

# System Configuration

## Import of recordings



## Administration manual

### for system providers

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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## 1 General information

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## 2 Introduction

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### 2 Introduction

This manual describes how audio recordings and text messages which have been created on a different system can be imported to the recording server.

In the Recording Import module of the application System Configuration, you can configure import jobs for this purpose.



The system provider configures the import jobs for the respective tenant. After the import, only the tenant for whom the import has been carried out can access the recordings.

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## Supported import formats

According to their file extensions, the audio recordings and the SMS data which are supposed to be imported must be stored separately in 2 different directories which must be possible to be reached via [CIFS/SMB](#). The user who accesses these directories must have full access to the share and all its data.

The following import formats are supported for the recording import:

### WAV + CSV

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format. If the required additional data is contained in the file name, then no separate [CSV](#) file is needed.

A corresponding [CSV](#) file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

### WAV + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format.

If the required additional data is contained in the file name of the [WAVE](#) file, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

### SMS via ini

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of an INI file and must have the file extension [.SMS](#).

The imported recordings are forwarded to the Recording Control service. On basis of the recording plan, the imported data is checked as if it had been recorded on this same server and the respective additional data, such as agent data by means of the extension, are added. This includes the decision whether the conversation is supposed to be recorded according to the recording plan of this server as well as the retention period ([TTL](#)) of this recording.

### SMS by means of CSV

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of a [CSV](#) file and must have the file extension [.CSV](#).

The imported recordings are forwarded to the Recording Control service. On basis of the recording plan, the imported data is checked as if it had been recorded on this same server and the respective additional data, such as agent data by means of the extension, are added. This includes the decision whether the conversation is supposed to be recorded according to the recording plan of this server and whether the retention period ([TTL](#)) is supposed to be observed for this recording.

### SMS by means of XML

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of a [XML](#) file and must have the file extension [.XML](#).

The imported recordings are forwarded to the Recording Control service. On basis of the recording plan, the imported data is checked as if it had been recorded on this same server and the respective additional data, such as agent data by means of the extension, are added. This includes the decision whether the conversation is supposed to be recorded according to the recording plan of this server and whether the retention period ([TTL](#)) is supposed to be observed for this recording.

### Supported codecs

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When importing recordings in WAVE format, exclusively the following codecs are supported:

- [PCM](#): 128kbit/s (PCM16) and 64kbit/s (PCM8)
- [A-law](#): 64kbit/s
- [μ-law](#): 64kbit/s

Supported sampling rate: 8kHz

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



For information about the import formats ASC legacy storage, ASC legacy integration, and ASC legacy archive medium refer to the administration manual *Migration* (for system providers and tenants).

## 4

## Preconditions for the import

- The license *Interface for data import and export* must be available.
- The function *Import* must have been activated on the server.
- Mapping of additional data must have been configured in the *neo* system, if it is supposed to be used.



For information about the activation and administration of licenses refer to the administration manual for system providers *License administration*.



For information about the configuration of servers and recording architectures refer to the administration manual for system providers *Configuration servers and recording architectures*.

- As source drive and target drive, the drive types **NAS** as well as external and internal hard disks can be used.
- In the source system, the drive must be assigned to the tenant who carries out the export.
- In the destination system, the drive must not have been assigned to any tenant so that it can be available for the system provider.
- A separate drive has to be used for each tenant and each export/import.  
If export and import are supposed to run in parallel, then the tenant as well as the system provider must have access to the drive.



For information about the supported types of drives refer to the administration manual for system providers *Configuration drives*.



For information about the Drives module refer to the administration manual for system providers *Configuration drives*.



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

## 5

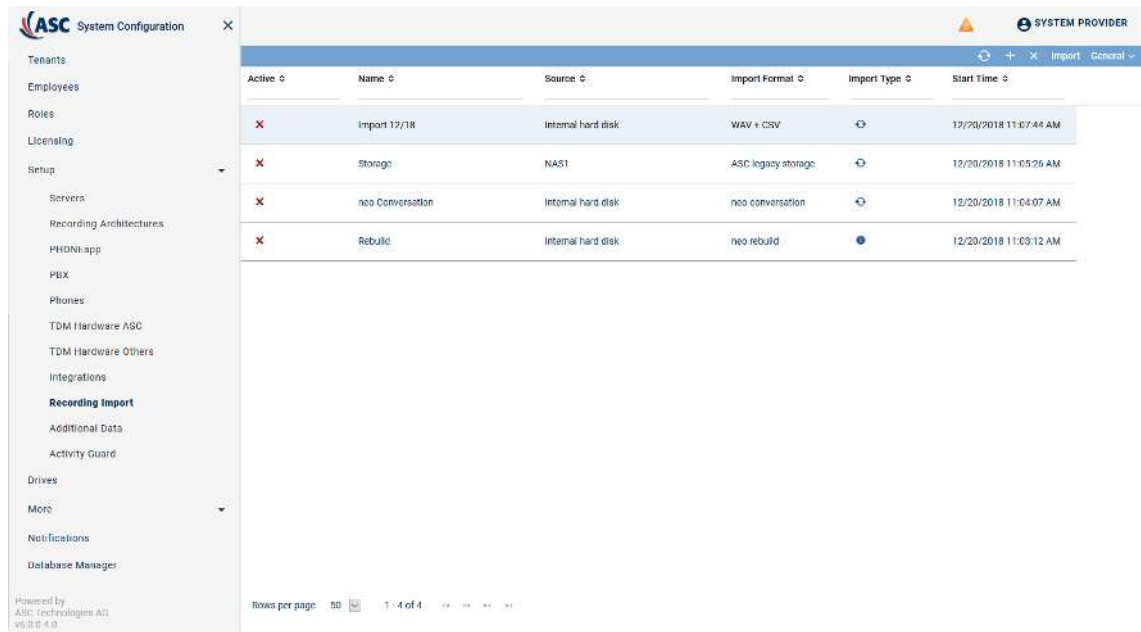
## Main view

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



The following configuration has to be carried out as system administrator.

1. Open the application *System Configuration*.
2. Log in as system provider.
3. Select the menu item *Setup > Recording Import*.



Active	Name	Source	Import Format	Import Type	Start Time
X	Import 12/18	Internal hard disk	WAV + CSV	↺	12/20/2018 11:07:44 AM
X	Storage	NAS1	ASC legacy storage	↺	12/20/2018 11:05:26 AM
X	neo Conversation	Internal hard disk	neo conversation	↺	12/20/2018 11:04:07 AM
X	Rebuild	Internal hard disk	neo rebuild	●	12/20/2018 11:03:12 AM

Fig. 1: Main view




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

<b>Active</b>	Shows whether an import job is active. <div> <div>✓ = Job is active.</div> <div>✗ = Job is not active.</div> </div> <p>As long as an import job is active, the recording system checks according to the settings in time schedule whether new files are available in the source directory. If new files are available, they are imported directly.</p>
<b>Name</b>	Name of the import job.
<b>Source</b>	Shows the name of the source drive from which the data is imported.
<b>Import Format</b>	Shows the format of the imported data.
<b>Import Type</b>	Shows whether the import is executed regularly or only once. <div> <div>① = Import is executed once.</div> <div>↺ = Import is executed regularly.</div> </div>
<b>Start Time</b>	Shows the time when the import starts.
<b>Creation Date</b>	Date on which the import configuration was created.
<b>Updated</b>	Date on which the import configuration was updated for the last time.

## 5.1

## Toolbar

The toolbar offers the following functions.

	<i>Refresh</i>	Refreshes the main view.
	<i>Create</i>	Creates a new import configuration.
	<i>Delete</i>	Deletes the selected import configuration. <b>NOTICE!</b> You can only delete import configurations which are not active!
<i>Import</i>		
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust table</i>	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>
	<i>Save table configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.
	<i>Reset search</i>	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.

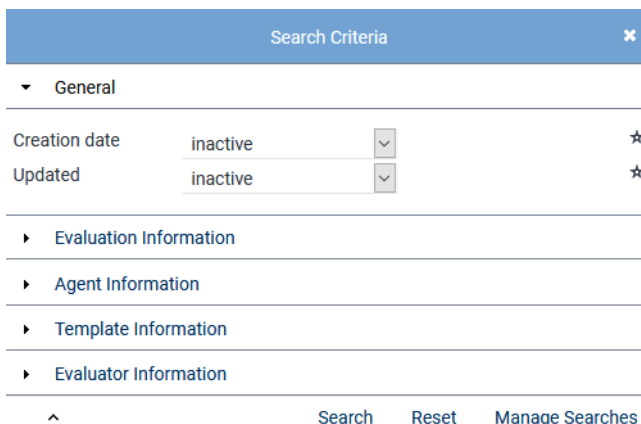


Fig. 2: Window Search Criteria (example)

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 ★.

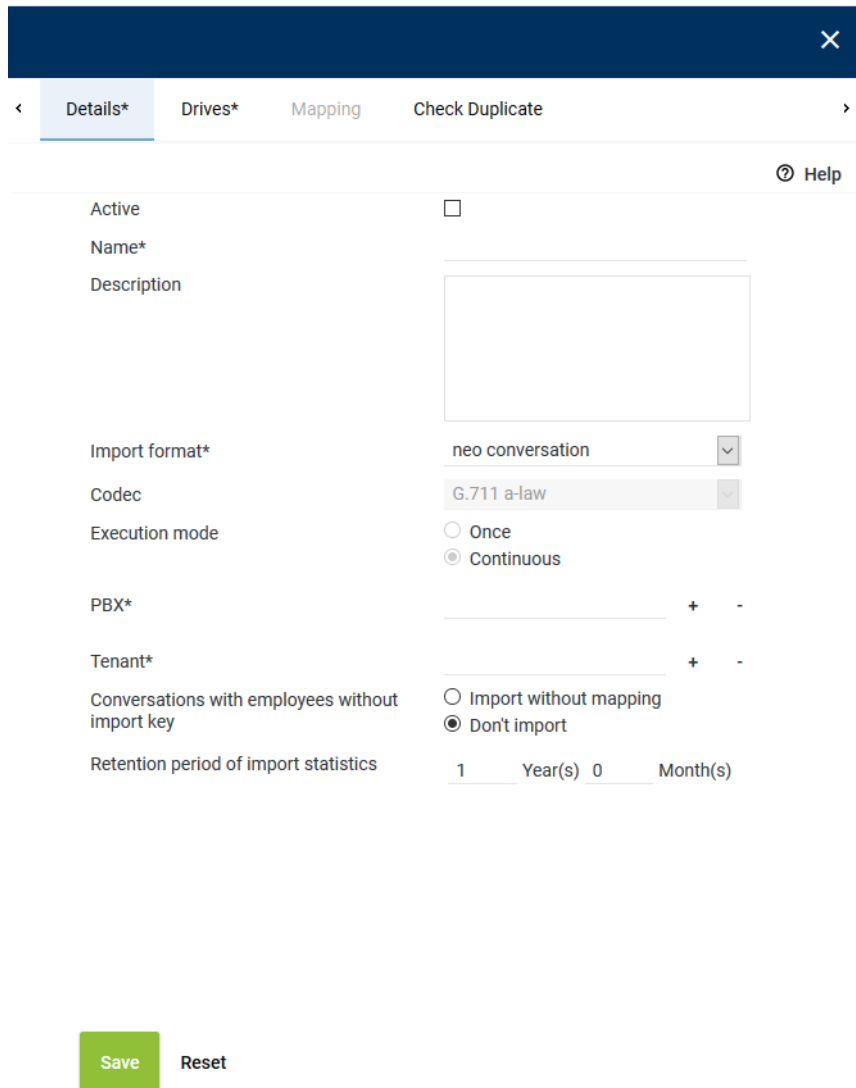


A detailed description of the search function can be found in the user manual *System Configuration - General information*.

## 6

## Detail view

- Click on the icon  (*Create*) in the toolbar of the main view.  
⇒ The new import configuration is displayed in the detail view.



The screenshot shows the 'Detail view' configuration form for an import configuration. It has a dark blue header bar with a close button (X). Below the header is a tab bar with four tabs: 'Details\*' (selected), 'Drives\*', 'Mapping', and 'Check Duplicate'. A 'Help' icon is located on the right side of the form. The form contains the following fields and options:

- Active:** A checkbox that is currently unchecked.
- Name\*:** A text input field.
- Description:** A large text area for description.
- Import format\*:** A dropdown menu showing 'neo conversation'.
- Codec:** A dropdown menu showing 'G.711 a-law'.
- Execution mode:** Two radio buttons: 'Once' (unchecked) and 'Continuous' (checked).
- PBX\*:** A text input field with '+' and '-' buttons on the right.
- Tenant\*:** A text input field with '+' and '-' buttons on the right.
- Conversations with employees without import key:** Two radio buttons: 'Import without mapping' (unchecked) and 'Don't import' (checked).
- Retention period of import statistics:** A numeric input field showing '1', followed by 'Year(s)', another numeric input field showing '0', and 'Month(s)'.

At the bottom of the form are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 3: Detail view

The detail view consists of the following tabs:

- **Details**  
Here, you can display and edit detailed information about the selected import configuration.
- **Drives**  
Here, you can display and select the source drive.
- **Mapping**  
This tab is not available for all drives import formats.  
Here, you can display and edit the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the neo recording system.
- **Duplicate Detection**  
This tab is only available for the import format neo Conversation.  
Here, you can configure the criteria for detecting duplicates and avoiding their subsequent import.

2. 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.



---

You can only edit an import configuration as long as it has not been activated.

---

## 6.1

### WAVE format

#### WAV + CSV

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format. If the required additional data is contained in the file name, then no separate [CSV](#) file is needed.

A corresponding [CSV](#) file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

#### WAV + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available in [WAVE](#) format.

If the required additional data is contained in the file name of the [WAVE](#) file, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

### 6.1.1

#### Tab Details

1. Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.

Import 12/18

Details\*

Drives\*

Mapping\*

Check Duplicate

Active

☐

Name\*

Import 12/18

Description

Import format\*

WAV + CSV

Codec

G.711 a-law

Execution mode

☐ Once  
☒ Continuous

PBX\*

Universal import

+

-

Tenant\*

1st-tenant

+

-

Retention period of import statistics

1

Year(s)

0



Month(s)

Save

Reset

Fig. 4: Tab Details (example)

Active	<p>Once the configuration has been completed, you can activate the import job by means of the check box.</p> <p><input checked="" type="checkbox"/> = Job is active.  <input type="checkbox"/> = Job is not active.</p> <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p>
Name	Enter a name for the import job.
Description	Here, you can enter a description for the import job.
Import format	<p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> <li>• WAV + CSV</li> <li>• WAV + XML</li> </ul> <p>For information about the formats see <a href="#">chapter "Supported import formats", p. 6</a>.</p>
Codec	<p>Select the <a href="#">codec</a> from the drop-down list in which the recordings are supposed to be saved.</p> <p>The following codecs are supported:</p> <ul style="list-style-type: none"> <li>• G.711 <a href="#">A-law</a></li> <li>• G.711 <a href="#">μ-law</a></li> <li>• G.729a</li> <li>• Linear <a href="#">PCM</a> 8 bit</li> </ul>
Execution mode	<p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> <li>• <i>Once</i></li> </ul>

	<p>The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</p> <ul style="list-style-type: none"> <li>• <i>Continuous</i></li> </ul> <p>Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</p> <p><b>NOTICE!</b> For some import formats only continuous execution is available. In this case, the present setting is automatic.</p>
<i>PBX</i>	<p>By clicking on the button , select for which <b>PBX</b> the data is supposed to be imported, see <a href="#">chapter "Assign PBX", p. 33</a>.</p> <p>It is necessary to map the imported data to a <b>PBX</b> so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p>
<i>Tenant</i>	<p>By clicking on the button , select which tenant the imported data is supposed to be mapped to, see <a href="#">chapter "Assign tenant", p. 34</a>.</p> <p><b>NOTICE!</b> In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p>

### 6.1.2

#### Tab Drives

1. Select the tab *Drives* to configure the source.

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.

Settings depend on the selected import format.

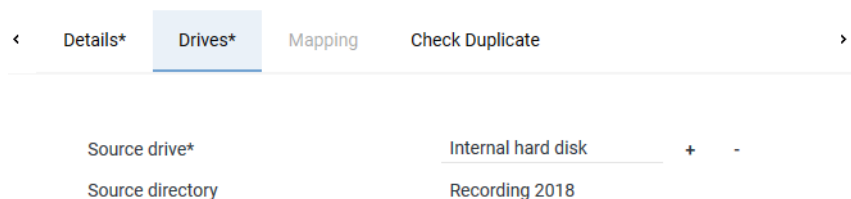


Fig. 5: Tab Drives - WAVE formats

<i>Source drive</i>	Select the drive from which the data is supposed to be imported, see <a href="#">chapter "Assign drive", p. 34</a> .
<i>Source directory</i>	Enter the directory from which the data is supposed to be imported.

### 6.1.3

#### Tab Mapping

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the *neo* recording system.

The following group fields are available to be configured:

<
Details\*
Drives
Mapping\*
Check Duplicate
>

---

**Data Structure**
▶

---

**Start Time**
▶

---

**Participant Phone Number**
▶

---

**Additional Data**
▶

Fig. 6: Tab Mapping for **WAVE** import format

The additional data can either be extracted from the file name of the **WAVE** file or from the file content of the delivered **CSV** or **XML** file.

The file names of associated files (**WAVE** and XML file or **WAVE** and CSV file) have to be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the **WAVE** file.

Example for a file name of a **WAVE** file:

%y-%m-%d\_%H-%M-%S\_%ATT\_ID\_%A\_NUM\_%B\_NUM.wav

e. g. 2019-11-06\_10-44-46\_Shruthiv\_9002\_61.wav

### 6.1.3.1 Group field Data Structure

If the information from the file name is supposed to be used, enter the format of the file name.

If you use the import format **WAV + CSV**, additionally enter the delimiter which separates the columns in the file content.

**Data Structure**
▼

Columns separated by\*  
(max. 1 characters)

Tags in file name

☒ separated by delimiter  
☐ defined by regular expression

**Data Structure**

Columns separated by\*  
(max. 1 characters)

Tags in file name

☒ separated by delimiter  
☐ defined by regular expression

Fig. 7: Group field Data Structure

There are 2 options for data formats:

1. The file name consists of information sections which are separated by a certain delimiter. A new section always starts at the beginning of a file name and behind a delimiter. Every section ends in front of a delimiter and in front of the period preceding the file extension.

Example: The file name "MyRecordings\_2013-10-01\_0681-123456.wav" consists of 3 sections which are separated by understrikes.

In this case, select the option *separated by delimiter* and enter the delimiter in the entry field.

**NOTICE!** Numbers and letters cannot be used as delimiters.

- The file name consists of information sections which are **not** separated by a certain delimiter.

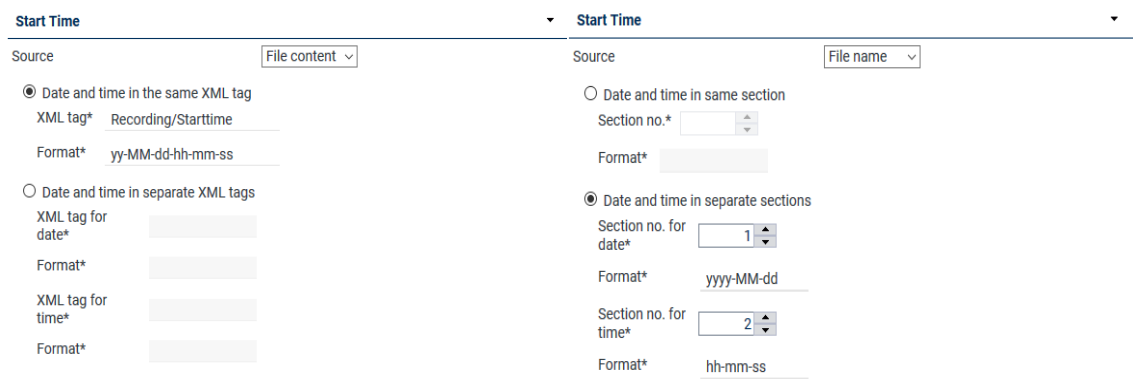
In this case, you have to define a regular expression which marks the sections as groups.

In this case, select the option *defined by regular expression* and enter the regular expression in the entry field.

### 6.1.3.2 Group field Start Time

Here, you can define how the start time of the recordings is supposed to be read out of the file name or the file content.

#### 6.1.3.2.1 Import format WAV + XML



The screenshot shows two side-by-side configuration panels for the 'Start Time' field.

**Left Panel (File content):**

- Source:** File content
- Radio buttons:**
  - ☒ Date and time in the same XML tag
    - XML tag\*:** Recording/Starttime
    - Format\*:** yy-MM-dd-hh-mm-ss
  - ☐ Date and time in separate XML tags
    - XML tag for date\*:** [empty]
    - Format\*:** [empty]
    - XML tag for time\*:** [empty]
    - Format\*:** [empty]

**Right Panel (File name):**

- Source:** File name
- Radio buttons:**
  - ☐ Date and time in same section
    - Section no.\*:** [empty]
    - Format\*:** [empty]
  - ☒ Date and time in separate sections
    - Section no. for date\*:** 1
    - Format\*:** yyyy-MM-dd
    - Section no. for time\*:** 2
    - Format\*:** hh-mm-ss

Fig. 8: Group field Start Time - import format WAV + XML

- Select the source from which the information is supposed to be read out.
- Select whether one and the same information section contains date and time.
- Enter at which location of the structure the relevant information can be found.
  - For *Source = File name*:
    - Enter the number of the section which contains the information.
    - You have to enter the delimiter which separates the sections in the file name in the group field *Data Structure*, see [chapter "Group field Data Structure", p. 16](#).
  - For *Source = File content*:
    - Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information. The XML tag sequence has to be entered without blanks and the individual XML tags separated by a slash (e. g. Recording/Starttime). If the relevant information is contained in an attribute, then the attribute name has to be entered in square brackets preceded by an @ sign (e. g. Recording/Starttime[@date]).
- Enter the format which contains date and time in the different information sections, see [chapter "Format definitions", p. 35](#).

### 6.1.3.2.2 Import format WAV + CSV

**Start Time**

Source File name

☐ Date and time in same section

Section no.\* 1

Format\*

☒ Date and time in separate sections

Section no. for date\* 1

Format\* yyyy-MM-dd

Section no. for time\* 2

Format\* hh-mm-ss

**Start Time**

Source File content

☒ Date and time in the same column

Column\* Starttime

Format\* yy-MM-dd-hh-mm-ss

☐ Date and time in separate columns

Column for date\*

Format\*

Column for time\*

Format\*

Fig. 9: Group field Start Time - import format WAV + CSV

- Select the source from which the information is supposed to be read out.
- Select whether one and the same information section contains date and time.
- Enter at which location of the structure the relevant information can be found.
  - For *Source = File name*:  
Enter the number of the section which contains the information.  
You have to enter the delimiter which separates the sections in the file name in the group field *Data Structure*, see [chapter "Group field Data Structure", p. 16](#).
  - For *Source = File content*:  
Enter the name of the column which contains the information.
- Enter the format which contains date and time in the different information sections, see [chapter "Format definitions", p. 35](#).

### 6.1.3.3 Group field Participant Phone Number

Here, you can define how the phone numbers of the conversation participants or the PBX Agent IDs of the agents are supposed to be read out from the file name or the file content and how stereo recordings are supposed to be imported.

**Participant Phone Number**

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by   
(max. 1 characters)

Source	Section No./Column	Track
File name	3	left
File content	call/incoming	left

[New](#) [Edit](#) [Delete](#)

Fig. 10: Group field Participant Phone Number (example)

<b>Handling of stereo recordings</b>	Activate the check box to convert a stereo recording into a mono recording. <input checked="" type="checkbox"/> = Stereo recording becomes mono recording. <input type="checkbox"/> = Stereo recording remains stereo recording.
--------------------------------------	--

	<p><b>NOTICE!</b> ASC recommends using transcription for stereo calls. Transcription for mono calls is possible but not advisable. As all call participants are merged in one track in mono calls, the results would be associated with one participant. The audio analysis engine is not able to properly separate cross-talk occurring when participants speak at the same time; as a result, the quality of the transcription decreases.</p>
Several phone numbers in a column separated by	<p>When using CSV files, it is possible that several phone numbers appear in the same field in 1 column. These phone numbers have to be separated by delimiters so that they are recognized and read out as individual numbers. The first phone number is always read out and mapped as phone number.</p> <p>Enter the delimiter here, if the CSV file contains several phone numbers in one column.</p> <p>If the entry field remains empty, the information of one column is interpreted as 1 phone number.</p> <p><b>NOTICE!</b> Numbers and letters cannot be used as delimiters.</p>

### List

The list shows all rules of the import configuration which have been saved for the mapping of the participant phone number.

Source	Shows whether the information is read out of the file name or out of the file content.
Section No./XML Tag or Section No./Column	Shows from which information section the information is read out. <b>NOTICE!</b> Column title depends on the import format.
Track	Shows which track the information has been mapped to. If a recording is supposed to be imported for transcription purposes, you have to define at least one track as <i>left</i> when assigning the agent. The left track is saved as the <i>active participant</i> in the database. Transcription will only render results if one of the participants is active. <b>NOTICE!</b> This information is only relevant if the import data exists in stereo format and is not converted into mono recordings upon its import.

Tab. 1: Mapping rules for participant phone numbers

New	The button opens a window in which you can create a new entry. See <a href="#">chapter "Edit source for participant phone number", p. 20</a> .
Edit	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Edit source for participant phone number", p. 20</a> .
Delete	The button deletes the selected entry from the list.

Tab. 2: Buttons

To display all settings of a rule, hover the mouse cursor above the respective line:

i

**Participant Phone Number** ▼

---

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by (max. 1 characters)

Source	File name	Track
File name	3	left
File content	call/incoming	left

[New](#)   [Edit](#)   [Delete](#)

#### 6.1.3.3.1 Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define who phone numbers or PBX Agent IDs are supposed to be read out from the file name or the file content.

Source for Participants' Phone Numbers
×

Source (number)

File name ▼

Section no. (phone)

4

Source (PBXAgentID)

File name ▼

Section no. ((AgentID))

5

Track

left ▼

Participant

☒ Calling party  
☐ Called party

OK

Cancel

Fig. 11: Edit source for participant phone number (example)

<b>Source (number)</b>	Define whether the information is supposed to be read out from the file name or from the file content. Select the source from the drop-down list.
<b>XML Tag</b> or <b>Column Name</b> or <b>Section no. (phone)</b>	Enter at which position of the structure the phone number or the PBX Agent IDs can be found. <ul style="list-style-type: none"> <li>For <i>Source = File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see <a href="#">chapter "Group field Data Structure", p. 16</a>.</li> <li>For <i>Source = File content</i> and <i>Import format = WAV + XML</i>: Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information.</li> </ul>

	<p>The XML tag sequence has to be entered without spaces and the individual XML tags separated by a slash (e. g. Recording/CallingParty). If the relevant information is contained in an attribute, then the attribute name has to be entered in square brackets preceded by an @ sign (e. g. Recording/Number[@calling]).</p> <ul style="list-style-type: none"> <li>For <i>Source</i> = <i>File content</i> and <i>Import format</i> = WAV + CSV: Enter the name of the column which contains the information.</li> </ul> <p><b>NOTICE!</b> The name of the entry field depends on the source and the import format.</p>
<i>Source (PBXA-agentID)</i>	<p>Define whether the information is supposed to be read out from the file name or from the file content.</p> <p>Select the source from the drop-down list.</p>
<i>XML Tag</i> or <i>Column Name</i> or <i>Section no. (AgentID)</i>	<p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> <li>For <i>Source</i> = <i>File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see <a href="#">chapter "Group field Data Structure", p. 16</a>.</li> <li>For <i>Source</i> = <i>File content</i> and <i>Import format</i> = WAV + XML: Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information.  The XML tag sequence has to be entered without spaces and the individual XML tags separated by a slash (e. g. Recording/CallingParty). If the relevant information is contained in an attribute, then the attribute name has to be entered in square brackets preceded by an @ sign (e. g. Recording/Number[@calling]).</li> <li>For <i>Source</i> = <i>File content</i> and <i>Import format</i> = WAV + CSV: Enter the name of the column which contains the information.</li> </ul> <p><b>NOTICE!</b> The name of the entry field depends on the source and the import format.</p>
<i>Track</i>	<p>Track</p> <p>From the drop-down list, select the track which is supposed to be mapped to the additional data.</p> <p><b>NOTICE!</b> This information is only relevant in case the import data exists in stereo format and is not converted into mono recordings upon its import.</p>
<i>Participants</i>	<p>Select whether the phone numbers are the numbers of the calling party or the called party.</p>

#### 6.1.3.4 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

Additional Data		
Source	Section No./Column	Additional Data
File name	2	Department
File content	additionaldata/username	User name
<a href="#">New</a> <a href="#">Edit</a> <a href="#">Delete</a>		

Fig. 12: Group field Additional Data (example for WAVE import formats)

<b>Source</b>	The column indicates whether the information is read out of the file name or out of the file content.
<b>Section No./XML Tag or Section No./Column</b>	Column indicates from which information section the information is read out. <b>NOTICE!</b> Column title depends on the import format.

Tab. 3: Group field Additional Data

<b>New</b>	The button opens a window in which you can create a new entry. See <a href="#">chapter "Edit source for additional data", p. 22.</a>
<b>Edit</b>	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Edit source for additional data", p. 22.</a>
<b>Delete</b>	The button deletes the selected entry from the list.

Tab. 4: Buttons

#### 6.1.3.4.1 Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file name or the file content.

- In the group field *Additional Data*, click on the button *New* or *Edit*.  
⇒ The following window appears:

Source for Additional Data

Source

File name

▼

Section no.\*

2

Additional data\*

Department

▼

OK

Cancel

Fig. 13: Edit source for additional data (example for WAVE import formats)

<b>Source</b>	Select whether the additional data is supposed to be read out of the file name or the file content. Select the source from the drop-down list.
---------------	---

XML Tag or Column Name or Section No.	Enter at which location of the structure the additional data can be found. <ul style="list-style-type: none"> <li>For <i>Source = File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see <a href="#">chapter "Group field Data Structure", p. 16</a>.</li> <li>For <i>Source = File content</i> and <i>Import format = WAV + XML</i>: Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information. The XML tag sequence has to be entered without spaces and the individual XML tags separated by a slash (e. g. Recording/Content). If the relevant information is contained in an attribute, then the attribute name has to be entered in square brackets preceded by an @ sign (e. g. Recording/AdditionalData[@content]).</li> <li>For <i>Source = File content</i> and <i>Import format = WAV + CSV</i>: Enter the name of the column which contains the information.</li> </ul> <p><b>NOTICE!</b> The name of the entry field depends on the source and the import format.</p>
Additional Data	Additional data type that the information is supposed to be mapped to. Select the additional data type from the drop-down list.  For information about the configuration of the additional data types refer to the administration manual System Configuration <i>Additional Data module</i> .

- Click on the button *OK* to apply the configuration and close the window.

## 6.2 SMS format

### SMS via ini

This import format allows you to import SMS recordings which have been created by a third-party system.

### 6.2.1 Tab Details

#### 6.2.1.1 Import SMS by means of CSV file

- Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.

Details

Drives

Mapping

Check Duplicate

Active

☐

Name\*

SMS-Import

Description

Import format\*

SMS via CSV

Execution mode

☐ Once  
☒ Continuous

PBX\*

+

-

Tenant\*

+

-

Retention period of import statistics

1

Year(s)

0

Month(s)

Save

Reset

Help

Fig. 14: Tab Details (example)

Active	<p>By ticking the check box, you can activate the import job. The job starts as soon as the configuration is saved.</p> <p><input checked="" type="checkbox"/> = Job is active.  <input type="checkbox"/> = Job is not active.</p> <p>As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p>
Name	Enter a name for the import job.
Description	Here, you can enter a description for the import job.
Import format	<p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> <li>SMS by means of CSV</li> </ul> <p>For information about the formats see <a href="#">chapter "Supported import formats", p. 6</a>.</p>
Execution mode	<p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> <li>Once <p>The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</p> </li> <li>Continuous <p>Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</p> </li> </ul> <p><b>NOTICE!</b> Some import formats only allow one execution mode which cannot be changed.</p>
PBX	By clicking on the button <input type="button" value="+"/> , select for which PBX the data is supposed to be imported, see <a href="#">chapter "Assign PBX", p. 33</a> .

	It is necessary to map the imported data to a <a href="#">PBX</a> so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.
<i>Tenant</i>	Select which tenant the imported data is supposed to be mapped to, see <a href="#">chapter "Assign tenant", p. 34</a> .  <b>NOTICE!</b> In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.

### 6.2.1.2 Import SMS by means of INI file

1. Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.

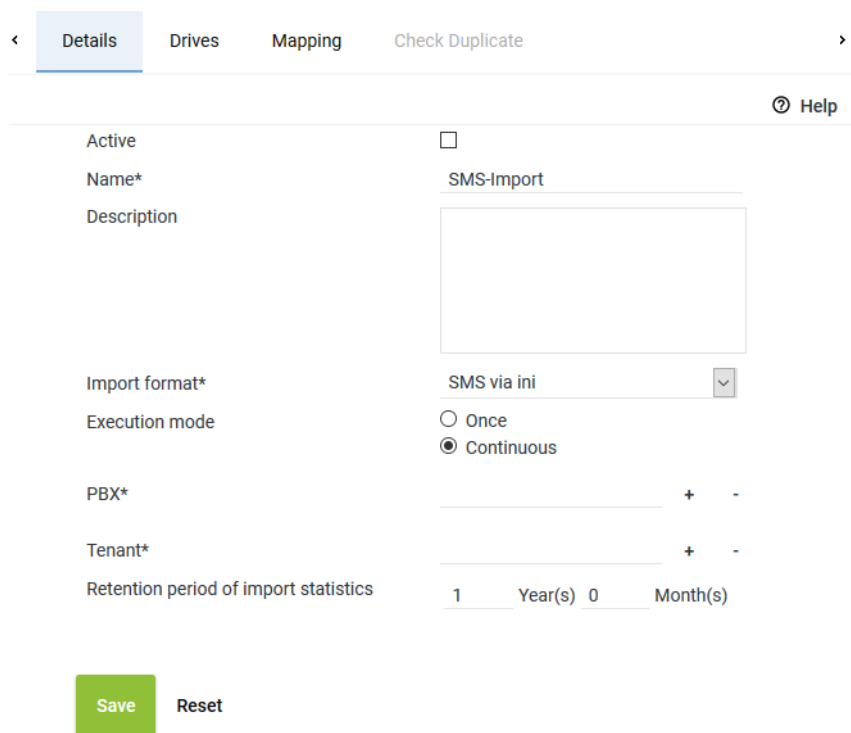



Fig. 15: Tab Details (example)

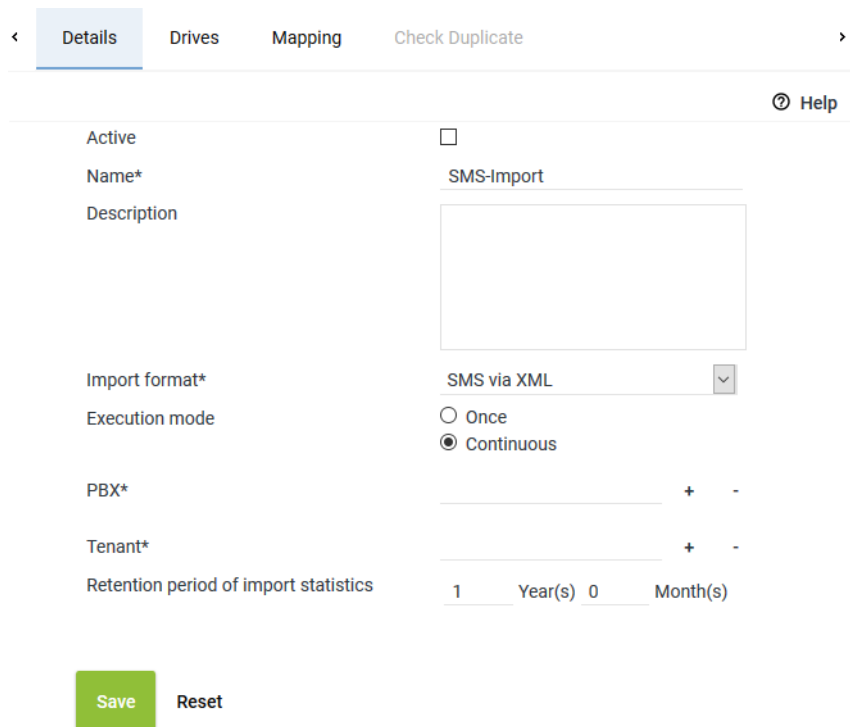
<i>Active</i>	<p>You can activate the import job by activating the check box. The job starts as soon as the configuration is saved.</p> <p><input checked="" type="checkbox"/> = Job is active.  <input type="checkbox"/> = Job is not active.</p> <p>As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p>
<i>Name</i>	Enter a name for the import job.
<i>Description</i>	Here, you can enter a description for the import job.
<i>Import format</i>	<p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> <li>• SMS via ini</li> </ul> <p>For information about the formats see <a href="#">chapter "Supported import formats", p. 6</a>.</p>

<i>Execution mode</i>	<p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> <li>• <i>Once</i> The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</li> <li>• <i>Continuous</i> Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</li> </ul> <p><b>NOTICE!</b> Some import formats allow only an execution mode which cannot be reconfigured.</p>
<i>PBX</i>	<p>By clicking on the button , select for which <a href="#">PBX</a> the data is supposed to be imported, see <a href="#">chapter "Assign PBX", p. 33</a>.</p> <p>It is necessary to map the imported data to a <a href="#">PBX</a> so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p>
<i>Tenant</i>	<p>Select which tenant the imported data is supposed to be mapped to, see <a href="#">chapter "Assign tenant", p. 34</a>.</p> <p><b>NOTICE!</b> In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p>

### 6.2.1.3 Import SMS by means of XML file

1. Select the tab *Details* to configure the import job.

The configuration options depend on the selected import format.



< **Details** Drives Mapping Check Duplicate >

Active ☐

Name\* SMS-Import

Description

Import format\* SMS via XML

Execution mode
   
☐ Once
   
☒ Continuous


PBX\* + -

Tenant\* + -

Retention period of import statistics
   
 1 Year(s) 0 Month(s)

Save Reset

Fig. 16: Tab Details (example)

<i>Active</i>	<p>By means of the check box you can activate the import job. The job starts as soon as the configuration is saved.</p> <p><input checked="" type="checkbox"/> = Job is active.  <input type="checkbox"/> = Job is not active.</p> <p>As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p>
<i>Name</i>	Enter the name for the import job.
<i>Description</i>	Here, you can enter a description of the import job.
<i>Import Format</i>	<p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> <li>• SMS by means of XML</li> </ul> <p>For information about the formats see <a href="#">chapter "Supported import formats", p. 6.</a></p>
<i>Execution mode</i>	<p>Select whether the import is supposed to be executed once or continuously.</p> <ul style="list-style-type: none"> <li>• <i>Once</i>  The import is started upon activating the import configuration. The source directory is checked for data only once.</li> <li>• <i>Continuous</i>  The import is started permanently upon activating the import configuration and does not end before the import configuration is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</li> </ul> <p><b>NOTICE!</b> Some import formats only allow one execution mode which cannot be changed.</p>
<i>PBX</i>	<p>By clicking on the button , select for which <b>PBX</b> the data is supposed to be imported, see <a href="#">chapter "Assign PBX", p. 33.</a></p> <p>It is necessary to map the imported data to a <b>PBX</b> so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p>
<i>Tenant</i>	<p>Select which tenant the imported data is supposed to be mapped to, see <a href="#">chapter "Assign tenant", p. 34.</a></p> <p><b>NOTICE!</b> In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p>

## 6.2.2

## Tab Drives

1. Select the tab *Drives* to configure the source.



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.

Settings depend on the selected import format.

<
Details
**Drives**
Mapping
Check Duplicate
>

Source drive\*
Internal hard disk
+
-

Source directory
SMS

Save
Reset

Fig. 17: Tab Drives - SMS formats

Source drive	Select the drive from which the data is supposed to be imported, see <a href="#">chapter "Assign drive", p. 34</a> .
Source directory	Enter the directory from which the data is supposed to be imported. Note that the SMS files in INI format with the file extension .SMS must have been saved in a separate directory.

### 6.2.3 Tab Mapping

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the *neo* recording system.

For the import format SMS via ini you can configure the mapping of the additional data from the SMS file to the *neo* data structure.

<
Details
Drives
**Mapping**
Check Duplicate
>

Data Structure
▶

Text Message
▶

Start Time
▶

Participant Phone Number \*
▶

Additional Data
▶

Fig. 18: Tab Mapping for SMS import format

For the following description of the configuration, an INI file has been used by way of example.

### Example of an SMS file in INI format

```

0          10          20          30          40          50
[Message]
From=447418936915
To=447418936916
SentDate=2015-05-20
SentTime=00:54:16
Body=Hi

[Details]
Encrypted=N
Signed=Y
Parts=1

[DATAHEADER]
SourceType=145
Source=447418936915
DestType=145
Destination=447418936916
PID=0
DCS=241
ValidityPeriod=255
ValidityPeriodFormat=2
Esm_class=0
Priority=0
OrigSMSCType=145
OrigSMSC=8980000
SAR_Total_Segments=1
Flags=0
SAR_Msg_Ref=0
Encrypted=False
Signed=True

[PART-1]
OriginalSentTime=2015-05-20 00:54:16
SentTime=2015-05-20 00:54:16
SevenBitLen=2
MessageText=4869
MessageRaw=C834
MsgRef=-1
EncKeyReference=SYSSKEY
MachineName=TWIXCOMMSLIVEFS
Signature=F952B5A96A638C8F9A9C33EC589429DF982A3FAA2561
Version=2
PM_DCS=241

```

Fig. 19: SMS file in INI format example

**NOTICE!** Adjust the configuration to the respective customer requirements.

#### 6.2.3.1 Group field Data Structure

In this section, you can configure the parameters to read out the information from the file name. When using the import format SMS via ini, leave the parameters empty as the information is read out from the content of the file.

Data Structure	
Tags in file name	<input checked="" type="radio"/> separated by delimiter <input type="radio"/> defined by regular expression

Mapping by means of the content is configured in the next group fields.

#### 6.2.3.2 Group field Text Message

In the parameter *Path to tag*, enter the section and the parameter from the SMS file which contains the text message.

Text Message	
Path to tag*	Part-1/MessageText

### 6.2.3.3 Group field Start Time

Here, you can define how the start time of the recordings is supposed to be read out of the file name or the file content.

#### 6.2.3.3.1 Import format SMS

**Start Time** ▼

Source File content ▼

☐ Date and time in the same key

Key\*

Format\*

☒ Date and time in separate keys

Key for date\* Message/SentDat

Format\* yyyy-MM-dd

Key for time\* essage/SentTime

Format\* hh:mm:ss

Fig. 20: Group field Start Time - import format SMS

1. Enter the following parameters from the example of the SMS file:

<b>Source</b>	Select the entry <i>File content</i> from the drop-down list so that the information is read out from the file.
<b>Date and time in separate keys</b>	Select the option <i>Date and time in separate keys</i> if date and time are supposed to be indicated separately in the SMS file.
<b>Key for date</b>	Enter the section and the parameter where the information for the date in the SMS file can be found, e. g. Message/SentDate.
<b>Format</b>	Enter the format of the date, e. g. yyyy-MM-dd. For further information see also <a href="#">chapter "Format definitions", p. 35</a> .
<b>Key for time</b>	Enter the section and the parameter where the information for the time in the SMS file can be found, e. g. Message/SentTime.
<b>Format</b>	Enter the format of the time, e. g. hh:mm:ss. For further information see also <a href="#">chapter "Format definitions", p. 35</a> .

### 6.2.3.4 Group field Participant Phone Number

Here, you can define how the participant phone numbers are supposed to be read out of the file content.

**Participant Phone Number** ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by   
(max. 1 characters)

Source	Section No./Column	Track
File content	Message/From	left

[New](#) [Edit](#) [Delete](#)

Fig. 21: Group field Participant Phone Number (example)

*Several phone numbers in a column separated by*

When using [SMS](#) files, it is possible that several phone numbers appear in one parameter. These phone numbers have to be separated by delimiters so that they are recognized and read out as individual numbers. The first phone number is always read out and mapped as phone number.

Enter the delimiter here, if the SMS file contains several phone numbers.

If the entry field remains empty, the information is interpreted as one phone number.

**NOTICE!** Numbers and letters cannot be used as delimiters.

## List

The list shows all rules of the import configuration which have been saved for the mapping of the participant phone number.

<i>Source</i>	Shows whether the information is read out of the file name or out of the file content.
<i>Section No./Key</i>	Shows from which information section the information is read out. <b>NOTICE!</b> Column title depends on the import format.
<i>Track</i>	This information is not relevant for SMS recordings.

Tab. 5: Mapping rules for participant phone numbers

<i>New</i>	The button opens a window in which you can create a new entry. See <a href="#">chapter "Edit source for participant phone number", p. 31</a> .
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Edit source for participant phone number", p. 31</a> .
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 6: Buttons

To display all settings of a rule, hover the mouse cursor above the respective line:



**Participant Phone Number** ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by (max. 1 characters)

Source	Section No./Column	Track
File name	3	left
File content	call/incoming	left

New Edit Delete

### 6.2.3.4.1 Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers are supposed to be read out of the file content.

Source for Participants' Phone Numbers
✕

Source

File content ▼

Tag\*

Message/From

Track

left ▼

Participant

☒ Calling party  
☐ Called party

OK
Cancel

Fig. 22: Edit source for participant phone number (example)

<i>Source</i>	Select the source of the information from the drop-down list, e. g. <i>File content</i> .
<i>Tag</i>	Enter the path to the parameter from which the phone number is supposed to read out, e. g. <i>Message/From</i> .
<i>Track</i>	From the drop-down list, select the track which is supposed to be mapped to the participant phone number.
<i>Participants</i>	Select whether the information contains the phone number of the calling or of the called party, e. g. <i>From</i> equals <i>Calling party</i> .

1. Click on the button *OK* so that the entries are applied in the list in the detail view.
2. Repeat the steps until all additional data has been configured in the list.

### 6.2.3.5 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

Additional Data
▼

Source	Section No./Column	Additional Data
File content	Part-1/DepartmentKey	Department Key

New
Edit
Delete

Fig. 23: Group field Additional Data (example)

<i>Source</i>	The column indicates whether the information is read out of the file name or out of the file content.
<i>Section No./Key</i>	Column indicates from which information section the information is read out. <b>NOTICE!</b> Column title depends on the import format.
<i>Additional Data</i>	Column indicates to which additional data type the information is mapped.

Tab. 7: Group field Additional Data

<i>New</i>	The button opens a window in which you can create a new entry.
------------	--

	See <a href="#">chapter "Edit source for additional data", p. 33.</a>
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Edit source for additional data", p. 33.</a>
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 8: Buttons

#### 6.2.3.5.1 Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file content.

- In the group field *Additional Data*, click on the button *New* or *Edit*.  
⇒ The following window appears:

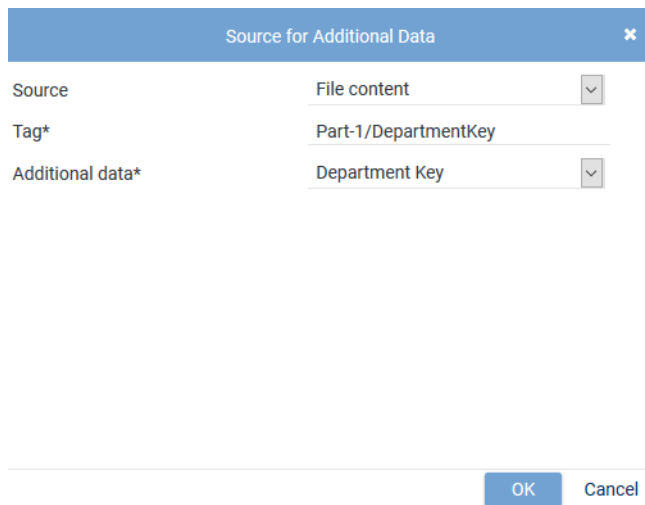


Fig. 24: Edit source for additional data (example)

<i>Source</i>	Select the source of the information from the drop-down list, e. g. <i>File content</i> .
<i>Tag</i>	Enter the name of the parameter from which the additional data type is supposed to be read out, e. g. <i>Part-1/DepartmentKey</i> .
<i>Additional Data</i>	From the drop-down list, select the additional data type that the information is supposed to be mapped to.  For information about the configuration of the additional data types refer to the administration manual System Configuration <i>Additional Data module</i> .

- Click on the button *OK* so that the entries are applied in the list in the detail view.
- Repeat the steps until all additional data has been configured in the list.

### 6.3 Assign PBX

- Click on the button **+** on the right of the entry field.
- Select a **PBX** from the list.

PBX	
Name	Type
SIP	Universal VoIP
Cisco ...	Cisco UCM
Avaya_1	Avaya CM
Cisco Jabber	Cisco Jabber
Universal import	Universal import
Universal analog CM	Universal analog CM
OpenScape Xpert	OpenScape Xpert

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Add Cancel

Fig. 25: Add PBX

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

#### 6.4 Assign tenant

- Click on the button **+** on the right of the entry field.
- Select a tenant from the list.

Tenant	
Tenant	Type
System	System provider
1st-Tenant	Tenant
3rd-Tenant	Tenant
2nd-Tenant	Tenant

Add Cancel

Fig. 26: Add tenant

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

#### 6.5 Assign drive

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

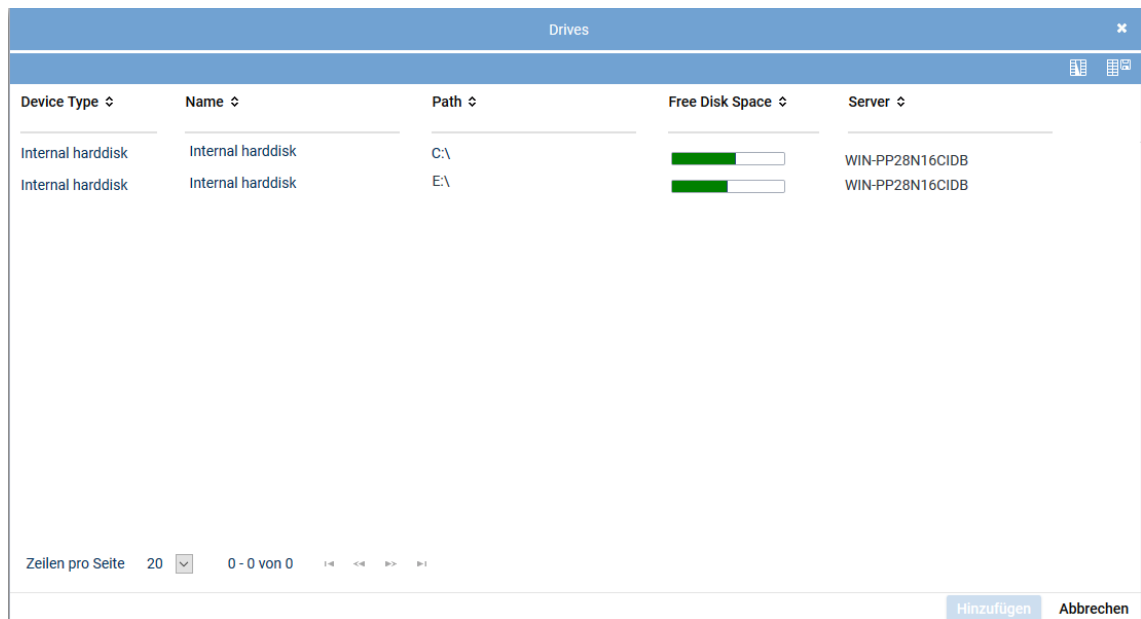


Fig. 27: Add drive

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

## 6.6

### Format definitions

The following letter sequences have to be used for defining a format:

yyyy	Year as 4-digit sequence, e. g. 2016
yy	Year as 2-digit sequence, e. g. 00-99
M	Month as number without the preceding 0 in 1-digit months, e. g. 1-12
MM	Month as 2-digit sequence with the preceding 0 in 1-digit months, e. g. 01-12
MMM	Abbreviated name of the month, e. g. Jan - Dec
MMMM	Complete name of the month, e. g. January - February
d	Day as number without the preceding 0 in 1-digit days, e. g. 1-31
dd	Day as 2-digit sequence with the preceding 0 in 1-digit days, e. g. 01-31
ddd	Abbreviated name of the day, e. g. Mon - Sun
dddd	Complete name of the day, e. g. Montag to Sunday
h	Hours without the preceding 0 in 1-digit hours, e. g. 0-23 or 1-12 if AM/PM is displayed
hh	Hours as 2-digit sequence with the preceding 0 in 1-digit hours, e. g. 00-23 or 01-12 if AM/PM is displayed
H	Hours without the preceding 0 in 1-digit hours, e. g. 0-23, i. e. 24-hour clock even if AM/PM is displayed
HH	Hours as 2-digit sequence with the preceding 0 in 1-digit hours, e. g. 00-23, i. e. 24-hour clock even if AM/PM is displayed
m	Minutes without the preceding 0 in 1-digit minutes, e. g. 0-59
mm	Minutes as 2-digit sequence with the preceding 0 in 1-digit minutes, e. g. 00-59
s	Seconds without the preceding 0 in 1-digit seconds, e. g. 0-59
ss	Seconds as 2-digit sequence with the preceding 0 in 1-digit seconds, e. g. 00-59

z	Milliseconds without the preceding 0 in 1- or 2-digit milliseconds, e. g. 0-999
zzz	Milliseconds as 3-digit sequence with the preceding 0 in 1- or 2-digit milliseconds, e. g. 000-999
AP or A	12-hour clock dividing the day into two periods differentiated by using AM or PM
ap or a	12-hour clock dividing the day into two periods differentiated by using am or pm
t	Time zone, e. g. CEST



Make sure to differentiate the different format elements by using upper and lower case letters!

Example:

Define the format for the start time as *yyyy-MM-dd-hh-mm-ss*. That way, the sequence 2013-10-08-14-32-54 is recognized as the date 10/08/2013 and as the time 14:32:54.

All characters except letters are interpreted as delimiters. This allows interpreting formats correctly which contain 1-digit components.

Example:

According to the above-mentioned definition *yyyy-MM-dd-hh-mm-ss*, the sequence 2013-10-08-14-32-54 can be recognized correctly as the date 10/08/2013 and as the time 14:32:54.

## 7 Start and stop import

1. To start the import job, change to the tab *Details*.

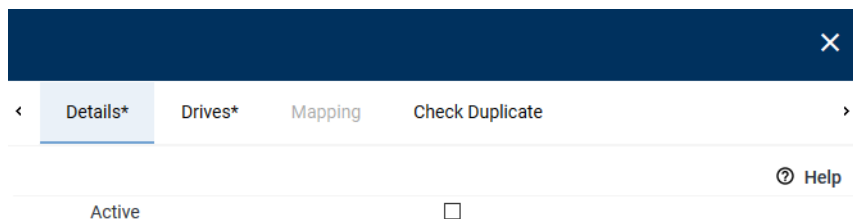


Fig. 28: Activate import job


<p><b>Active</b></p>	<p>Tick the check box to activate the import job.</p> <p><input checked="" type="checkbox"/> = Job is active.  <input type="checkbox"/> = Job is not active.</p> <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p>
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2. Click on the button *Save*. This automatically starts the import.
3. To cancel the import job, you have to deactivate the option and save the settings again.

## 8

## Check results

You can check the result of an import job in the application *System Monitoring* in the Jobs module.

1. Log in to the application *System Monitoring* as system administrator.
2. Select the menu item *Jobs* in the navigation bar.
3. In the list of messages, search for the entry of the respective import.
4. Information about the configured job appears in the tab *Details*.
5. The tab *Executions* displays the entries of the latest executions.
6. Click on the icon  (*History*) in the headline.  
⇒ A window opens displaying the information whether the execution was successful.



For information about the Jobs module refer to the user manual for administrators *Usage System Monitoring*.

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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.

### **CIFS**

Common Internet File System stands for network share. The term was introduced by Microsoft in 1996 and describes an advanced version of SMB (Server Message Block). CIFS builds on NetBIOS over TCP/IP and SMB and, in addition to file and printer sharing, offers additional services such as Windows's RPC and NT domain service. Name resolution continues to be carried out via NBT broadcast message or in general via the NBT Name Service or via DNS if NBT is not available. (Source: Wikipedia 4th May 2017)

### **Codec**

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

### **CSV**

Comma-separated values is a file format which stores tabular data in plain text form.

### **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)

### **SMB**

Server Message Block is a network communication protocol for providing shared access to files, printers, and serial ports between nodes on a network. It also provides an authenticated inter-process communication mechanism. (Source: Wikipedia 24th October 2019)

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### **SMS**

Short Message Service, text message (GSM, landline)

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### **TTL**

Time to Live is the retention period indication for how long a recording is supposed to be held available in the system.

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### **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.

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### **XML**

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