

POWERplay Web



Quick guide

2/19/2020

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 User interface and general functions

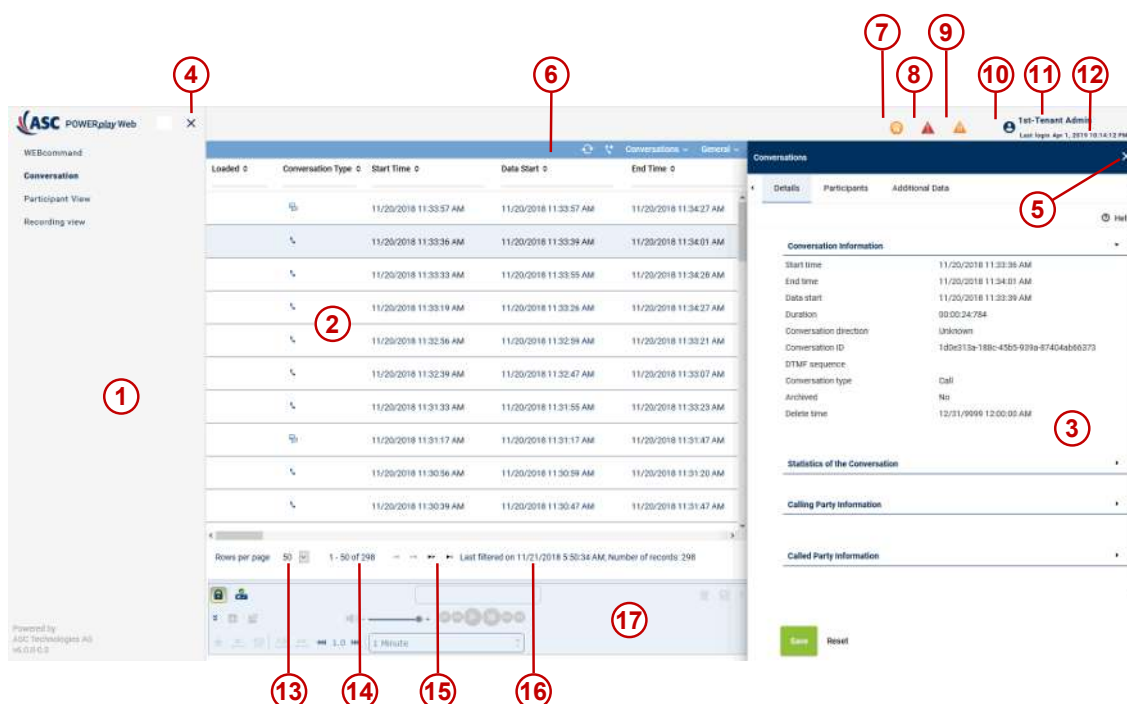









Fig. 1: Welcome screen

1	Navigation bar	Contains the individual modules.
2	Main view	Displays all recorded conversations with the most important information in a list.
3	Detail view	Contains detailed information about the element selected in the main view.
4	 (Collapse)	Icon which allows collapsing or reducing the displayed areas.
	 (Expand)	Icon which allows expanding or opening the displayed areas.
5	 (Collapse)	Icon which allows collapsing the displayed areas.
6	Toolbar	Contains functions for the elements in the main view.
7		Shows the date when your password expires. To hide the icon, click on the button <i>Okay</i> .
8	 (Your latest login has failed. Please use the correct password.)	Shows that the latest attempt to log in to the application was not successful. Click on the warning icon to delete the error message. Always use the correct password to log in to the application.
9	 (Your last logoff was not correct. Please use the logoff button.)	Indicated that you have not logged off correctly when leaving the application the last time. Click on the warning icon to delete the error message. Always use the logoff icon to log off from the application.
10		<i>Change Password</i> Menu item which allows changing your password.

<i>(Logged in as).</i>		
	<i>Change Replay Server</i>	Menu item which allows changing the replay server.
	<i>Player Settings</i>	Menu item which allows changing the player settings.
	<i>Navigation Bar</i>	Menu item which allows changing the way the navigation bar is displayed.
	<i>Language</i>	Menu item which allows selecting the language of the user interface.
	<i>Resource String View</i>	Menu item which allows changing between the resource string view and the default view.
	<i>Info</i>	Menu item which allows calling up information about the version of the ASC software.
	<i>Logoff</i>	Menu item which allows logging off from the application.
11	User	Name of the logged-in user
12	Last login date	Shows the date of the last login.
13	<div> Rows per page 50 <div></div> </div>	Shows the number of rows per page In the drop-down list, select how many rows per page are supposed to be displayed. You can choose 10, 20, 50 or 100 rows per page.
14	Range of the displayed sets of data	Shows the range of the displayed sets of data on the current page of the main view.
15	<div> <div></div> <div></div> <div></div> <div></div> </div>	Buttons which allow browsing the pages of the main view.
16	<i>Last filtered on ...; Number of records: ...</i>	Shows the time of the last filtering (search) and the number of data sets. Up to 1000 data sets are determined according to the current list of search results and displayed in the main view. If available, further data sets are displayed when reaching the last page of the list of search results. The exact number can be determined by clicking on the menu item <i>General > Count Results</i> . It counts all data sets meeting the criteria selected in the search.
17		Shows the Replay module for controlling the replay.

Conversation View module and Participant View module

The main view shows all recorded conversations in a list.

When opening the module, a search filter is set automatically so that only data sets of the last 24 hours are displayed.















The function by means of the menu item *General > Reset Search* does not deactivate this filter!

Click on the menu item *General > Search* in the toolbar of the main view to adjust the filter settings according to your individual requirements.



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

  Conversations ▾ General ▾					
Loaded ▾	Conversation Type ▾	Start Time ▾	Data Start ▾	End Time ▾	Duration ▾
		11/20/2018 11:33:57 AM	11/20/2018 11:33:57 AM	11/20/2018 11:34:27 AM	00:00:30:197
		11/20/2018 11:33:36 AM	11/20/2018 11:33:39 AM	11/20/2018 11:34:01 AM	00:00:24:784
		11/20/2018 11:33:33 AM	11/20/2018 11:33:55 AM	11/20/2018 11:34:28 AM	00:00:55:639
		11/20/2018 11:33:19 AM	11/20/2018 11:33:26 AM	11/20/2018 11:34:27 AM	00:01:08:100
		11/20/2018 11:32:56 AM	11/20/2018 11:32:59 AM	11/20/2018 11:33:21 AM	00:00:24:937
		11/20/2018 11:32:39 AM	11/20/2018 11:32:47 AM	11/20/2018 11:33:07 AM	00:00:28:403
		11/20/2018 11:31:33 AM	11/20/2018 11:31:55 AM	11/20/2018 11:33:23 AM	00:01:50:248
		11/20/2018 11:31:17 AM	11/20/2018 11:31:17 AM	11/20/2018 11:31:47 AM	00:00:30:232
		11/20/2018 11:30:56 AM	11/20/2018 11:30:59 AM	11/20/2018 11:31:20 AM	00:00:24:511



Rows per page 50 ▾ 1 - 50 of 298 Last filtered on 11/26/2018 6:46:39 AM; Number of records: 298

Fig. 2: Main view



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



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

Loaded	Shows whether the conversation has been loaded in the Replay module.
	= Conversation has not been loaded.
	= Conversation has been loaded.
The loaded conversation is assigned one of the colors from a predefined color palette. The order of the colors has been predetermined. If all colors from the color palette have been used in several loaded conversations, color assignment start over again. In the Replay module, the loaded conversation is displayed in the same color.	

<i>Conversation Direction</i>	<p>The conversation direction shows whether this is an inbound or an outbound call.</p> <ul style="list-style-type: none">• Inbound - Customer calls agent, externally incoming• Outbound - Agent calls customer, externally outgoing• Internal - Agent calls agent
<i>Conversation Type</i>	<p>Displays the type of the conversation.</p> <p>Call = call/video call</p> <p>Work item = work item (screen)</p> <p>Call and screen recording = call and screen</p> <p>Text = SMS/SDS</p> <p>Chat = chat</p>

Replay bar

The replay bar shows the loaded conversations.

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

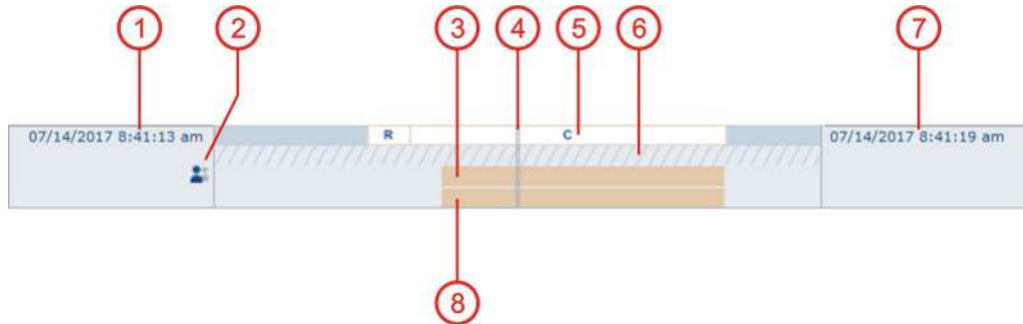


Fig. 3: Replay bar in full view

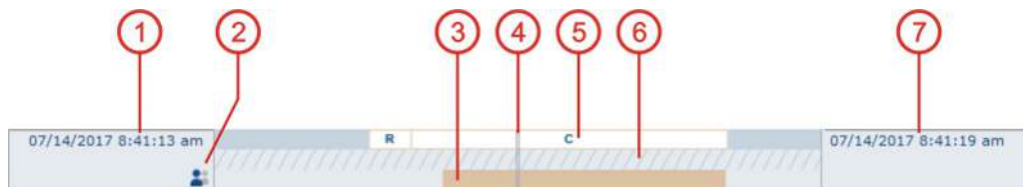







Fig. 4: Replay bar in compressed view

- 1 Shows the start time of the loaded conversation.
If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
- 2 Displays information about the conversation participants.
The information is only visible when the replay bar is displayed in full view.
 -  = internal participants
 -  = external participants
 -  = mixed track with internal and external participants
 -  = unknown participants
 -  = screen recording

To display the phone numbers of the participants in one track, move the mouse cursor across the participants icon.
- 3 Displays track 1 of a loaded conversation.
- 4 Shows the replay position.
To change the current replay position of the loaded conversation, you have 2 possibilities:
 1. Click on the respective replay position.
 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
- 5 Shows the sections of the conversation.
The following sections are possible:
 - R = Ringing (a connection is being established)
 - C = Connected (at least 2 participants are calling each other)
 - H = Hold (a participant is on hold)

	<ul style="list-style-type: none">• Q = Queued (a participant has been queued)• W = Wrap-up (wrap-up time)
6	Shows tagging and audio analysis data (e. g. found keywords). The line is only displayed if information is available.
7	Shows the end time of the loaded conversation. If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.
8	Displays track 2 of a loaded conversation.