

Usage Download Client



User manual

4/9/2021

Product line neo, version 6.x

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

EVOLUTIONneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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>.

Copyright © 2021 ASC Technologies AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. VMware® is a registered trademark of VMware, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

1	General information	4
2	Introduction	5
3	System requirements.....	6
4	Licenses	7
5	Start application	8
5.1	Login server settings	8
5.2	Login proxy settings	8
5.3	Login OAuth settings.....	9
6	Usage	10
6.1	Tab General	11
6.2	Tab Connection.....	15
6.3	Tab Service	16
6.4	Tab Log File	16
6.5	Tab Search.....	17
6.6	Tab Additional Data.....	23
6.7	Tab File Name.....	28
6.8	Start download	33
	Glossary	36
	Index.....	37

1

General information

In the context of this document ASC represents ASC Technologies AG, its subsidiaries, branch offices, and distributors. An up-to-date overview of the aforementioned entities can be found at <https://www.asctechnologies.com>

ASC assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in the manuals.

ASC regularly checks the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded. Necessary revisions are included in subsequent editions.

Some aspects of the ASC technology are described in general terms to protect the ownership and the confidential information or trade secrets of ASC.

The software programs and the manuals of ASC are protected by copyright law. All rights on the manuals are reserved including the rights of reproduction and multiplication of any kind, be it photo mechanical, typographical or on digital data media. This also applies to translations. Copying the manuals, completely or in parts, is only allowed with written authorization of ASC.

Representative, if not defined otherwise, is the technical status at the time of the delivery of the software, the devices and the manuals of ASC. Technical changes without specified announcements are reserved. Previous manuals lose their validity.

The general conditions of sales and delivery of ASC in their latest version apply.

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 web service of neo.

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. 11](#).

The configuration is saved in an [XML](#) file and read out by the service *ASC Download Client*.

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. 11](#).
- Connection
Configure the connection data such as the server address, user name and password etc.
See [chapter "Tab Connection", p. 15](#).
- Search
Configure which additional data is supposed to be searched.
See [chapter "Tab Search", p. 17](#).
- Additional Data
Configure which additional data is supposed to be exported.
See [chapter "Tab Additional Data", p. 23](#).
- File Name
Configure which additional data is supposed to be saved in the file name upon exporting.
See [chapter "Tab File Name", p. 28](#).

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

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.

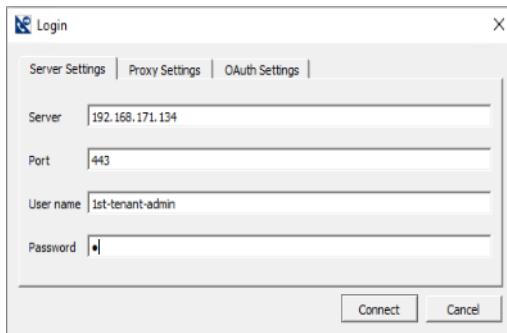


Fig. 1: Program icon

There are different login windows for different scenarios.

5.1

Login server settings



The 'Login' window has three tabs: 'Server Settings', 'Proxy Settings', and 'OAuth Settings'. The 'Server Settings' tab is active. It contains four input fields: 'Server' (192.168.171.134), 'Port' (443), 'User name' (1st-tenant-admin), and 'Password' (masked with dots). At the bottom right are 'Connect' and 'Cancel' buttons.

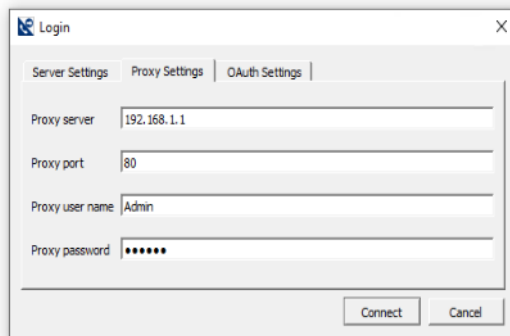
Fig. 2: Login window Server Settings

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

5.2

Login proxy settings

For specific customer requirements, proxy settings can be configured for the login.



The 'Login' window has three tabs: 'Server Settings', 'Proxy Settings', and 'OAuth Settings'. The 'Proxy Settings' tab is active. It contains four input fields: 'Proxy server' (192.168.1.1), 'Proxy port' (80), 'Proxy user name' (Admin), and 'Proxy password' (masked with dots). At the bottom right are 'Connect' and 'Cancel' buttons.

Fig. 3: Login Proxy Settings

1. Enter the proxy server address, e. g. 192.168.1.1
2. Enter the proxy port, e. g. 80
3. Enter the proxy user name and the proxy password. Both are predefined by the customer.
4. Click on the button *Connect*.

5.3 Login OAuth settings

Login via [OAuth](#) is optional.

Precondition for this function:

For users to be able to log in via [OAuth2](#), the [OAuth2](#) parameters must have been defined during the installation of the Download Client and the method must have been activated in the application System Configuration by the system provider.



For information about the installation of the Download Client via MSI refer to the installation manual for tenants *Installation Download Client*.

Alternatively, login via [OAuth2](#) can also be configured by the user subsequently, see [chapter "Tab Connection", p. 15](#).

As a result, a customer-specific [OAuth](#) authentication website will open in the default browser upon logging in where users can authenticate.

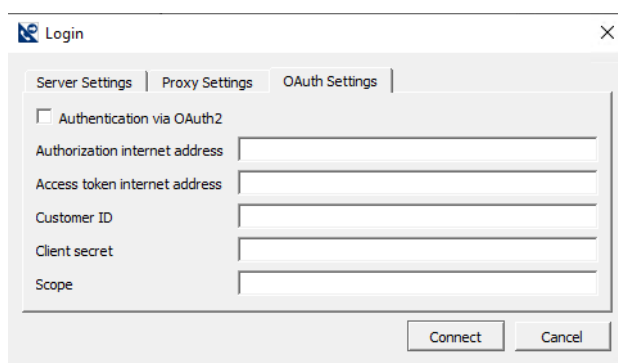
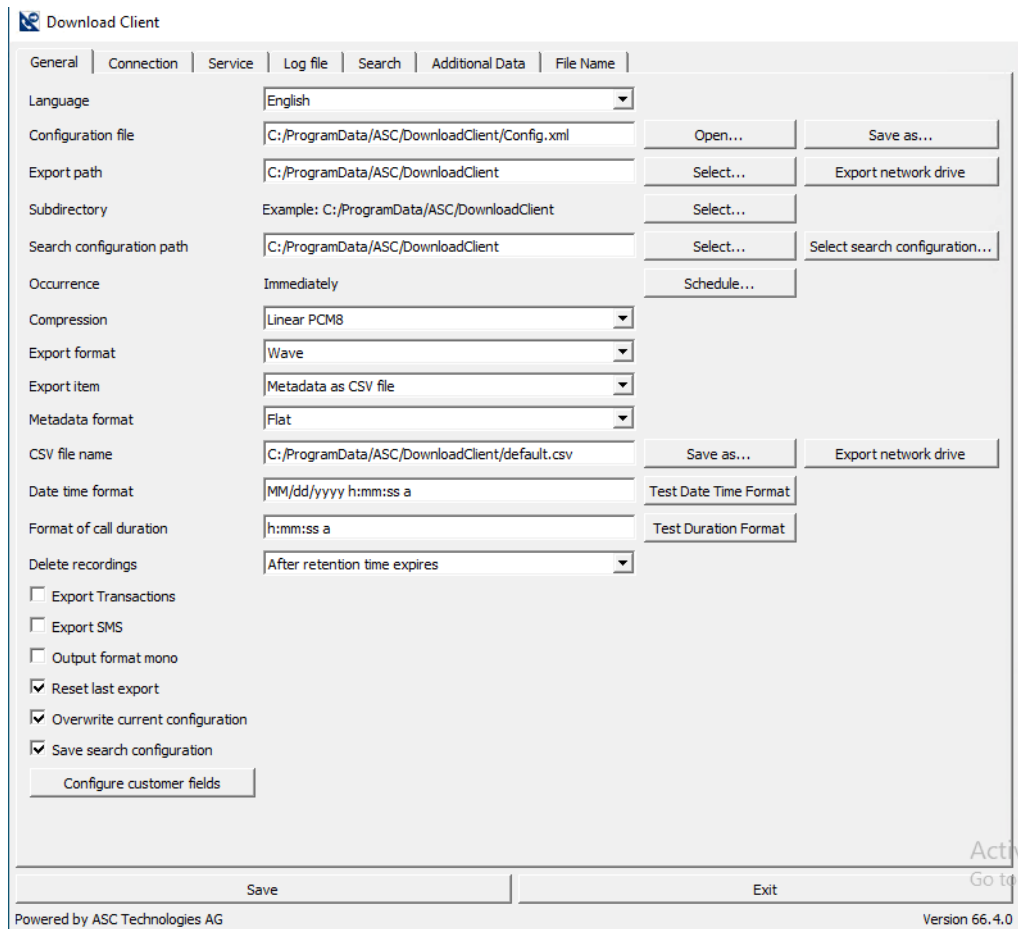


Fig. 4: Login - OAuth settings

1. If the system provider has configured the [OAuth](#) login previously, the login data from the MSI installation file is used. Otherwise, enter the customer-specific parameters.
 2. Click on the button *Connect*.
- ⇒ If the [OAuth](#) login has been successful, the customer-specific [OAuth](#) authorization website opens and users can authenticate once again. The website may be closed after that.

Upon logging in successfully, the application Download Client opens.



The screenshot shows the 'Download Client' application window with the 'General' tab selected. The interface includes a menu bar (General, Connection, Service, Log file, Search, Additional Data, File Name) and a main configuration area with various settings and buttons.

Setting	Value	Buttons
Language	English	
Configuration file	C:/ProgramData/ASC/DownloadClient/Config.xml	Open... Save as...
Export path	C:/ProgramData/ASC/DownloadClient	Select... Export network drive
Subdirectory	Example: C:/ProgramData/ASC/DownloadClient	Select...
Search configuration path	C:/ProgramData/ASC/DownloadClient	Select... Select search configuration...
Occurrence	Immediately	Schedule...
Compression	Linear PCM8	
Export format	Wave	
Export item	Metadata as CSV file	
Metadata format	Flat	
CSV file name	C:/ProgramData/ASC/DownloadClient/default.csv	Save as... Export network drive
Date time format	MM/dd/yyyy h:mm:ss a	Test Date Time Format
Format of call duration	h:mm:ss a	Test Duration Format
Delete recordings	After retention time expires	
<input type="checkbox"/> Export Transactions <input type="checkbox"/> Export SMS <input type="checkbox"/> Output format mono <input checked="" type="checkbox"/> Reset last export <input checked="" type="checkbox"/> Overwrite current configuration <input checked="" type="checkbox"/> Save search configuration <input type="button" value="Configure customer fields"/>		

At the bottom, there are 'Save' and 'Exit' buttons. The footer indicates 'Powered by ASC Technologies AG' and 'Version 66.4.0'.

Fig. 5: Welcome screen

6.1

Tab General

Here, you can display and edit general information.

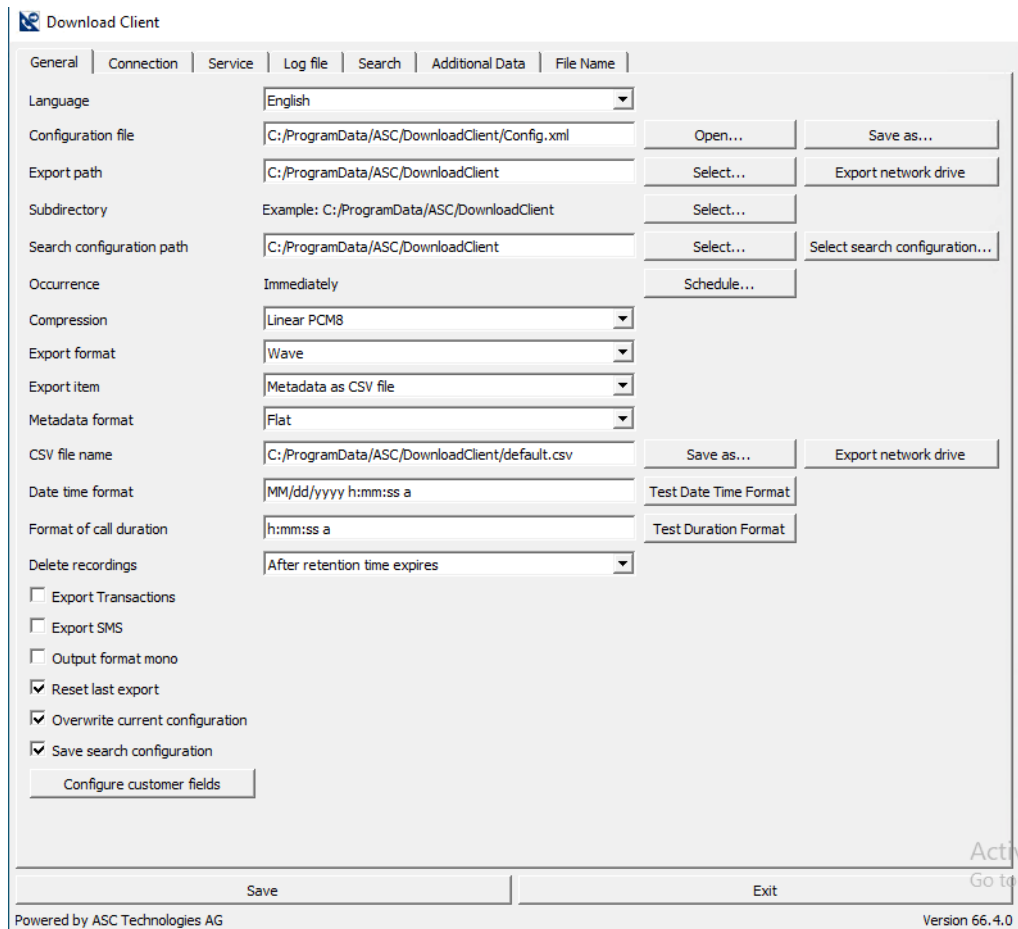


Fig. 6: Tab General (example)

Language	Select the language in which the interface of the Download Client is supposed to be displayed.
Configuration file	<p>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:</p> <ol style="list-style-type: none"> 1. Load the configuration file which is supposed to be used for the export. 2. Activate the option <i>Overwrite current configuration</i>. 3. Click on the button <i>Save</i> to save the currently loaded configuration file for the export.
Export path	<p>Select the output location for the download files.</p> <p>By clicking on the button <i>Export network drive</i>, a dialog window opens where the respective network parameters can be entered. By clicking on the button <i>Connect</i>, the connection is checked. If the check is successful, exports are saved on the drive.</p>
Subdirectory	Select a subdirectory.
Search configuration path	<p>Select the path for search entries and the search configuration.</p> <ol style="list-style-type: none"> 4. To be able to use searches created in <i>neo</i> for searches in the Download Client as well, click on the button <i>Select search configuration</i>.

5. In the window *Save Search Configuration* in the drop-down list *Search entries*, select the configuration you would like to use and confirm your entries by clicking on the button *OK*.
 6. Activate the check box *Save search configuration* in the tab *General* and click on the button *Save* to save your entries.
- ⇒ The configured search entries are displayed in the tabs of the search.

Occurrence

Select how often the data is supposed to be exported. Click on the button *Schedule* to define when the recurrence pattern of the export. 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 minute*

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*. The following intervals are available:

- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes
- 60 minutes

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.

	<p>If no other file has been saved, the service uses the configuration file <i>C:/ProgramData/ASC/DownloadClient/Config.xml</i>.</p>
<i>Compression</i>	<p>Select which type of compression is supposed to be used:</p> <ul style="list-style-type: none"> • G.711 A-law • G.711 μ-law • G.729 • Linear PCM8 • Linear PCM16 <p>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.</p>
<i>Export format</i>	<p>Select an export format:</p> <ul style="list-style-type: none"> • WAVE • CSV • MP3 • XML
<i>Export item</i>	<p>Select which data is supposed to be exported:</p> <ul style="list-style-type: none"> • WAVE data and additional data • Only WAVE data • Only additional data • Metadata as CSV file <p>If additional data is supposed to be exported, it has to be selected in the tab <i>Additional Data</i>.</p>
<i>Metadata format</i>	<p>Select a metadata format. The following formats are available:</p> <ul style="list-style-type: none"> • <i>Flat</i>: default format • <i>Structured</i>: XML files like during WAVE export
<i>CSV file name</i>	<p>This option only appears if the option <i>Metadata as CSV file</i> has been selected under <i>Export item</i>.</p> <p>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:</p> <ol style="list-style-type: none"> 1. Activate the option <i>Reset last export</i>. 2. Activate the option <i>Overwrite current configuration</i>. 3. Click on the button <i>Save As</i> and define the new storage location and/or the file name. 4. Click on the button <i>Save</i> to save the current configuration. <p>By clicking on the button <i>Export network drive</i>, a dialog window opens where the respective network parameters can be entered. By clicking on the button <i>Connect</i>, the connection is checked. If the check is successful, exports are saved on the drive.</p>
<i>Date time format</i>	<p>Select which date format and time format is supposed to be used for the additional data (tab <i>Additional Data</i> and <i>File Name</i>).</p> <p>Click on the button <i>Test Date Time Format</i> to check the selected date time format in advance.</p>
<i>Duration format</i>	<p>Select which format is supposed to be used for the duration of the conversation.</p>

	Click on the button <i>Test Duration Format</i> to check the selected format in advance.
<i>Delete recordings</i>	<p>Select when the exported recordings are supposed to be deleted:</p> <ul style="list-style-type: none"> • Never • After <p>Enter the time directly via the keyboard or via the arrow keys.</p>
<i>Export transactions</i>	<p>Select whether transactions are supposed to be exported.</p> <p>This field does not appear unless the following entries have been saved in the .ini file <i>ASC.DownloadClientConfig.ini</i>:</p> <pre>[ExportOptions] EnableTranscriptionExport=true</pre>
<i>Export SMS</i>	<p>Select where SMS are supposed to be exported.</p> <p>This field does not appear unless the following entries have been saved in the .ini file <i>ASC.DownloadClientConfig.ini</i>:</p> <pre>[ExportOptions] EnableSMSEExport=true</pre>
<i>Output format mono</i>	<p>All audio recordings are converted into digital signals. Generally, either <i>stereo</i> or <i>mono</i> can be selected for every output format. If <i>stereo</i> is used, the audio data is saved as originally recorded. If <i>mono</i> 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.</p> <p>Activate the check box to export the audio data as <i>mono</i>.</p>
<i>Reset last export</i>	Activate the check box to reset the last export. All parameters are written anew.
<i>Overwrite current configuration</i>	Activate the check box if you would like to use the currently loaded configuration file for the export.
Configure customer fields	<p>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.</p> <p>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 <i>Search</i>, <i>Additional Data</i>, and <i>File Name</i> in the category <i>Additional Customer Data</i>.</p> <ol style="list-style-type: none"> 1. Click on <i>Configure customer fields</i>. 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 <i>Display customer fields</i> for all customer fields that you would like to use.

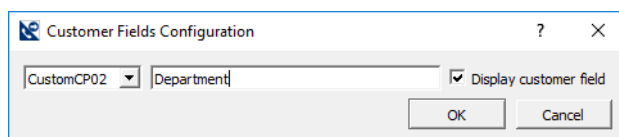


Fig. 7: Configure customer fields

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](#).

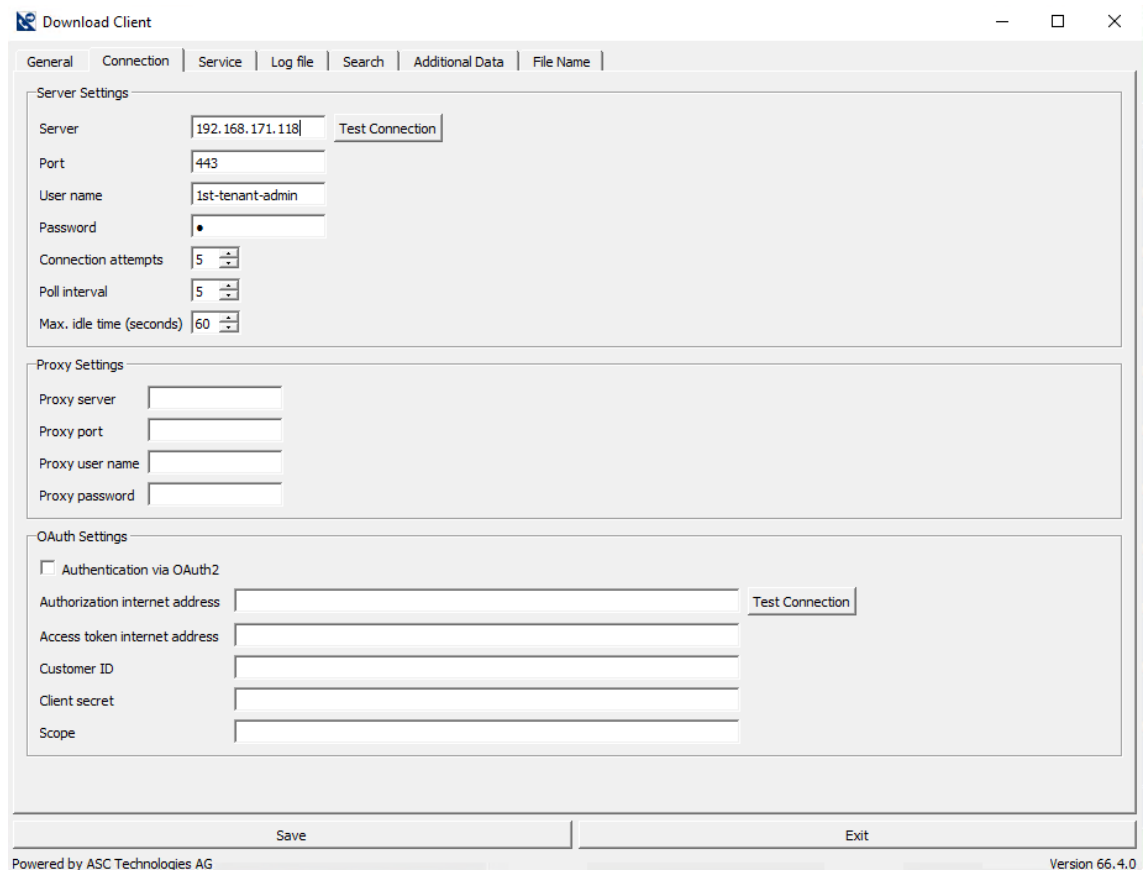


Fig. 8: Tab Connection

Server	Enter the address of the app server . Click on the button <i>Test Connection</i> 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.
Connection 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.
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.
Authentication via OAuth2	Select whether authentication via OAuth2 is supposed to be possible.

<i>Authorization internet address</i>	Enter your internet address for authorization purposes. Click on the button <i>Test Connection</i> to check the address in advance.
<i>Access token internet address</i>	Enter the access token internet address.
<i>Customer ID</i>	Enter your customer ID.
<i>Client secret</i>	Enter the client secret.
<i>Scope</i>	Enter the scope.

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 Service

Here, you can start or stop the service and get an overview of the current service progress of different parameters. If errors have occurred during the download, they are displayed in the window *Error Messages*.

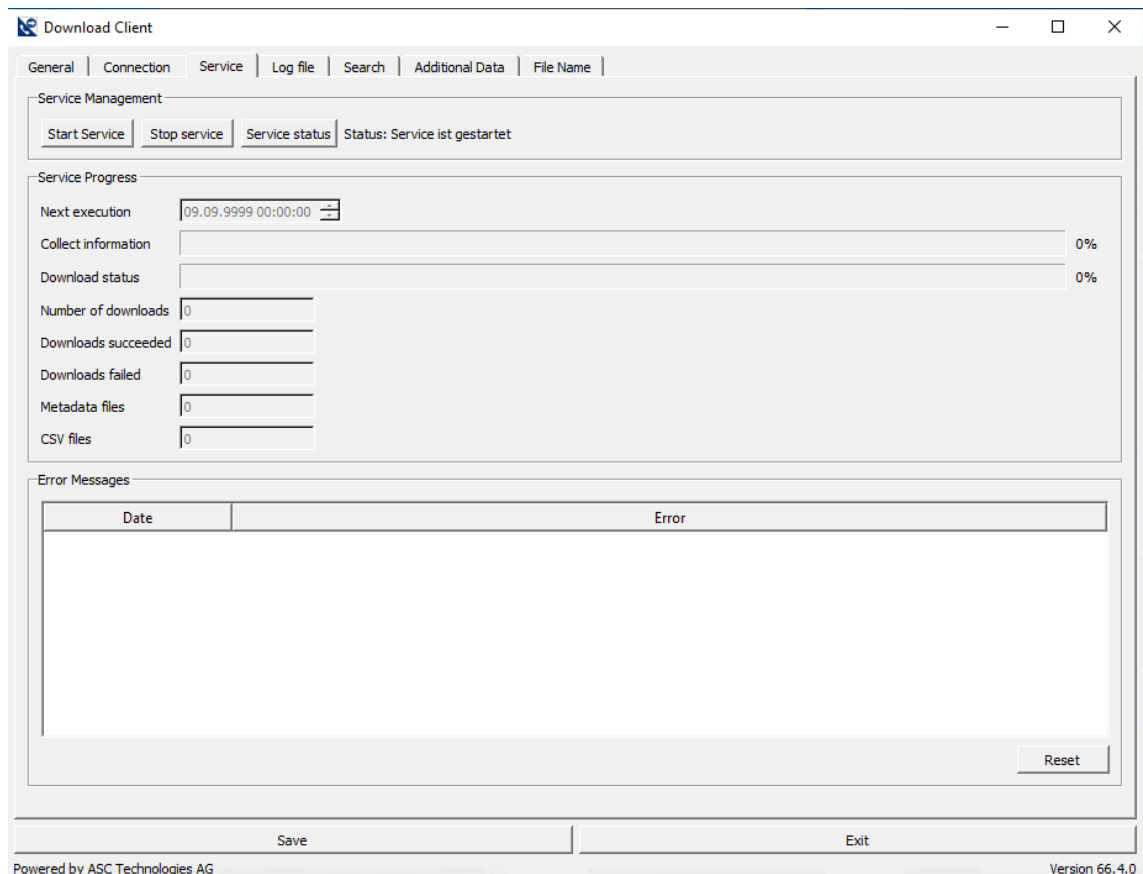


Fig. 9: Tab Service (example)

6.4

Tab Log File

Here, you can search for specific log files, load a certain file, set a log level to filter for certain log files, or enable the log history.

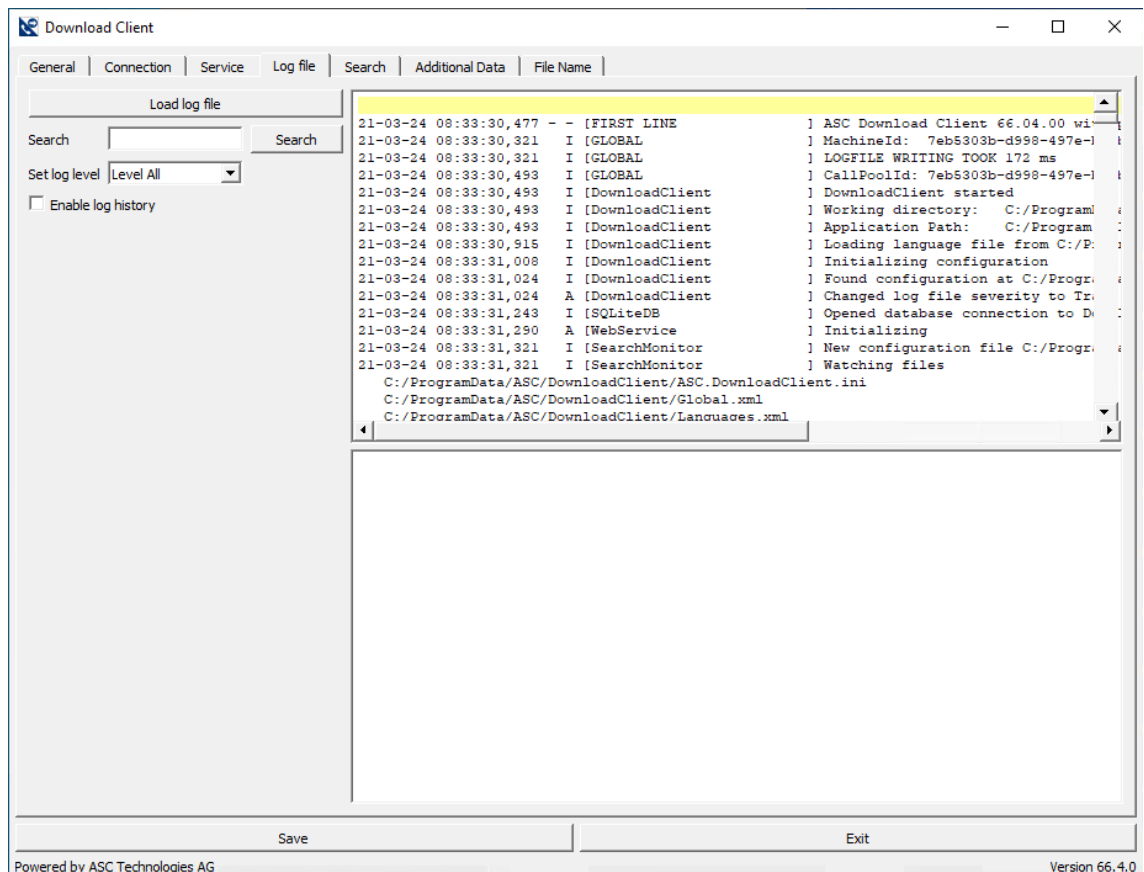


Fig. 10: Tab Log File (example)

Load log file	Click on the button <i>Load log file</i> to load the log file again.
Search	Enter a search parameter in the entry field <i>Search</i> and click on the button <i>Search</i> . The results are displayed in the window at the bottom.
Set log level	<p>Select which log notifications are supposed to be displayed in the log file. The following log levels are available:</p> <ul style="list-style-type: none"> • <i>Info Level</i>: logs general status information. • <i>Debug Level</i>: logs detailed internal program functions for the analysis of events like errors and for the traceability of results. • <i>Level All</i>: logs all events so that a recurring polling notification is displayed in the log file even in idle state.
Enable log history	<p>Select whether the log history is supposed to be enabled.</p> <p><input checked="" type="checkbox"/> = When the log file of the history reaches the size of 50 MB, it is saved as a ZIP file and a new log file is created.</p> <p><input type="checkbox"/> = When the log file of the history reaches the size of 50 MB, the existing log file is overwritten with new data.</p>

6.5 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:

<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-day-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. Different periods are available. The period starts with the current date. <i>Last week</i> thus refers to the past 7 days, <i>last month</i> to the past 30 days starting today.
<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 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

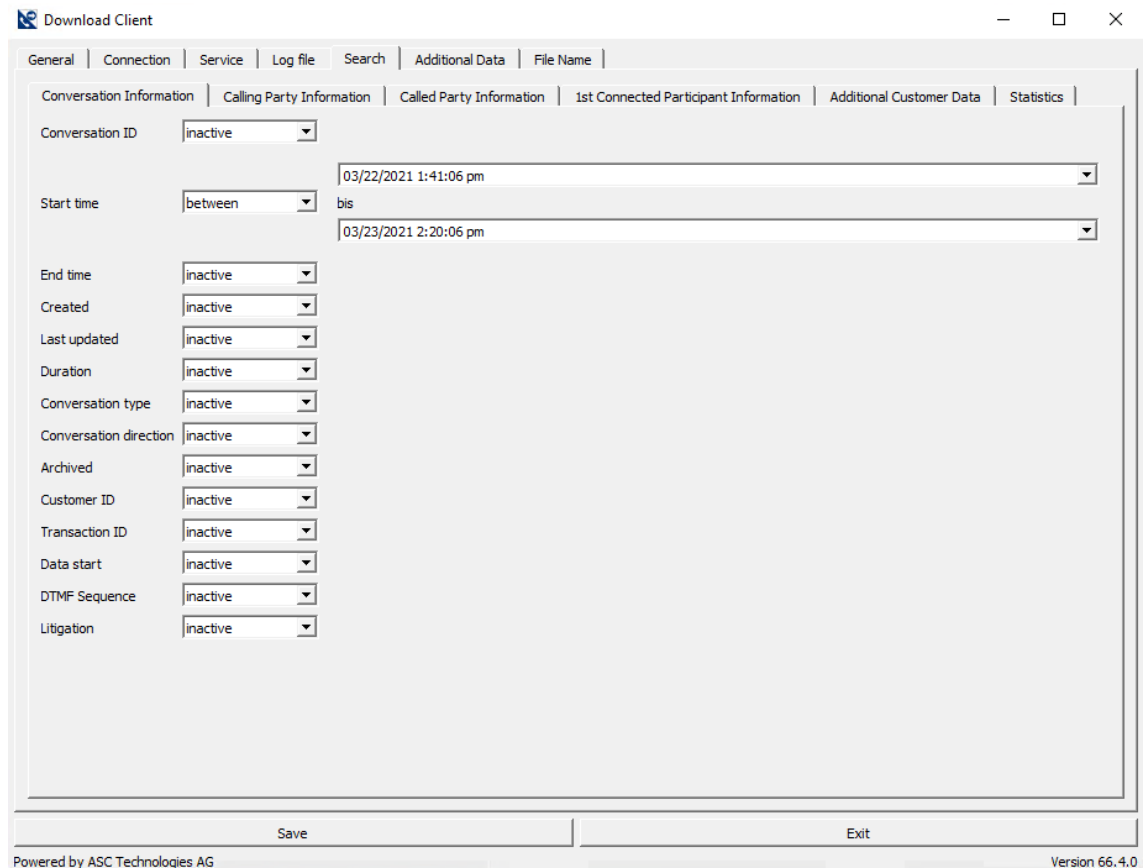


Fig. 11: Tab Search - Conversation Information

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: <ul style="list-style-type: none"> • Conversation • Work Item • Text • Chat • E-mail
Call direction	Filters for the conversation direction: <ul style="list-style-type: none"> • Unknown • Incoming • Outgoing

	<ul style="list-style-type: none"> • Internal
<i>Archived</i>	Filters for the parameter of whether the conversation has been archived. <ul style="list-style-type: none"> • archived • not archived
<i>Customer ID</i>	Filters for the customer ID.
<i>Transaction ID</i>	Filters for the transaction ID.
<i>Data start</i>	Filters for the start of the data.
<i>DTMF sequence</i>	Filters for the DTMF sequence.
<i>Litigation</i>	Filters for possible litigation topics.

Calling Party Information

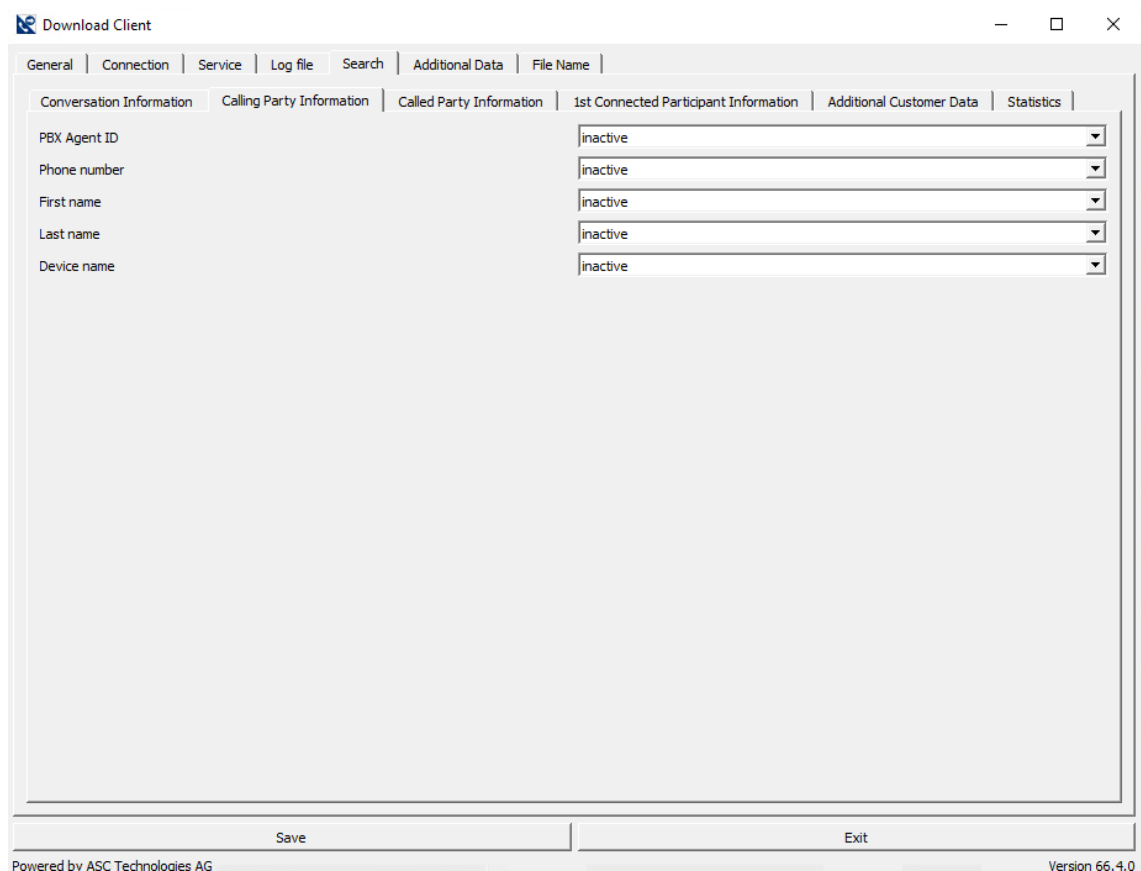


Fig. 12: Tab Search - Calling Party Information

Calling Party Information

<i>PBX Agent ID</i>	Filters for the PBX Agent ID of the calling party.
<i>Calling party phone number</i>	Filters for the phone number of the calling party.
<i>First name</i>	Filters for the first name of the calling party.
<i>Last name</i>	Filters for the last name of the calling party.
<i>Device name</i>	Filters for the device name of the turret or of the phone of the calling party.

Called Party Information

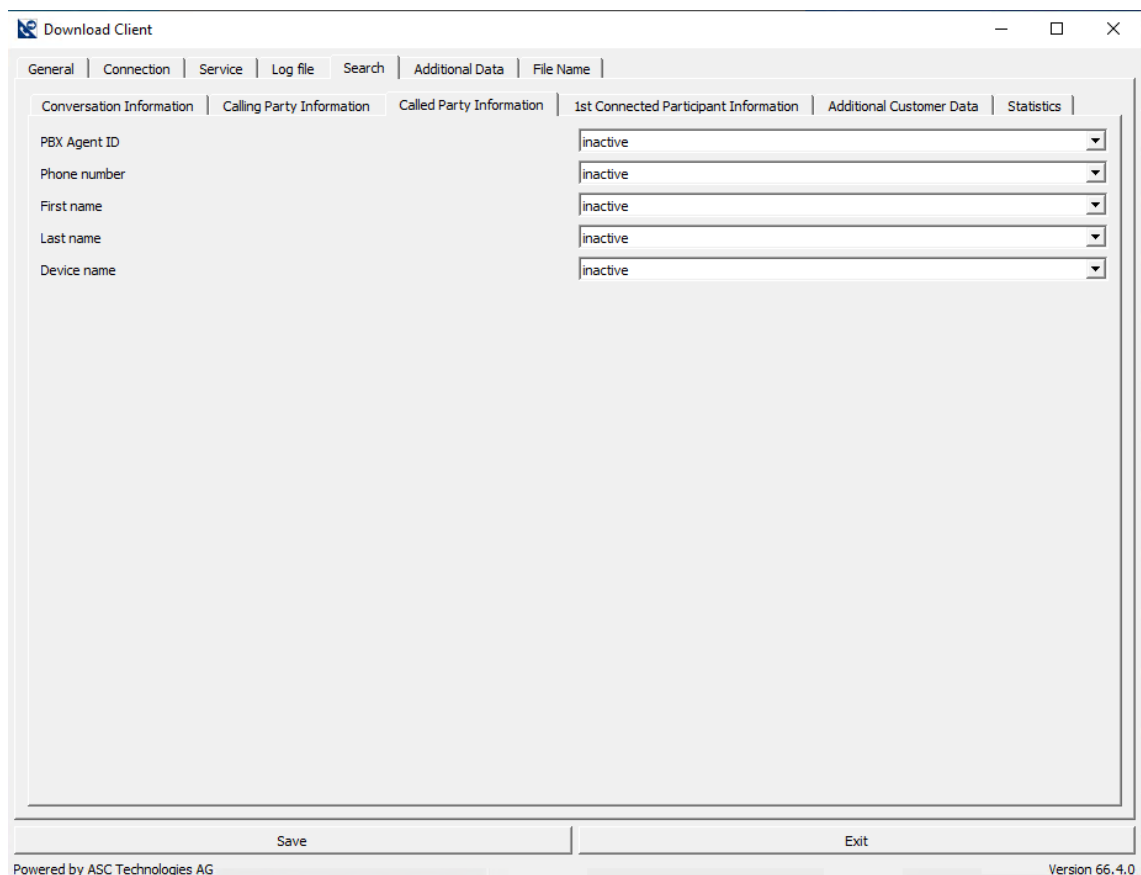


Fig. 13: Tab Search - Called Party Information

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

1st-Connected Participant Information

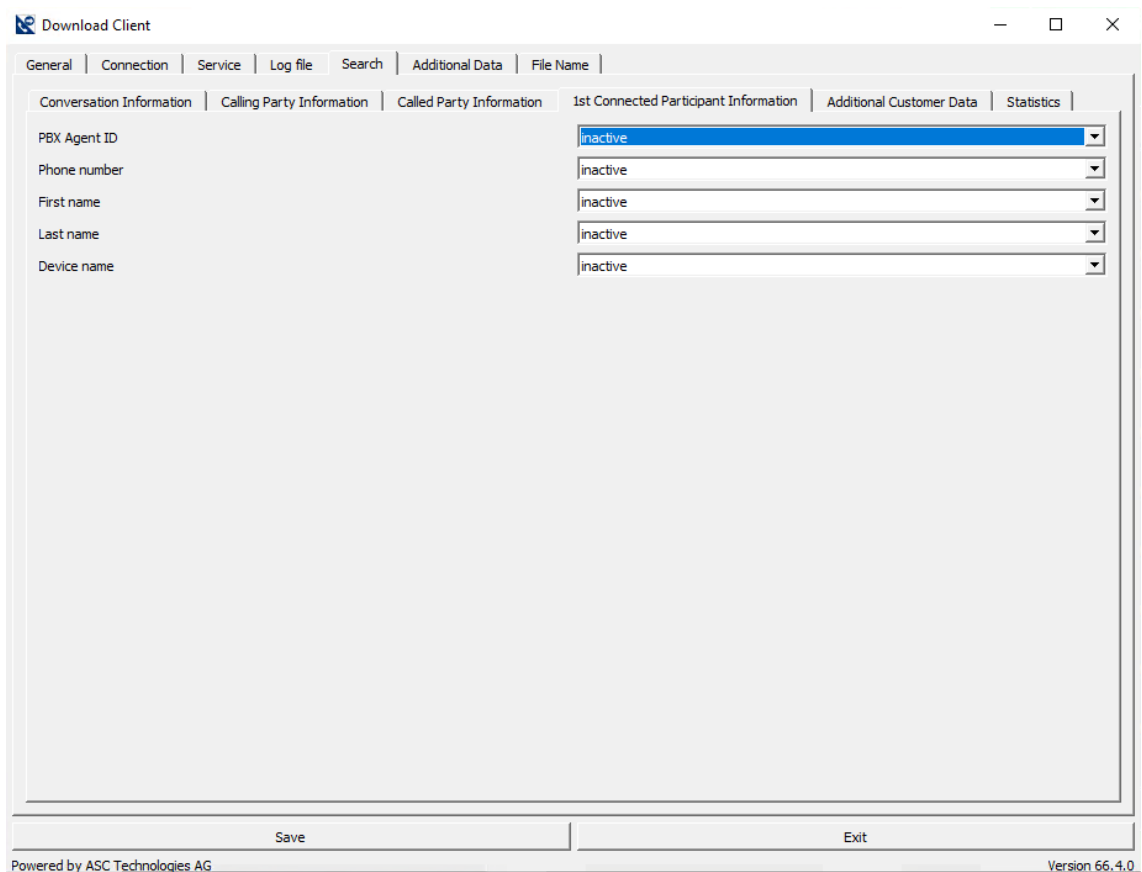


Fig. 14: Tab Search - 1st-Connected Participant Information

1st-Connected Participant Information

<i>PBX Agent ID</i>	Shows the PBX Agent ID of the 1st connected.
<i>1st-connected phone number</i>	Shows the phone number of the 1st connected.
<i>First name</i>	Filters for the first name of the 1st connected.
<i>Last name</i>	Filters for the last name of the 1st connected.
<i>Device name</i>	Filters for the device name of the turret or of the phone of the 1st connected.

Additional Customer Data

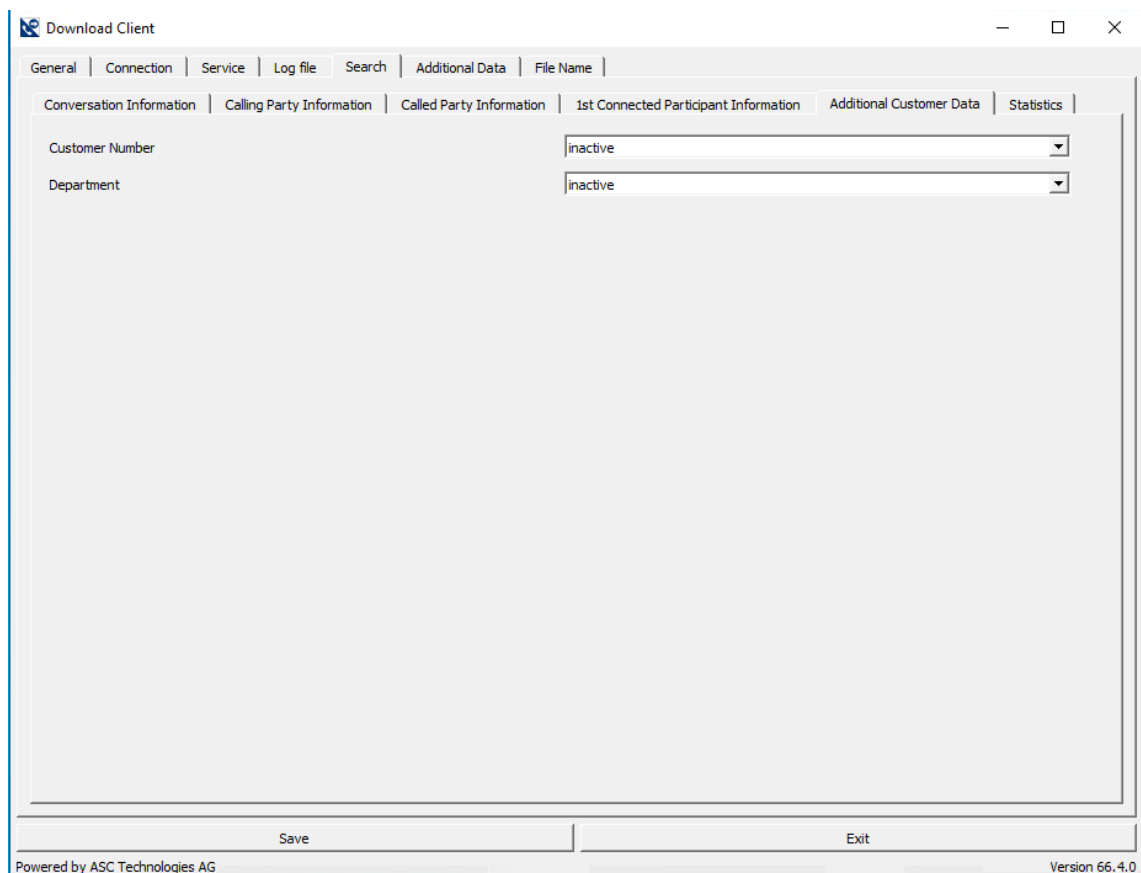


Fig. 15: Tab Search - Additional Customer Data

Here, you can filter for customer-specific additional data. To have additional data displayed here to be selected, the additional data must have been:

- configured by the system provider in the application System Configuration in the Additional Data module and
- released by the user in the Download Client in the tab *General* by clicking on the button *Configure customer fields*, see [chapter "Tab General", p. 11](#).

6.6

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

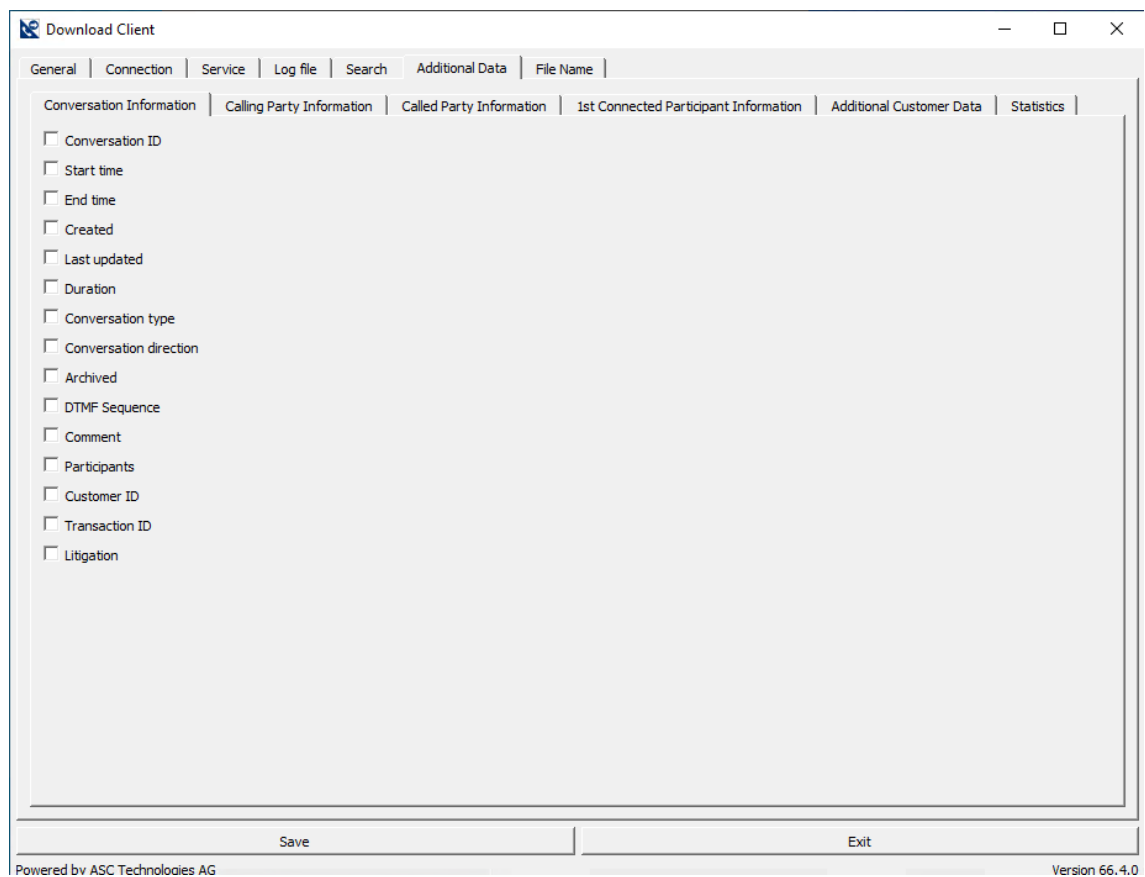


Fig. 16: Tab Additional Data - Conversation Information

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

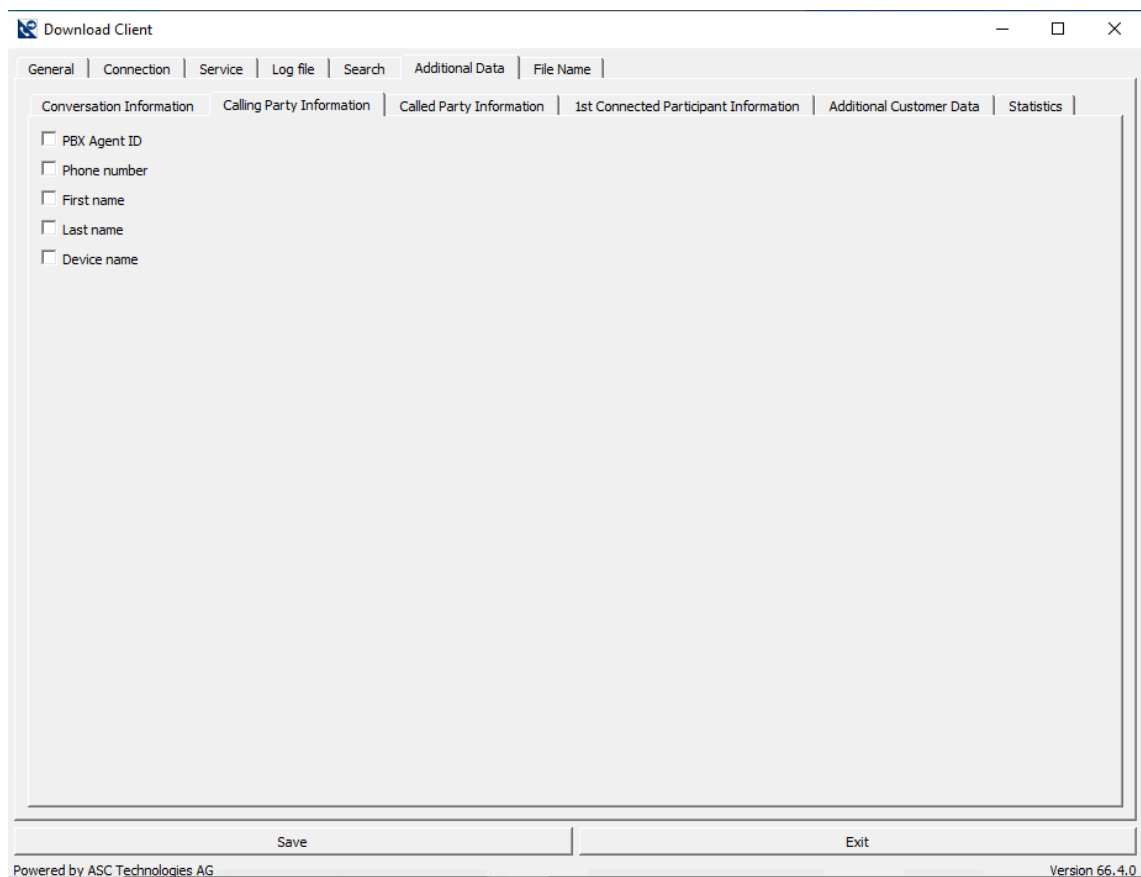


Fig. 17: Tab Additional Data - Calling Party Information

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

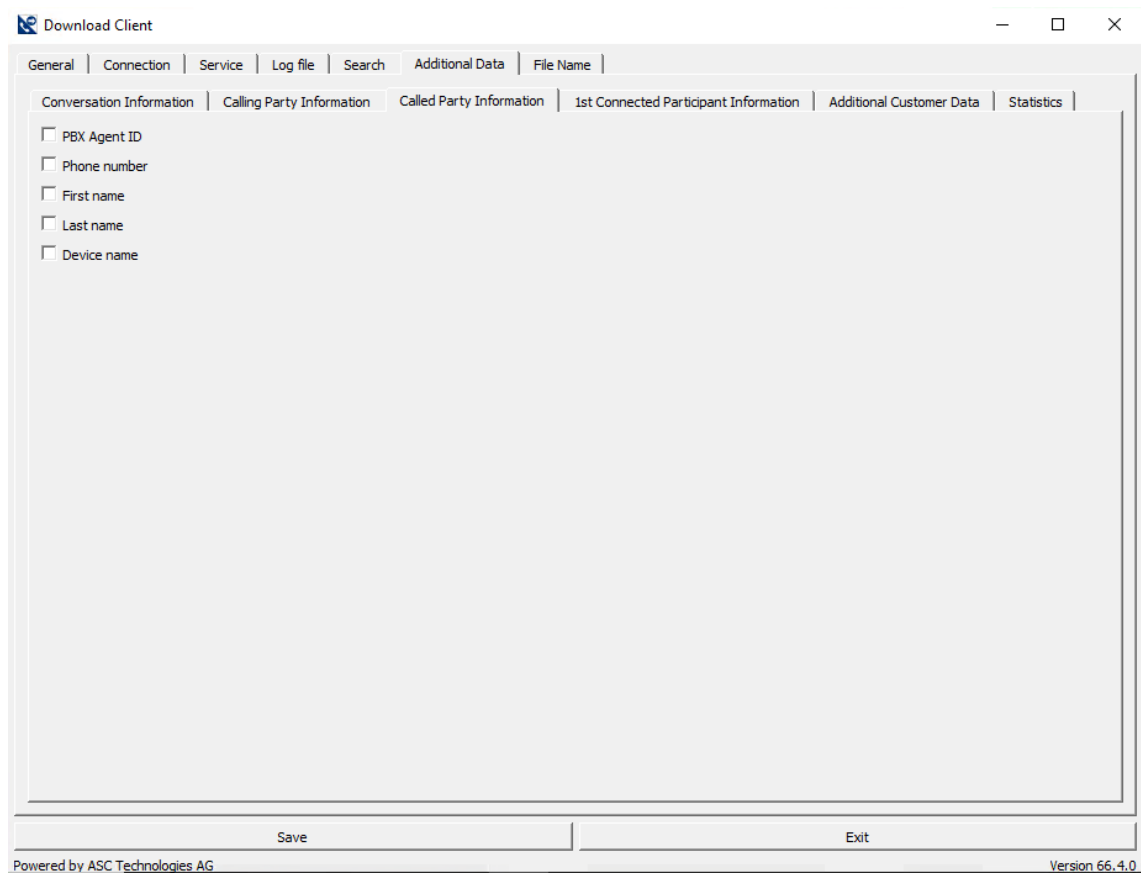


Fig. 18: Tab Additional Data - Called Party Information

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

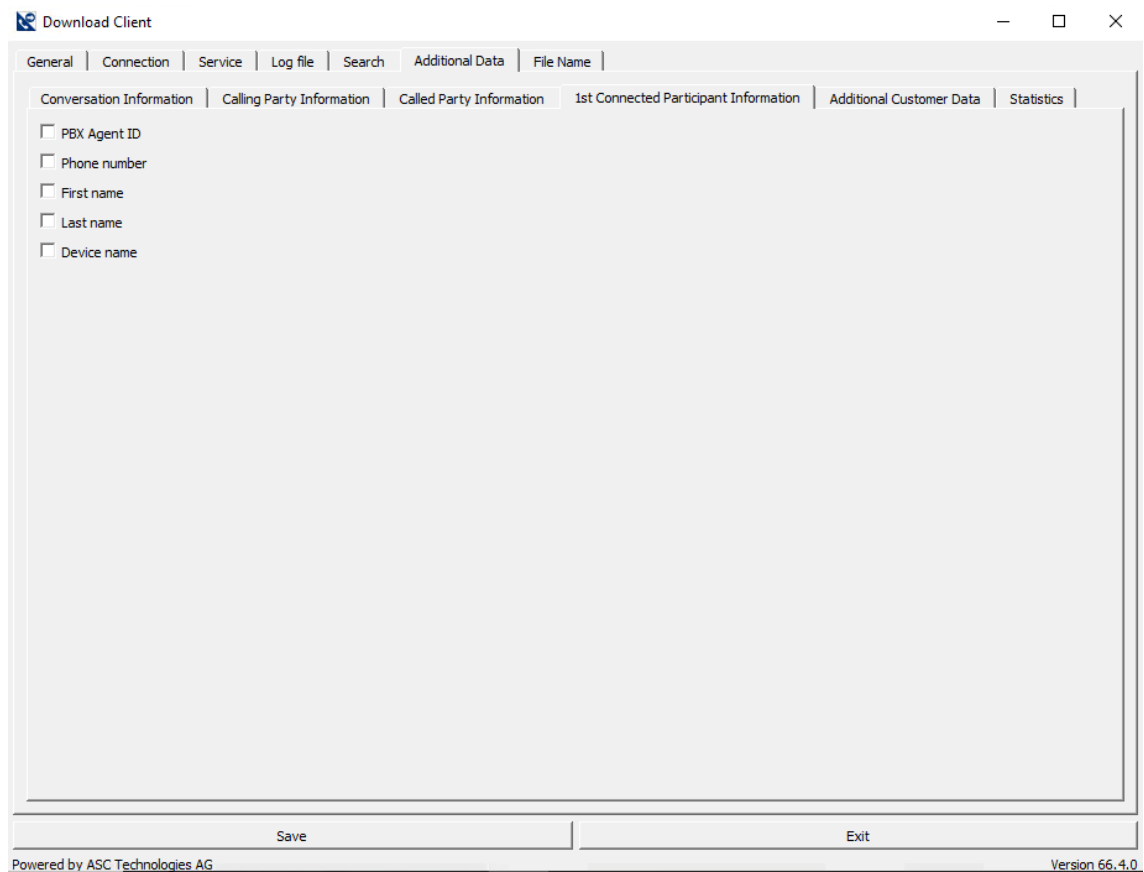


Fig. 19: Tab Additional Data - 1st-Connected Participant Information

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

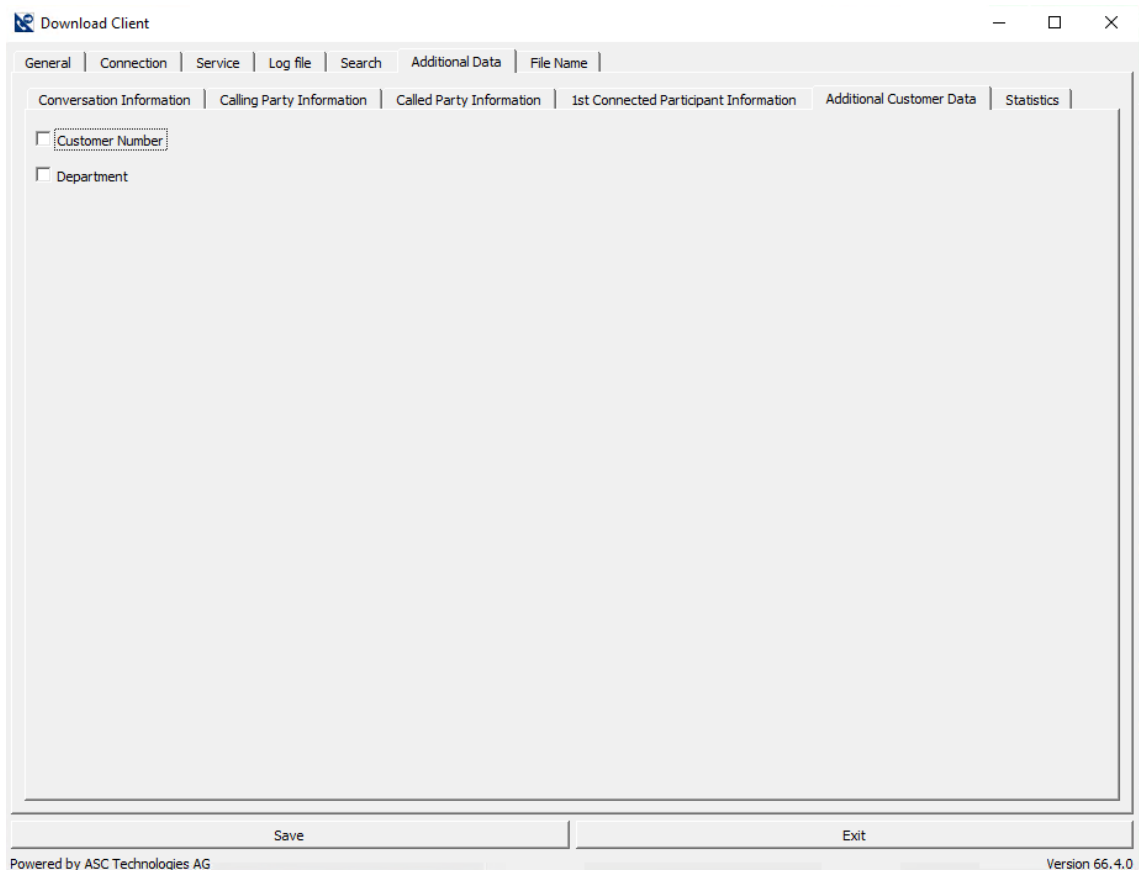


Fig. 20: Tab Additional Data - Additional Customer Data

Here, you can filter for customer-specific additional data. To have additional data displayed here to be selected, the additional data must have been:

- configured by the system provider in the application System Configuration in the Additional Data module and
- released by the user in the Download Client in the tab *General* by clicking on the button *Configure customer fields*, see [chapter "Tab General", p. 11](#).

6.7

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 under-scores (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

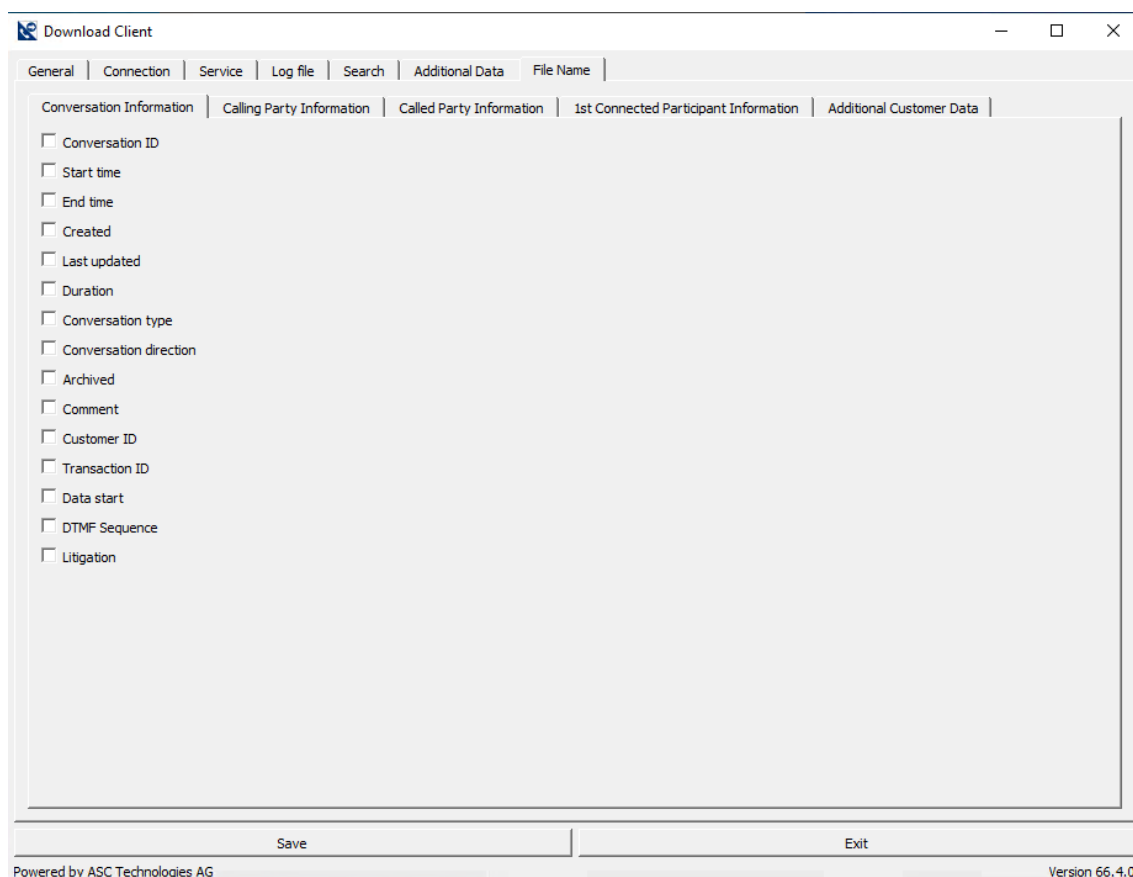


Fig. 21: Tab File Name - Conversation Information

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

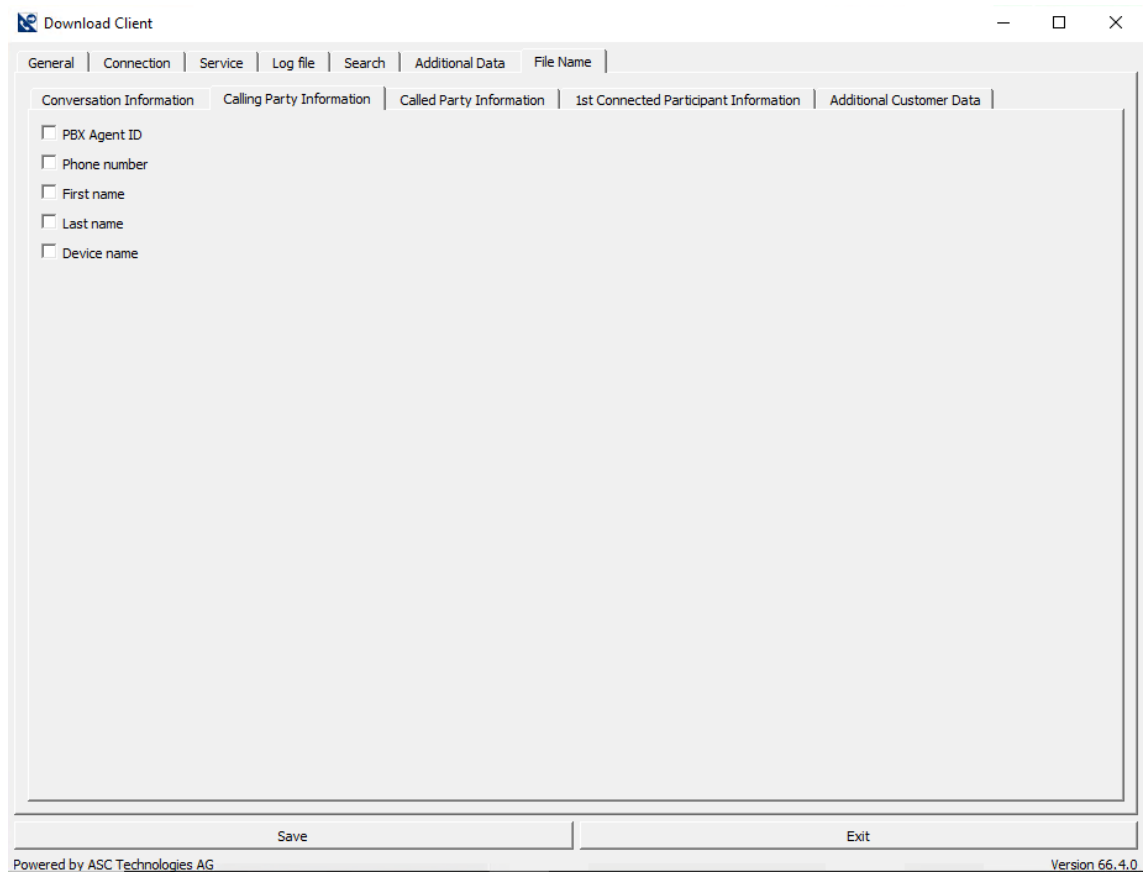


Fig. 22: Tab File Name - Calling Party Information

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

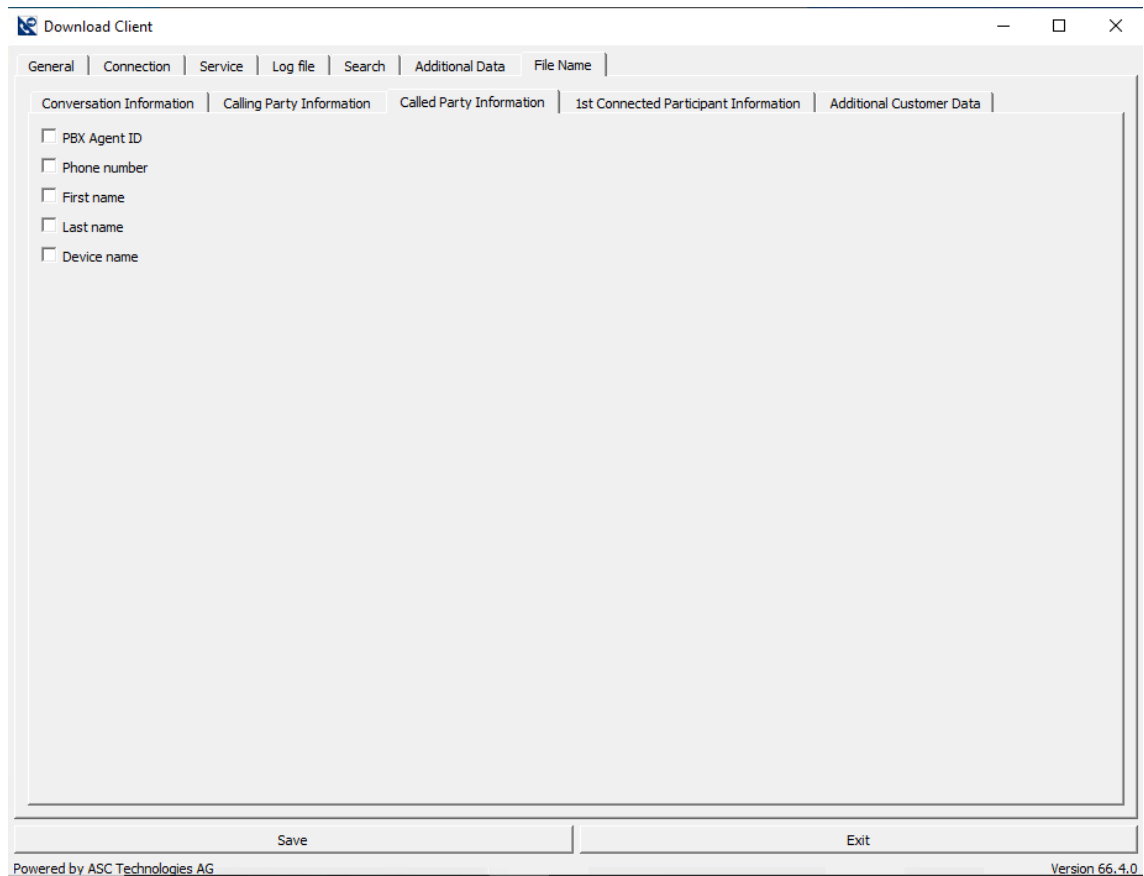


Fig. 23: Tab File Name - Called Party Information

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

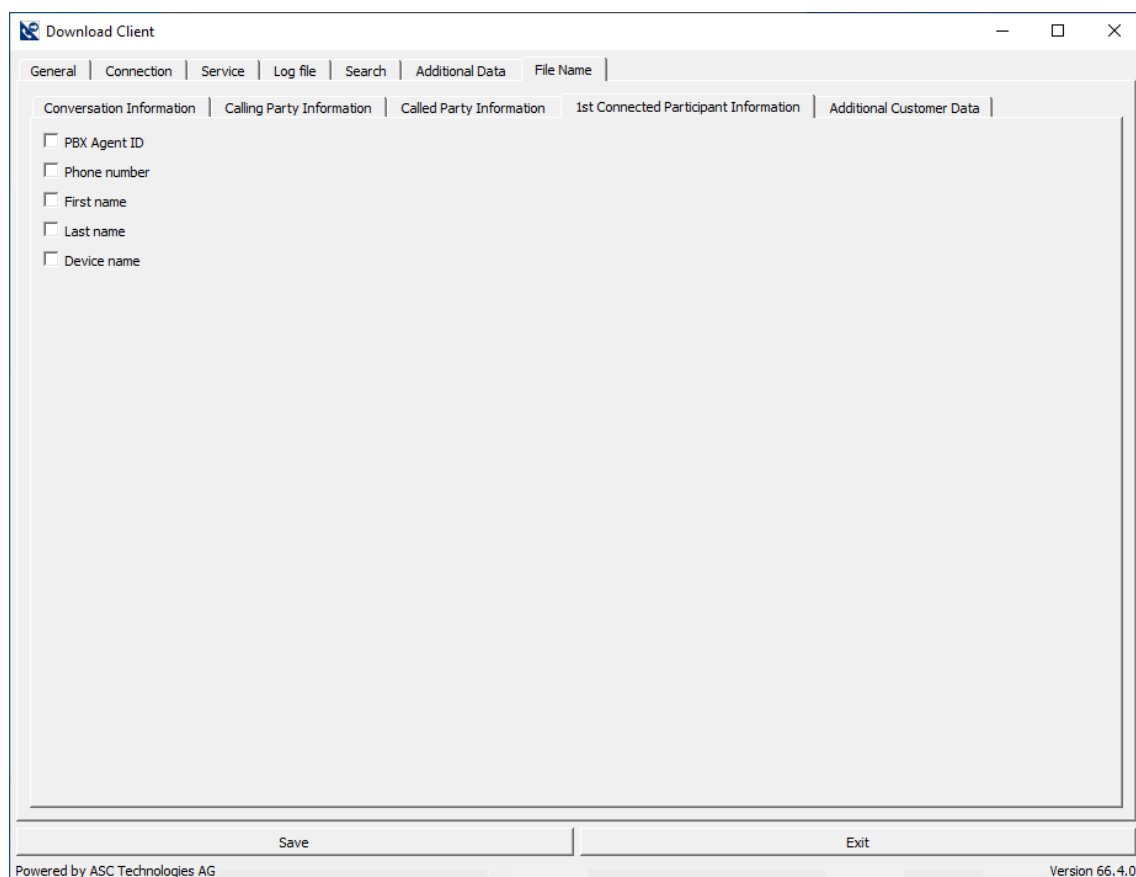


Fig. 24: Tab File Name - 1st-Connected Participant Information

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

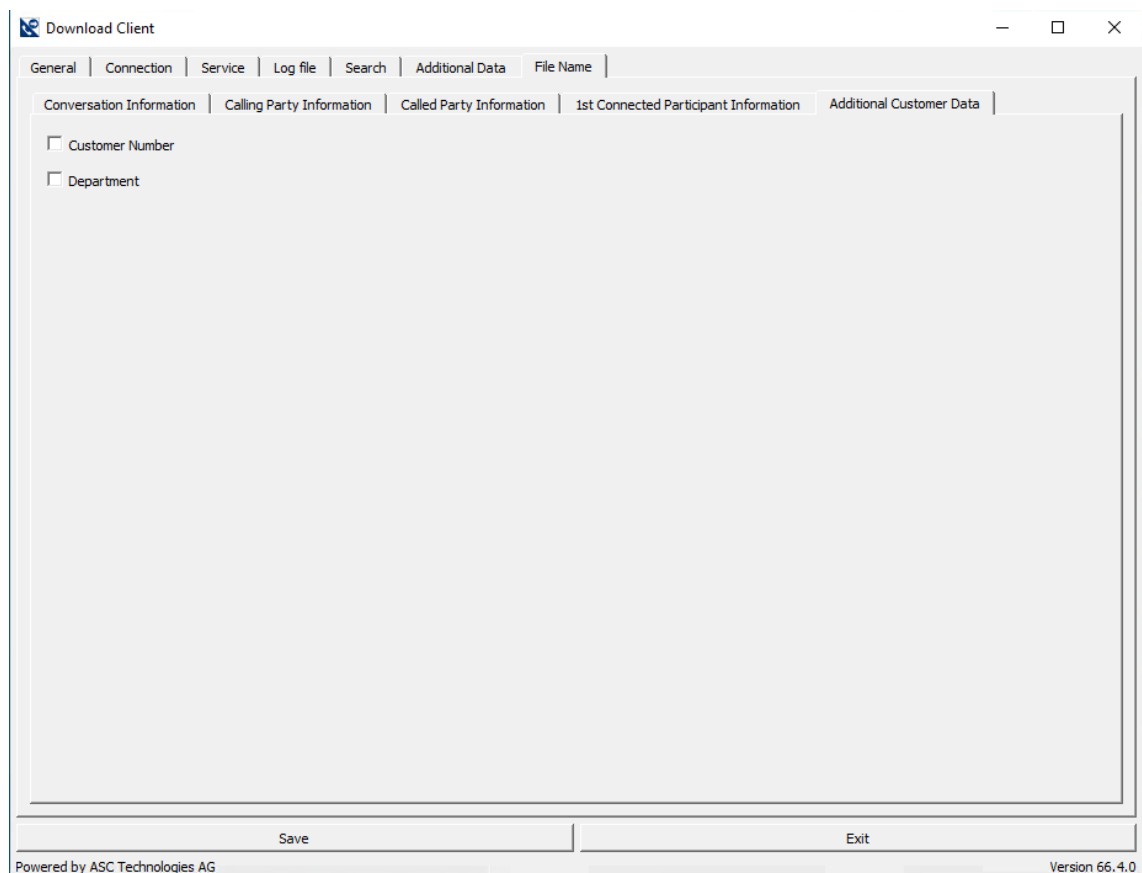


Fig. 25: Tab File Name - Additional Customer Data

Here, you can filter for customer-specific additional data. To have additional data displayed here to be selected, the additional data must have been:

- configured by the system provider in the application System Configuration in the Additional Data module and
- released by the user in the Download Client in the tab *General* by clicking on the button *Configure customer fields*, see [chapter "Tab General", p. 11](#).

6.8

Start download

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

The downloaded data is saved in the configured export path, see [chapter "Tab General", p. 11](#).

The tab *Service* gives an overview of the current service progress of different parameters and of the result of the completed export, see [chapter "Tab Service", p. 16](#).



As a service, the Download Client continues running in the background with the configured settings even when it has been closed.

List of figures

Fig. 1	Program icon	8
Fig. 2	Login window Server Settings.....	8
Fig. 3	Login Proxy Settings	8
Fig. 4	Login - OAuth settings.....	9
Fig. 5	Welcome screen	10
Fig. 6	Tab General (example)	11
Fig. 7	Configure customer fields	14
Fig. 8	Tab Connection.....	15
Fig. 9	Tab Service (example).....	16
Fig. 10	Tab Log File (example)	17
Fig. 11	Tab Search - Conversation Information	19
Fig. 12	Tab Search - Calling Party Information	20
Fig. 13	Tab Search - Called Party Information	21
Fig. 14	Tab Search - 1st-Connected Participant Information	22
Fig. 15	Tab Search - Additional Customer Data	23
Fig. 16	Tab Additional Data - Conversation Information	24
Fig. 17	Tab Additional Data - Calling Party Information	25
Fig. 18	Tab Additional Data - Called Party Information	26
Fig. 19	Tab Additional Data - 1st-Connected Participant Information	27
Fig. 20	Tab Additional Data - Additional Customer Data	28
Fig. 21	Tab File Name - Conversation Information	29
Fig. 22	Tab File Name - Calling Party Information	30
Fig. 23	Tab File Name - Called Party Information	31
Fig. 24	Tab File Name - 1st-Connected Participant Information	32
Fig. 25	Tab File Name - Additional Customer Data	33



List of tables

Tab. 1 Licenses 7

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.

CSV

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

DTMF

Dialed Dual Tone Multi Frequency keys represent dialing signals on the analog connecting cable of the telephone. This is a method to transmit the phone number to the telephone network or to a PBX.

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)

MP3

Description of the digitally saved audio data. MP3 compression works by reducing (or approximating) the accuracy of certain components of sound that are considered (by psychoacoustic analysis) to be beyond the hearing capabilities of most humans. The remaining audio information is then recorded in a space-efficient manner. (Source: Wikipedia 9th July 2020)

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)

WAVE

WAVE file format is a container format to digitally save audio data and is based on the Resource Interchange File Format (RIFF) defined by Microsoft for Windows. (Source: Wikipedia 23rd February 2021)

XML

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

Index