

# System Configuration

## Export of recordings



## Administration manual

### for tenants

3/25/2020

### Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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## 2 Introduction

This manual describes how audio recordings can be exported from a recording server.

The following formats are available:

- [WAVE + XML](#)
- [neo](#) Conversation

In the Export module of the application System Configuration, you can configure export jobs to export selected recordings.

Exported recordings are neither considered as archived nor marked as archived in the database.



For information about the import format [neo](#) Conversation refer to the administration manual *Export and import neo to neo* (for system providers and tenants).



Note that a network-based solution increases the network load which can cause problems in some infrastructures.

### 3 Supported file systems

For the different drive types, different file systems can be used. Exceptions are storage expansions and [NAS](#) drives. The following table shows possible combinations:

Drive	File system			
	ASCFS	NTFS	FAT32	exFAT
Internal hard disks	-	X	X	-
External hard disks	-	X	X	X
RDX	-	X	-	X
DVD-RAM	X	-	-	-



[ASCFS](#) is a proprietary file system of ASC for DVD-RAM media. In Microsoft Windows Explorer, media in [ASCFS](#) format are displayed as empty. You can check the contained data and the available storage capacity on the medium via the application System Configuration.



If you use FAT32, the medium must not exceed a size of 32 GB. Otherwise, it cannot be formatted.

For larger media use NTFS or exFAT.

### 4 Supported export formats

The following export formats are supported for the export of recordings:

#### **WAV + XML**

WAV + XML is the export format for the export of conversations to be used outside of a neo recording system. The audio data of the conversations is exported in WAVE format and the additional data in XML format. The file names of the corresponding WAVE files and XML files are identical.

When exporting conversations in WAVE format, exclusively the following format types are supported:

- **PCM**: 128kbit/s (PCM 16bit/s)
- **A-law**: 64kbit/s
- **μ-law**: 64kbit/s

Supported sampling rate: 8kHz

#### **neo Conversation**

neo Conversation is the export format for the export of conversations to be used in another neo recording system. The audio files of the conversations are exported in the neo Conversation and can be imported directly to another neo system.

## 5

## Main view

To be able to export recordings, you must create an export job.



The following configuration has to be carried out as the administrator of the tenant.

1. Open the application System Configuration.
2. Log in as tenant.
3. Select the menu item *Conversations > Export*.

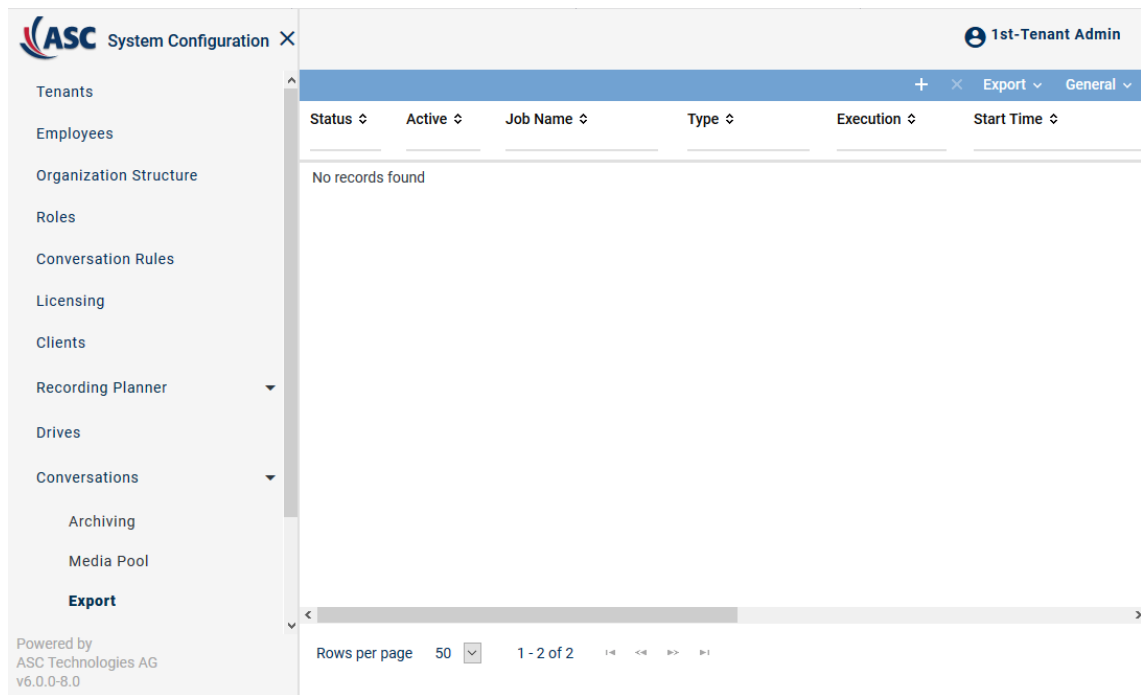








Fig. 1: Export - main view

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

<b>Status</b>	Shows the editing status of the job configuration.  = Job configuration has been released.  = Job configuration is a draft.  = Job configuration has been deactivated.
<b>Active</b>	Shows whether an export job is active.  = Job is active.  = Job is not active.
<b>Job Name</b>	Name of the job configuration
<b>Type</b>	Shows whether the export job is a <i>bulk job</i> or a <i>rule-based job</i> .
<b>Execution</b>	Shows whether the export job is executed regularly or only once.  = Job is executed regularly.  = Job is executed once. (This execution type is temporarily unavailable.)
<b>Start Time</b>	Shows when the export job starts.
<b>End Time</b>	Shows when the export job ends.
<b>Version</b>	Version number of the job configuration.

<i>Based On</i>	Name of the job configuration from which this job configuration has been copied or cloned.
<i>Creation Date</i>	Date on which the job configuration was created.
<i>Updated</i>	Date on which the job configuration was updated for the last time.

2 formats are available for the export.





+ × Export ▾ General ▾					
Status ▾	Active ▾	Job Name ▾	Type ▾	Execution ▾	Start Time ▾
	×	Conversations	Bulk job		01/18/2019 1:29:38 AM
	×	WAV XML	Bulk job		01/18/2019 1:28:21 AM

Fig. 2: Export formats

### 5.1

#### Toolbar

The toolbar offers the following functions.

+ × Export ▾ General ▾
------------------------

Fig. 3: Toolbar

+	Create	Creates a new job configuration, see Create job configuration.
	Delete	Deletes the selected job configuration. You can only delete job configurations with the status <i>Draft</i> or <i>Deactivated</i> .
Export	Add New Period for Version	Activates the group field <i>Consider Recordings Once</i> in the detail view where you can define a period of time to export all conversations once again which have been recorded during this period.
	Start Job	Starts the selected job if it has been paused before with the function <i>Pause job</i> . The job is executed again according to the settings in the tab <i>Schedule</i> .
	Pause Job	Pauses the selected job.
	Export Now	Executes the selected job immediately regardless of the configured schedule.
General	Print	Prints the table of the main view.
	Adjust Table	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> <li>• Displayed information</li> <li>• Order of the displayed columns</li> <li>• Number of rows per page</li> </ul>
	Save Table Configuration	Saves the current table configuration of the main view as default view of the user.
	Search	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria (see <a href="#">chapter "Search", p. 10</a> ).
	Reset Search	Resets all manually entered search criteria.

<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

### 5.1.1 Search

The search function allows searching systematically for sets of data which meet certain criteria.

1. Click on the menu item *General > Search* in the toolbar.

⇒ The window *Search Criteria* appears.

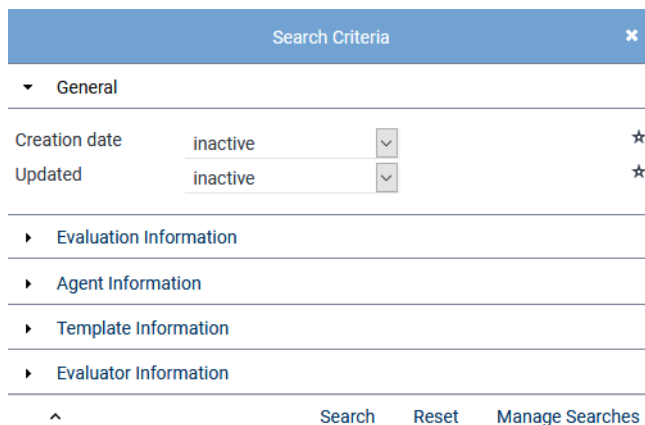


Fig. 4: Window Search Criteria (example)

2. Set the respective search criteria.  
**NOTICE!** It depends on the respective module which search criteria are available.
3. To start the search, click on the button *Search*.  
To reset all manually entered search criteria, click on the button *Reset*.  
⇒ After running the search, only those sets of data are displayed in the main view which meet the set search criteria.
4. To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the menu item *General > Reset Search* in the toolbar.

Via the button *Manage Searches* you can save the defined search criteria under an unambiguous name, to load saved search criteria or delete them.

Via the icon ★ you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon ★.



A detailed description of the search function can be found in the user manual *System Configuration - General information*.



The precondition for creating a job configuration is that a drive is available and has been set up correctly in the operating system. In the Drives module, you see which drives are available. If no appropriate drive is available, contact your system provider.




When using the export format *neo* Conversation, the source system and the destination system must have a physical connection. You have to use a drive as target drive which is located in the destination system and has been activated to be used in the network.

In the Drives module, you see which drives are available. If no appropriate drive is available, contact your system provider.



For basic information about the Drives module refer to the administration manual for tenants *Drives module*.

1. To create a job configuration, click on the icon  (*Create*) in the main view.
2. Select one of the following options:

<i>Create New</i>	A completely new job configuration is created.
<i>Create New Version</i>	<p>The selected job configuration is the template for a new version. A new version is created automatically. The version number is increased automatically.</p> <p>This option is only visible if job configurations already exist in the module.</p>
<i>Create Clone</i>	<p>The selected job configuration is the template for a new job configuration. A new job configuration with the version number "1" is created.</p> <p>This option is only visible if job configurations already exist in the module.</p>

The detail view contains 4 tabs; depending on the selected export format, you find information in the following chapters:

#### Export job for WAV + XML

- *Details*

Here, you can display and edit detailed information about the selected job configuration.

See [chapter "Tab Details", p. 12.](#)

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 13.](#)

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 16.](#)

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 23.](#)

#### Export job for *neo* Conversation

- *Details*

Here, you can display and edit detailed information about the selected job configuration.

See [chapter "Tab Details", p. 25](#)

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 13](#).

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 29](#).

- *Drives*

Here, you can display and select the export drives.

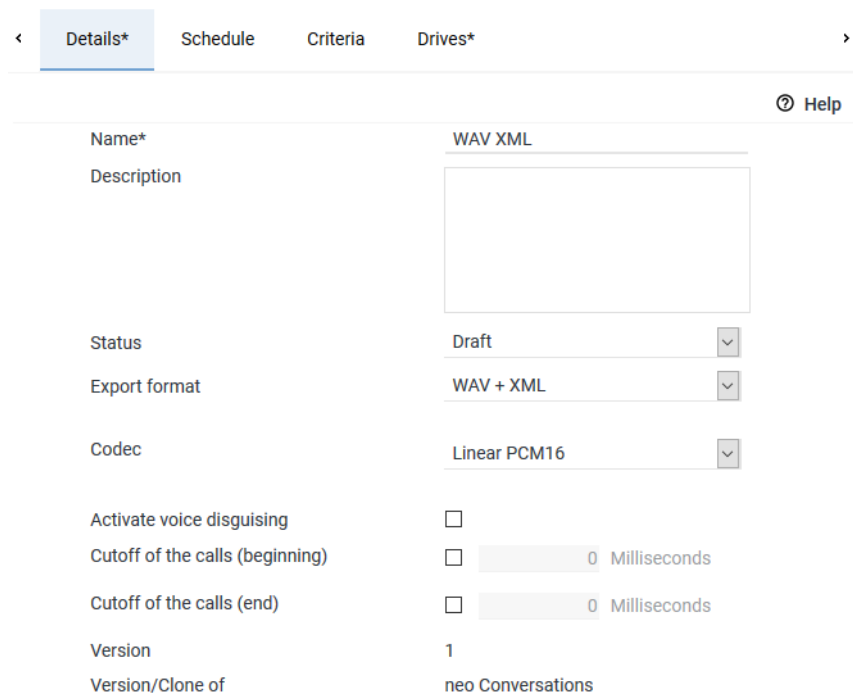
See [chapter "Tab Drives", p. 23](#).

1. Adjust all necessary settings in the tabs of the detail view.  
You can change tabs without buffering. The settings are not lost.  
Once you have adjusted all settings, save the configuration.

## 6.1 Configure export job for WAV + XML

### 6.1.1 Tab Details

1. Click on the tab *Details* to configure an export job.  
⇒ The draft appears in the export format WAV + XML.



The screenshot shows the 'Details\*' tab selected in a configuration interface. The interface includes a navigation bar with tabs: Details\*, Schedule, Criteria, and Drives\*. A 'Help' icon is visible in the top right. The main configuration area contains the following fields:

- Name\***: A text input field.
- Description**: A large text area.
- Status**: A dropdown menu currently set to 'Draft'.
- Export format**: A dropdown menu currently set to 'WAV + XML'.
- Codec**: A dropdown menu currently set to 'Linear PCM16'.
- Activate voice disguising**: A checkbox, currently unchecked.
- Cutoff of the calls (beginning)**: A checkbox, currently unchecked, followed by a numeric input field set to '0' and the unit 'Milliseconds'.
- Cutoff of the calls (end)**: A checkbox, currently unchecked, followed by a numeric input field set to '0' and the unit 'Milliseconds'.
- Version**: A text input field containing the value '1'.
- Version/Clone of**: A text input field containing the value 'neo Conversations'.

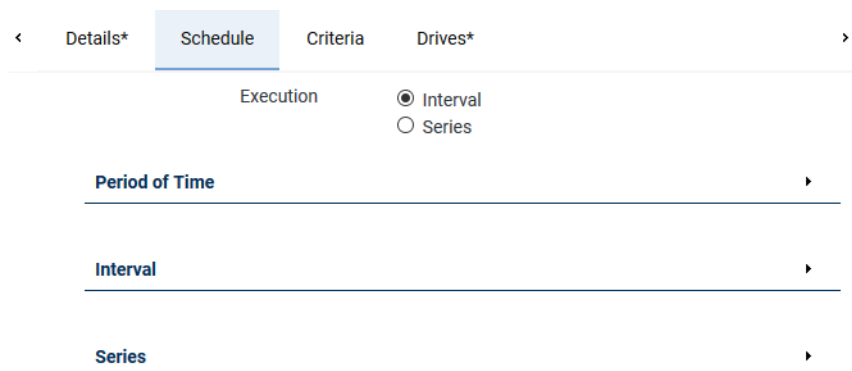
Fig. 5: Tab Details - Export in WAVE format

<b>Name</b>	Enter the name of the job configuration.
<b>Description</b>	Here, you can enter a description for the job configuration.
<b>Status</b>	Enter the processing status of the job configuration. Possible options: <ul style="list-style-type: none"> <li>• <i>Draft</i> Select this status if you would like to be able to continue editing the job configuration.</li> <li>• <i>Released</i></li> </ul>

	<p>Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule.</p> <p><b>NOTICE!</b> A released job configuration cannot be edited anymore.</p> <ul style="list-style-type: none"> <li>• <i>Deactivated</i> (Precondition: job configuration has been released)</li> </ul> <p>Select this status to deactivate the job configuration and thus the job.</p> <p><b>NOTICE!</b> A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.</p>
<i>Export format</i>	<p>To export recordings, select the format WAV + XML from the drop-down list.</p> <p>For information about the available formats see <a href="#">chapter "Supported export formats", p. 7</a>.</p>
<i>Minimum number of conversations</i>	<p>Define whether the number of conversations entered in the corresponding entry field has to be available before executing the export job. Only conversations are considered which meet the criteria of the job.</p> <p><input checked="" type="checkbox"/> = Entered number of conversations is considered.  <input type="checkbox"/> = Entered number of conversations is ignored.</p> <p>If the minimum number of conversations is considered but the number has not been reached on the start date, the export job skips one export interval. If this is a job which is supposed to be executed only once, this job is not executed at all. If this is a job which is repeated periodically, it will check whether the number has been reached upon the start of the next export interval.</p>
<i>Codec</i>	<p>If you have selected the export format <i>WAVE+XML</i>, then here you have to select the <a href="#">codec</a> which is supposed to be used for the export of the audio data.</p> <p>Select the <a href="#">codec</a> from the drop-down list.</p> <p>For information about the available <a href="#">codecs</a> see <a href="#">chapter "Supported export formats", p. 7</a>.</p>
<i>Activate voice disguising</i>	<p>If this check box is activated, the voices of the call participants are distorted during replay in order to render them unrecognizable while the content continues to be intelligible. Voice disguising only affects the replay, not the source data.</p>
<i>Cutoff of the calls (beginning)</i>	<p>If this check box is activated, the beginning of the call is cut off so that e. g. the welcome and the introduction are not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the beginning of the call. Cutoff only affects the replay, not the source data.</p>
<i>Cutoff of the calls (end)</i>	<p>If this check box is activated, the end of the call is cut off so that e. g. the goodbye is not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the end of the call. Cutoff only affects the replay, not the source data.</p>
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

### 6.1.2 Tab Schedule

In this tab, you can display and edit the settings of the schedule.



< Details\* **Schedule** Criteria Drives\* >

Execution ☒ Interval ☐ Series

**Period of Time** ▶

**Interval** ▶

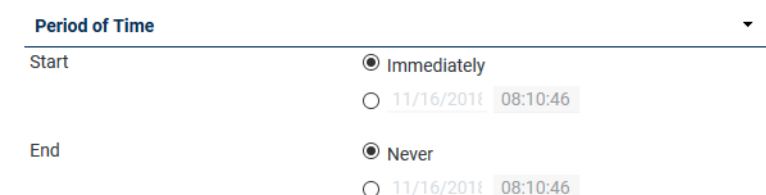
**Series** ▶

Fig. 6: Tab Schedule

<b>Execution</b>	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> <li>• <i>Interval</i> The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>.</li> <li>• <i>Series</i> The job is executed on certain serial dates. These dates are defined in the group field <i>Series</i>.</li> </ul>
------------------	---

#### 6.1.2.1 Group field Period of Time

Define the period of time in which the job is supposed to be executed.





**Period of Time** ▼

Start ☒ Immediately ☐ 11/16/2018 08:10:46

End ☒ Never ☐ 11/16/2018 08:10:46

Fig. 7: Schedule - Period of Time

<b>Start</b>	<ul style="list-style-type: none"> <li>• <i>Immediately</i> The job is started immediately.</li> <li>• Entered date The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .</li> </ul>
<b>End</b>	<ul style="list-style-type: none"> <li>• <i>Never</i> The job never ends.</li> <li>• Entered date The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .</li> </ul>

#### 6.1.2.2 Group field Interval



This group field is only active if the option type *Interval* has been selected as execution type.

Define the interval in which the job is supposed to be repeated.

**Interval** ▼

---

0 Month(s)      0 Day(s)      0 Hour(s)

5 Minute(s)

Fig. 8: Schedule - Interval

You can define the interval arbitrarily. Enter the values directly into the entry fields via the keyboard.

### 6.1.2.3

#### Group field Series



This group field is only active if the option type *Series* has been selected as execution type.

Define at which points in time the job is supposed to be repeated.

**Series** ▼

---

Repeat

☐ Daily  
☐ Weekly  
☐ Monday  
☐ Tuesday  
☐ Wednesday  
☐ Thursday  
☐ Friday  
☐ Saturday  
☐ Sunday  
☒ Monthly  
☒  + -  
☐ First  Monday

Fig. 9: Schedule - Series

Repeat	Days on which the job is supposed to be executed.
	<ul style="list-style-type: none"> <li>• <i>Daily</i> The job is repeated daily.</li> <li>• <i>Weekly</i> The job is repeated on the selected days. You can select one or several weekdays.</li> <li>• <i>Monthly</i> The job is repeated on the selected days. You can either select particular dates or certain days. See <a href="#">chapter "Configure monthly repetition on fixed dates", p. 15</a> and <a href="#">chapter "Configure monthly repetition on fixed days", p. 16</a>.</li> </ul>

#### 6.1.2.3.1 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly  
☐  + -  
☐ First Monday

Fig. 10: Configure fixed dates

- Click on the button + to select dates in a calendar.

Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

+ -

Fig. 11: Select dates

- Click on all dates on which the job is supposed to be executed.  
To revoke a selection, click on the selected date once again. The selection is deleted.  
⇒ The selected dates are inserted automatically into the entry field.
- Click on a spot outside the calendar to apply the selected dates and close the calendar.
- If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .  
Adjust the dates according to the description.
- If you would like to delete all selected dates, click on the button - .  
⇒ All dates in the entry field are deleted.

#### 6.1.2.3.2 Configure monthly repetition on fixed days

- Select the lower option:

☒ Monthly  
☐  + -  
☒ First Monday

Fig. 12: Configure fixed days

- In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

#### 6.1.3 Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

## General

Type	<p>Define whether the job is supposed to be rule-based or a bulk job.</p> <ul style="list-style-type: none"> <li>• <b>Bulk job</b> The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay.</li> <li>• <b>Rule-based job</b> The job type <i>rule-based</i> enables the selection of conversations according to rules defined by the user. You can define several criteria in the different group fields for the rule creation.</li> </ul>
------	---



Since exclusively calls can be exported as WAVE files, the group field *Conversation Types* is not available for job configurations with the export format *WAV + XML*.

### 6.1.3.1 Create bulk job

For a bulk job, you can configure the following criteria.

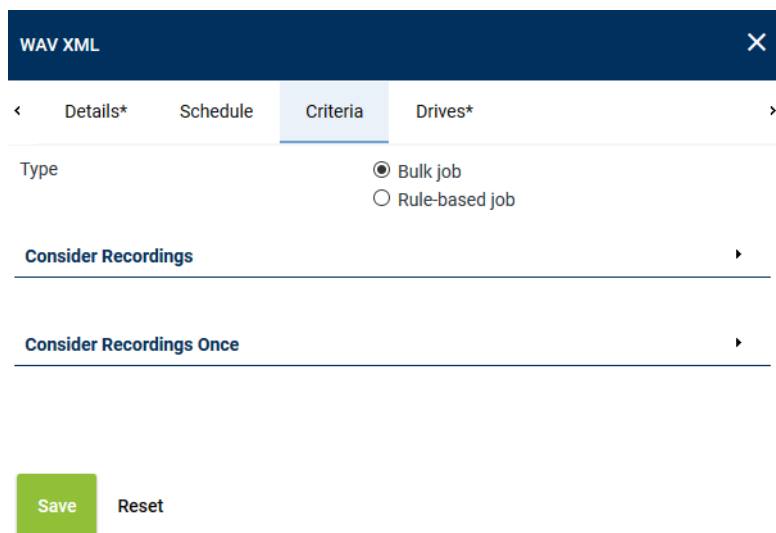



Fig. 13: Configure criteria for the bulk job in [WAVE-XML](#) format

#### 6.1.3.1.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.



Fig. 14: Criteria - Consider recordings

From	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
------	---

#### 6.1.3.1.2 Group field Consider Recordings Once



Define the period of time that conversations are supposed to be selected from.

**Consider Recordings Once** ▼

From

To

Fig. 15: Criteria - Consider Recordings Once

<b>From</b>	Enter a start date for the period of time in which the conversations which are supposed to be exported have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<b>To</b>	Enter an end date for the period of time in which the conversations which are supposed to be exported have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.

Once the job is released, all versions of this job created with the function *Add new period for version* are displayed in a table as an overview here.

### 6.1.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.

WAV XML
×

<
Details\*
Schedule
Criteria
Drives\*
>

Type
☐ Bulk job
☒ Rule-based job

Consider Recordings
▶

Consider Recordings Once
▶

Agents
▶

Conversation Direction
▶

Duration
▶

Calling Party Phone Number
▶

Called Party Phone Number
▶

PBX
▶

Save
Reset

Fig. 16: Configure criteria for a rule-based job in [WAVE-XML](#) format

#### 6.1.3.2.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.

**Consider Recordings** ▼

From 11/23/2018 📅 14:25:14 ⬆️⬆️⬆️

Fig. 17: Criteria - Consider recordings

<b>From</b>	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon 📅 or via the arrow keys.</p>
-------------	---

#### 6.1.3.2.2 Group field Consider Recordings Once

Define the period of time that conversations are supposed to be selected from.

**Consider Recordings Once** ▼

From \_\_\_\_\_ \_\_\_\_\_

To \_\_\_\_\_ \_\_\_\_\_

Fig. 18: Criteria - Consider Recordings Once

<b>From</b>	<p>Enter a start date for the period of time in which the conversations which are supposed to be exported have taken place.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon 📅 or via the arrow keys.</p>
<b>To</b>	<p>Enter an end date for the period of time in which the conversations which are supposed to be exported have taken place.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon 📅 or via the arrow keys.</p>

Once the job is released, all versions of this job created with the function *Add new period for version* are displayed in a table as an overview here.

#### 6.1.3.2.3 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.



**Agents** ▼

☒ Activated


Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 19: Criteria - Agents

**Activated** ☒ = Only conversations of the assigned agents are considered.  
☐ = Conversations of all agents are considered. The list of the selected agents is ignored.



	<b>Add</b>	Opens a window in which you can select and add agents (see <a href="#">chapter "Add agent", p. 20</a> ).
	<b>Remove</b>	Removes the selected agent from the list (see <a href="#">chapter "Delete agent assignment", p. 20</a> ).

### Add agent

1. Open the group field *Agents* in the tab *Criteria*.
2. To assign an agent, click on the icon  (*Add*).

**Agents** ▾

☒ Activated

Last Name ▾	First Name ▾
Agent	6.
Agent	5.

Fig. 20: Criteria - Agents

3. Select one or several agents from the list.  
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents

Employee Number ▾	First Name ▾	Last Name ▾	Login Name ▾	Date of Entry ▾	Date of Birth ▾
1000	10.	Agent			
900	9.	Agent			
800	8.	Agent			
700	7.	Agent			
600	6.	Agent			
500	5.	Agent			
400	4.	Agent			

Rows per page 20 ▾ 1 - 10 of 10 < << >> >

Add Cancel

Fig. 21: Criteria - Add agents

4. To add the selected agents, click on the button *Add*.  
To discard the selection and close the window, click on the button *Cancel*.

### Delete agent assignment


1. Open the group field *Agents* in the tab *Criteria*.

**Agents** ▼

☒ Activated

Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 22: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

#### 6.1.3.2.4 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

**Conversation Direction** ▼

Activated ☒ ☒ Inbound  
☒ Outbound  
☒ Internal  
☒ Unknown

Fig. 23: Criteria - Conversation direction

<i>Activated</i>	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

#### 6.1.3.2.5 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

**Duration** ▼

min. ( $\geq$ ) ☒  Hour(s)  
 Minute(s)  
 Second(s)

max. ( $\leq$ ) ☒  Hour(s)  
 Minute(s)  
 Second(s)

Fig. 24: Criteria - Duration

<i>min. (<math>\geq</math>)</i>	Threshold value for the minimum duration of conversations which are supposed to be considered.
---------------------------------	--

	<input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
<i>max. (&lt;=)</i>	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

#### 6.1.3.2.6 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

**Called Party Phone Number** ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 25: Criteria - Called Party Phone Number

<b>Activated</b>	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

#### Phone number assignment




<b>Add</b>	Adds a new entry to the list. Open the new entry ( <i>New Value</i> ) to enter a new phone number, see Edit entry.
<b>Delete</b>	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

#### 6.1.3.2.7 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

**Calling Party Phone Number** ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 26: Criteria - Calling Party Phone Number

**Activated**

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

### Phone number assignment

<a href="#">Add</a>	Adds a new entry to the list. Open the new entry ( <i>New Value</i> ) to enter a new phone number, see Edit entry.
<a href="#">Delete</a>	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

#### 6.1.3.2.8 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

**PBX** ▼

☐ Activated

PBX  ▼

Fig. 27: Criteria - PBX

**Activated**

☒ = Only conversations of the selected **PBX** are considered.

☐ = Conversations of all **PBXs** are considered. A possibly selected PBX is ignored.

**PBX**

Select the respective **PBX** from the drop-down list if it is supposed to be considered.

#### 6.1.4 Tab Drives

In this tab, you can display and select the export drive.

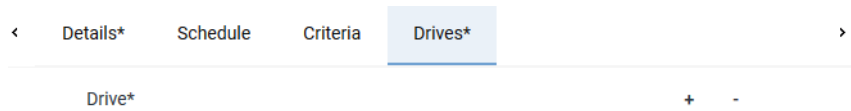




Fig. 28: Tab Drives

	Opens a window in which you can select a drive, see <a href="#">chapter "Assign drive", p. 24</a> .
	Deletes the entry from the entry field.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



Basic information about using the application System Monitoring can be found in the user manual for administrators *System Monitoring*.

#### 6.1.4.1 Assign drive

1. Click on the button **+** on the right of the entry field.
2. Select a drive from the list.

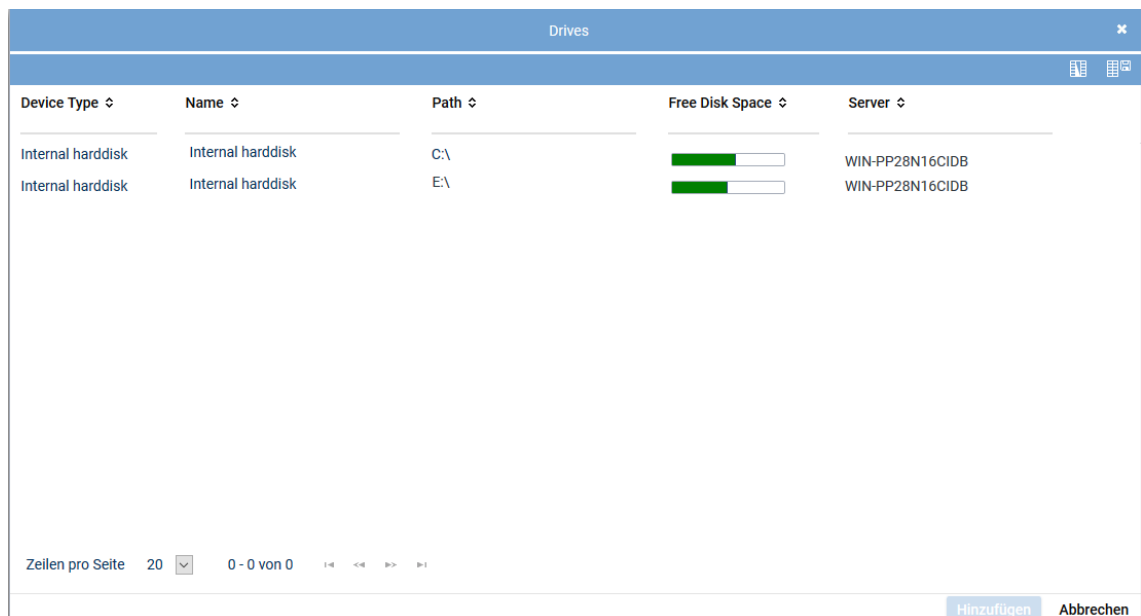


Fig. 29: Add drive

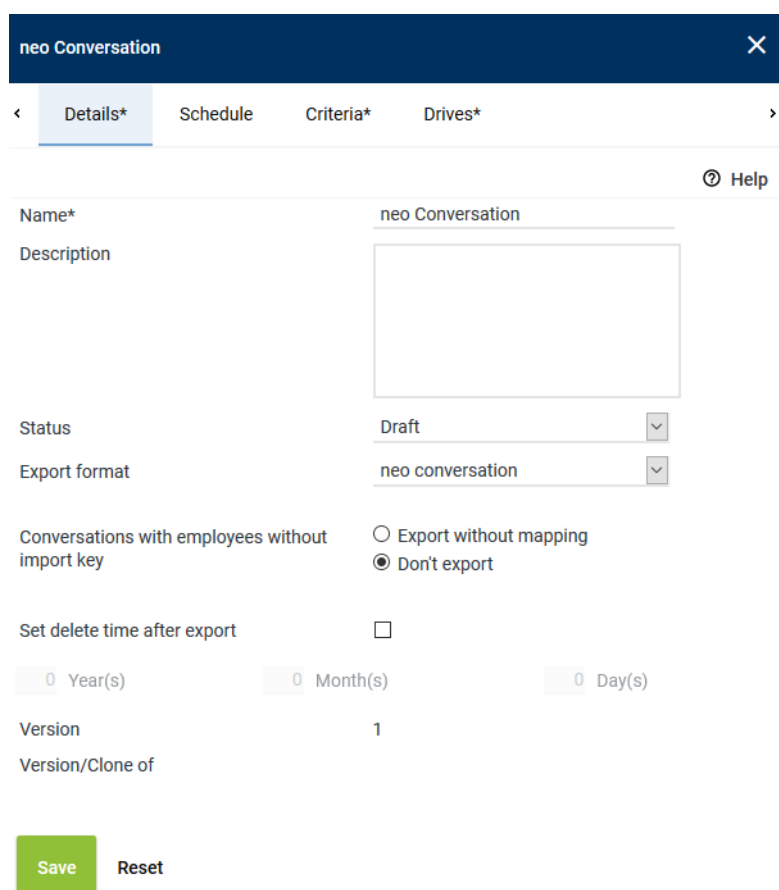
3. To apply the selection, click on the button **Add**.  
To discard the selection and close the window, click on the button **Cancel**.

## 6.2 Configure export job for neo Conversation

### 6.2.1 Tab Details

- Click on the tab *Details* to configure an export job.  
⇒ The draft appears in the export format WAV + XML.
- To configure an export job in the export format neo Conversation, select the export format neo Conversation from the drop-down list.

The following parameters appear:



neo Conversation

< Details\* Schedule Criteria\* Drives\* >

Help

Name\* neo Conversation

Description

Status Draft

Export format neo conversation

Conversations with employees without import key

☐ Export without mapping  
☒ Don't export

Set delete time after export

0 Year(s) 0 Month(s) 0 Day(s)

Version 1

Version/Clone of

Save Reset

Fig. 30: Tab Details - Export in neo Conversation format

<b>Name</b>	Enter the name of the job configuration.
<b>Description</b>	Here, you can enter a description for the job configuration.
<b>Status</b>	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> <li><b>Draft</b> Select this status if you would like to be able to continue editing the job configuration.</li> <li><b>Released</b> Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. <b>NOTICE!</b> A released job configuration cannot be edited anymore.</li> <li><b>Deactivated</b> (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job.</li> </ul>

	<b>NOTICE!</b> A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.
<i>Export format</i>	<p>To export recordings, select the format <u>neo</u> Conversation from the drop-down list.</p> <p>For information about the available formats see <a href="#">chapter "Supported export formats"</a>, p. 7.</p>
<i>Conversations with employees without import key</i>	<p>Define whether conversations without a mapping are supposed to be exported.</p> <p><input checked="" type="radio"/> Export without mapping</p> <p>The conversations are exported without a mapping and thus cannot be mapped to an agent. As no additional data is available, only users who can see all recordings can see the recordings after an export.</p> <p><input type="radio"/> Don't export</p> <p>Only conversations with a mapping are exported. A subsequent mapping of the exported conversations after an import can only take place if the agents are identical in the destination system.</p>
<i>Set delete time after export</i>	<p>Activate this check box to define a period after which the exported data is supposed to be deleted on the source system. The following entry fields become active and can be configured:</p> <ul style="list-style-type: none"> <li>• <i>Year(s)</i></li> <li>• <i>Month(s)</i></li> <li>• <i>Day(s)</i></li> </ul>
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

### 6.2.2

#### Tab Schedule

In this tab, you can display and edit the settings of the schedule.

<
Details\*
**Schedule**
Criteria
Drives\*
>

Execution

☒ Interval  
☐ Series

Period of Time

Interval

Series

Fig. 31: Tab Schedule

<i>Execution</i>	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> <li>• <i>Interval</i></li> </ul> <p>The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>.</p> <ul style="list-style-type: none"> <li>• <i>Series</i></li> </ul>
------------------	--

The job is executed on certain serial dates. These dates are defined in the group field *Series*.

### 6.2.2.1 Group field Period of Time



Define the period of time in which the job is supposed to be executed.

**Period of Time** ▼

Start ☒ Immediately  
☐ 11/16/2018 08:10:46

End ☒ Never  
☐ 11/16/2018 08:10:46

Fig. 32: Schedule - Period of Time

<b>Start</b>	<ul style="list-style-type: none"> <li><i>Immediately</i> The job is started immediately.</li> <li><i>Entered date</i> The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .</li> </ul>
<b>End</b>	<ul style="list-style-type: none"> <li><i>Never</i> The job never ends.</li> <li><i>Entered date</i> The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .</li> </ul>

### 6.2.2.2 Group field Interval



This group field is only active if the option type *Interval* has been selected as execution type.

Define the interval in which the job is supposed to be repeated.

**Interval** ▼

0 Month(s)      0 Day(s)      0 Hour(s)

5 Minute(s)

Fig. 33: Schedule - Interval

You can define the interval arbitrarily. Enter the values directly into the entry fields via the keyboard.

### 6.2.2.3 Group field Series



This group field is only active if the option type *Series* has been selected as execution type.

Define at which points in time the job is supposed to be repeated.

**Series** ▼

---

Repeat

☐ Daily  
☐ Weekly  
☐ Monday  
☐ Tuesday  
☐ Wednesday  
☐ Thursday  
☐ Friday  
☐ Saturday  
☐ Sunday  
☒ Monthly  
☒  + -  
☐ First ▼ Monday ▼

Fig. 34: Schedule - Series

<b>Repeat</b>	Days on which the job is supposed to be executed.
	<ul style="list-style-type: none"> <li>• <b>Daily</b> The job is repeated daily.</li> <li>• <b>Weekly</b> The job is repeated on the selected days. You can select one or several weekdays.</li> <li>• <b>Monthly</b> The job is repeated on the selected days. You can either select particular dates or certain days. See <a href="#">chapter "Configure monthly repetition on fixed dates", p. 28</a> and <a href="#">chapter "Configure monthly repetition on fixed days", p. 29</a>.</li> </ul>

#### 6.2.2.3.1 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly  
☒  + -  
☐ First ▼ Monday ▼

Fig. 35: Configure fixed dates

2. Click on the button + to select dates in a calendar.

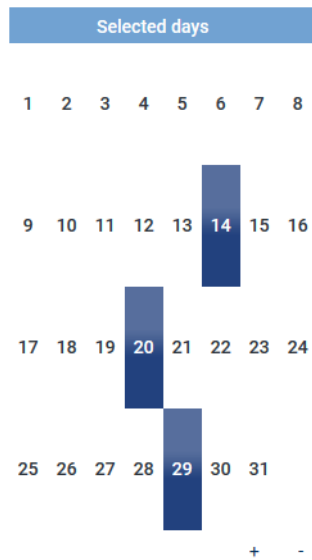


Fig. 36: Select dates

3. Click on all dates on which the job is supposed to be executed.  
To revoke a selection, click on the selected date once again. The selection is deleted.  
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .  
Adjust the dates according to the description.
6. If you would like to delete all selected dates, click on the button - .  
⇒ All dates in the entry field are deleted.

#### 6.2.2.3.2 Configure monthly repetition on fixed days

1. Select the lower option:

☒ Monthly  
☐ + -  
☒ First Monday

Fig. 37: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

### 6.2.3 Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

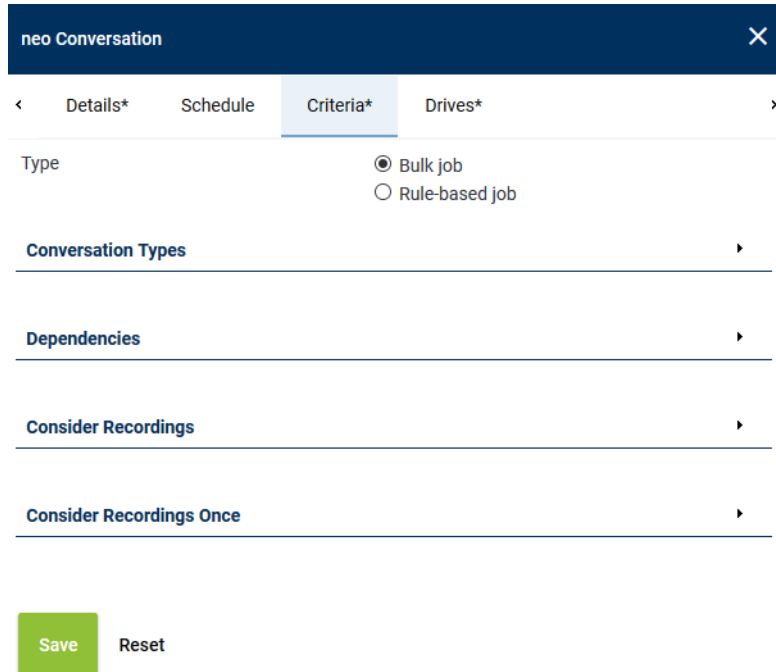
#### General

<i>Type</i>	Define whether the job is supposed to be rule-based or a bulk job. <ul style="list-style-type: none"> <li>• <i>Bulk job</i> The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay.</li> <li>• <i>Rule-based job</i></li> </ul>
-------------	---

The job type *rule-based* enables the selection of conversations according to rules defined by the user. You can define several criteria in the different group fields for the rule creation.

### 6.2.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



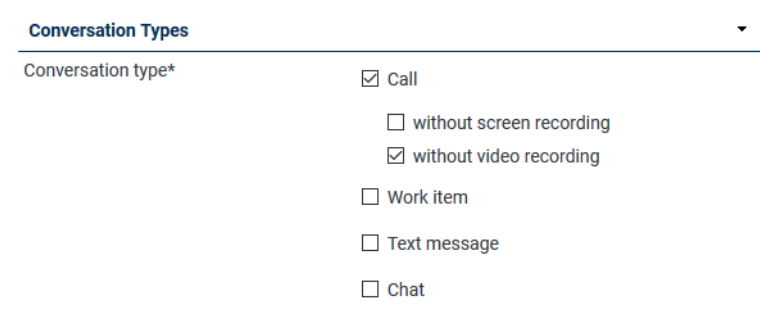
The screenshot shows the 'neo Conversation' configuration window with the 'Criteria\*' tab selected. The 'Type' section has 'Bulk job' selected with a radio button. Below it are four expandable sections: 'Conversation Types', 'Dependencies', 'Consider Recordings', and 'Consider Recordings Once'. At the bottom are 'Save' and 'Reset' buttons.

Fig. 38: Configure criteria for the bulk job in the format for *neo* Conversation

#### 6.2.3.1.1 Group field Conversation Types

This group field is only available for the export format *neo* Conversation as only this export format allows exporting different conversation types.

Define which type of recordings is supposed to be considered.



The screenshot shows the 'Conversation Types' group field. It has a dropdown arrow. Below it, the 'Conversation type\*' label is followed by a list of options with checkboxes: 'Call' (checked), 'without screen recording' (unchecked), 'without video recording' (checked), 'Work item' (unchecked), 'Text message' (unchecked), and 'Chat' (unchecked).

Fig. 39: Group field Conversation Types

- *Call*  
Conversations with screen recordings (audio with screen or video call)
  - *Call without screen recording*  
Only video calls
  - *Call without video recording*  
Only calls with screen recording
- *Call + Call without screen recording + Call without video recording*

Mere call recordings (only audio)

- *Work item*

Mere screen recording (only video)

- *Text message*

SMS recordings

- *Chat*

Recordings of chat messages

- *Call + Work item + Text message + Chat*

All recordings regardless of the conversation type.

#### 6.2.3.1.2 Group field Dependencies

Select the cases in which recordings are supposed to be exported.



Fig. 40: Group field Dependencies

- *Export without compression, too*

☒ = Even uncompressed recordings are exported.

☐ = Only compressed recordings are exported.


**NOTICE!** This feature only works if you have licensed and activated compression. After an update, you must save the settings of this parameter again to ensure that only the compressed recordings are continued to be considered during an export.

#### 6.2.3.1.3 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.



Fig. 41: Criteria - Consider recordings



<b>From</b>	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
-------------	---

#### 6.2.3.1.4 Group field Consider Recordings Once

Define the period of time that conversations are supposed to be selected from.



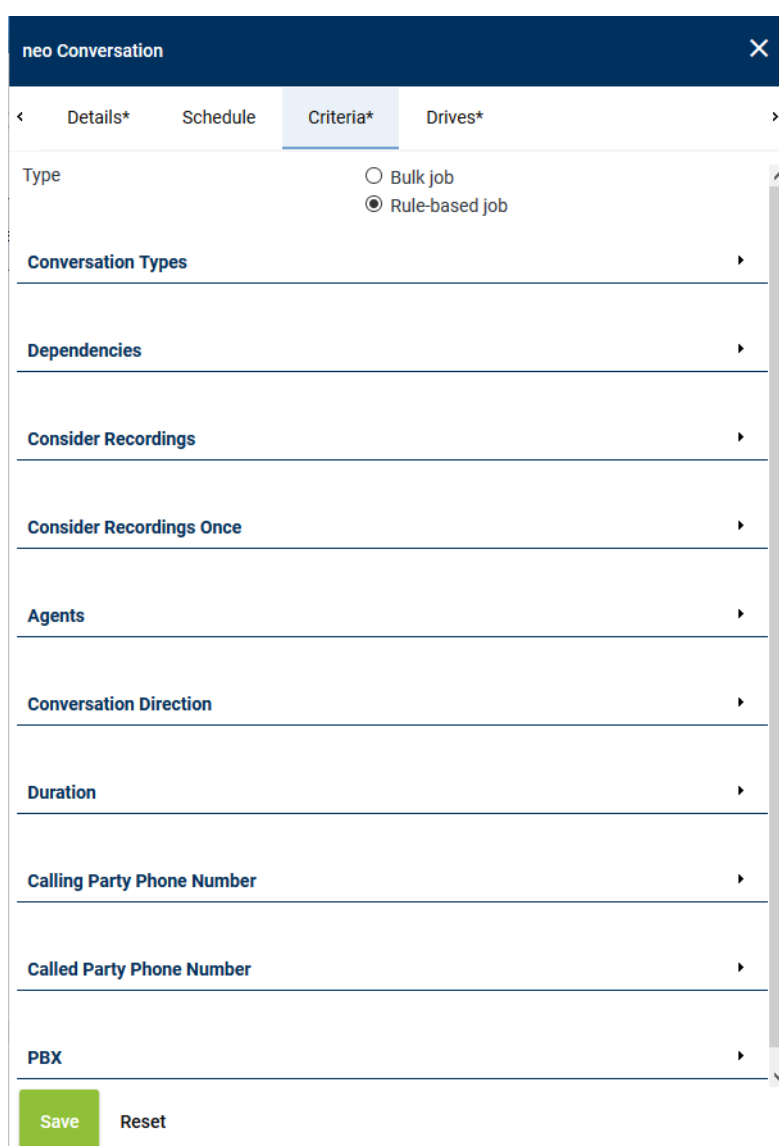
Fig. 42: Criteria - Consider Recordings Once

<i>From</i>	<p>Enter a start date for the period of time in which the conversations which are supposed to be exported have taken place.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
<i>To</i>	<p>Enter an end date for the period of time in which the conversations which are supposed to be exported have taken place.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>

Once the job is released, all versions of this job created with the function *Add new period for version* are displayed in a table as an overview here.

### 6.2.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.



neo Conversation

Details\* Schedule Criteria\* Drives\*

Type

☐ Bulk job

☒ Rule-based job

Conversation Types

Dependencies

Consider Recordings

Consider Recordings Once

Agents

Conversation Direction

Duration

Calling Party Phone Number

Called Party Phone Number

PBX

Save Reset

Fig. 43: Configure criteria for a rule-based job in the format for *neo* Conversation

#### 6.2.3.2.1 Group field Conversation Types

This group field is only available for the export format *neo* Conversation as only this export format allows exporting different conversation types.

Define which type of recordings is supposed to be considered.

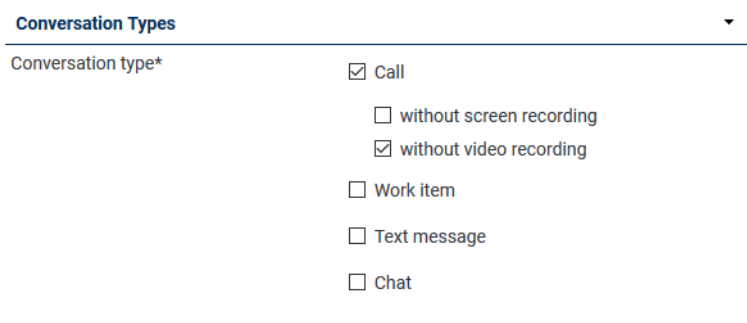


Fig. 44: Group field Conversation Types

- *Call*  
Conversations with screen recordings (audio with screen or video call)
  - *Call without screen recording*  
Only video calls
  - *Call without video recording*  
Only calls with screen recording
- *Call + Call without screen recording + Call without video recording*  
Mere call recordings (only audio)
- *Work item*  
Mere screen recording (only video)
- *Text message*  
SMS recordings
- *Chat*  
Recordings of chat messages
- *Call + Work item + Text message + Chat*  
All recordings regardless of the conversation type.

#### 6.2.3.2.2 Group field Dependencies

Select the cases in which recordings are supposed to be exported.



Fig. 45: Group field Dependencies

- *Export without compression, too*
  - ☒ = Even uncompressed recordings are exported.
  - ☐ = Only compressed recordings are exported.

**NOTICE!** This feature only works if you have licensed and activated compression. After an update, you must save the settings of this parameter again to ensure that only the compressed recordings are continued to be considered during an export.


#### 6.2.3.2.3 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.

**Consider Recordings** ▼

From 11/23/2018 14:25:14

Fig. 46: Criteria - Consider recordings

<b>From</b>	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.  You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
-------------	--

#### 6.2.3.2.4 Group field Consider Recordings Once



Define the period of time that conversations are supposed to be selected from.

**Consider Recordings Once** ▼

From

To

Fig. 47: Criteria - Consider Recordings Once

<b>From</b>	Enter a start date for the period of time in which the conversations which are supposed to be exported have taken place.  You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<b>To</b>	Enter an end date for the period of time in which the conversations which are supposed to be exported have taken place.  You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.

Once the job is released, all versions of this job created with the function *Add new period for version* are displayed in a table as an overview here.

#### 6.2.3.2.5 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.



**Agents** ▼

☒ Activated


Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 48: Criteria - Agents

<b>Activated</b>	<input checked="" type="checkbox"/> = Only conversations of the assigned agents are considered. <input type="checkbox"/> = Conversations of all agents are considered. The list of the selected agents is ignored.
------------------	---

	Add	Opens a window in which you can select and add agents (see <a href="#">chapter "Add agent", p. 35</a> ).
	Remove	Removes the selected agent from the list (see <a href="#">chapter "Delete agent assignment", p. 35</a> ).

Add agent

- 1. Open the group field *Agents* in the tab *Criteria*.
- 2. To assign an agent, click on the icon  (*Add*).

Agents

☒ Activated

Last Name ↕First Name ↕

Agent6.

Agent5.

Fig. 49: Criteria - Agents

- 3. Select one or several agents from the list.  
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents

Employee Number ↕First Name ↕Last Name ↕Login Name ↕Date of Entry ↕Date of Birth ↕

100010.Agent

9009.Agent

8008.Agent

7007.Agent

6006.Agent

5005.Agent

4004.Agent

Rows per page201 - 10 of 10

AddCancel

Fig. 50: Criteria - Add agents

- 4. To add the selected agents, click on the button *Add*.  
To discard the selection and close the window, click on the button *Cancel*.

Delete agent assignment


- 1. Open the group field *Agents* in the tab *Criteria*.

**Agents** ▼

☒ Activated

Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 51: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

### 6.2.3.2.6 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

**Conversation Direction** ▼

Activated ☒ ☒ Inbound  
☒ Outbound  
☒ Internal  
☒ Unknown

Fig. 52: Criteria - Conversation direction

<i>Activated</i>	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

### 6.2.3.2.7 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

**Duration** ▼

min. ( $\geq$ ) ☒  Hour(s)  
 Minute(s)  
 Second(s)

max. ( $\leq$ ) ☒  Hour(s)  
 Minute(s)  
 Second(s)

Fig. 53: Criteria - Duration

<i>min. (<math>\geq</math>)</i>	Threshold value for the minimum duration of conversations which are supposed to be considered.
---------------------------------	--

	<input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
<i>max. (&lt;=)</i>	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

#### 6.2.3.2.8 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

**Called Party Phone Number** ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 54: Criteria - Called Party Phone Number

<b>Activated</b>	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

#### Phone number assignment




<b>Add</b>	Adds a new entry to the list. Open the new entry ( <i>New Value</i> ) to enter a new phone number, see Edit entry.
<b>Delete</b>	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

#### 6.2.3.2.9 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

**Calling Party Phone Number** ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 55: Criteria - Calling Party Phone Number

**Activated**

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

### Phone number assignment

<a href="#">Add</a>	Adds a new entry to the list. Open the new entry ( <i>New Value</i> ) to enter a new phone number, see Edit entry.
<a href="#">Delete</a>	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

#### 6.2.3.2.10 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

**PBX** ▼

☐ Activated

PBX  ▼

Fig. 56: Criteria - PBX

**Activated**

☒ = Only conversations of the selected **PBX** are considered.

☐ = Conversations of all **PBXs** are considered. A possibly selected PBX is ignored.

**PBX**

Select the respective **PBX** from the drop-down list if it is supposed to be considered.

#### 6.2.4 Tab Drives

In this tab, you can display and select the export drive.

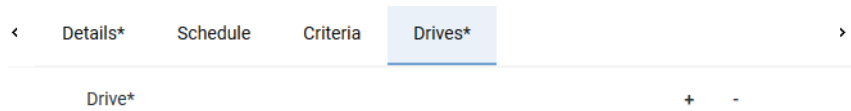




Fig. 57: Tab Drives

	Opens a window in which you can select a drive, see <a href="#">chapter "Assign drive", p. 39</a> .
	Deletes the entry from the entry field.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



Basic information about using the application System Monitoring can be found in the user manual for administrators *System Monitoring*.

#### 6.2.4.1 Assign drive

1. Click on the button **+** on the right of the entry field.
2. Select a drive from the list.

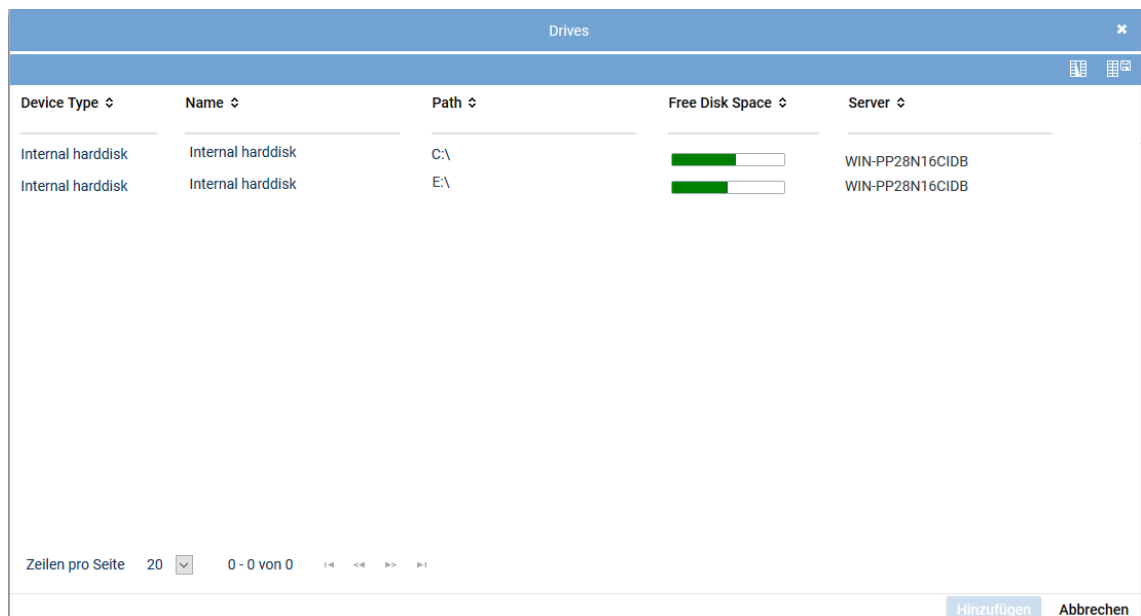


Fig. 58: Add drive

3. To apply the selection, click on the button **Add**.  
To discard the selection and close the window, click on the button **Cancel**.

### 7 Edit job configuration

1. In the main view, select the job configuration you would like to edit.  
⇒ All settings for the selected job configuration are displayed in the detail view.



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You can only edit a job configuration as long as it has the status *Draft*.

---

2. Adjust all necessary settings within the 4 tabs.  
You can change tabs without buffering. The settings are not lost.
  - *Details*, see [chapter "Tab Details", p. 12](#)
  - *Criteria*, see [chapter "Tab Criteria", p. 16](#)
  - *Drives*, see [chapter "Tab Drives", p. 23](#)
  - *Schedule*, see [chapter "Tab Schedule", p. 13](#)
3. To save the settings, click on the button *Save*.  
To reset all settings or changes in all tabs, click on the button *Reset*.  
To cancel the editing of the job configuration, click on the main view and confirm the security prompt.

## 8

## Start export

To start an export job, you can set the status in the tab *Details* to *Released*.

- *Draft*

This status has been set by default while creating a job. As long as the status is Draft you can edit the configuration.

- *Released*

Select this status if you have finished editing the job configuration. This status activates the job configuration.

The job is automatically started at the point in time defined in the schedule.

**NOTICE!** A released job configuration cannot be edited anymore.

- *Deactivated*

(Precondition: job configuration has been released)

Select this status to deactivate the job configuration and thus the job.

**NOTICE!** A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.

By clicking in the menu item *Export > Start* in the toolbar of the main view, you can select the following options manually.

<i>Export</i>	<i>Start Job</i>	Starts the selected job if it has been paused with the function <i>Pause Job</i> previously. The job is then once again carried out according to the settings in the tab <i>Schedule</i> .
	<i>Pause Job</i>	Pauses the selected job.
	<i>Export Now</i>	Executes the selected job immediately, regardless of the configured schedule.

1. To save the settings, click on the button *Save*.  
To reset all settings or changes in all tabs, click on the button *Reset*.  
To cancel the editing of the job configuration, click on the main view and confirm the security prompt.



When having activated the function *Post-compression* and having created an export job that is supposed to export the compressed data to a [NAS](#), you must create a new version of the export job after updating the *neo*. It is not sufficient to only save the job again. If you do not create a new version of the export job, the data is not compressed before being exported.



If an export job fails, you are informed about this at the following locations in the *neo* system:

- In the application Portal, you receive a respective notification if the generation of such a notification has been activated in the Notifications module of the application System Configuration.

In the application System Monitoring, you receive information about the job status in the Jobs module.



For basic information about the Notifications module refer to the administration manual for tenants *Notifications module*.



Basic information about using the application System Monitoring can be found in the user manual for administrators *System Monitoring*.

## 9 Cancel export

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### 9 Cancel export

Every export job is automatically finished at the point in time defined in the schedule (see [chapter "Tab Schedule", p. 13](#)).

As soon as the export job is finished, the job configuration receives the status *Deactivated*.

To finish an export job outside of the schedule, you have to set the job configuration to the status *Deactivated* manually (see [chapter "Tab Details", p. 12](#)).

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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.

### **ASCFS**

ASC File System. A proprietary file system of ASC for DVD-RAM media.

### **Codec**

Code/Decode implementation of a method for transforming from coded/decoded data to decoded or coded data

### **NAS**

Network Attached Storage is a file-level computer data storage server connected to a computer network providing data access to other devices on the network. NAS is usually used to provide independent storage capacity in a computer network without major effort. (Source: Wikipedia 4th May 2017)

### **PBX**

Private Branch Exchange

### **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)

### **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.

### **XML**

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.