Usage Download Client

User manual

8/20/2020

Product line *neo*, version 6.x

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

EVOLUTION*neo*

EVOLUTION*neo* / XXL / eco

INSPIRATION*neo*

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1 General information

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2 Introduction

The application Download Client searches for audio files including their additional data and saves them locally on the client computer. The connection is established via the ASC web service.

The application Download Client can be configured according to the requirements of different users or to reflect specific search settings.

The application Download Client can be configured according to the requirements of different users or to reflect specific search settings, see chapter "Tab General", p. 10.

The configuration is saved in an XML file and read out by the service *ASC Conversation Download*.

Configure the application Download Client in the following tabs:

- General

  Configure the general settings such as language, export path, format of date and time, display of the additional customer data etc.

  See chapter "Tab General", p. 10.

- Connection

  Configure the connection data such as the server address, user name and password etc.

  See chapter "Tab Connection", p. 13.

- Search

  Configure which additional data is supposed to be searched.

  See chapter "Tab Search", p. 14.

- Additional Data

  Configure which additional data is supposed to be exported.

  See chapter "Tab Additional Data", p. 19.

- File Name

  Configure which additional data is supposed to be saved in the file name upon exporting.

  See chapter "Tab File Name", p. 24.

The download begins upon saving the configuration in the tab *General*. Depending on the amount of data, this may take several minutes.

3 System requirements

For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements.*

4 Licenses

License name	Number
Download Client	1 license per concurrent user

Tab. 1: Licenses

5 Start application

The application Download Client has to be started manually. A program icon is created on the desktop during the installation.

1. To start the application, click on the program icon of the application Download Client.

Fig. 1: Program icon

2. The login window appears.

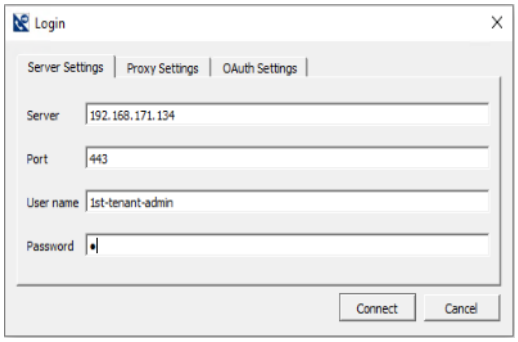

Fig. 2: Login window

3. In the entry field *User name*, enter your *neo* user name.
4. In the entry field *Password*, enter your *neo* user password.
5. Click on the button *Connect*.

If an OAuth2 login has been configured for the application, a customer-specific authorization OAuth authentication website opens in the default browser where users can log in.

Precondition for this function:

The OAuth2 parameter has been configured during the installation of Download Client and the procedure has been activated in the application System Configuration by the system provider.

5.1 Repeat login attempt in OAuth login

If OAuth has been configured for Download Client, a failed login attempt can be repeated in the login window of Download Client, e. g. if the OAuth authorization website configured in the application System Configuration has been closed inadvertently before the user could be logged in to Download Client.

1. In the login window, click on the button *Connect*.

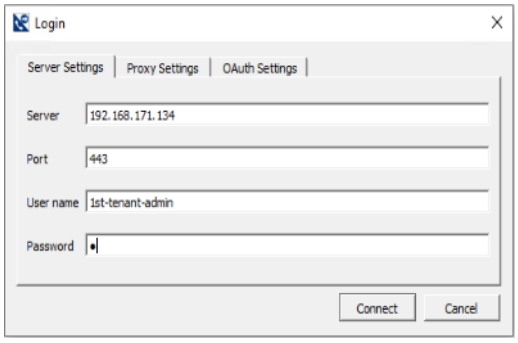

Fig. 3: Login window

⇨ The customer-specific OAuth authorization website opens and the user can log in once again.

6 Usage

Upon logging in successfully, the application Download Client opens.

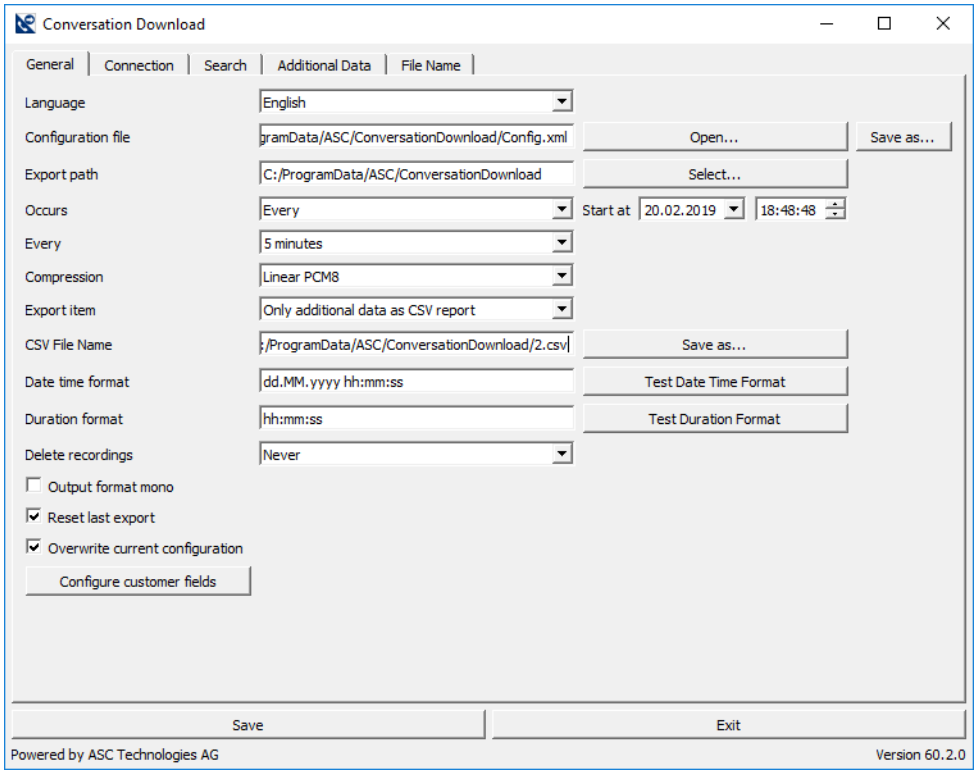

Fig. 4: Welcome screen

6.1 Tab General

Here, you can display and edit general information.

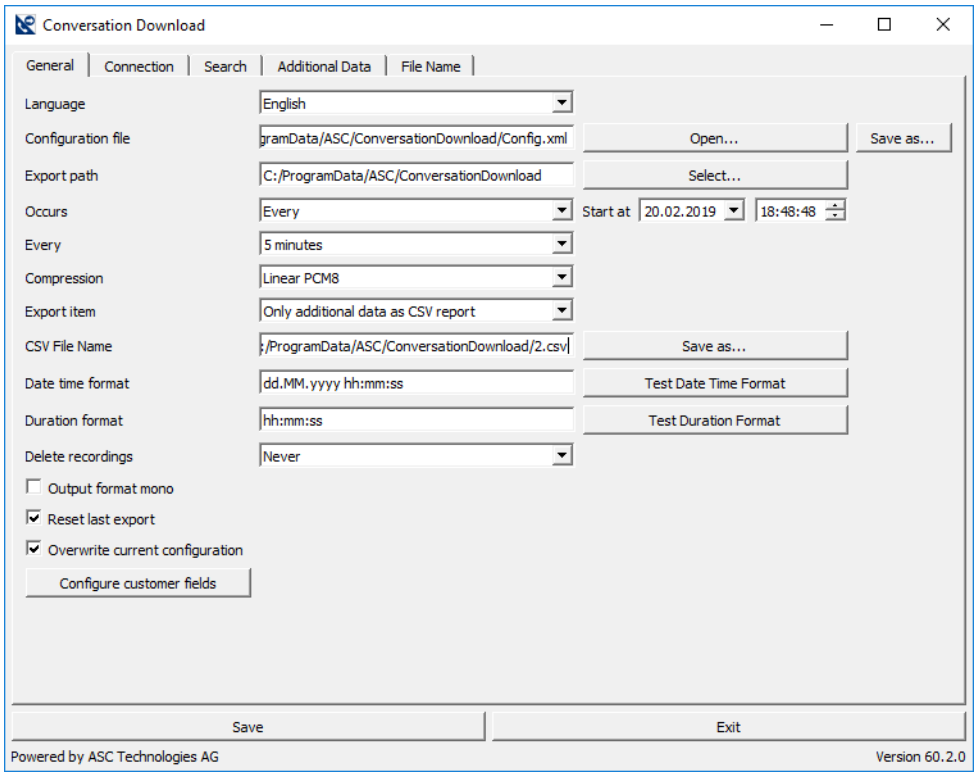

Fig. 5: Tab General

Language	Select the language. The following languages are available: • German • English • Spanish
Configuration file	Select the storage location of the configuration file. You can save and load different configuration files to run individualized searches or create several client users for this client computer. To use a different configuration file for the export, proceed as follows: 1. Load the configuration file which is supposed to be used for the export. 2. Activate the option *Overwrite current configuration*. 3. Click on the button *Save* to save the currently loaded configuration file for the export.
Export path	Select the output location for the download files.
Occurs	Select how often the data is supposed to be exported. The following modes are available: • Immediately Upon clicking on the button *Save*, the data is exported immediately. • Once Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon to open the calendar. Upon clicking on the button *Save*, the data is exported once.

	• Every Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon to open the calendar. Select a minute interval under *Ever*. Upon clicking on the button *Save*, the data is exported in the selected interval. • Daily Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon to open the calendar. Upon clicking on the button *Save*, the data is exported daily. • Weekly Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon to open the calendar. Upon clicking on the button *Save*, the data is exported weekly. • Monthly Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon to open the calendar. Upon clicking on the button *Save*, the data is exported monthly. If no other file has been saved, the service uses the configuration file *C:\ProgramData\ASC\ConversationDownload*.
Every	The field to select a minute interval only appears if the option *Every* has been selected under *Occurs*. The following intervals are available: • 5 minutes • 10 minutes • 15 minutes • 30 minutes • 60 minutes
Compression	Select which type of compression is supposed to be used: • G.711 A-law • G.711 µ-law • G.729 • Linear PCM8 • Linear PCM16 The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space.
Export item	Select which data is supposed to be exported: • WAVE data and additional data • Only WAVE data • Only additional data • Only additional data as CSV report

	If additional data is supposed to be exported, it has to be selected in the tab *Additional Data*.
CSV file name	This option only appears if the option *Only additional data as CSV report* has been selected under *Export item*. Select the storage location and the file name for the CSV report of the additional data. You can save different report files. To use a new output file for the export, proceed as follows: 1. Activate the option *Reset last export*. 2. Activate the option *Overwrite current configuration*. 3. Click on the button *Save As* and define the new storage location and/or the file name. 4. Click on the button *Save* to save the current configuration.
Date time format	Select which date format and time format is supposed to be used for the additional data (tab *Additional Data* and *File Name*). Click on the button *Test Date Time Format* to check the selected date time format in advance.
Duration format	Select which format is supposed to be used for the duration of the conversation. Click on the button *Test Duration Format* to check the selected format in advance.
Delete recordings	Select when the exported recordings are supposed to be deleted: • Never • After Enter the time directly via the keyboard or via the arrow keys.
Output format mono	All audio recordings are converted into digital signals. Generally, either *stereo* or *mono* can be selected for every output format. If *stereo* is used, the audio data is saved as originally recorded. If *mono* is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example. Activate the check box to export the audio data as *mono*.
Reset last export	Activate the check box to reset the last export. All parameters are written anew.
Overwrite current configuration	Activate the check box if you would like to use the currently loaded configuration file for the export.
Configure customer fields	In the Download Client, you can use all customer-specific additional data which have been configured in the application System Configuration in the Additional Data module. **NOTICE! They are not compared against the display name configured in the Additional Data module!** You can configure a differing display name for each language. Activate all customer fields that you would like to use to search, export or rename files. The additional customer data are displayed in the tabs *Search*, *Additional Data*, and *File Name* in the category *Additional Customer Data*. 1. Click on *Configure customer fields*. 2. From the drop-down list, select one of the available customer fields and enter a display name in the corresponding field. 3. Activate the option *Display customer fields* for all customer fields that you would like to use.

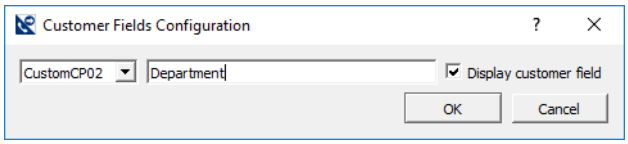

Fig. 6: Configure customer fields

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

6.2 Tab Connection

Here, you can display and edit the connection data to the app server.

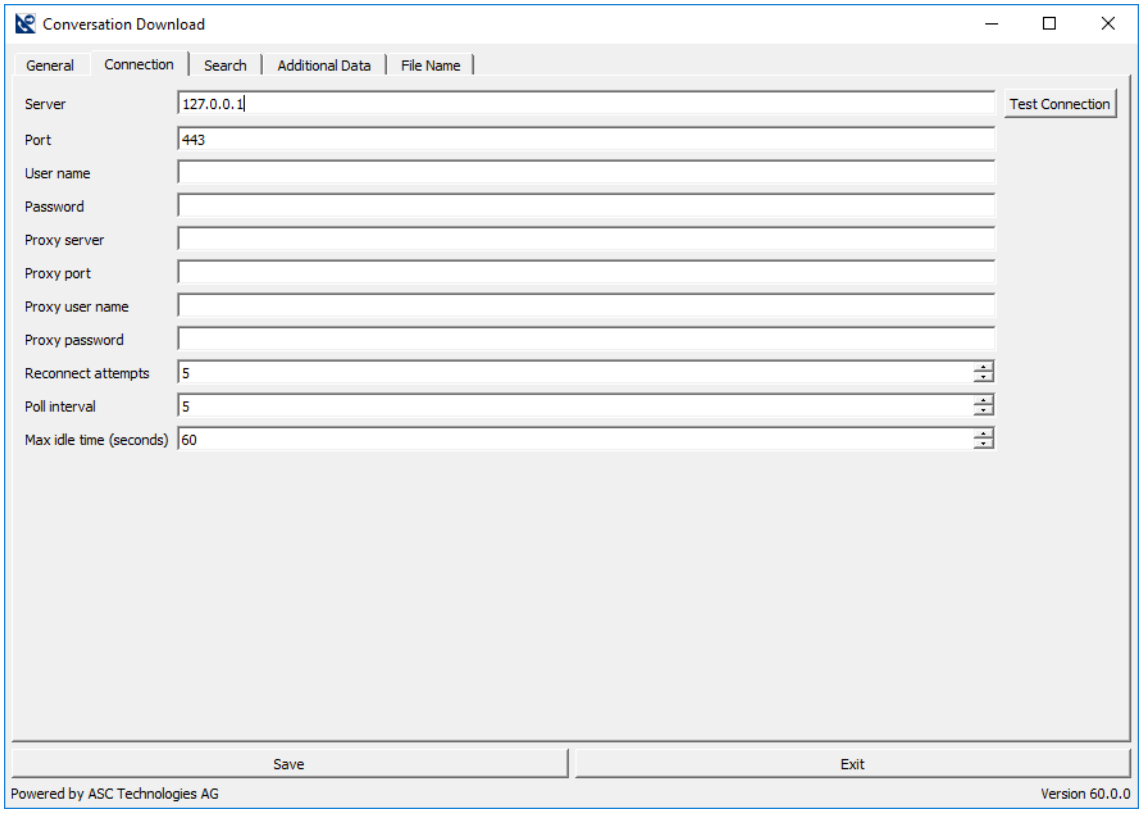

Fig. 7: Tab Connection

Server	Enter the address of the app server. Click on the button *Test Connection* to check the connection to the app server.
Port	Enter the value for the port of the HTTPS connection of the app server. Default value: 443
User name	Enter your *neo* user name.
Password	Enter your *neo* user password.
Proxy server	Enter the address of the proxy server (if available).
Proxy port	Enter the port of the proxy server.
Proxy user name	Enter your proxy user name.
Proxy password	Enter your proxy password.
Reconnect attempts	Enter the number of attempts made to connect to the app server.
Poll interval	Enter the time in seconds before the next poll interval is supposed to start.

	Default value: 5 seconds
Max. idle time (seconds)	Enter the time in seconds before the next export is supposed to start in case the connection to the app server has been lost. If the connection cannot be established again during this period of time, the export is discarded. The export will be triggered again at a later moment.

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

6.3 Tab Search

For the search, different search criteria are available which are divided in several search categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

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

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

not in	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 several values can be entered, enter the value directly in the entry field via the keyboard and click on the button *Add* on the right of the entry field.
  To remove a value from the list, click on the button *Remove* on the right of the value.
- If entering a date is required, enter the date directly via the keyboard or via the icon ▾.

In the tab *General*, activate the check box *Reset last export* to reset the export parameters.

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

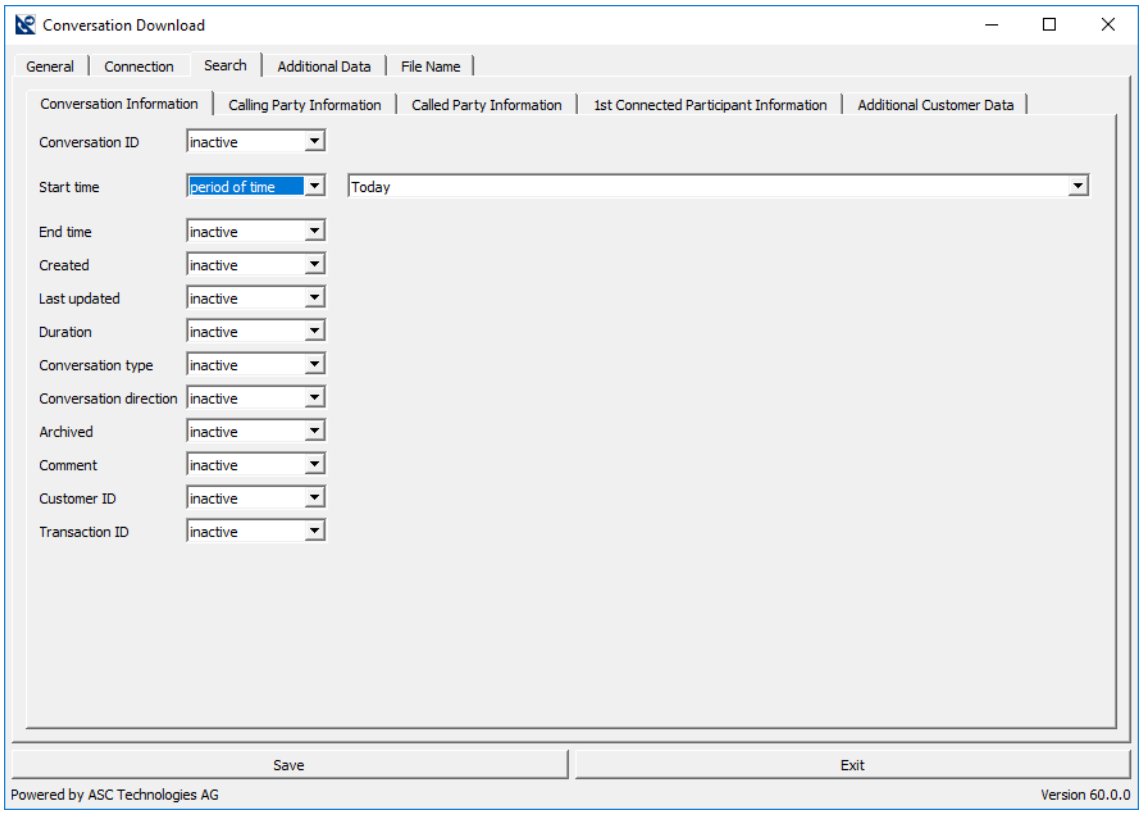

Fig. 8: Tab Search - Conversation Information

Conversation Information	
Conversation ID	Filters for the conversation ID.
Start time	Filters for the start time of the conversation.
End time	Filters for the end time of the conversation.
Created	Filters for the creation date of the conversation.
Last updated	Filters for the date when the conversation was changed for the last time.
Duration	Filters for the duration of the conversation.

Conversation Type	Filters for the conversation type: • Conversation • Work Item • Text • Chat • E-mail
Conversation direction	Filters for the conversation direction: • Unknown • Incoming • Outgoing • Internal
Archived	Filters for the parameter of whether the conversation has been archived. • archived • not archived
Comment	Filters for a comment
Customer ID	Filters for the customer ID.
Transaction ID	Filters for the transaction ID.

Calling Party Information

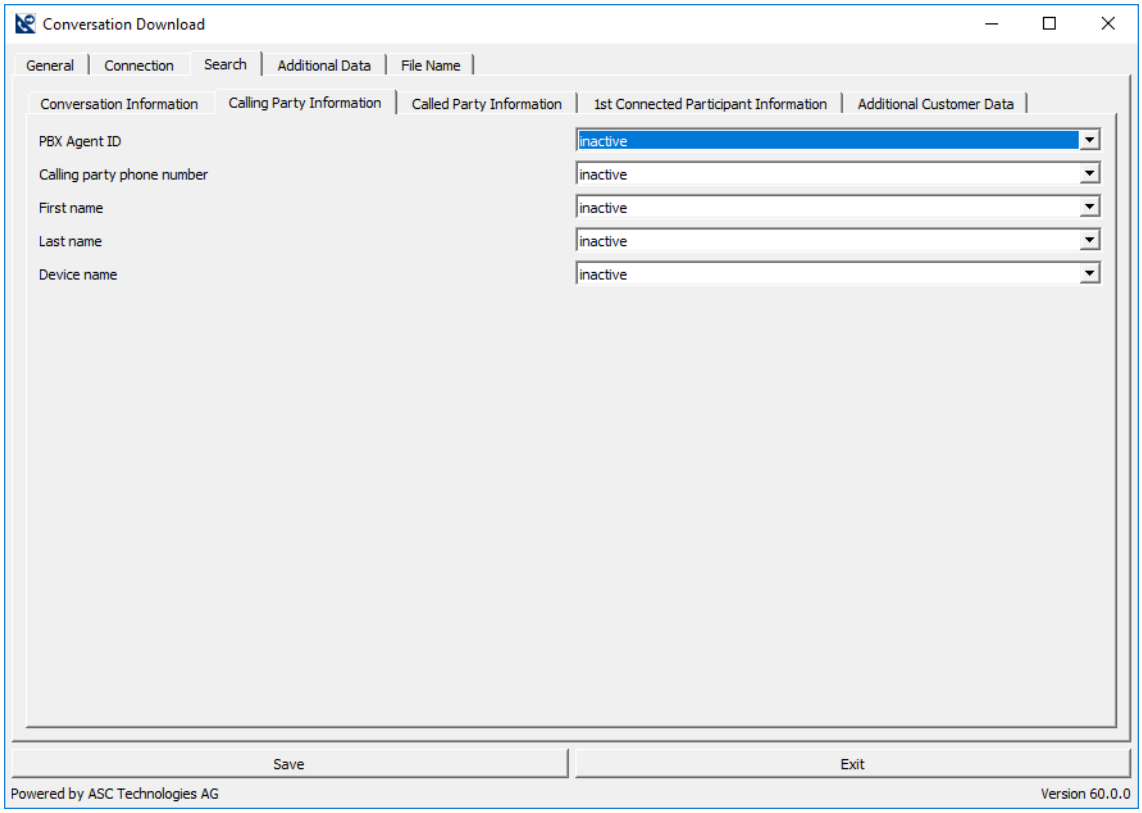

Fig. 9: Tab Search - Calling Party Information

Calling Party Information	
PBX Agent ID	Filters for the PBX Agent ID of the calling party.
Calling party phone number	Filters for the phone number of the calling party.

First name	Filters for the first name of the calling party.
Last name	Filters for the last name of the calling party.
Device name	Filters for the device name of the turret or of the phone of the calling party.

Called Party Information

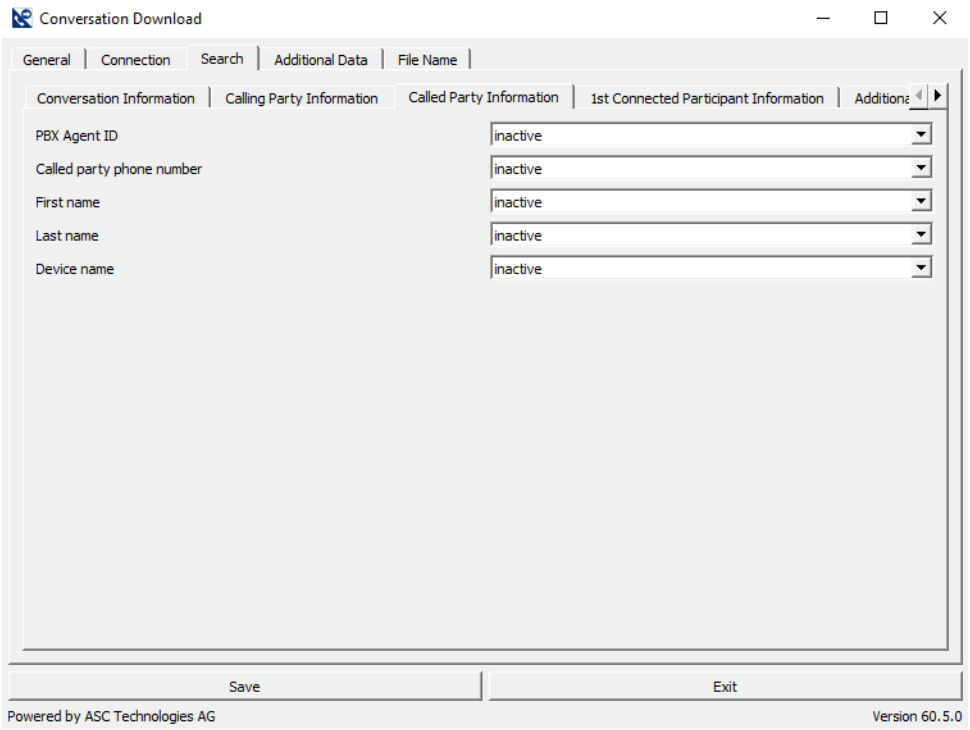

Fig. 10: Tab Search - Called Party Information

Called Party Information	
PBX Agent ID	Filters for the PBX Agent ID of the called party.
Called party phone number	Filters for the phone number of the called party.
First name	Filters for the first name of the called party.
Last name	Filters for the last name of the called party.
Device name	Filters for the device name of the turret or of the phone of the called party.

1st-Connected Participant Information

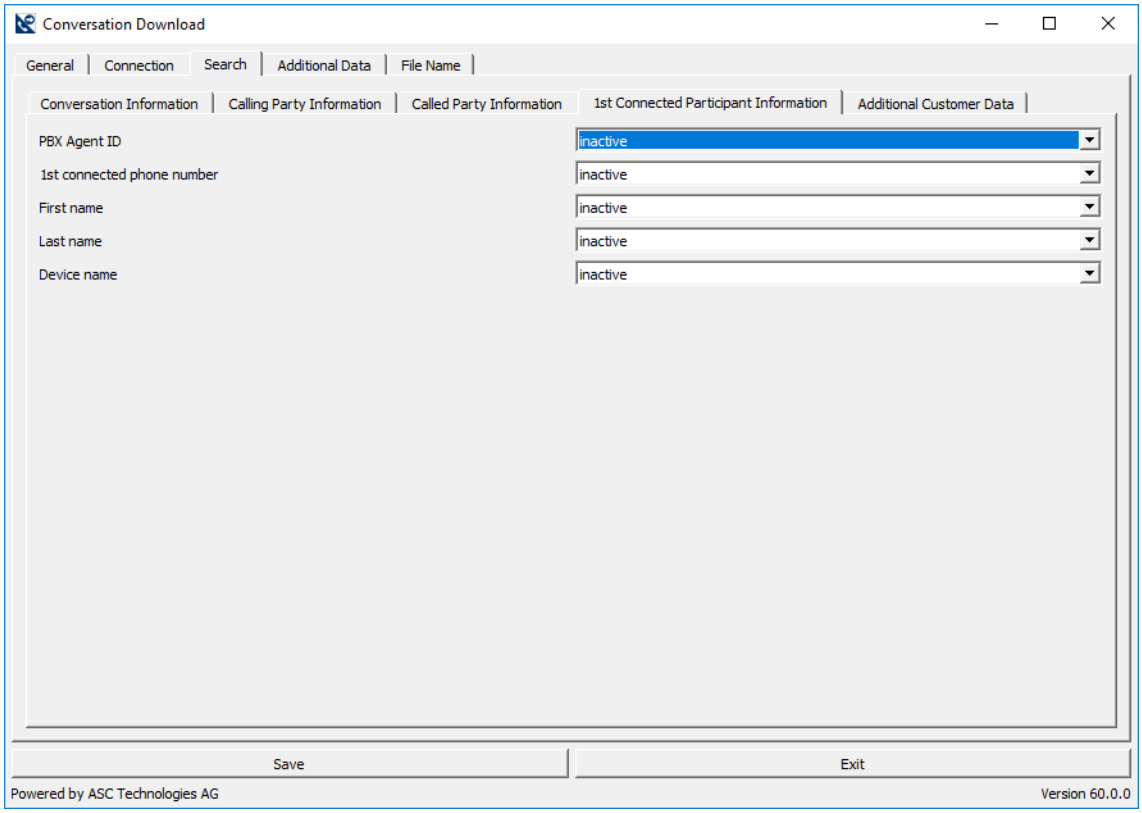

Fig. 11: Tab Search - 1st-Connected Participant Information

1st-Connected Participant Information	
PBX Agent ID	Shows the PBX Agent ID of the 1st connected.
1st-connected phone number	Shows the phone number of the 1st connected.
First name	Filters for the first name of the 1st connected.
Last name	Filters for the last name of the 1st connected.
Device name	Filters for the device name of the turret or of the phone of the 1st connected.

Additional Customer Data

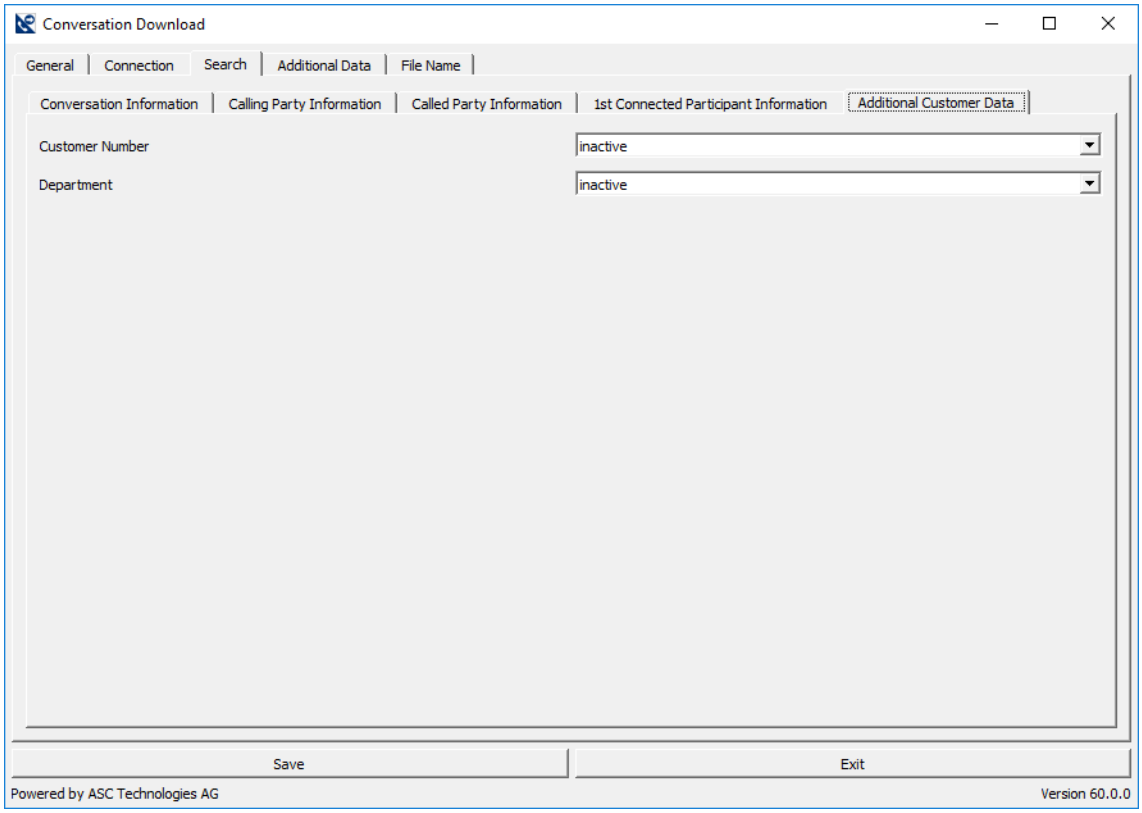

Fig. 12: Tab Search - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the Download Client in the tab *General* under *Configure customer fields*.

6.4 Tab Additional Data

Here, you can select which additional data is supposed to be exported.

The additional data is sorted into the following categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

Select a value by activating the respective check box.

In the tab *General*, activate the check box *Reset last export* to reset all export parameters (search parameters and selection of additional data).

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

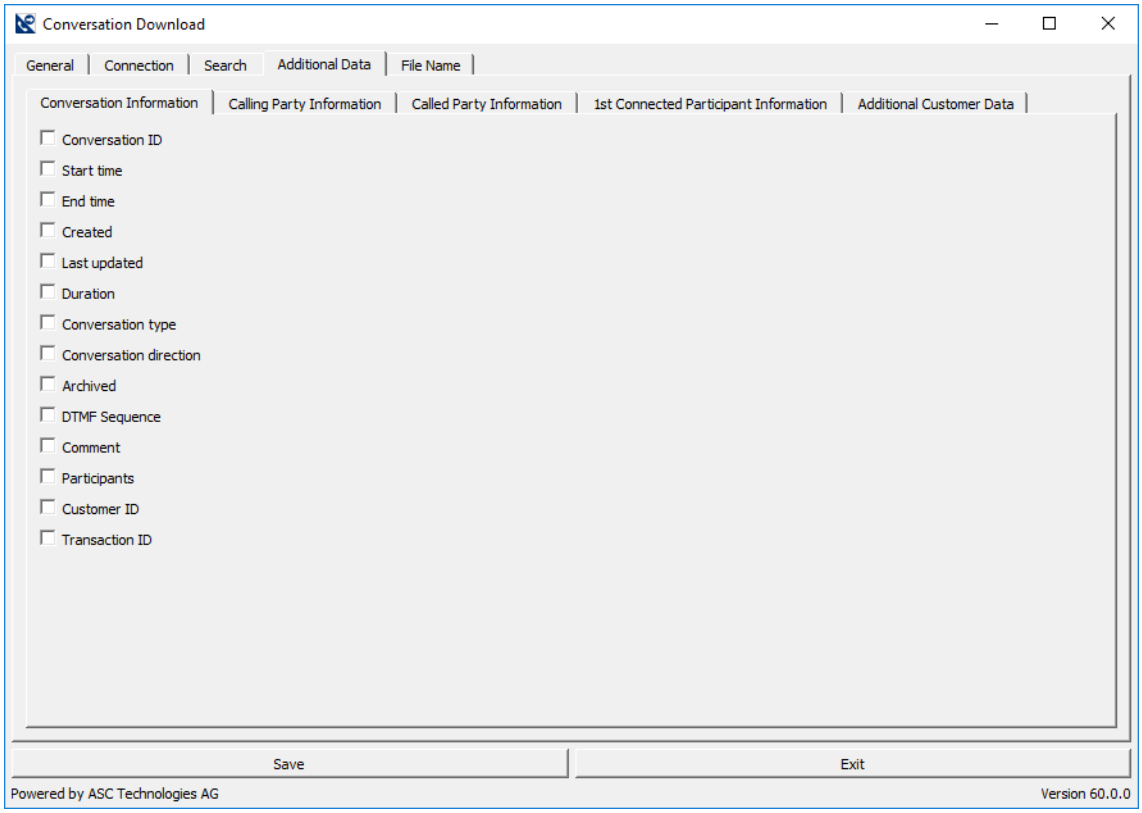

Fig. 13: Tab Additional Data - Conversation Information

The following additional data can be selected to be exported:

- Conversation ID
- Start time
- End time
- Created
- Last updated
- Duration
- Conversation type
- Conversation direction
- Archived
- DTMF sequences
- Comment
- Participant
- Customer ID
- Transaction ID

Calling Party Information

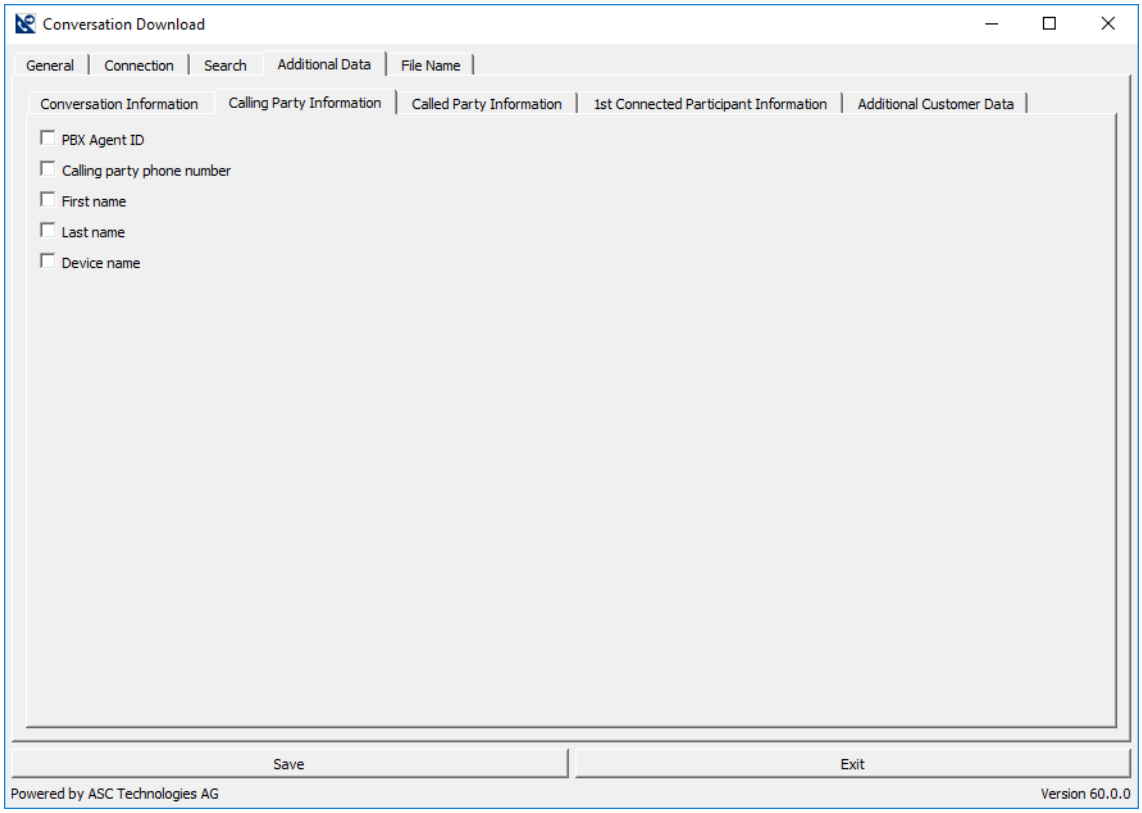

Fig. 14: Tab Additional Data - Calling Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Calling party phone number
- First name
- Last name
- Device name

Called party information

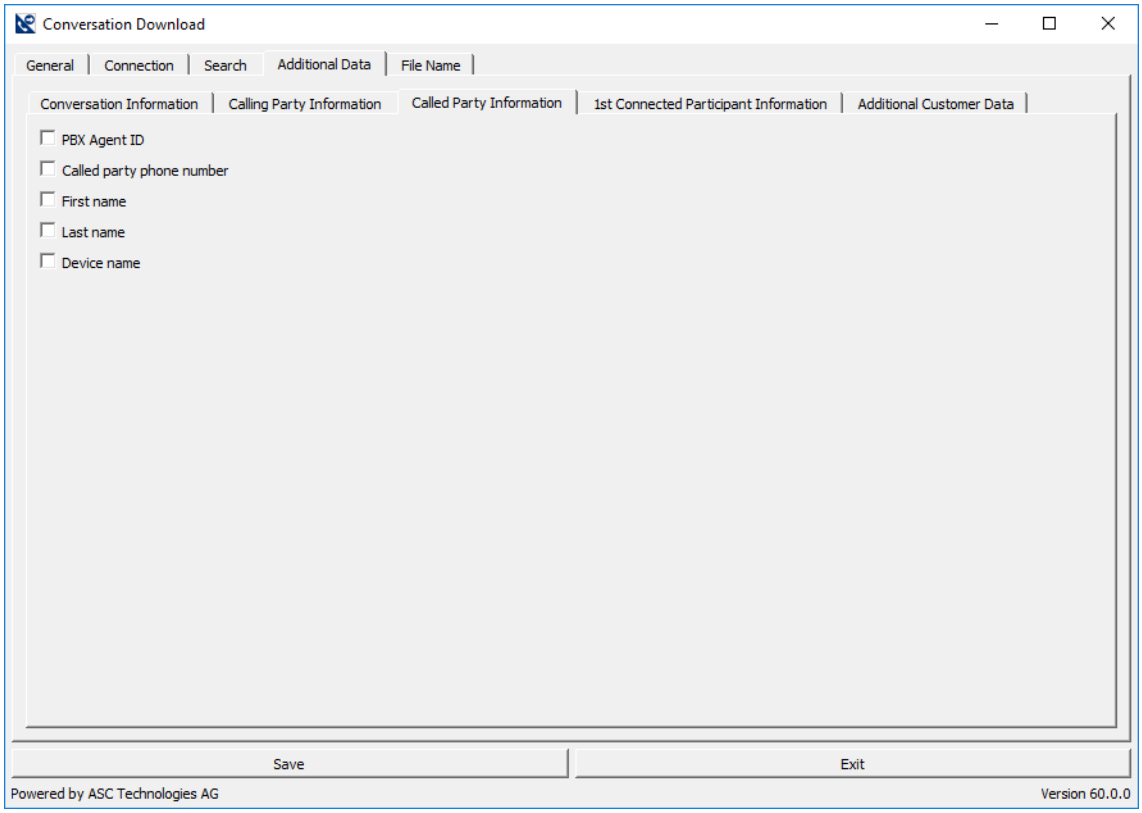

Fig. 15: Tab Additional Data - Called Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Called party phone number
- First name
- Last name
- Device name

1st-Connected Participant Information

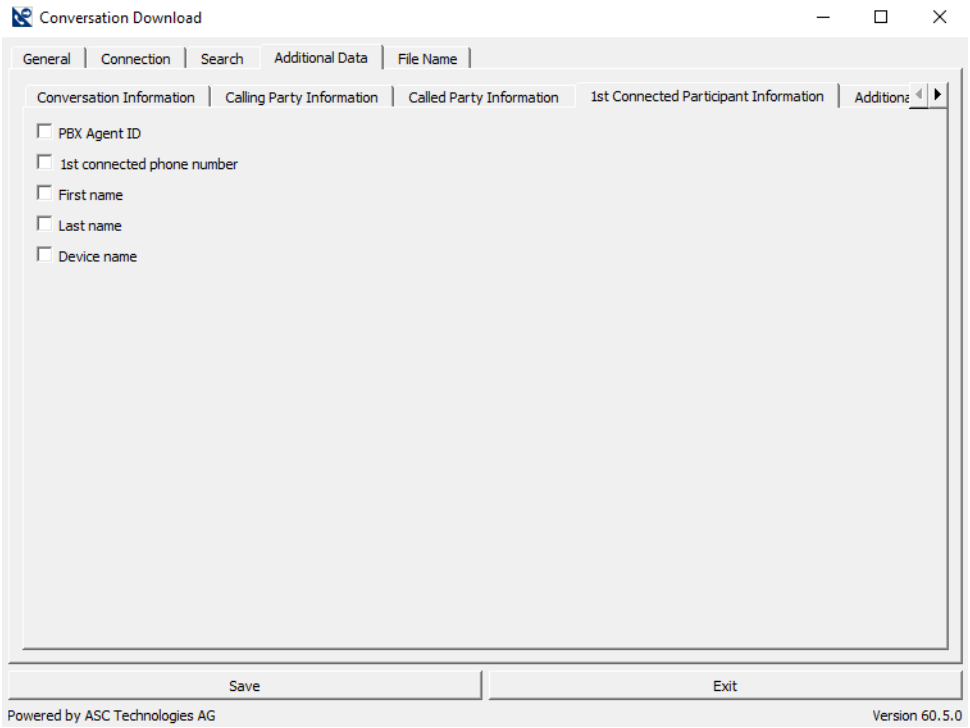

Fig. 16: Tab Additional Data - 1st-Connected Participant Information

The following additional data can be selected to be exported:

- PBX Agent ID
- 1st connected phone number
- First name
- Last name
- Device name

Additional Customer Data

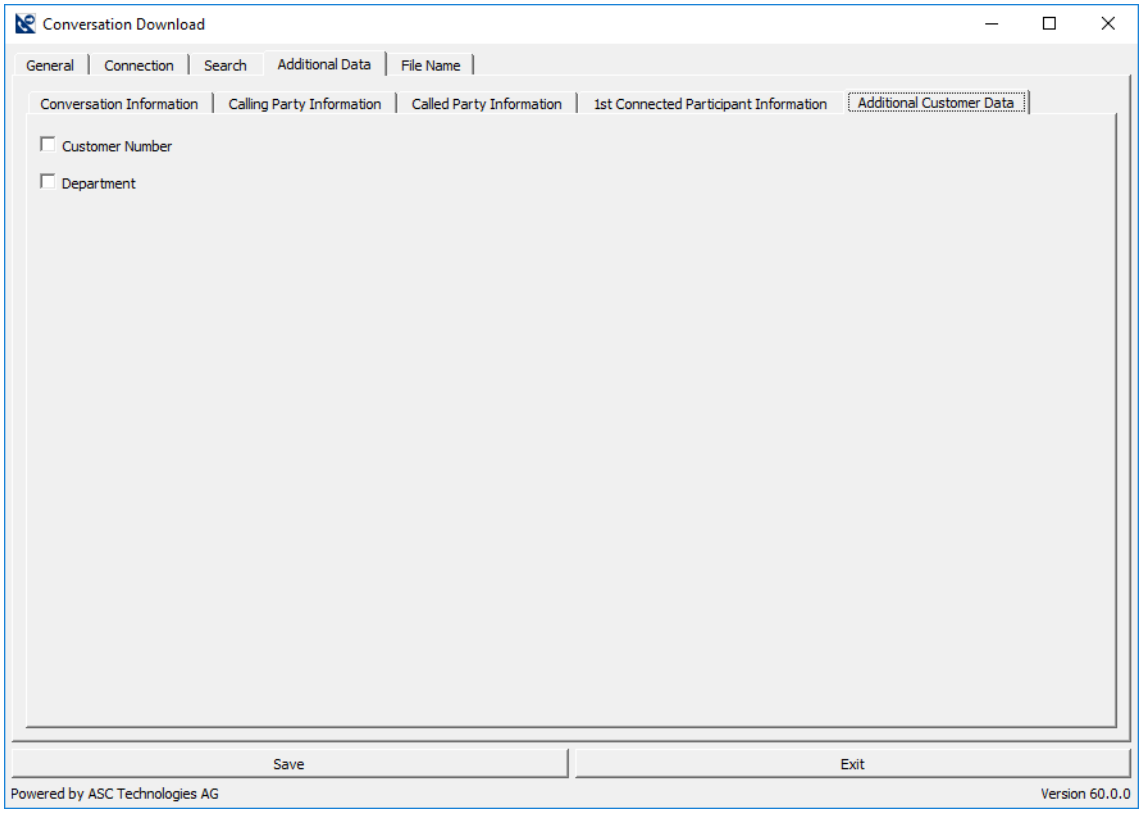

Fig. 17: Tab Additional Data - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the Download Client in the tab *General* under *Configure customer fields*.

6.5 Tab File Name

Here, you can select which information (additional data) is supposed to be saved in the file name. The individual pieces of information are separated from the next by means of underscores (e. g. Fred_Müller_PC01.wave) You can determine the order in which the information is displayed in the file name by selecting the parameters in the same order.

The information about the file name is sorted into the following categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

Select a value by activating the respective check box.

In the tab *General*, activate the check box *Reset last export* to reset all export parameters (search parameters and selection of additional data).

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

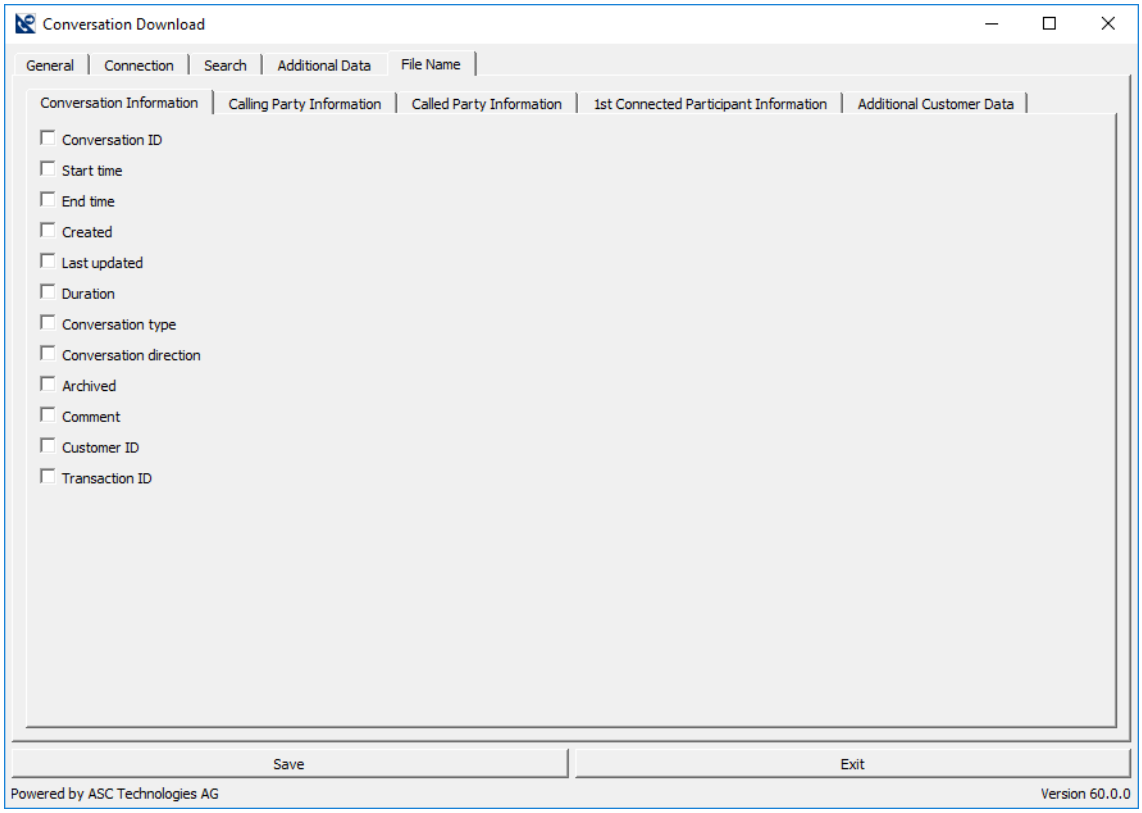

Fig. 18: Tab File Name - Conversation Information

The following additional data can be selected to be exported:

- Conversation ID
- Start time
- End time
- Created
- Last updated
- Duration
- Conversation type
- Conversation direction
- Archived
- Comment
- Customer ID
- Transaction ID

Calling Party Information

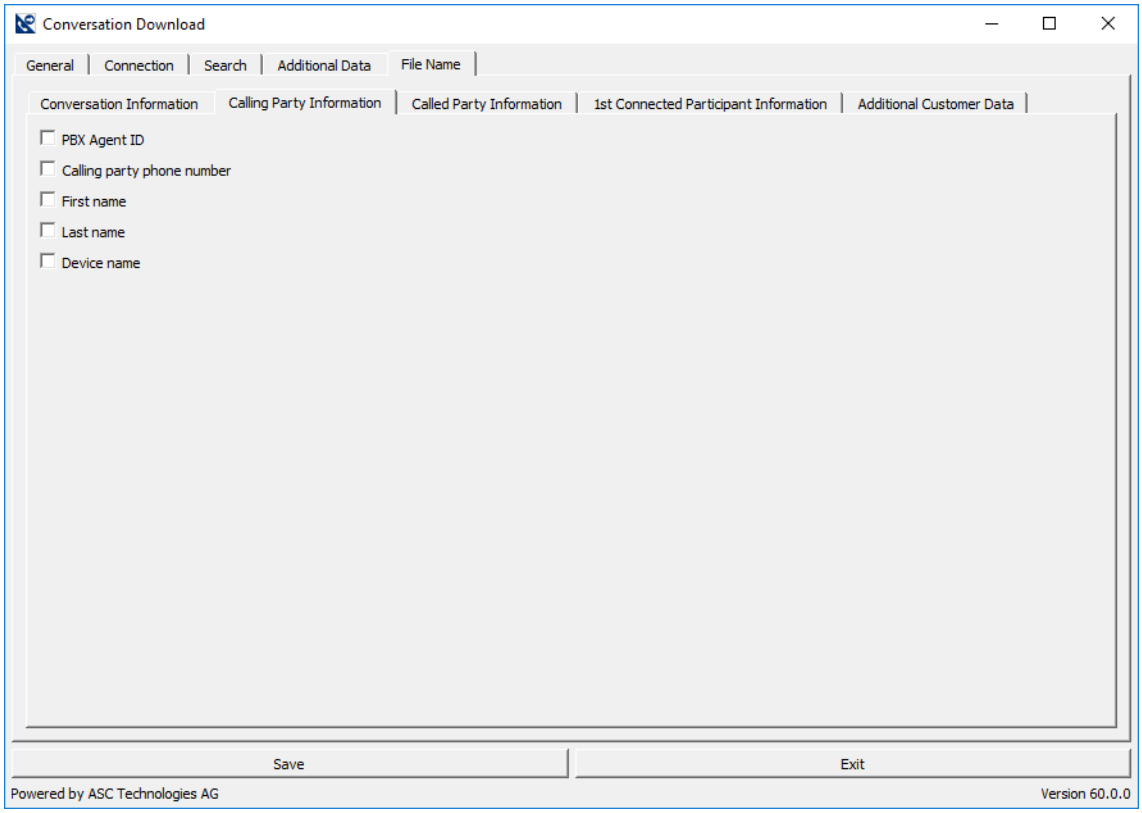

Fig. 19: Tab File Name - Calling Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Calling party phone number
- First name
- Last name
- Device name

Called Party Information

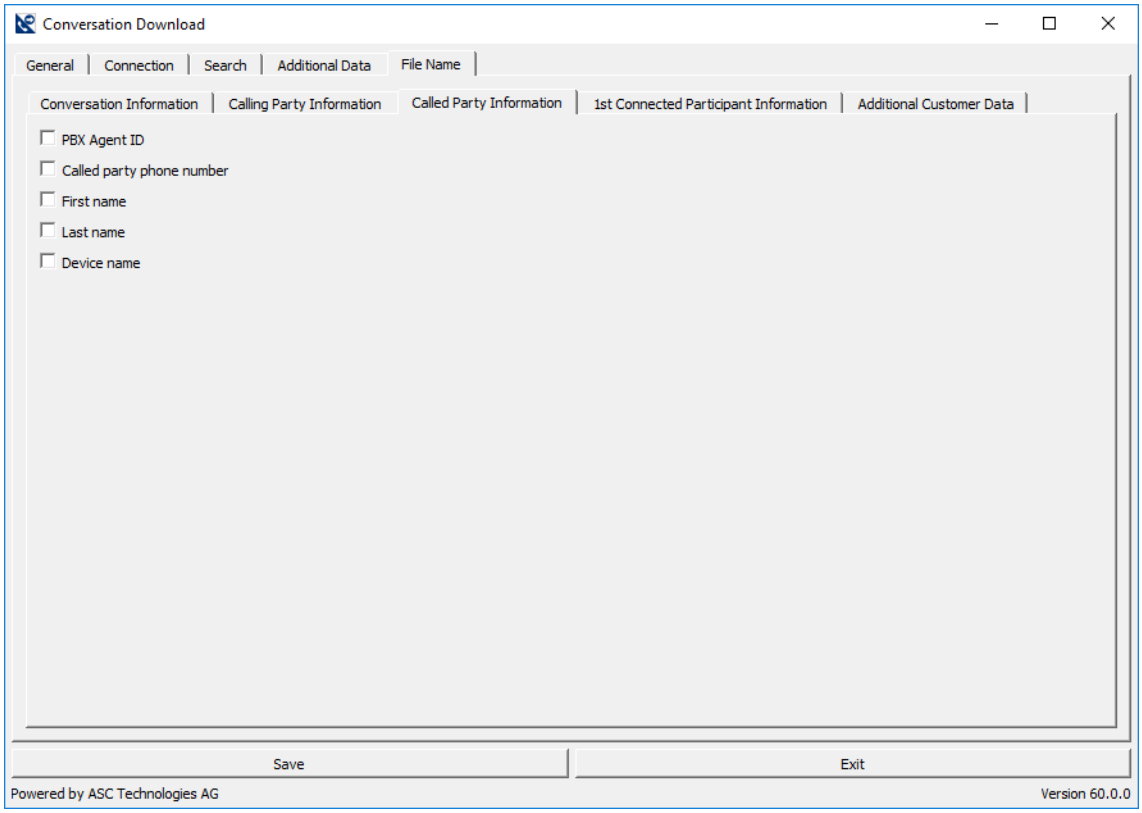

Fig. 20: Tab File Name - Called Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Called party phone number
- First name
- Last name
- Device name

1st-Connected Participant Information

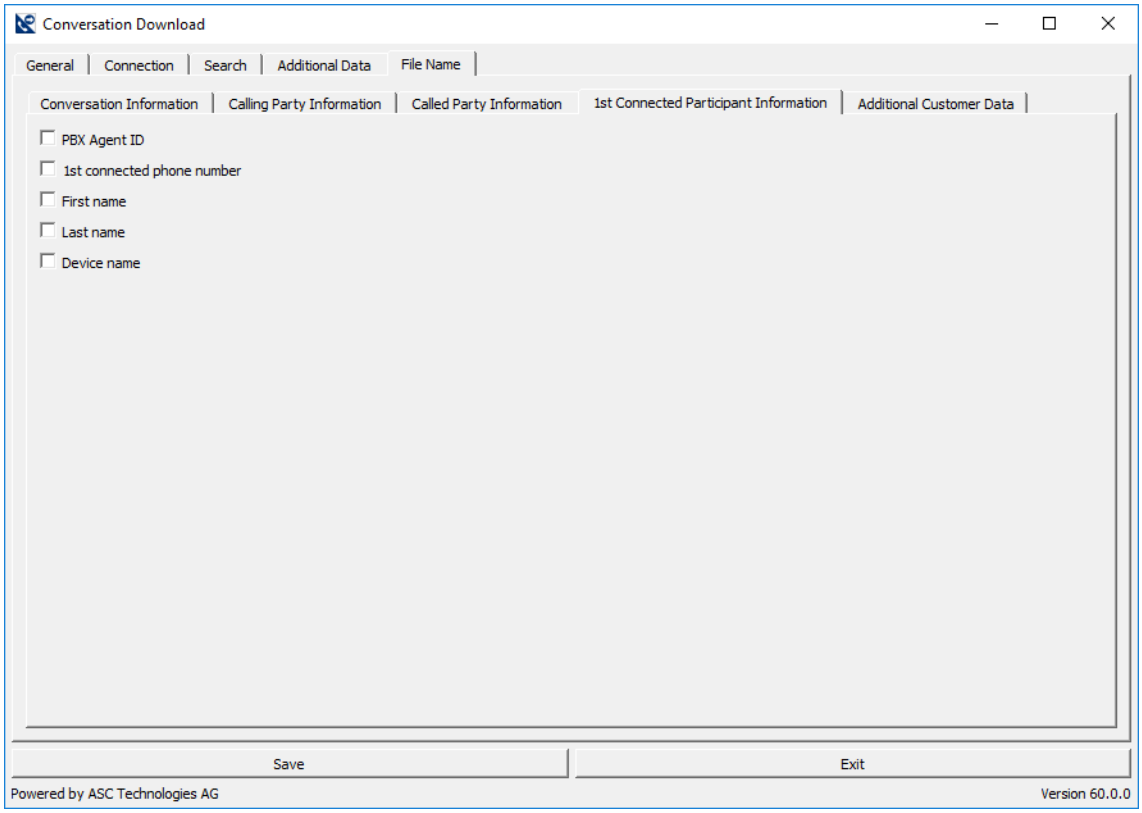

Fig. 21: Tab File Name - 1st-Connected Participant Information

The following additional data can be selected to be exported:

- PBX Agent ID
- 1st connected phone number
- First name
- Last name
- Device name

Additional Customer Data

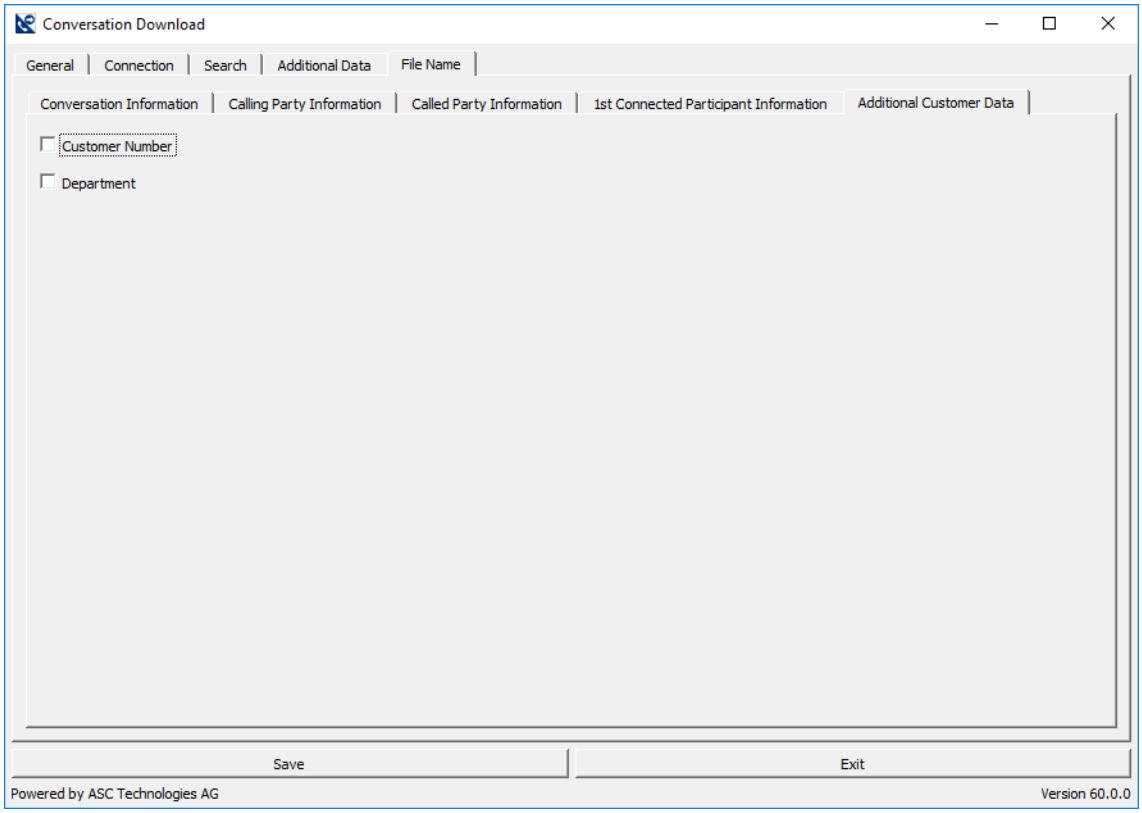

Fig. 22: Tab File Name - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the Download Client in the tab *General* under *Configure customer fields*.

6.6 Start download

The download begins upon saving the configuration in the tab *General*. Depending on the amount of data, this may take several minutes.

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Glossary

App server

Application server or web server. In the system architectures: the server on which the Enterprise Core and the GlassFish software have been installed.

HTTPS

Hypertext Transfer Protocol Secure (HTTPS) is an extension of the Hypertext Transfer Protocol (HTTP). It is used for secure communication over a computer network, and is widely used on the Internet. In HTTPS, the communication protocol is encrypted using Transport Layer Security (TLS), or, formerly, its predecessor, Secure Sockets Layer (SSL). (Source: Wikipedia 23rd October 2019)

OAuth

OAuth is an open standard for access delegation, commonly used as a way for Internet users to grant websites or applications access to their information on other websites but without giving them the passwords. (Source: Wikipedia 19th August 2020)

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)

XML

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

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