

Configuration replay via phone



Administration manual for system providers and tenants

11/13/2019

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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 the necessary steps to successfully activate and use *replay via phone* in different telephony environments. It is assumed that a basic configuration (e. g. of users and, where required, of phones and free seating) has been carried out.

The feature *Replay via phone* is required if a call is supposed to be transmitted from the recording system to the Replay module and replayed via an internal or external phone. Depending on which user logs in, the audio data that the user is allowed to replay is provided. The following applications and modules support this feature:

- POWERplay Pro
- POWERplay Web
- INSPIRATIONneo:
 - Agents module
 - Audio Analysis module
 - Coaching Advisor module
 - Evaluations module
 - Training Packages module

If users would like to use the feature *Replay via phone*, they have to activate the icon  (*Replay via phone*) in the Replay module.

The feature *Replay via phone* works with the application POWERplay Instant, too. In this case, it is configured directly in the settings of the application, see user manual POWERplay Instant.

For the data transmission to the phone and the replay to work, the **system provider** has to configure the [replay server](#) as described in [chapter "Configure replay server"](#), p. 9.

To change the language of phone announcements, the **system provider** has to adjust the file *ASC.LocalReplayService.ini*, see [chapter "Configure language for announcements"](#), p. 19.

The feature itself must be configured according to the case of application in the modules of the application System Configuration:

Default configuration

Define a phone for each user which is supposed to be used to replay calls. To be able to do so, the user must be mapped to a steady workplace. When a user logs in, the address of his phone which is used for replay is transmitted.

This configuration is possible for agents as well as for users without agent rights.

The **tenant** has to carry out the configuration in the Employees module, see [chapter "Default configuration"](#), p. 14.

Alternative configuration options

- **Identification of a phone via the agent's extension**

This configuration option can only be used for agents.

The phone which is used for the replay is identified via the extension mapped to the agent. Use this configuration in the following cases:

- The agent has been mapped to a steady workplace and an extension can be mapped to the agent.
- The agent uses the feature *Free Seating with authentication on the phone via extension*.

The **tenant** has to carry out the configuration in the Employees module, see [chapter "Identification of a phone via the agent's extension"](#), p. 16.

- **Identification of a phone by means of authentication on the computer (Free Seating)**

The phone which is used for the replay is identified via the computer name and the extension or via the computer name and the address mapping of the phone.

The **system provider** has to carry out the configuration in the Phones module, see [chapter "Identification of a phone by means of authentication on the computer"](#), p. 17.



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

3 System requirements

3 System requirements

To use the feature, note the following:

If no [SIP](#) interface is available to integrate the [neo](#) recording server into the PBX, an external analog gateway is required (included in the delivery of the license *Last Call Repeat*).

4 Licenses

ASC

License name	Number	Description
<i>Last Call Repeat</i>	1	License required for using the feature <i>Replay via phone</i> , available for 4 or 8 concurrent replays.

Tab. 1: Licenses of ASC

5 Configure replay server

Replay via phone has to be configured in the application System Configuration in the Servers module.

1. Open the menu item *Setup > Servers* in the navigation bar.
2. In the main view, select the server that you would like to configure the feature for.

5.1 Tab Usage

1. Click on the tab *Usage* in the detail view.
2. Open the group field *Replay*.

In this tab, you can configure the purpose of the selected server.

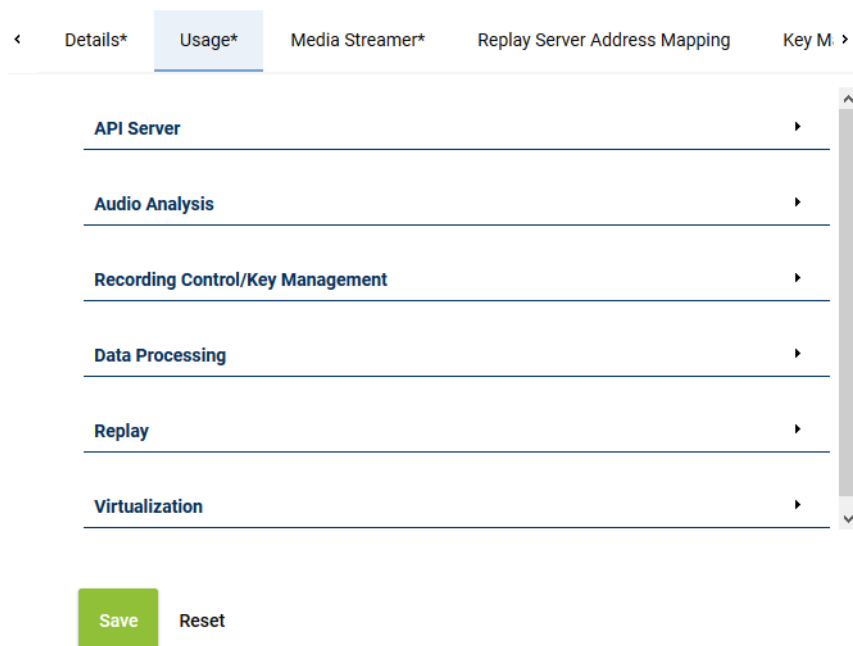


Fig. 1: Servers module - tab Usage

Group field Replay

1. Open the group field *Replay*.

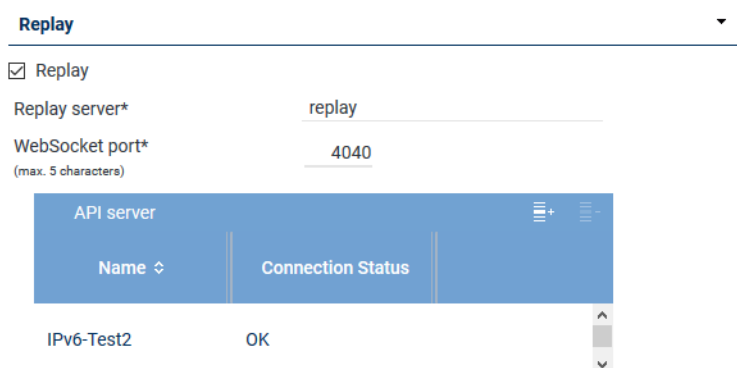




Fig. 2: Group field Replay

Replay Select whether the server is supposed to serve as replay server.

	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>Enter the name which is supposed to denote the server as the replay server in the system.</p> <p>As the replay server can be used system-wide and by different tenants, you have to enter a kind of alias here. When selecting the replay server, this alias is displayed on the client computers instead of the real server name or the IP address.</p>
<i>WebSocket port (maximum of 5 characters)</i>	<p>Enter the port via which the data to be replayed in <i>POWERplay Web</i> are supposed to be transmitted.</p> <p>In order to be able to reach the replay server from a public network and with configured port forwarding, you have to adjust the settings in the tab <i>Applet Address Mapping</i>.</p> <p>Keep in mind that the indicated port must have been opened.</p>
List <i>API server</i>	<p>Here, you can add API servers for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> • By clicking on the icon  (<i>Add</i>) you can add the API server. • By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

2. To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

5.2

Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.

<
Details*
Usage*
Media Streamer*
Replay Server Address Mapping
Key M. >

PBX +

PBX	PBX	▼
Extension* (max. 18 characters)	123456	
Media streamer IP address*	192.168.169.192	▼
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	▼
SIP signaling port	5062	
User name		
Password		
PBX IP address		
PBX port	5060	
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration	3600	Second(s)

Save
Reset

Fig. 3: Servers module - tab Media Streamer

2. Enter the following parameters:


PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see Create PBX.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>
Minimum port	<p>Enter the minimum port which is supposed to be used for the audio data exchange.</p>
Maximum port	<p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.</p>
Transport protocol	<p>Select the transport protocol type you would like to use for the SIP communication from the drop-down list.</p>

	<p>TCP = unencrypted</p> <p>UDP = unencrypted</p> <p>TLS = encrypted</p> <p>If an external analog gateway has been integrated, select <i>UDP</i> in the drop-down list.</p>
<i>SIP signaling port</i>	<p>Enter the port for the <i>SIP</i> communication.</p> <p>Port for data exchange: 5062</p>
<i>User name</i>	Enter the user name for the authentication on the <i>SIP</i> server.
<i>Password</i>	Enter the password for the authentication on the <i>SIP</i> server.
<i>PBX IP address</i>	<p>Enter the IP address of the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p>If an external analog gateway has been integrated, enter the IP address 169.254.254.101.</p>
<i>PBX port</i>	<p>Enter the port of the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p>If an external analog gateway has been integrated, enter the value 5060.</p>
<i>Registration required</i>	<p>Select whether the <i>SIP</i> extension has to be registered with the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p><input checked="" type="checkbox"/> = <i>SIP</i> extension has to be registered.</p> <p><input type="checkbox"/> = <i>SIP</i> extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i>.</p>
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

- To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

5.3

Create new PBX

- In the blue bar with the title *PBX*, click on the icon  (*Create*).
- Enter all necessary information.

New PBX

Name*

PBX

PBX type*

Universal VoIP

Maximum length of extensions

4

Country code*

United States (1)

Area code*

Net code*

Save

Cancel

Fig. 4: Create PBX - example

<i>Name</i>	Enter a name for the new <i>PBX</i> instance.
-------------	---

<i>PBX type</i>	Select the PBX type from the drop-down list.
<i>Maximum length of the extensions</i>	Select the maximum length of the extensions from the drop-down list.
<i>Country code</i>	Select the country code from the drop-down list.
<i>Area code</i>	Enter the area code for the PBX .
<i>Net code</i>	Enter the net code for the PBX .

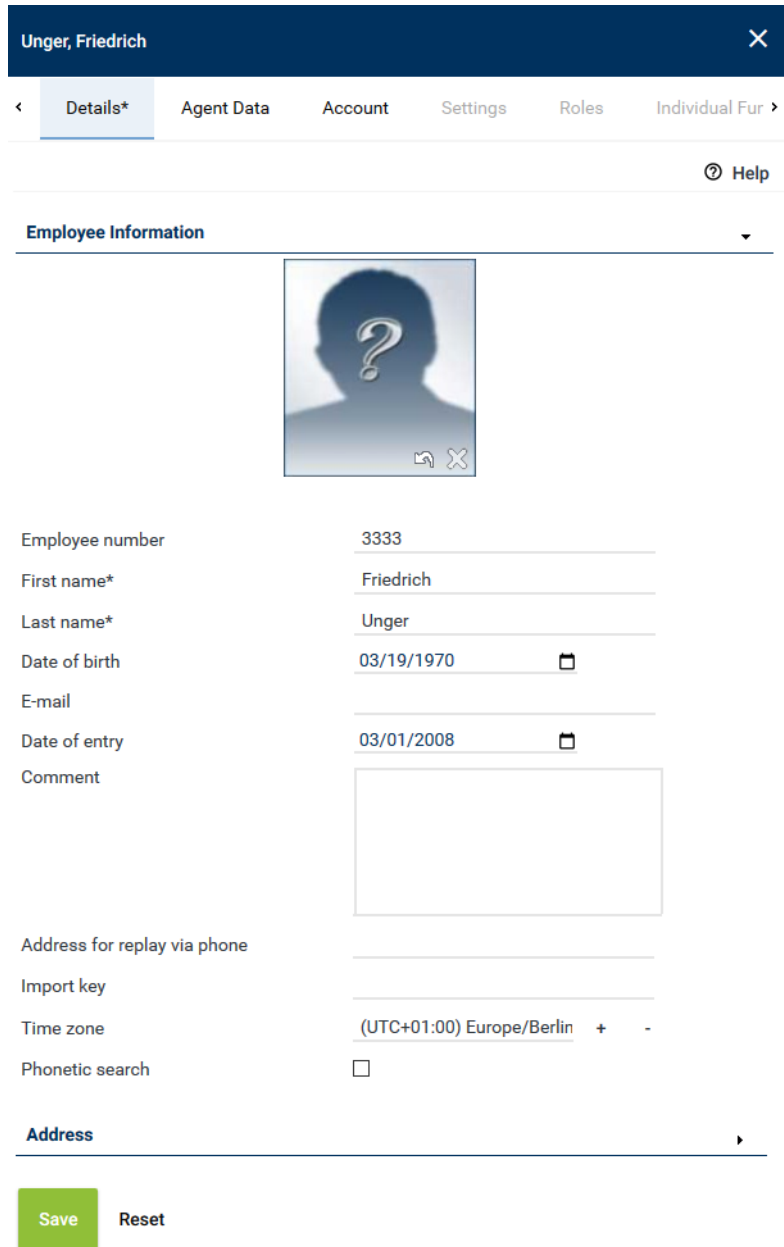
3. To save the settings, click on the button *Save*.
To discard the settings and close the window, click on the button *Cancel*.

6

Default configuration

1. In the main view, select the user for whom you would like to activate the option *Replay via phone*.

⇒ In the detail view, the tab *Details* appears.



The screenshot shows the 'Details' tab for user 'Unger, Friedrich'. The interface includes a header with the user's name and a close button. Below the header is a tab bar with 'Details*' (active), 'Agent Data', 'Account', 'Settings', 'Roles', and 'Individual Fur'. A 'Help' icon is also present. The main content area is titled 'Employee Information' and contains a placeholder for a profile picture (a silhouette with a question mark). Below the picture is a form with the following fields:

- Employee number: 3333
- First name*: Friedrich
- Last name*: Unger
- Date of birth: 03/19/1970 (with a calendar icon)
- E-mail: (empty field)
- Date of entry: 03/01/2008 (with a calendar icon)
- Comment: (empty text area)
- Address for replay via phone: (empty text field)
- Import key: (empty text field)
- Time zone: (UTC+01:00) Europe/Berlin (with '+' and '-' buttons)
- Phonetic search: ☐

At the bottom, there is an 'Address' section header and two buttons: 'Save' (green) and 'Reset'.

Fig. 5: Employees module - tab Details

2. In the entry field *Address for replay via phone*, enter the address of the phone. You can use the following additional data as address:
 - Extension if it has been configured for replay via phone in the [PBX](#).
 - Complete phone number, e. g. 06021 5001 1015 if the [PBX](#) is connected to the public telephone network.
 - IP address if it has been configured.
 - SIP address, e. g. Extension@IP-Address.
 3. To save the entries, click on the button *Save*.
- ⇒ For replay via phone, all calls of this user are replayed via the defined phone.



For information about the configuration refer to the administration manual for tenants *User management tenant*.

7 Alternative configuration options

7.1 Identification of a phone via the agent's extension



The **tenant** has to carry out this configuration.

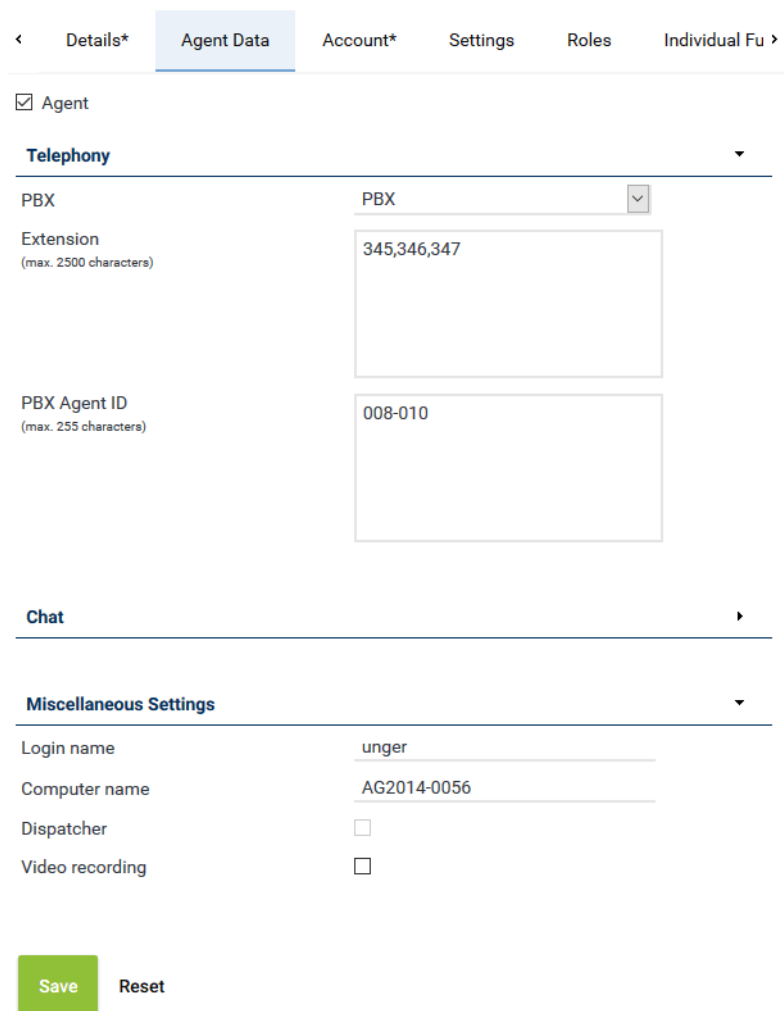


This configuration option can only be used for agents.

If the agent's phone which is used for replay is supposed to be identified via the extension, the respective extension has to be entered in the Employees module.

Adjust the following settings:

1. Open the Employees module by clicking on the menu item *Employees* in the navigation bar.
2. In the main view, select the agent for whom you would like to configure the option *Replay via phone*.
3. Open the tab *Agent Data* in the detail view.



< Details* Agent Data Account* Settings Roles Individual Fu >

☒ Agent

Telephony

PBX PBX

Extension (max. 2500 characters) 345,346,347

PBX Agent ID (max. 255 characters) 008-010

Chat

Miscellaneous Settings

Login name unger

Computer name AG2014-0056

Dispatcher ☐

Video recording ☐

Save Reset

Fig. 6: Employees module - tab Agent Data (example)

4. Enter the extension of the phone which is supposed to be used for replay in the **first place**. You cannot configure more than one phone for replay via phone.
NOTICE! Use commas to separate the different extensions.
5. To save the entries, click on the button *Save*.

- ⇒ **Steady workplace:** For replay via phone, all calls of this agent are replayed on the phone with the configured extension.
- ⇒ **Free Seating:** For replay via phone, all calls are replayed on the phone that the agent with the configured extension logs in on.



For basic information about the configuration of users refer to the administration manual *System Configuration - User management*.



For basic information about the configuration of Free Seating refer to the administration manual *Configuration Free Seating*.

7.2

Identification of a phone by means of authentication on the computer



The **system provider** has to carry out this configuration.



This configuration option can only be used for agents.

If the option *Free Seating by means of authentication on the computer* is used, you have to enter the computer name and either the extension or a replay address in the Phones module.



If an extension and a replay address has been configured, then the replay address is used.

Enter the following settings for each phone which is supposed to be used for *replay via phone*.

1. Open the Phones module by clicking on the sub-menu item *Phones* in the navigation bar in the menu item *Setup*.
2. In the main view, select the phone you would like to configure.
3. Add the following parameters in the detail view.

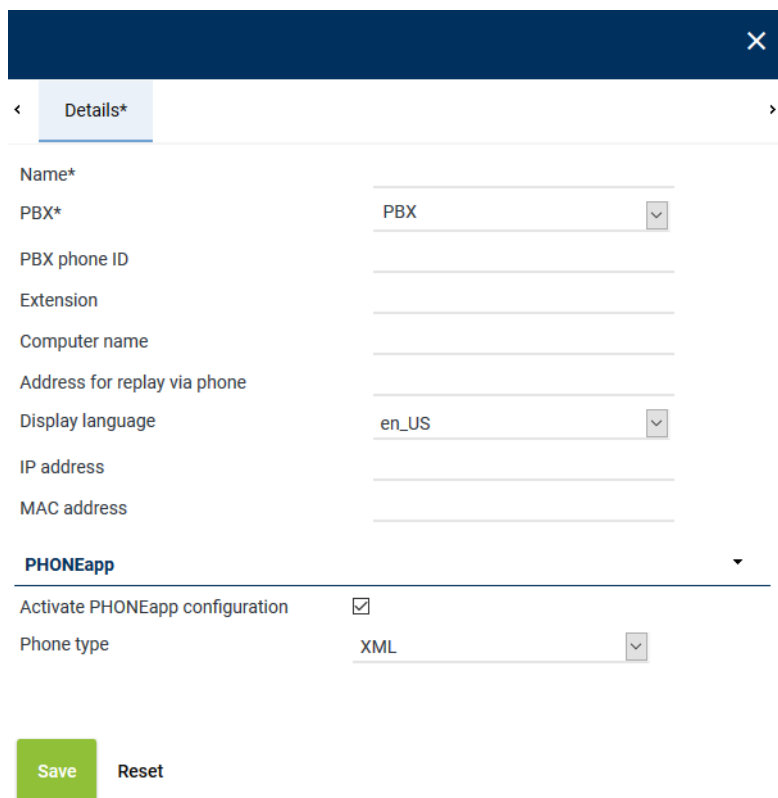


Fig. 7: Phones module - tab Details (example)

Parameter	Value/Description
Extension	The extension entered here is used for recording as well as for replay via phone.
Computer name	Enter the name of the computer which is supposed to be mapped to the phone.
Address for replay via phone	<p>If no extension has been configured, enter the address of the phone which is supposed to replay the calls which have been selected in the replay application. You can use the following address types:</p> <ul style="list-style-type: none"> • Extension. • Complete phone number, e. g. <i>06021 5001 1015</i> if the PBX is connected to the public telephone network. • IP address • SIP address, e. g. <i>Extension@IP-Address</i>. <p>NOTICE! In case of TDM recordings, use either the extension or the complete phone number as address type.</p>

4. To save the entries, click on the button **Save**.

⇒ For the phone replay, all calls are replayed on the phone which has been mapped to the computer that the agents has logged in on.



For basic information about the configuration of Free Seating refer to the administration manual *Configuration Free Seating*.

8

Configure language for announcements



Make sure that the function *Replay via phone* has been configured and that at least 1 conversation is replayed via phone. Upon replaying a conversation via phone for the first time, the file *ASC.LocalReplayService.ini* is created to configure the language.



The entered language is valid across the system for all tenants.

To change the language for announcements in *Replay via phone*, proceed as follows:

1. Log in on the replay server with administrator rights.
2. Open the Windows Explorer.
3. Go to the directory *C:\Program Files (x86)\ASC\ASC Product Suite\data\LocalReplayService*.
4. Right-click on the file *ASC.LocalReplayService.ini*.
⇒ The following context menu appears:

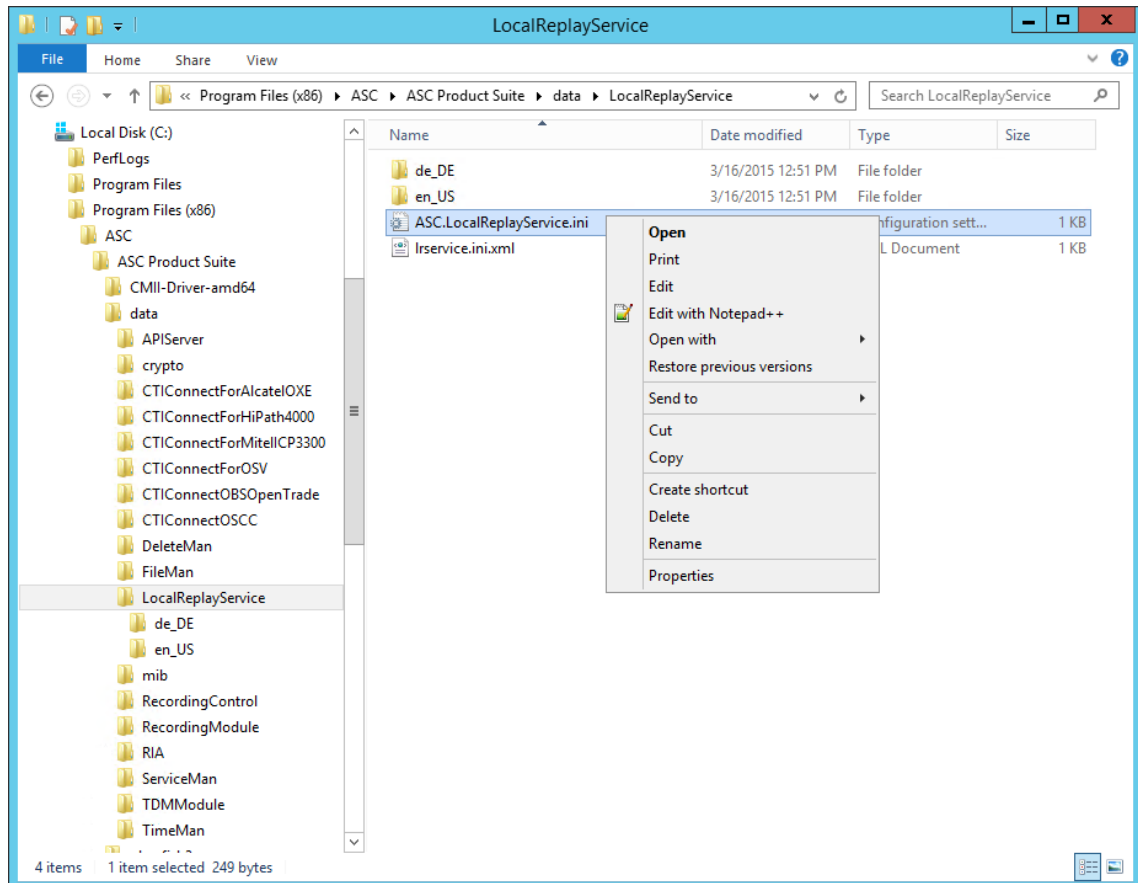


Fig. 8: Context menu for the file *ASC.LocalReplayService.ini*

5. Click on the menu item *Edit* in the context menu.
⇒ The following window appears:

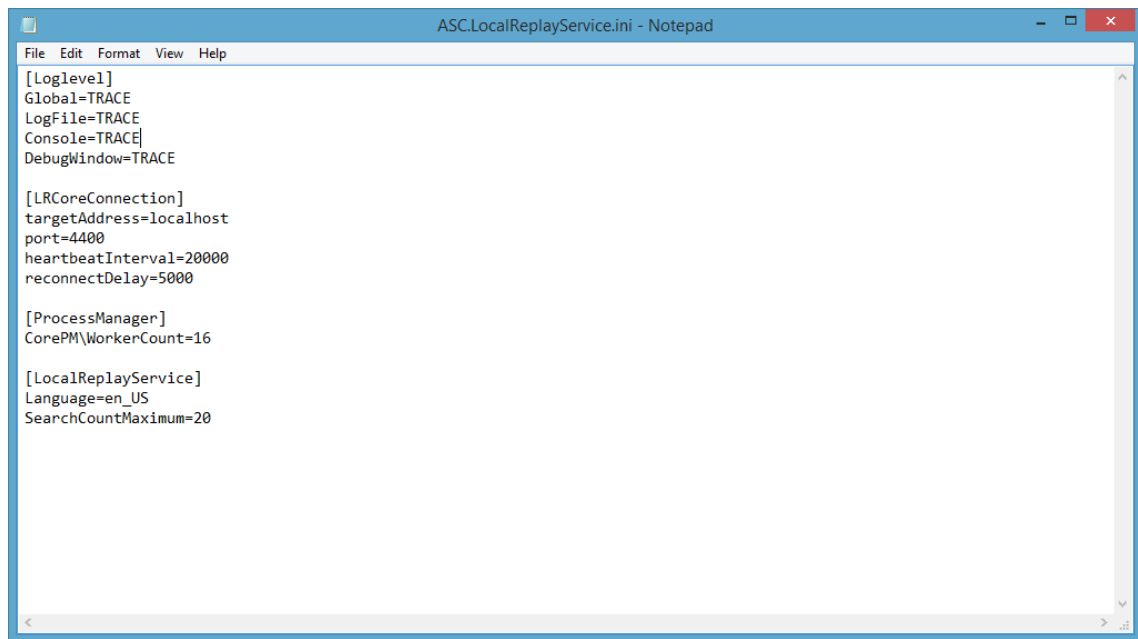



Fig. 9: Edit ASC.LocalReplayService.ini

6. In the section *[LocalReplayService]*, change the value for the parameter *Language*. One of the following values can be entered:
 - *Language=de_DE*
 - *Language=en_US*
7. In the menu bar, click on *File > Save*, to save the changes.
8. Click on the icon  (*Close*) to close the window.

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Glossary

PBX

Private Branch Exchange

Replay server

Server on which the replay function has been activated. Recordings can be replayed via this server.

SIP

Session Initiation Protocol

TCP

Transmission Control Protocol, controlled connection establishment, secure data transmission, controlled connection termination

TLS

Transport Layer Security; previously known as Secure Sockets Layer (SSL), is a hybrid encryption protocol for safe data transmission in the Internet. Since version 3.0, the SSL protocol is developed under the new name TLS.

UDP

User Datagram Protocol UDP is a minimal, connectionless network protocol which belongs to the core members of the Internet protocol suite. Its purpose is to make sure that data transmitted via the Internet reach the designated application. There is no destination check.