

INSIGHTneo

General information



User manual

5/17/2019

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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2 Introduction

The application INSIGHT^{neo} is the central location for any type of reporting within the product line ^{neo}. It allows you to upload your own report templates into the system or to import system report templates provided directly in the system and use them to generate different reports which are eventually displayed in the Dashboards module or in the Reports module. As an alternative, some reports are displayed to users with the respective rights in the application Portal in the dashboard and in the recording [widgets](#) or sent to them as an e-mail attachment.



For basic information about using the Portal refer to the user manual *Usage - Portal*.

The system report templates provided in the system can be divided into the two groups of reports and dashboards:

- Reports display the selected data in tables or in graphic reports in different levels of detail. They are the foundation of a permanent and transparent reporting which serve as the background for making well-informed operational and strategic decisions.
- - A dashboard widget displays the current evolution of a performance indicator in graphical form (e. g. bar charts or pie charts). Users can compile their customized dashboards including the performance indicators relevant for them from different dashboard widgets which grants them an overview of the status of decisive success factors or prioritized objective targets.

The application INSIGHT^{neo} is divided into 4 modules which provide certain sub-functions. The procedure for the creation of a report looks as follows:

1. Importing a template into the Report Templates module either in form of a default system report template provided within the system or in form of a customer-specific report template.
2. Selecting the report template and specifying the report which is supposed to be generated (parameter values, execution date, visibility etc.) in the Report Instances module.
3. Displaying the generated report in the Reports module.
4. Displaying of the generated dashboard widget in the Dashboards module.

3 Licenses

3 Licenses

You do not need additional licenses to use the application INSIGHTneo.

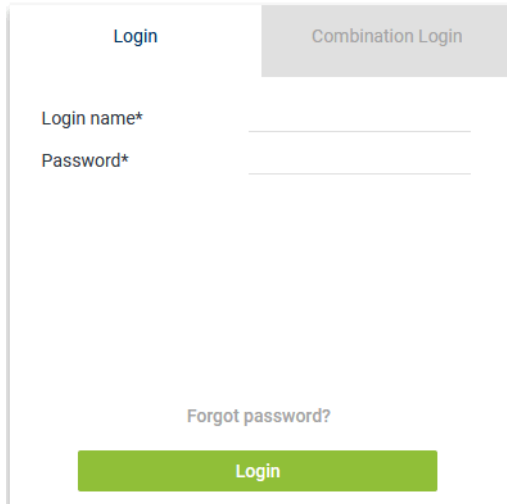
4 Start application

During the installation routine, shortcuts for the *neo* programs are created on your desktop.

1. To start the application directly on the server, double-click on the shortcut INSIGHT*neo*.
To access the application from a computer via the web, start the browser and enter the following [URL](#) in the address bar:

http://<System-IP>/INSIGHTneo/index.jsf

After you have entered the [URL](#), the following login screen is displayed:



The login screen features a white background with a light gray header bar. On the left, the word 'Login' is written in blue. On the right, 'Combination Login' is written in gray. Below the header, there are two input fields: 'Login name*' and 'Password*', each followed by a horizontal line. A link 'Forgot password?' is centered below the password field. At the bottom, there is a green button with the word 'Login' in white.

Fig. 1: Login screen

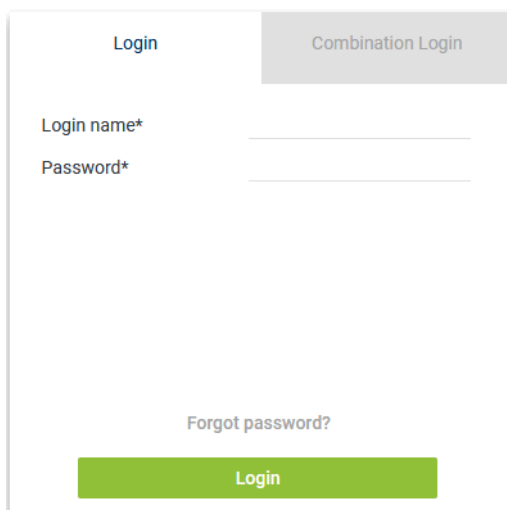
In general, there are the following login options:

- Single login = normal user login, see [chapter "Single login", p. 7](#)
- Combination login, see [chapter "Combination login", p. 8](#).



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

4.1 Single login



The single login screen is identical to the general login screen. It has a white background with a light gray header bar. On the left, the word 'Login' is written in blue. On the right, 'Combination Login' is written in gray. Below the header, there are two input fields: 'Login name*' and 'Password*', each followed by a horizontal line. A link 'Forgot password?' is centered below the password field. At the bottom, there is a green button with the word 'Login' in white.

Fig. 2: Single login

1. Enter your user name and the password.
 2. Click on the button -> *Login*.
- ⇒ The welcome screen of the application appears.

If you have forgotten your password and requested a new one upon your last login, the following window appears:

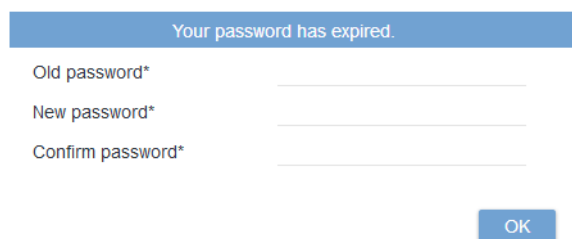


Fig. 3: Your password has expired

3. In the entry field *Old password*, enter your new password you have received by e-mail.
4. In the entry field *New password*, enter your new, modified password.
5. In the entry field *Confirm password*, repeat your new, modified password.
6. Click on the button *OK*.
 - ⇒ The welcome screen of the application appears.

4.2

Combination login

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

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

1. In the login window, click on the button *Combination Login*.

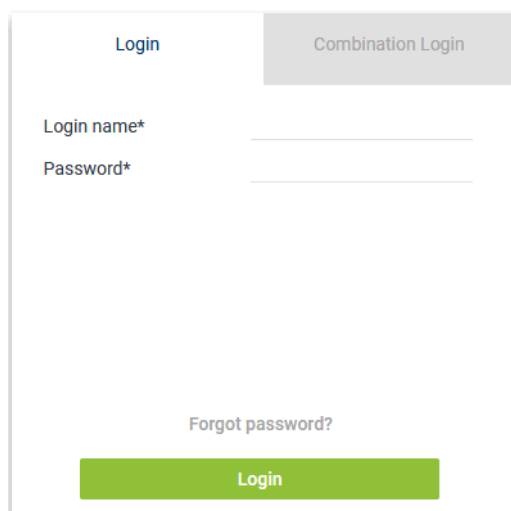
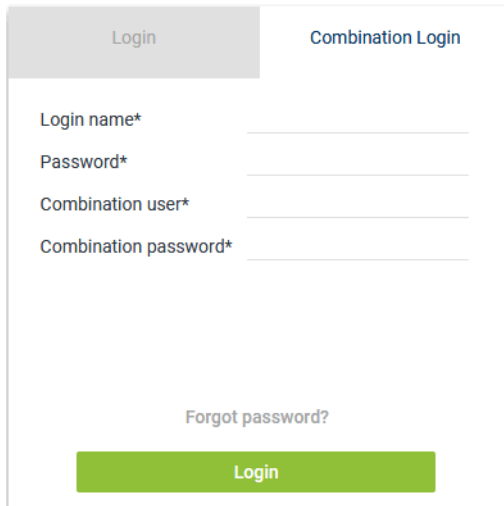


Fig. 4: Login

2. The window *Combination Login* appears.



The image shows a login window with two tabs: 'Login' and 'Combination Login'. The 'Combination Login' tab is active. It contains four input fields: 'Login name*', 'Password*', 'Combination user*', and 'Combination password*'. Below these fields is a link 'Forgot password?'. At the bottom is a green 'Login' button.

Fig. 5: Combination login

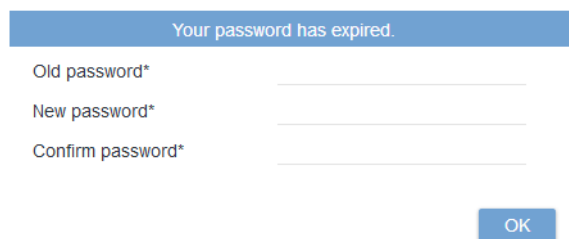
3. Enter your user name and your password as well as the user name and password of your combination user.

4. Click on the button -> *Login*.

⇒ The welcome screen of the application appears.

To change to the normal login, if required, click on the button *Login*.

If you have forgotten your password and requested a new one upon your last login, the following window appears:



The image shows a window titled 'Your password has expired.' It contains three input fields: 'Old password*', 'New password*', and 'Confirm password*'. At the bottom right is a blue 'OK' button.

Fig. 6: Your password has expired

5. In the entry field *Old password*, enter your new password you have received by e-mail.

6. In the entry field *New password*, enter your new, modified password.

7. In the entry field *Confirm password*, repeat your new, modified password.

8. Click on the button *OK*.

⇒ The welcome screen of the application appears.

4.3 Request new password

If you have forgotten your password, you can request a new one via the function *Forgot password?* in the different login windows.

1. Click on the text *Forgot password?*

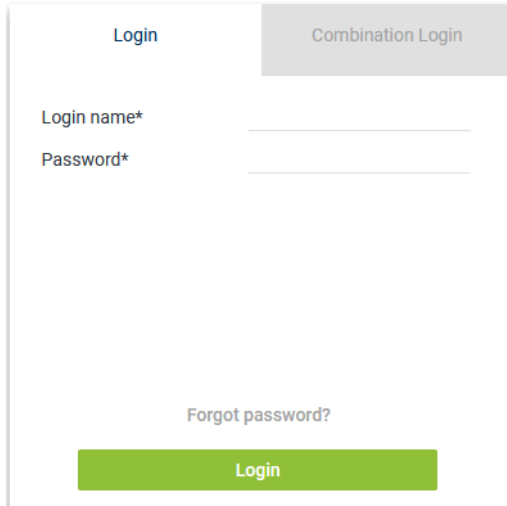
The login window features a header with two tabs: 'Login' (active) and 'Combination Login'. Below the tabs are two input fields labeled 'Login name*' and 'Password*'. A link 'Forgot password?' is positioned below the password field. At the bottom is a green 'Login' button.

Fig. 7: Login window

2. The window *Forgot password?* appears.

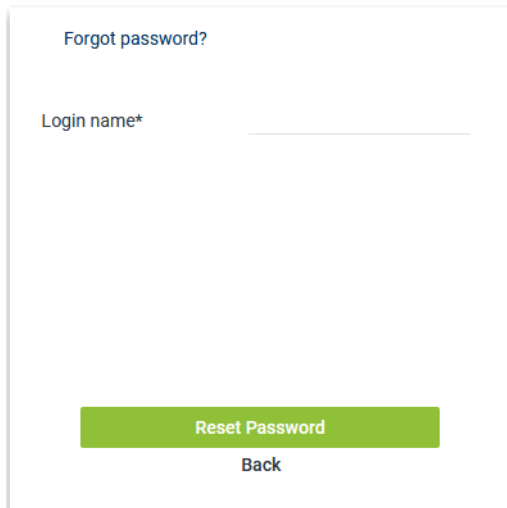
The 'Forgot password?' window has a title 'Forgot password?'. It contains a single input field labeled 'Login name*'. At the bottom, there is a green 'Reset Password' button and a 'Back' link.

Fig. 8: Request password

3. Enter your user name.
4. Click on the button -> *Reset Password*.
 - ⇒ You will receive an e-mail containing your new password.



For this function, your administrator has to have configured a corresponding e-mail server. Contact your system administrator if you do not receive an e-mail after this step.

5. To return to the login, click on the text *Back*.

5 User interface

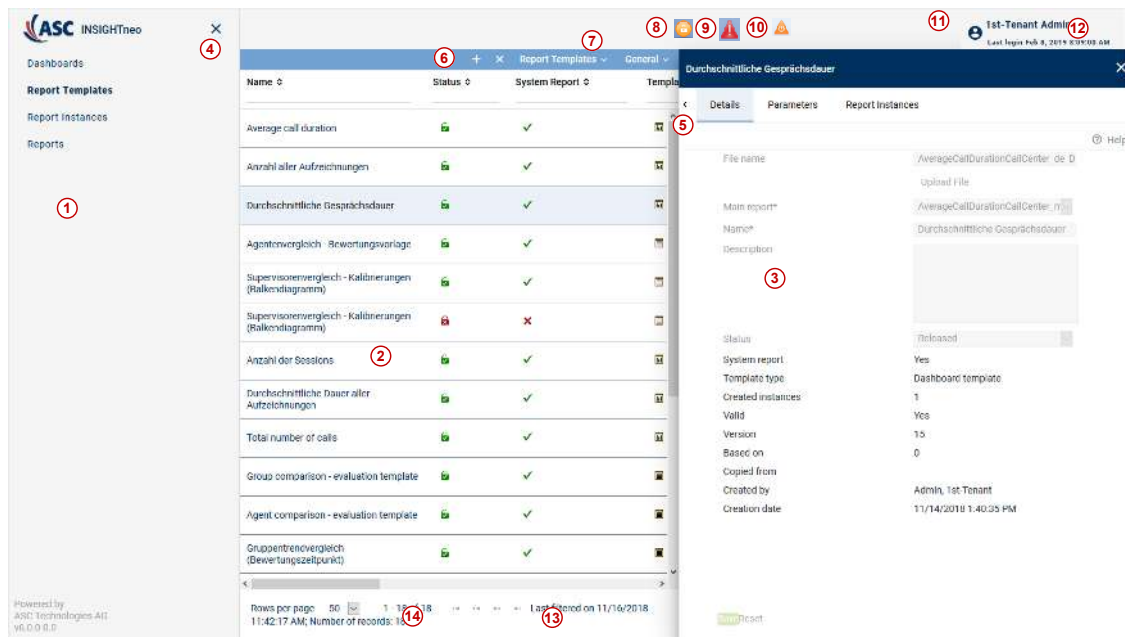








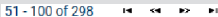


Fig. 9: Welcome screen

| | | | |
|---|---|---|---|
| 1 | Navigation bar | | Contains the individual menu items (function modules), see chapter "Navigation bar", p. 13 . |
| 2 | Main view | | Contains an overview of the most important information about the selected module, see chapter "Main view", p. 13 . |
| 3 | Detail view | | Contains detailed information about as well as functions and setting options of the selected element of the main view, see chapter "Detail view", p. 17 . |
| 4 |  | (Collapse) | Icon which allows collapsing or reducing the viewing areas. |
| |  | (Expand) | Icon which allows expanding or opening the viewing areas. |
| 5 |  |  | Icons which allow expanding and collapsing or enlarging and reducing display areas. |
| 6 | Toolbar | | Contains icons and menu items with functions for the elements in the main view. It depends on the selected module which icons and menu items are displayed. The separate icons and menu items are explained in the descriptions of the respective modules. |
| 7 | General | Print | Menu item which allows printing the table of the main view, see chapter "Print", p. 21 . |
| | | Adjust Table | Opens the window <i>Table Configuration</i> , see chapter "Adjust table", p. 15 . |
| | | Save Table Configuration | Saves the current table configuration, see chapter "Save table configuration", p. 16 . |
| | | Search | Opens the window <i>Search</i> , see chapter "Search", p. 22 . |


| | | |
|----|--|---|
| | <i>Reset Search</i> | Resets all manually entered search criteria. The search is started without manual filter settings. |
| | <i>General Help</i> | By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened, see chapter "Call up online help", p. 21 . |
| | <i>Module Help</i> | By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened, see chapter "Call up online help", p. 21 . |
| 8 |  | Shows the date when your password expires. To hide the icon, click on the button <i>Okay</i> . |
| 9 |  (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. |
| 10 |  (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. |
| 11 |  (Logged in as). | <i>Change Password</i> Menu item which allows changing your password, see chapter "Change password", p. 20 . |
| | <i>Navigation Bar</i> | Menu item which allows changing the way the navigation bar is displayed, see chapter "Change navigation bar", p. 21 . |
| | <i>Language</i> | Menu item which allows selecting the language of the user interface, see chapter "Change language", p. 19 . You can only select languages which have been installed during the installation. |
| | <i>Resource String View</i> | Menu item which allows changing between the resource string view and the default view. This view is only available ASC-internally. |
| | <i>Info</i> | Menu item which allows calling up information about the version of the ASC software, see chapter "Call up info", p. 19 . |
| | <i>Logoff</i> | Menu item which allows logging off from the application. |
| 12 | Last login date | Shows the date of the last login. |
| 13 | Last filtered on ...; Number of records: ... | Shows the time of the last filtering (search) and the number of data sets according to the current list of search results in the main view. This information is not available in all modules. |
| 14 |  | Buttons which allow browsing the pages of the main view. (This function is not available in all modules.) |







If the session has been inactive for a longer period of time, the application is closed automatically. Default value for the timeout: 30 minutes. The value can be adjusted by the administrator, see administration manual *System Configuration - User Management*.



To close the application, always use the logoff function.

 (Logged in as) > Logoff.

See also

-  [Change language](#) [► 19]
-  [Call up info](#) [► 19]
-  [Change password](#) [► 20]
-  [Navigation bar](#) [► 13]

5.1

Navigation bar

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

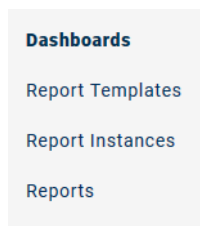




Fig. 10: Navigation bar (example)

You can hide the navigation bar by clicking in the icon  and expand it again by clicking on the icon .

5.1.1

Short description of the modules

| Module name | Description |
|-------------------------|---|
| <i>Dashboards</i> | In the Dashboards module, widgets are used to display graphical reports (dashboard widget), statistic values of the recording compiled every hour (recording widget) as well as reports with lists and tables (report widget). |
| <i>Report Templates</i> | In the Report Templates module, you can upload report templates that you have created yourself by means of a specific design tool or import default templates provided directly in the system. |
| <i>Report Instances</i> | In the Report Instances module, you can create one or several report instances for a report template. A report instance is the detailed configuration of the report template which defines which data is considered and displayed as parameter values in the report. |
| <i>Reports</i> | In the Reports module, you can view the reports that have already been created on basis of the templates and the corresponding instances. |



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

5.2

Main view

The main view offers an overview of the data administrated in the module.

The content of the main view depends on the selected module. A description of the module-specific content can be found in the manual of the respective module.

In general, the main view consists of a table which contains the data sets of the selected module.

In the most modules, you can change the sort sequence and order of the columns arbitrarily, see [chapter "Change sort sequence", p. 14](#) and [chapter "Adjust table", p. 15](#). In these modules, you can adjust the column width by clicking on the right margin of the field containing the column headline, holding the mouse key down, and dragging the column to the required width.

In addition, the main view contains a toolbar with all functions which can be used for the elements of the main view. The different toolbars are explained in the descriptions of the respective modules.

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

51 - 100 of 298 ◀ ◀ ▶ ▶

Fig. 11: Changing pages

| | |
|-----------------|---|
| ◀◀ | Jumps to the first page of the main view. |
| ◀ | Jumps to the previous page of the main view. |
| 51 - 100 of 298 | Shows the range of the displayed sets of data on the current page of the main view. |
| ▶ | Jumps to the next page of the main view. |
| ▶▶ | Jumps to the last page of the main view. |

In other modules, you can navigate through the main view by means of the scrollbars.

5.2.1 Change sort sequence

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

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

Tab. 1: Main view - change sort sequence

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

5.2.2 Filter table view

Below their column headlines, some tables contain fields which allow you to filter the table entries.

| Employee Number ↕ | First Name ↕ | Last Name ↕ | Login Name ↕ | Date of Entry ↕ |
|-------------------|--------------|-------------|--------------|-----------------|
| 1000 | 10. | Agent | | |
| 900 | 9. | Agent | | |

Fig. 12: Filter table view (example)

- If you would like to filter only the content of one individual column, enter the character string you would like to filter by in the filter field of this column.
 - ⇒ The table only displays the entries in this column which contain the entered character string.

Example:

You would like to display only employees whose employee ID starts with the digits *95*; consequently you enter the numerical sequence *95* in the filter field of the column *Employee ID*:

| Agents ▾ General ▾ | | | | |
|--------------------|--------------|-------------|--------------|-----------------|
| Employee Number ▾ | First Name ▾ | Last Name ▾ | Login Name ▾ | Date of Entry ▾ |
| 10 | | | | |
| 1000 | 10. | Agent | | |
| 100 | 1. | Agent | | |

< >

Rows per page 50 ▾ 1 - 2 of 2 |< << >> >|

Fig. 13: Filter table view - 1 criterion

- If you would like to filter the content of several columns at the same time, enter the character string you would like to filter by in all the filter fields of these columns.
 - ⇒ The table only displays the entries which match all entered filter criteria.

Example:

You would like to display only employees whose employee ID starts with the digits *95* and whose last name begins with the letter *H*; consequently you enter the numerical sequence *95* in the filter field of the column *Employee ID* and the character *H* in the filter field of the column *Last name*:

| Agents ▾ General ▾ | | | | |
|--------------------|--------------|-------------|--------------|-----------------|
| Employee Number ▾ | First Name ▾ | Last Name ▾ | Login Name ▾ | Date of Entry ▾ |
| 10 | | A | | |
| 1000 | 10. | Agent | | |
| 100 | 1. | Agent | | |

< >

Rows per page 50 ▾ 1 - 2 of 2 |< << >> >|

Fig. 14: Filter table view - several criteria

5.2.3 Adjust table

This function allows adjusting the order of the columns in the table of the main view.

- Click on the menu item *General > Adjust Table* in the toolbar of the main view.
 - ⇒ The window *Table Configuration* appears.

Table Configuration
✕

Rows per page 50

Table Configuration

| Available | Assigned |
|---------------|------------------|
| Creation Date | Employee Number |
| Updated | First Name |
| | Last Name |
| | Login Name |
| | Date of Entry |
| | Date of Birth |
| | E-Mail |
| | Visible |
| | Default Template |

Apply
Cancel

Fig. 15: Adjust table of the main view (example)

The different columns can be moved within a list or from one list to the other by dragging them to and dropping them in the required position. Double-clicking on one column moves the column to the end of the opposite list.

The following functions are available:

| | |
|--|--|
| Rows per page 50 | Number of rows per page. |
| Default | Resets the configuration in the window <i>Table Configuration</i> to the default settings and closes the window. |
| Apply | Saves all changes and closes the window <i>Table Configuration</i> . |
| ✕ | Closes the window <i>Table Configuration</i> without applying the changes. |

In the list *Available*, all columns which are currently not used are displayed. In the list *Assigned*, all columns used in the main view are displayed. The entries arranged from top to bottom correspond to the columns arranged from left to right in the main view.

2. Configure the column view according to your requirements.
3. 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.
4. To apply the changes in the current view, click on the button *Apply*.
To discard the changes and close the window, click on the icon ✕.

5.2.3.1 Change column width of the table

To change the column width of the table in the main view individually, proceed as follows:

1. Left-click on the column of the header, hold the mouse key down, and drag the column to the respective width.

5.2.4 Save table configuration

1. To save the table configuration, click on the menu item *General > Save Table Configuration* in the toolbar of the main view.

⇒ The table will be displayed in the saved layout in the future.



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

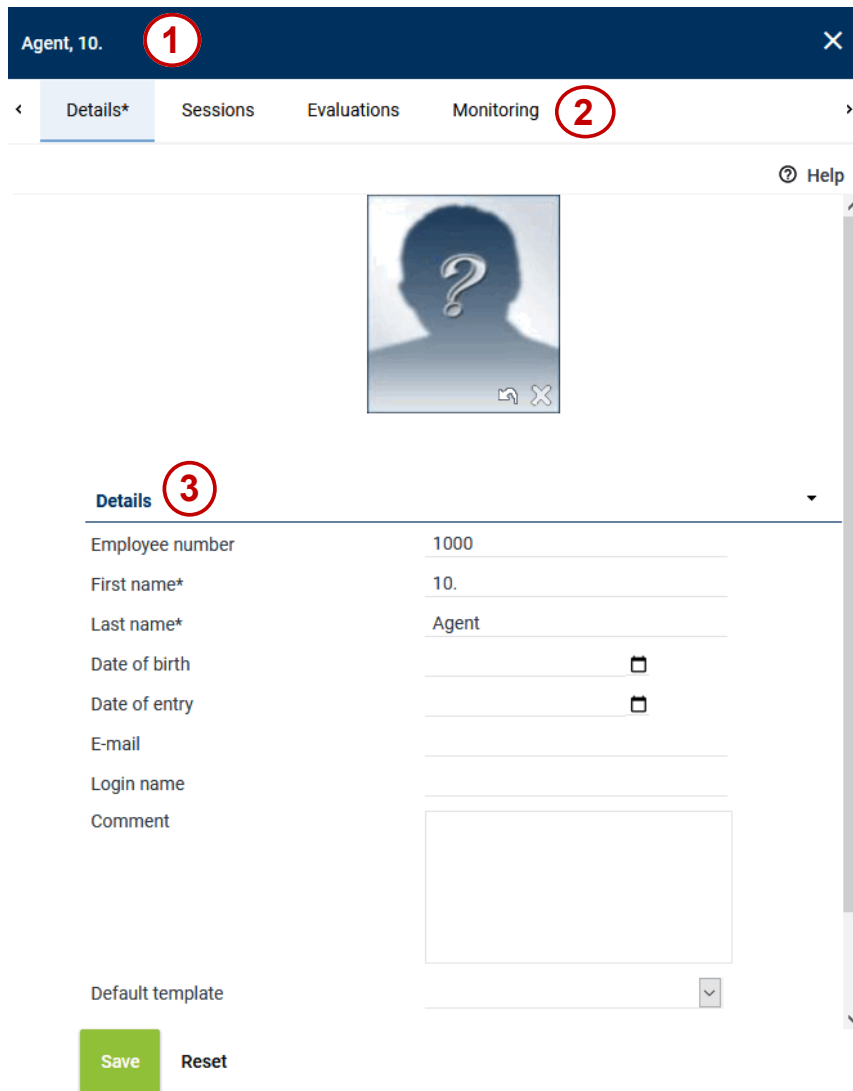
5.3

Detail view

The detail view contains detailed information about as well as functions and setting options of the selected element of the main view.

The content of the detail view depends on the selected module. A description of the module-specific content can be found in the manual of the respective module.

The different detail views may be divided in tabs and group fields.



The screenshot shows the 'Detail view' for 'Agent, 10.'. At the top, there is a header bar with the text 'Agent, 10.' and a close button. Below the header, there are four tabs: 'Details*' (selected), 'Sessions', 'Evaluations', and 'Monitoring'. The 'Details*' tab is active, showing a form with the following fields: 'Employee number' (1000), 'First name*' (10.), 'Last name*' (Agent), 'Date of birth' (calendar icon), 'Date of entry' (calendar icon), 'E-mail', 'Login name', 'Comment' (text area), and 'Default template' (dropdown menu). At the bottom of the form, there are two buttons: 'Save' (green) and 'Reset'.

Fig. 16: Detail view (example)

- | | |
|---|-------------------------------------|
| 1 | Description of the selected element |
| 2 | Tabs |
| 3 | Group field |

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

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

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

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

The fields marked with " * " are mandatory fields. These fields have to be filled out.
To save changes, click on the button *Save*.
To discard the changes which have not yet been saved, click on the button *Reset*.

5.3.1 Text entry fields

There are 2 different fields for text entries:

Single-row entry fields

Maximum text length: 255 characters

Login name

Fig. 17: Single-row entry field (example)

Multi-row entry fields

Maximum text length: 1500 characters

Comment

Fig. 18: Multi-row entry field (example)


6

General functionalities

The functionalities described below are available in general or in most modules.

6.1

Change language

1. Click on the menu item  *Logged in as* > *Language* in the top right corner of the user interface.

⇒ The following window appears:




Fig. 19: Change language

2. Select the language from the drop-down list. Only languages that you have installed during the installation can be selected.
- ⇒ The texts of the user interface are displayed in the selected language.




6.2

Call up info

1. Click on the menu item  *Logged in as* > *Info* in the top right corner of the user interface.

⇒ The window *Installed Product Versions* appears. It contains information about the version of the neo software.

The following information is displayed:

| Column Name | Description |
|--------------------------|---|
| <i>Server Name</i> | Name of the server. Click on the arrow  to display the history. In the history, the servers have been sorted by installation date beginning at the top with the first installation date. |
| <i>Connected</i> | The icon  indicates that the core is used in the current application. |
| <i>Product Version</i> | Information about the current product version |
| <i>EC Version</i> | Information about the current Enterprise Core version |
| <i>Last Start</i> | Date and time of the last system start |
| <i>Last Stop</i> | Date and time of the last system stop |
| <i>Installation Date</i> | Date and time of the installation Click on the arrow  in the column <i>Server Name</i> to display the information. |

Tab. 2: Information

| Installed Product Versions | | | | | | |
|----------------------------|-----------|-----------------|------------|------------------------|------------------------|------------------------|
| Server Name | Connected | Product Version | EC Version | Last Start | Last Stop | Installation Date |
| CTI-01 | | 6.0.0-0.0 | 60.1.0 | 11/19/2018 10:32:09 AM | 11/19/2018 10:34:55 AM | |
| REC-01 | ✓ | 6.0.0-10.0 | 60.16.0 | 02/11/2019 7:31:46 AM | 02/07/2019 10:42:18 AM | |
| REC-01 | | 6.0.0-0.0 | 60.1.0 | | | 11/12/2018 10:47:18 AM |
| REC-01 | | 6.0.0-1.0 | 60.2.0 | | | 11/19/2018 11:25:43 AM |
| REC-01 | | 6.0.0-4.0 | 60.5.0 | | | 12/05/2018 11:17:53 AM |
| REC-01 | | 6.0.0-8.0 | 60.10.0 | | | 01/09/2019 12:09:12 PM |
| REC-01 | | 6.0.0-9.0 | 60.15.0 | | | 01/29/2019 12:30:27 PM |
| REC-01 | | 6.0.0-10.0 | 60.16.0 | | | 02/07/2019 10:51:29 AM |

[Additional Information](#) [Close](#)

Fig. 20: Installed Product Versions

- To obtain additional information about the system, click on the button [Additional Information](#) in the bottom right corner of the window.

⇒ The window *Additional Information* appears. It contains information about the license.

Additional Information

License Information

| | |
|------------|----------|
| System ID: | 2322891 |
| Order ID: | 66666666 |

Close


Fig. 21: Additional Information

6.3

Change password



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

- Click on the menu item  *Logged in as* > *Change Password* in the top right corner of the user interface.

⇒ The following window appears:

Change Password

Old password*


New password*

Confirm password*

OK


Reset


Fig. 22: Change password

- Enter your old password.
- Enter your new password and confirm it.
- To save the change of the password, click on the button *OK*.
To delete the entries without saving them, click on the button *Reset*.
To cancel the change of the password, click on the icon  in the top right corner of the window.

Once you have successfully saved the changed password, you have to enter the new password upon opening the application the next time.

6.4 Change navigation bar

1. Click on the menu item  (*Logged in as*) > *Navigation Bar* in the top right corner of the user interface.
⇒ The window *Change Navigation Bar* appears.
2. Activate the check box to collapse the navigation bar.
⇒ The setting is saved permanently. Upon logging in the next time, the application is opened with this settings.

You can expand the navigation bar again by clicking on the icon  (Expand) in the top left corner.

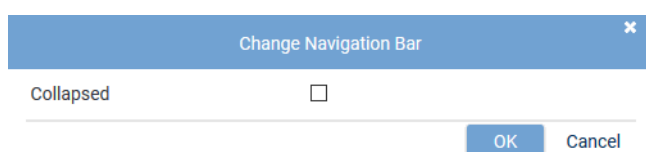



Fig. 23: Change navigation bar

6.5 Call up online help

An online help is available at different locations in the system. You can call up the online help as follows:

| Menu item / Button | Location | Result |
|---|---------------------------------|--|
| General | Toolbar of the main view | Select whether you would like to open the <i>General Help</i> or the <i>Module Help</i> . |
|  Help | Detail view / Additional window | A topic-specific help opens referring to the tab or the additional window you are currently viewing. |

Tab. 3: Call up online help

By clicking on the menu item *General*, you can select one of the following options:

| | |
|---------------------|--|
| <i>General Help</i> | The help about the general functions of the application is opened. |
| <i>Module Help</i> | A description of the module you are currently viewing opens. |

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

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

6.6 Print

This function allows printing the table of the main view.

- ✓ Print default in the browser under *File > Page Setup*: Page orientation has been set to landscape.
- ✓ Additionally when using the browser Mozilla Firefox:
Print default in the browser under *File > Page Setup*: Scaling has been set to 110 %.

1. In the menu *General* of the toolbar, click on the menu item *Print*.
⇒ The print preview appears.
2. To cancel the printing process, click on the button *Cancel*.
To continue the printing process, click on the button *Print*.
⇒ The window *Print* appears.

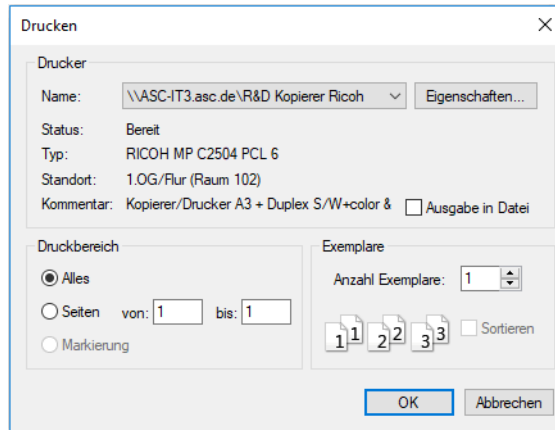


Fig. 24: Print (example)

3. Set the respective print options.
4. To start printing, click on the button *OK*.
To cancel the printing process, click on the button *Cancel*.

6.7

Search

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



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

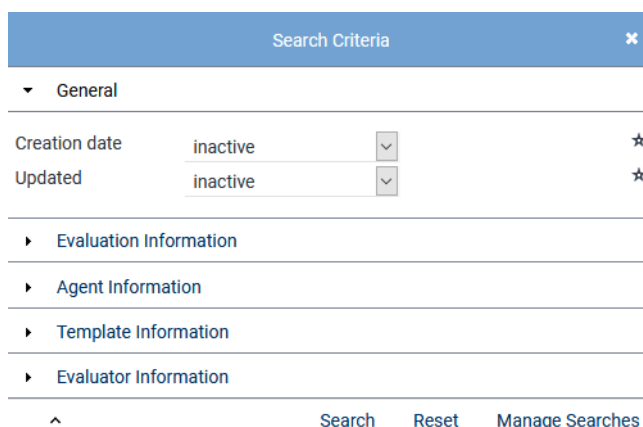








Fig. 25: Search Criteria (example)

The following functions are available:

| | |
|---|--|
|  | Shows the content of the search category. |
|  | Hides the content of the search category. |
|  | Adds the search criterion to the list of favorites. |
|  | Removes the search criterion from the list of favorites. |
|  | Hides the content of the window. |
|  | Shows the content of the window. |

| | |
|------------------------|---|
| Search | Starts the search. |
| Reset | Resets all manually entered search criteria. |
| Manage Searches | Enables you to save and load search procedures. |
| x | Closes the window <i>Search Criterion</i> . |

6.7.1 Search criteria




For the search, different search criteria are available which are divided in several search categories. It depends on the respective module which search criteria are available.

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

| | |
|---------------------------|---|
| <i>inactive</i> | The search criterion is ignored for the search. |
| <i>between</i> | A search is made for all objects within the entered range. The initial and the final values are included in the search result. |
| <i>Period (indiv.)</i> | A search is made for all objects in the selected period of time. In the entry field, enter the period in the following format: <i>month-days-hours-minutes</i> . As an example, the entry <i>03-05-15-20</i> means that a search is made for conversations from the last 3 months, 5 days, 15 hours, and 20 minutes. |
| <i>Period</i> | A search is made for all objects in the selected period of time. |
| <i>equal</i> | A search is made for all objects which exactly match the entered value. |
| <i>not equal</i> | A search is made for all objects which do not match the entered value. |
| <i>greater or equal</i> | A search is made for all objects the value of which is greater than or equal to the entered value. |
| <i>greater than</i> | A search is made for all objects the value of which is greater than the entered value. |
| <i>smaller or equal</i> | A search is made for all objects the value of which is smaller than or equal to the entered value. |
| <i>smaller than</i> | A search is made for all objects the value of which is smaller than the entered value. |
| <i>starts with</i> | A search is made for all objects which start with the entered value. |
| <i>doesn't start with</i> | A search is made for all objects which do not start with the entered value. |
| <i>ends with</i> | A search is made for all objects which end with the entered value. |
| <i>doesn't end with</i> | A search is made for all objects which do not end with the entered value. |
| <i>contains</i> | A search is made for all objects which contain the entered value. |
| <i>doesn't contain</i> | A search is made for all objects which do not contain the entered value. |
| <i>in</i> | One or several values are entered which are supposed to be searched for. The search displays all entries which match one of these values. |
| <i>not in</i> | One or several values are entered which are supposed to be searched for. The search displays all entries which do not match one of these values. |

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

- If only one entry field is displayed, enter the value directly into the entry field via the keyboard.

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

6.7.2 Run a search

- Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears directly, see [Fig. 27, p. 24](#).
 - ⇒ If saved searches exist, the window *Search* appears.

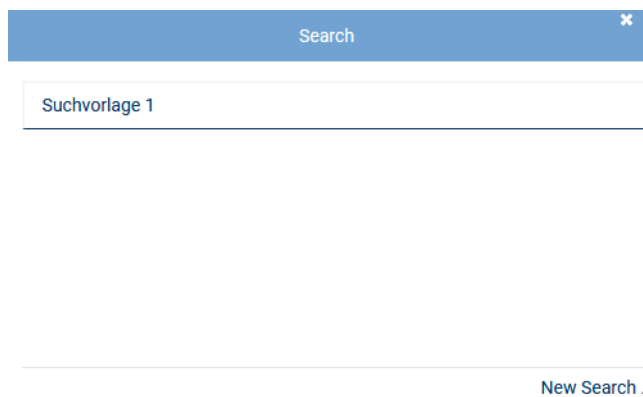


Fig. 26: Window Search (example)

- If you would like to use one of the saved searches, click on the line with the name of the saved search.
 - ⇒ The search is initiated directly.
 - ⇒ The found results are displayed in the main view.
- If you do not want to use a saved search but define new search criteria instead, click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

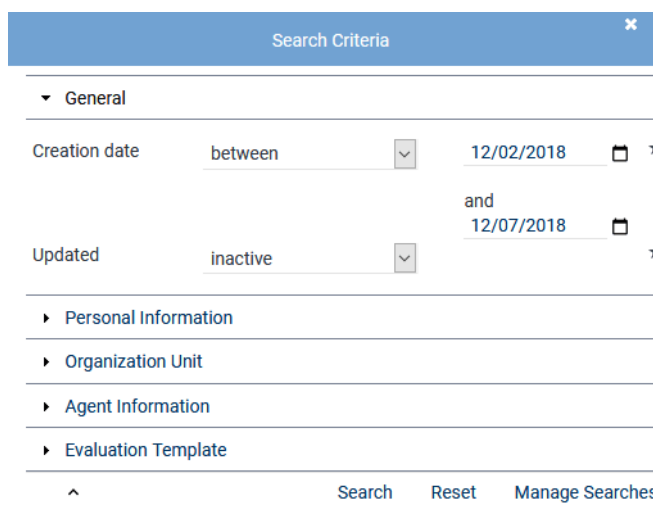



Fig. 27: Window Search Criteria (example)

4. Set the respective search criteria, see [chapter "Search criteria", p. 23](#).
5. Click on the button *Search*.
 - ⇒ The found results are displayed in the main view.
6. To save the set search criteria, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 25](#).
 - To reset all manually entered search criteria, click on the button *Reset*.
 - To close the window *Search Criteria*, click on the icon .

6.7.3 Save search

You can save previously defined search settings.

The names of the saved search settings are displayed directly upon calling up the search function, see [chapter "Run a search", p. 24](#).

1. Set the respective search criteria, see [chapter "Search criteria", p. 23](#).

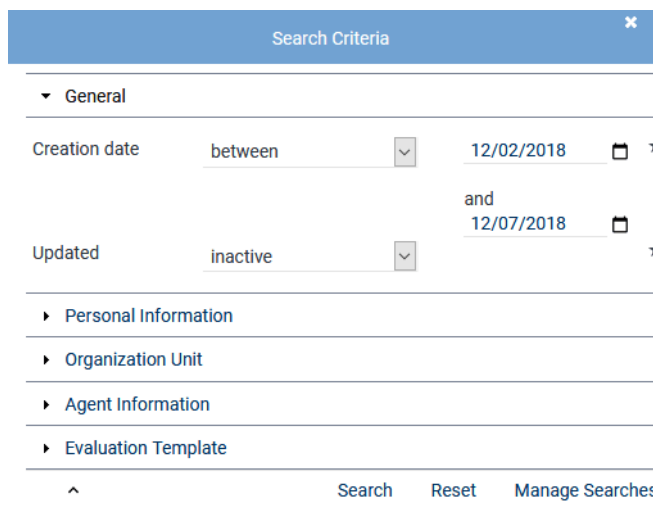


Fig. 28: Enter search criteria (example)

2. Click on the button *Manage Searches* > menu item *Save as...*
3. Enter a name for the search in the entry field *Name*.

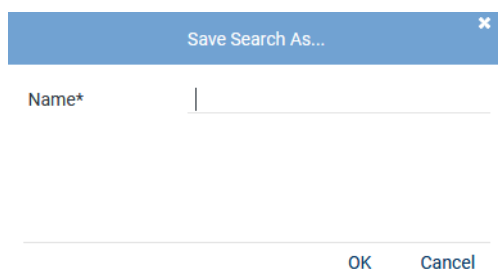


Fig. 29: Save search

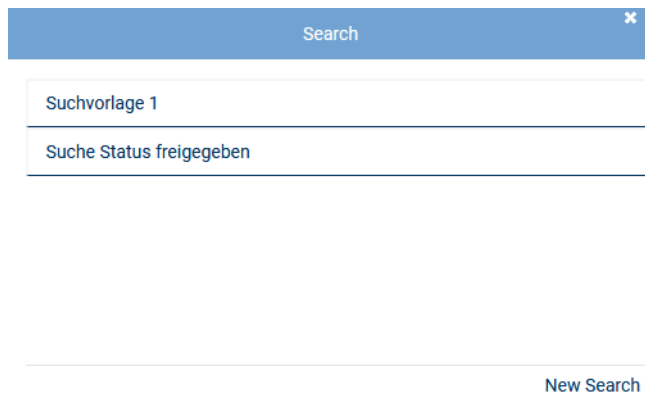
4. To save the search, click on the button *OK*.
 - To cancel the saving process, click on the button *Cancel*.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

6.7.4 Edit saved search

1. Click on the menu item *General* > *Search* in the toolbar.
 - ⇒ The window *Search* appears.

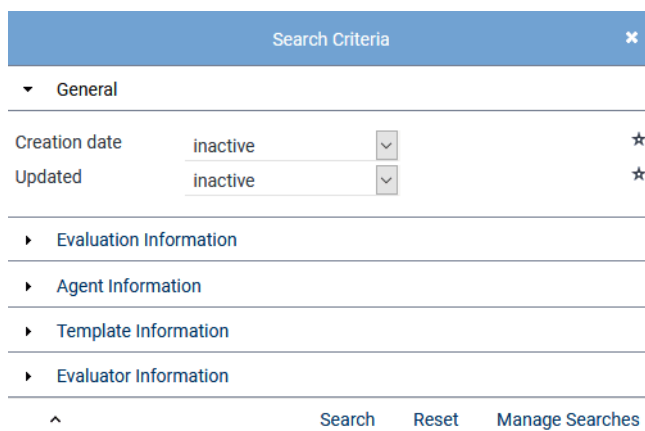


| Search | |
|--------------------------|--|
| Suchvorlage 1 | |
| Suche Status freigegeben | |

New Search ..

Fig. 30: Window Search (example)

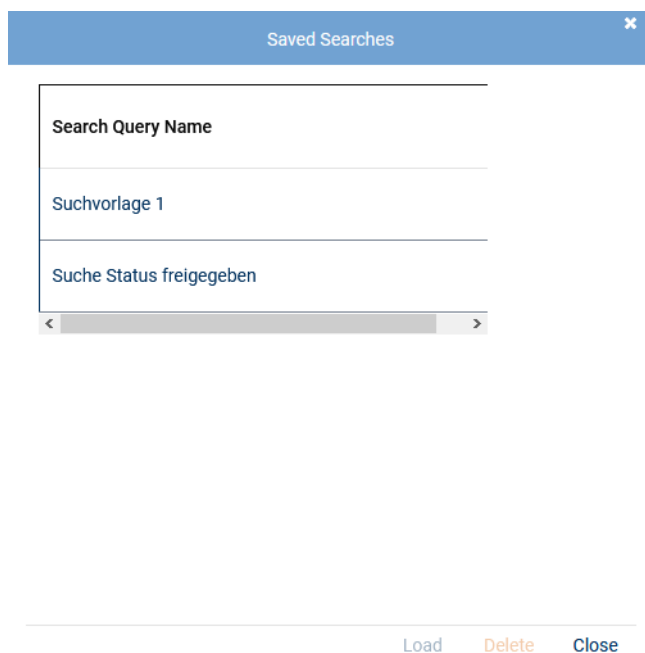
- Click on the button *New Search*.
⇒ The window *Search Criteria* appears.



| Search Criteria | | | |
|--------------------------|----------|--------|-------------------------|
| ▼ General | | | |
| Creation date | inactive | ▼ | ★ |
| Updated | inactive | ▼ | ★ |
| ▶ Evaluation Information | | | |
| ▶ Agent Information | | | |
| ▶ Template Information | | | |
| ▶ Evaluator Information | | | |
| | | Search | Reset Manage Searches |

Fig. 31: Window Search Criteria (example)

- Click on the button *Manage Searches* > menu item *Saved Searches*.
⇒ The window *Saved Searches* appears.

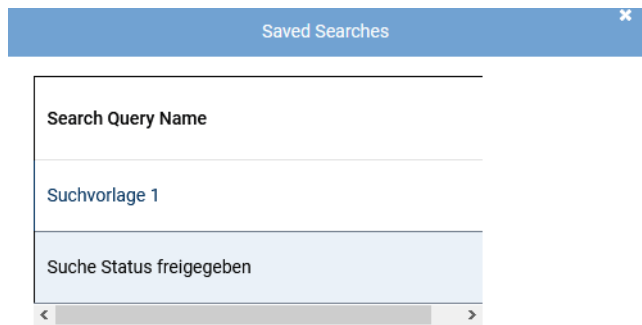


| Saved Searches | |
|--------------------------|--|
| Search Query Name | |
| Suchvorlage 1 | |
| Suche Status freigegeben | |

Load Delete Close

Fig. 32: Saved Searches (example)

- Select the saved search you would like to edit.



Load Delete Close

Fig. 33: Edit saved search (example)

5. Click on the button *Load*.

⇒ The saved search settings are loaded in the window *Search Criteria*.

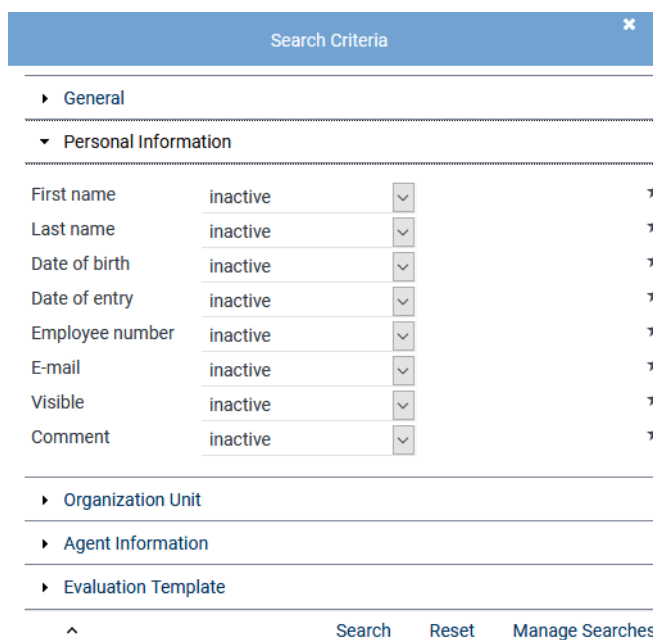


Fig. 34: Search Criteria (example)

6. Adjust the search criteria according to your requirements.
7. To save the edited search under the same name, click on the button *Manage Searches* > menu item *Save*.
To save the edited search under a different name, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 25](#).

6.7.5 Search via saved search

If you have saved search settings (see [chapter "Save search", p. 25](#)), you can quickly search for the saved search criteria.

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

⇒ The window *Search* appears.

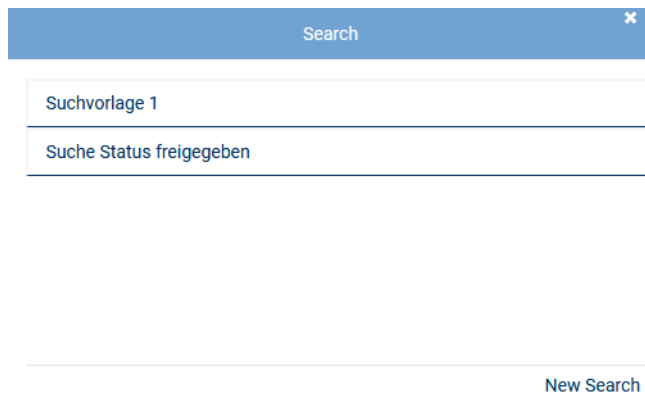


Fig. 35: Search (example)

2. Click on the name of the saved search you would like to use for the search.
 - ⇒ The found results are displayed in the main view.

6.7.6 Delete saved search

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ The window *Search* appears.

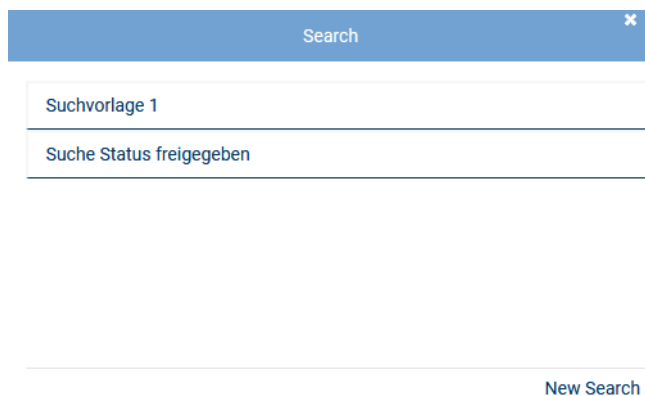


Fig. 36: Window Search (example)

2. Click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

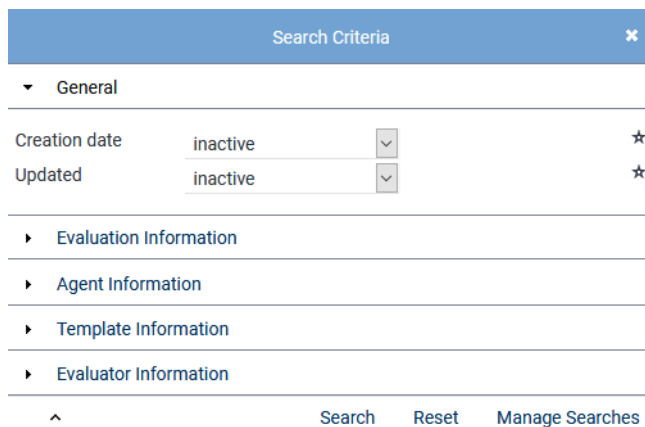


Fig. 37: Window Search Criteria (example)

3. Click on the button *Manage Searches > menu item Saved Searches*.
 - ⇒ The window *Saved Searches* appears.

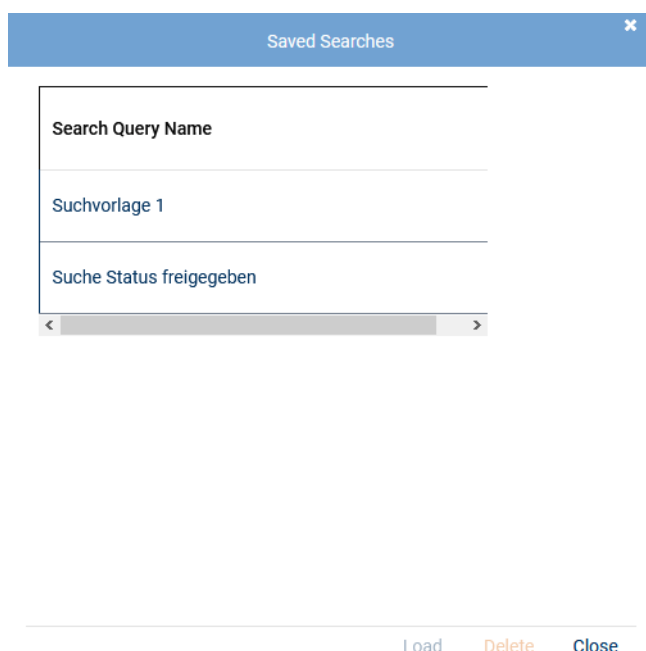


Fig. 38: Saved Searches (example)

4. Select the search you would like to delete.

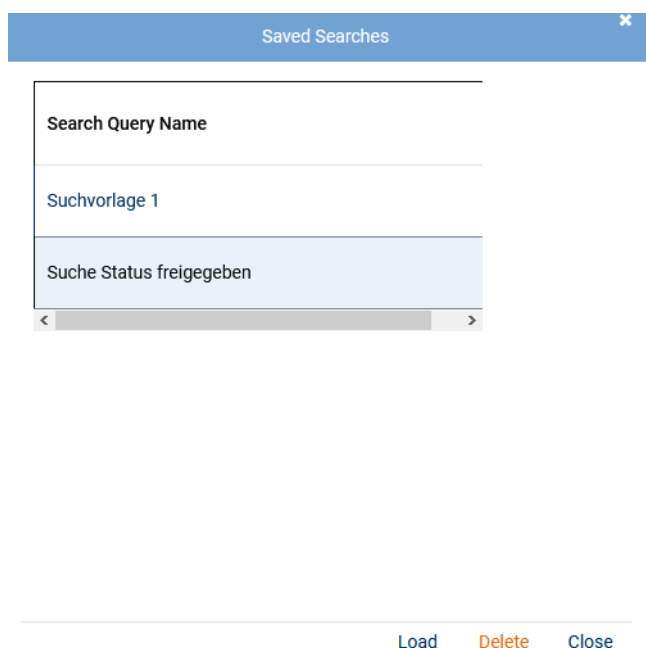


Fig. 39: Delete saved search (example)

5. Click on the button *Delete*.
6. To really delete the search, confirm the security prompt.

6.7.7 Create search favorite

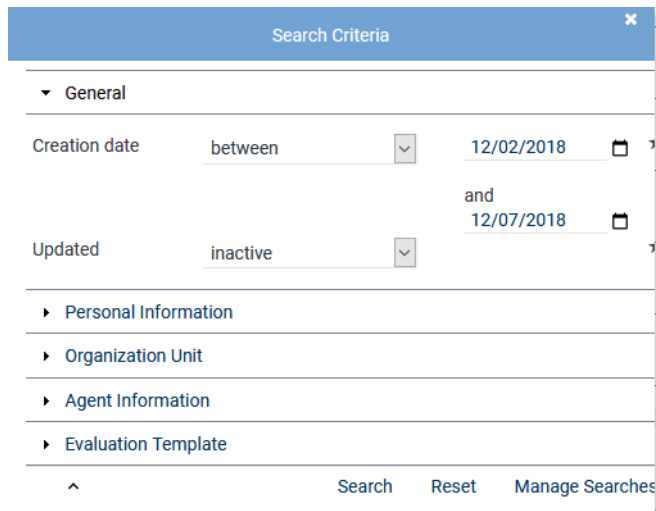
You can tag individual search criteria as favorites. Search favorites are displayed additionally in the upper area of the window *Search Criteria* and thus continue to be visible even if all criteria areas have been closed.

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears.

⇒ If saved searches exist, the window *Search* appears.

Open a saved search, see *Edit saved search*, or open the window *Search Criteria* by clicking on the button *New Search*.

2. Set the respective search criteria, see [chapter "Search criteria", p. 23](#).

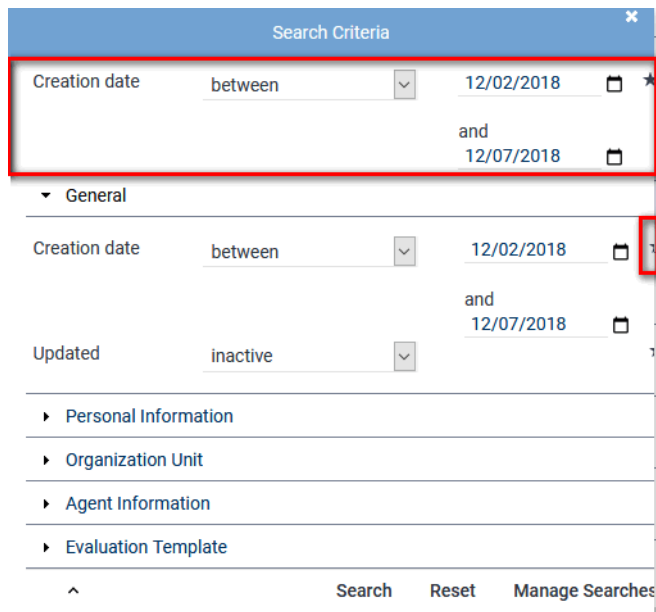


The screenshot shows the 'Search Criteria' window with a blue header and a close button. Below the header, there is a 'General' section with two criteria: 'Creation date' set to 'between' with dates '12/02/2018' and '12/07/2018', and 'Updated' set to 'inactive'. Below these are expandable sections for 'Personal Information', 'Organization Unit', 'Agent Information', and 'Evaluation Template'. At the bottom, there are buttons for 'Search', 'Reset', and 'Manage Searches'.

Fig. 40: Enter search criteria (example)

3. To tag one criterion as favorite, click on the icon ★.

⇒ The criterion tagged as favorite is displayed additionally in the upper area of the window and marked with the icon ★.



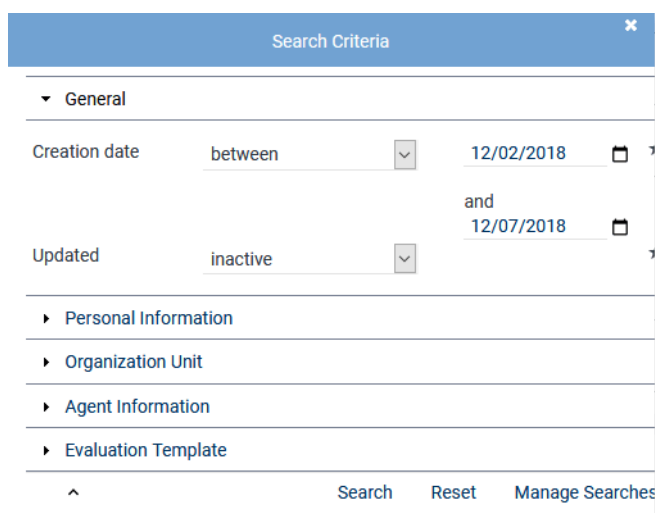
This screenshot is similar to Fig. 40, but the 'Creation date' criterion is highlighted with a red box. A star icon (★) is visible to the right of the date range, indicating it is a favorite. Additionally, the same criterion is shown in a separate section at the top of the window, also marked with a star icon.

Fig. 41: Search criterion tagged as favorite (example)

4. If you do not want to use a criterion tagged as favorite as a favorite anymore, click on the icon ★.

⇒ The criterion which is now no longer tagged as favorite is marked with the icon ★.

⇒ The criterion is no longer displayed in the upper area of the window.




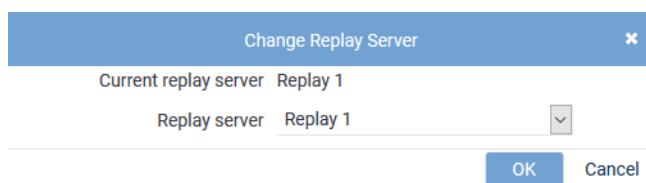
The 'Search Criteria' dialog box has a blue header with a close button. It contains a 'General' section with two rows: 'Creation date' with a 'between' operator and dates '12/02/2018' and '12/07/2018', and 'Updated' with an 'inactive' status. Below these are expandable sections for 'Personal Information', 'Organization Unit', 'Agent Information', and 'Evaluation Template'. At the bottom are 'Search', 'Reset', and 'Manage Searches' buttons.

Fig. 42: Search criterion not tagged as favorite (example)

6.8

Change replay server

1. Click on the menu item  *Logged in as* > *Change Replay Server* in the top right corner of the user interface.
⇒ The following window appears:



The 'Change Replay Server' dialog box has a blue header with a close button. It shows 'Current replay server' as 'Replay 1' and a 'Replay server' drop-down menu also set to 'Replay 1'. At the bottom are 'OK' and 'Cancel' buttons.

Fig. 43: Change replay server

2. Select the replay server from the drop-down list.
3. To save the change, click on the button *OK*.
To discard the change, click on the button *Cancel*.

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Glossary

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

Widget

Component of a graphical dialog system. Consists of a visible window and an invisible object which saves the configuration of the component. Is used for the interaction with the user and the automatically updatable display of information.