muted for participant
4. To save the entries, click on the button **OK**.

10.2.5.3 Delete muted conversation section

1. As soon as the muted conversation section is located above the replay position, the following window appears:

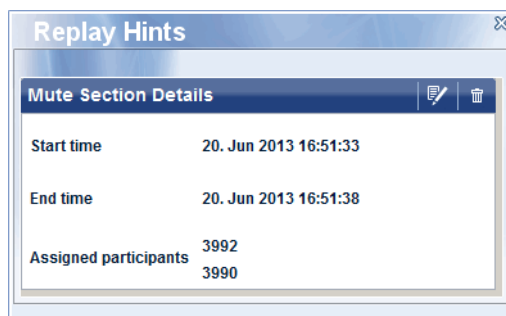






Fig. 138: Mute Section Details (example)

2. Click on the icon  (Delete).
To delete the mute section, confirm the security prompt.

10.2.6 Mark replay loop

1. To mark the beginning of a replay loop at the current replay position, click on the icon  (Loop).
2. To mark the end of a replay loop at the current replay position, click on the icon  (Loop).
⇒ When the replay is started, the area between the marks is replayed in an endless loop.
3. To remove the marks of the replay loop, click on the icon  (Loop).

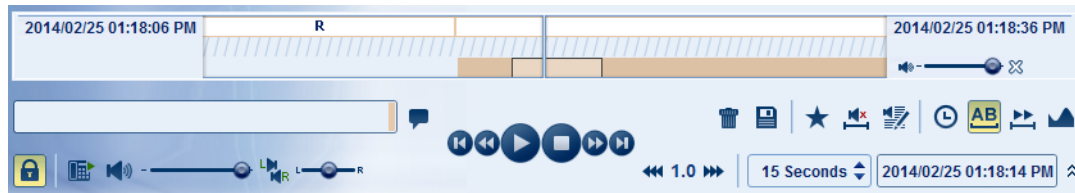


Fig. 139: Conversation with replay loop

10.3 Video Viewer

The Video Viewer serves to replay screen and camera recordings (video recordings).



In principle, you can load several video recordings into the Video Viewer. However, you can only replay one at any given moment.

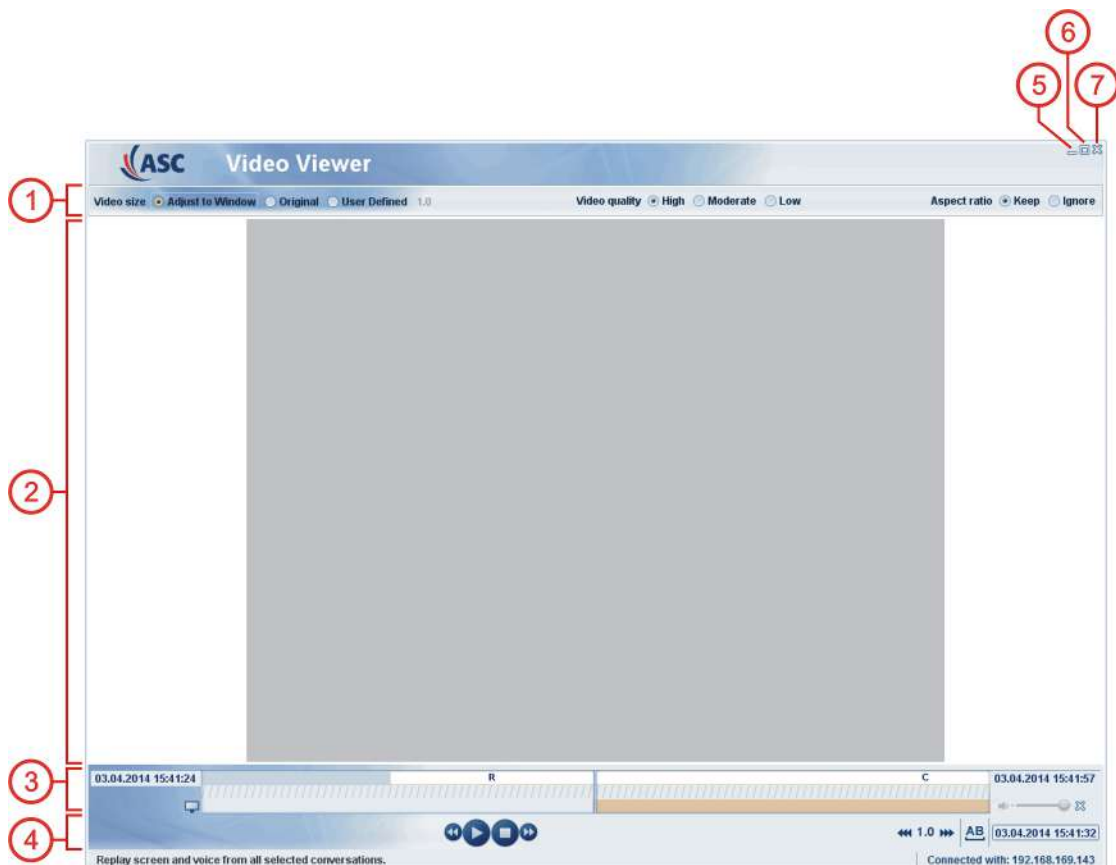






Fig. 140: Video Viewer (example)

| | | |
|---|------------|---|
| 1 | Option bar | Contains settings for displaying video recordings, see chapter "Option bar", p. 94. |
| 2 | Main view | Shows the Video recording . |
| 3 | Replay bar | Shows the loaded video recordings, see chapter "Replay bar", p. 95. |

| | | |
|---|--|---|
| 4 | Functionality bar | Contains functionalities for the loaded conversations in the replay bar, see chapter "Icons", p. 81 . In the Video Viewer, not all icons of the Replay module are available. |
| 5 |  (Minimize) | Minimizes the on-screen display to the program icon in the taskbar. |
| 6 |  (Maximize) | Maximizes the on-screen display to full-screen size. |
| |  (Reconstruct) | Reduces the on-screen display to the most recently selected reduced window size. |
| 7 |  (Close) | Closes the window of the Video Viewer. |

10.3.1 Option bar

The option bar contains settings for displaying video recordings.



Fig. 141: Option bar

In the following, you find a description of the settings.

| | |
|---------------|---|
| Video size | <ul style="list-style-type: none"> • <i>Adjust to Window</i> The display of the video recording is adjusted to the window size of the main view of the Video Viewer. The aspect ratio of the video recording is displayed according to the setting <i>Aspect ratio</i>. • <i>Original</i> The video recording is displayed in its original size in the main view of the Video Viewer. The setting <i>Aspect ratio</i> is deactivated. • <i>User-Defined</i> The video recording is displayed according to the user-defined scaling factor in the main view of the Video Viewer. The setting <i>Aspect ratio</i> is deactivated. Activate the option <i>User-Defined</i>, change the scaling factor in the entry field, if required, and press the Enter key. |
| Video quality | <ul style="list-style-type: none"> • <i>High</i> Shows the video recording in a high video resolution. • <i>Moderate</i> Shows the video recording in a moderate video resolution. • <i>Low</i> Shows the video recording in a low video resolution. |
| Aspect ratio | <p>This option is only active if <i>Adjust to Window</i> has been activated upon setting the video size. When setting the video size to <i>Original</i> and <i>User-Defined</i>, the setting <i>Aspect ratio</i> is deactivated.</p> <ul style="list-style-type: none"> • <i>Keep</i> The original aspect ratio of the video recording remains unchanged in the window of the main view of the Video Viewer. |

- *Ignore*

The display of the [video recording](#) is adjusted to the window size of the main view of the Video Viewer. The aspect ratio is ignored, i. e. the display may be distorted.

10.3.2 Replay bar

The replay bar shows the loaded video recordings.

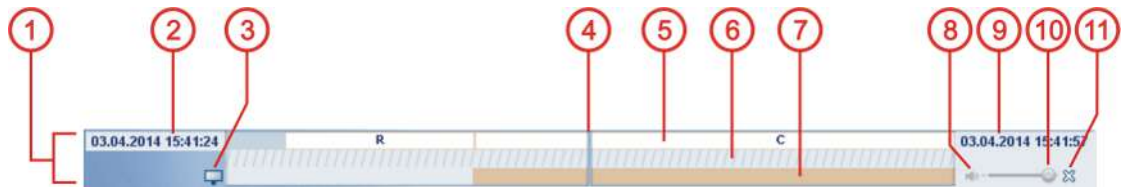


Fig. 142: Replay bar

- | | |
|----|--|
| 1 | Shows the track of a loaded video recording . |
| 2 | Shows the start time of the loaded conversation. If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here. |
| 3 | Shows that this is the track of a video recording . |
| 4 | Shows the replay position. To change the current replay position of the loaded conversation, you have 2 possibilities: 1. Click on the respective replay position. 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right. |
| 5 | Shows the sections of the conversation. The following sections are possible: <ul style="list-style-type: none"> • R = Ringing (a connection is being established) • C = Connected (at least 2 participants are calling each other) • H = Hold (a participant is on hold) • Q = Queued (a participant has been queued) • W = Wrap-up (wrap-up time) |
| 6 | Shows tagging and audio analysis data (e. g. found keywords). The line is only displayed if information is available. |
| 7 | Shows the conversation, see chapter "Display of the loading states" , p. 79. |
| 8 | This function has been deactivated for video recordings. |
| 9 | Shows the end time of the loaded conversation. If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here. |
| 10 | This function has been deactivated for video recordings. |
| 11 | Closes the display of the video recording in this track. |

10.4 Message Viewer

The Message Viewer serves to display chat texts or text messages (SMS or SDS).

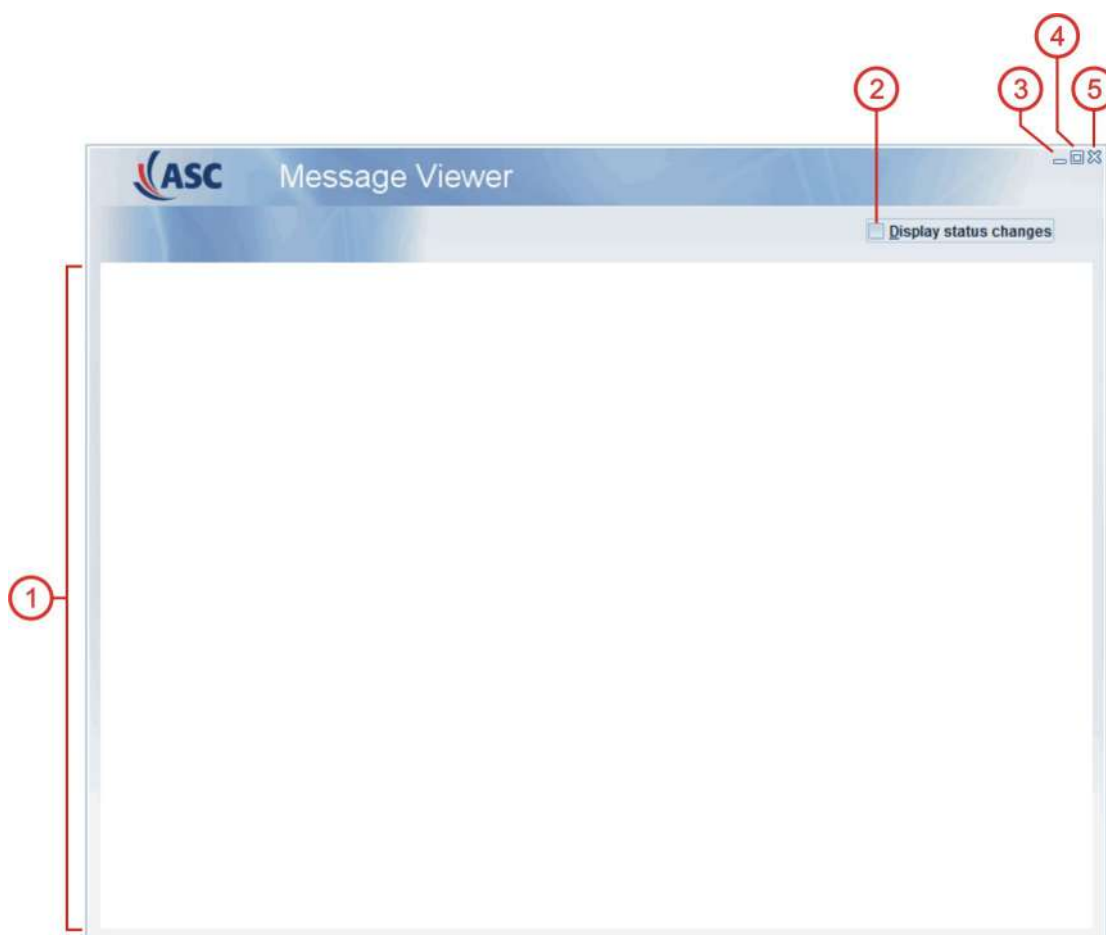






Fig. 143: Message Viewer

| | | |
|---|--|--|
| 1 | Main view | Displays the chat texts or text messages. See chapter "Main view", p. 96 . |
| 2 | <i>Display status changes</i> | <input checked="" type="checkbox"/> = Displays the status changes. <input type="checkbox"/> = Does not displays the status changes. |
| 3 |  (Minimize) | Minimizes the on-screen display to the program icon in the taskbar. |
| 4 |  (Maximize) | Maximizes the on-screen display to full-screen size. |
| |  (Reconstruct) | Reduces the on-screen display to the most recently selected reduced window size. |
| 5 |  (Close) | Closes the window of the Message Viewer. |

10.4.1 Main view

The main view displays the chat texts or text messages.



Fig. 144: Message Viewer without the display of the status changes (example)



Fig. 145: Message Viewer with the display of the status changes (example)

The chat texts and text messages are displayed sorted by date and time. The most recent message is displayed at the bottom.

On the left of the main view, the basic color of the conversation is displayed. If several conversations have been loaded, the basic colors on the left indicate which chat texts or text messages belong together.

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Glossary

μ-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The μ-law algorithm is used in the US while the A-law algorithm is the standard in Europe.

A-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The A-law algorithm is used in Europe while the μ-law algorithm is the standard in the US.

FLV

Flash Video (FLV) is an open container format developed by Adobe Systems which is primarily used for Internet broadcasting of video content. Screen content is converted to FLV files and can be replayed with every default player supporting this format.

PCM

Pulse Code Modulation is an uncompressed pulse modulation method which transforms a time- and value-continuous analog signal into a time- and value-discrete digital signal. It is used in audio technology, for example in the context of the G.711 standard and in video technology for digital video signals in compliance with the ITU-R BT 601 standard. (Source: Wikipedia 12th June 2018)

RSA

RSA is one of the first public-key cryptosystems and is widely used for secure data transmission. In such a cryptosystem, the encryption key is public and it is different from the decryption key which is kept secret (private). In RSA, this asymmetry is based on the practical difficulty of the factorization of the product of two large prime numbers, the "factoring problem". [1] A user of RSA creates and then publishes a public key based on two large prime numbers, along with an auxiliary value. The prime numbers must be kept secret. Anyone can use the public key to encrypt a message, but with currently published methods, and if the public key is large enough, only someone with knowledge of the prime numbers can decode the message feasibly. (Source: Wikipedia 24th April 2018)

SSL

Secure Socket Layer

SSO

Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.

UTC

Universal Time Coordinated. UTC is the primary time standard. The Central European Time (CET) and the Central European Summer Time (CEST) valid in Germany and other central European states can be deduced from UTC by adding one and two hours respectively.

Video data

Video data can either consist of camera recordings of a video call or of screen recordings.

Video recording

A video recording can either consist of a screen video or of a camera video.

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.