

System Configuration Resource Editor



Administration manual for system providers

5/20/2019

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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2 Introduction

In the Resource Editor module of the application System Configuration you can edit the texts of the interface.

This refers to all text content of the interface: column titles, tabs, window titles, tooltips, etc.

This function comes in handy if you would like to make minor adjustments in the textual design of the interface. If you have the corresponding license for the Resource Editor module you can make the adjustments yourself.

Open the Resource Editor module by clicking on the menu item *More* in the navigation bar and subsequently on the submenu item *Resource Editor*.



All manuals provided by ASC refer to the original interface texts. Thus keep in mind that interfaces which have been customized will no longer coincide with the figures and interface texts in the manuals.

In the main view, the resource strings are displayed as follows.

Resource Editor General				
Resource	Context	Default Content	German	French
tooltipSysMonitorJobMonitorResumeJob	Tooltip for a button which resume a paused job.	x	Fortsetzen	
messageSysConActivityGuardWrongJob	message for the errors of an activity guard job execution.	The execution information of the job could not be determined.	Die Ausführungsinformation des Jobs konnte nicht ermittelt werden.	
messageSysConActivityGuardJOB_WRO	Message for the activity-guard alarm.	Check has been carried out.	Überprüfung wurde ausgeführt.	
labelREPORTneoDashboardAddWidgetRec	Group title text on Add a widget overlay	Recording report	Aufzeichnungsreport	
labelREPORTneoReportSrvRptSubSrvRpt0	"Service value for the "type 03" setting on the aggregation tab in the settings slider of the report page"	Sum	Summe	
labelREPORTneoDashboardSprvsrSubSpr	"Supervisor placeholder caption for the "based on" setting on the additional settings tab in the settings slider of the dashboard page"	Based on	Basiert auf	
labelREPORTneoDashboardSrvRptWidSett	"Service value for the "type" setting on the widget settings tab in the settings slider of the dashboard page"	Spline	Spline	
labelREPORTneoDashboardSprvsrWidSett	"Supervisor value for the "type" setting on the general tab in the settings slider of the dashboard page"	Circular gauge	Messzeiger-Diagramm (rund)	
labelREPORTneoReportSprvsrSubSprvsr0	"Supervisor placeholder caption for the "agents" dropdown on the filter settings tab in the settings slider of the report page"	Agents	Agenten	
labelREPORTneoReportRecordingSubRec	"Recording value for the "time slices" setting on the aggregation tab in the settings slider of the report page"	Year	Jahr	
labelREPORTneoReportSrvRptWidSubSrvF	"Service value for the "kpi slice 2" setting on the additional settings tab in the settings slider of the dashboard page"	Outbound calls	Ausgehende Gespräche	
	"Service value for the "kpi selection" setting on the additional settings tab in the settings slider of the dashboard page"			

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Fig. 1: Resource Editor - main view

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

Resource	The resource string is displayed here.
Context	The descriptions of the context of the resource string are displayed.
Default Content	The English-language content is displayed.
German	The German-language content is displayed.
Creation Date	Date on which the resource string was created.
Updated	Date on which the settings were updated for the last time.

3.1

Toolbar

The toolbar offers the following functions.

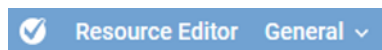










Fig. 2: Toolbar - Resource Editor

	Apply changes	Applies changes in the interface.
	Adjust table	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> Displayed information Order of the displayed columns Number of rows per page
	Save table configuration	Saves the current table configuration of the main view as default view of the user.

	Search	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see chapter "Search", p. 7 .
		The icon  is displayed whenever the search has been adjusted by means of a filter.
	Reset search	Resets all manually entered search criteria.
	Help	Opens the online help.

3.1.1 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.

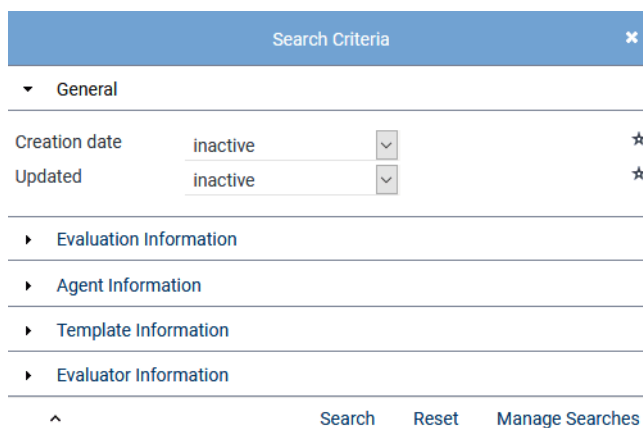


Fig. 3: Window Search Criteria (example)

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.

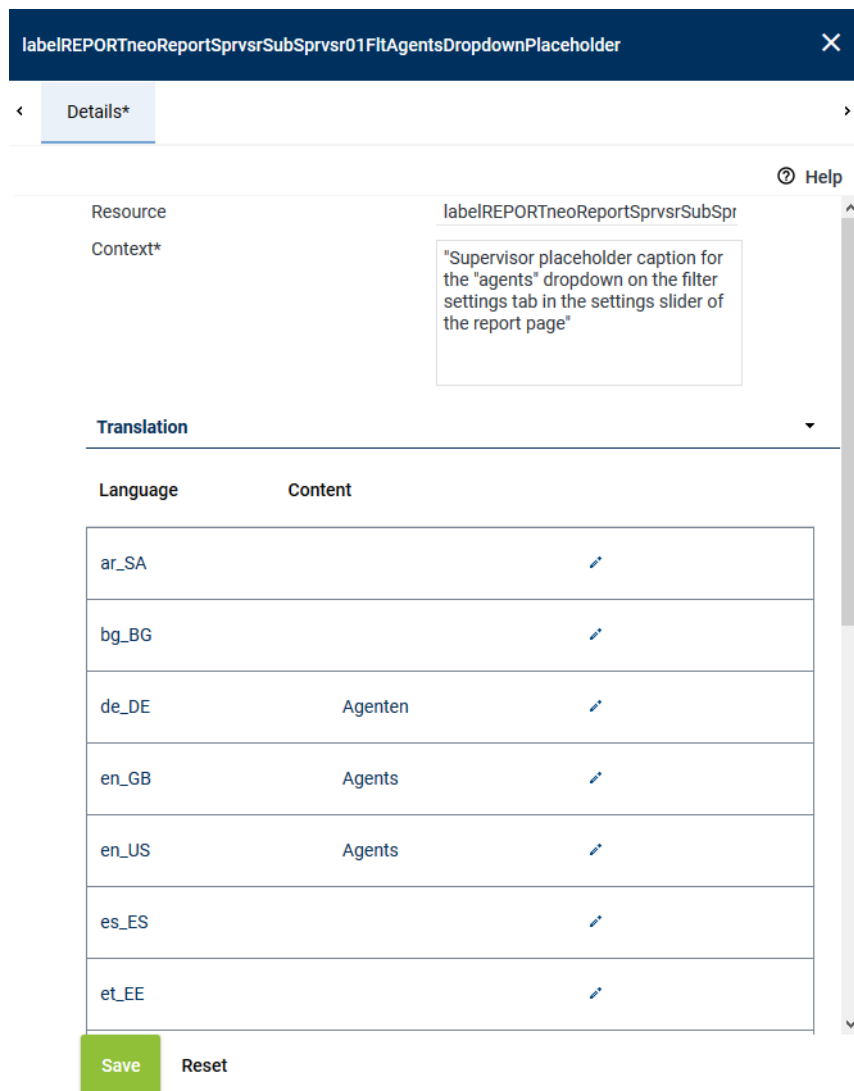
Via the icon ★ you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon ★.



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

4 Detail view

The detail view contains additional information about and functions of the selected resource string.










Language	Content	
ar_SA		
bg_BG		
de_DE	Agenten	
en_GB	Agents	
en_US	Agents	
es_ES		
et_EE		

Fig. 4: Details

In the tab *Details*, you can display and edit basic information about the selected resource string.

<i>Resource</i>	Here, you see the resource string. This row cannot be edited.
<i>Context</i>	Here, you see information about the context of the resource string.
<i>Translation</i>	Here, you can edit the translations and the original text, see chapter "Edit translation", p. 8 .

1. To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

4.1 Edit translation


In the tab *Details*, you can change the text content of the resource string in the group field *Translation*.

Translation		
Language	Content	
ar_SA		
bg_BG		
de_DE	Agenten	
en_GB	Agents	
en_US	Agents	
es_ES		
et_EE		

Fig. 5: Edit translation

There are 2 columns:

Language	For each row a language has been determined. <ul style="list-style-type: none"> de_DE = Here, you can edit the German-language content. en_US = Here, you can edit the American-English content.
Content	Here, you see which content has already been determined. The content is either stated in the exact wording or you see an x. X means that no content exists for the corresponding language yet.

1. To edit the content, click on the icon  (Edit).
2. Adjust the settings.











Translation		
Language	Content	
ar_SA		
bg_BG		
de_DE	Agenten	
en_GB	Agents	
en_US	Agents	 
es_ES		
et_EE		

Fig. 6: Edit content

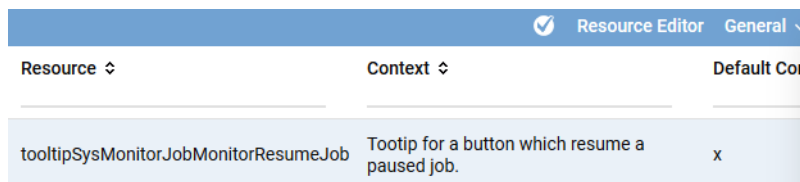
3. To save the changes, click on the icon  (Save).
To discard the changes, click on the icon  (Discard).

4. To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

5 Change resource string


To make text changes in the interface, proceed as follows:

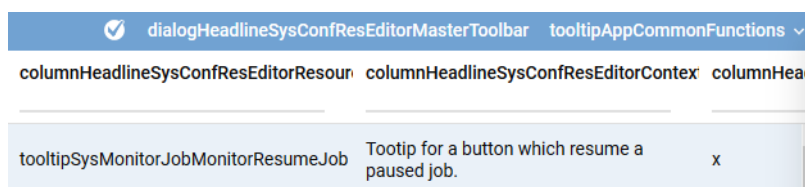
1. In the standard view, go to the location you would like to edit.



Resource ↕	Context ↕	Default Cor
tooltipSysMonitorJobMonitorResumeJob	Tooltip for a button which resume a paused job.	x




Fig. 7: View with text interface

2. In the top right corner of the screen, click on the icon  (Resource string view). Now you can see the entire interface in resource string view.




dialogHeadlineSysConfResEditorMasterToolbar	tooltipAppCommonFunctions	columnHeadlineSysConfResEditorResour	columnHeadlineSysConfResEditorContex	columnHea
tooltipSysMonitorJobMonitorResumeJob	Tooltip for a button which resume a paused job.			x

Fig. 8: View with resource string interface

3. Note down the resource string (case-sensitive!) which is located in the location you would like to change in the interface.
4. Click once again on the icon  (Resource string view) to switch back to the standard interface view.
5. Change to the Resource Editor module.
6. Enter the resource string in the search function (see [chapter "Search", p. 7](#)). To do so, open the group field *Resource String Information* and the drop-down list *Resource*. Select the comparison parameter *equal* or *contains* in the drop-down list.
7. Now run the search.
 - ⇒ The search results are displayed in the main view.
8. In the main view, select the resource string you would like to change.
9. Click on the icon  (Edit) in the detail view and edit the content as described in Edit translation. Save your changes.
10. Click on the icon  (Apply changes) in the toolbar of the main view. The change is now applied in the interface.



The 1st-tenant can hide or display the icon  (Resource string view) in the application System Configuration in the Tenants module in the tab *General Settings* in the group field *Miscellaneous Settings*. For further information refer to the administration manual *User management tenant*.

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