

Definition of terms



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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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1 General information

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2 Definition of the terms

2.1 System, general

Recording architecture

Composition of all required recording components.

- Recording Control
This service controls the recording according to the recording plan.
- CTI^{connect} (optional)
This service receives additional data about the recordings from the [PBX](#).
- Recording Module
This service creates the recording data.

A recording architecture defines in which way these recording components interact and on which servers the individual recording components are activated.

Single-core system

Recording system in which the Enterprise Core has been installed on one single server.

In a multi-server system, this may be a separate server ([application server](#)). In a single-server system, the Enterprise Core has been installed on the same server as the other recording-relevant components.

Multi-core system

Recording system in which the Enterprise Core has been installed and is used on several servers. The Enterprise Core may be installed on separate servers ([application server](#)) or along with the other recording-relevant components.

Single-server system

Recording system in which all components (such as Enterprise Core, recording components, database) have been installed on the same server.

Multi-server system

Recording system in which the individual components (such as Enterprise Core, recording components, database) have been installed on different servers.

- The functionalities of the application server and of the recording server are installed on one server. The database is installed on a second server.
- The functionalities of the application server, of the recording server as well as the database have been installed or activated on their own server.
- The system uses several application servers ([multi-core system](#)), a recording server and a server for the database.

Tenant

This term is to be understood in the sense of a technical structure and not a synonym for “client”. A tenant can, for instance, be a department, a company or a group of employees with their own data that only the respective department, company or group has access to.

Each tenant can create its own employees as users, its own administrators and agents in the recording system.

Every [neo](#) system is initially installed as a 1-tenant system with one predefined tenant, the 1st-tenant. The system provider is set up as tenant, too. However, the system provider is not another tenant in the true sense of the word.

In multi-tenant systems, the system provider can create additional tenants.

1-tenant system

In a 1-tenant system, there is only the tenant which has automatically been created during the installation besides the system provider. The system provider cannot create other tenants.

Multi-tenant system

In a multi-tenant system, the system provider can create additional tenants besides the tenant which has automatically been created during the installation.

Multi-channel recording

Multi-channel recording means that different communication channels such as audio, video, chat can be recorded.

System provider

Operator of the recording system. The system provider is responsible for the basic administration and maintenance of the recording system and for the configuration of the functions that all tenants are supposed to be able to use. In multi-tenant systems, the system provider additionally administrates the accounts of different tenants.

The system provider can create own employees as users as well as administrators in the recording system but no agents, though.

Reseller

A reseller has a restricted set of rights compared with those of a system provider or tenants.

- A reseller can create, delete, and administrate subordinated tenants and resellers.
- A reseller can create own employees as system users and administrate and delete them.

NOTICE! A reseller has no access to the user data of the individual tenants. Only the tenant itself can view and edit tenant-specific data.

2.2 Servers, types, and functionalities

Server

The term “server” is not necessarily restricted to hardware but may extend to services or functionalities which have been installed and activated on hardware.

Example:

The entire *neo* software including the [app server](#) components has been installed on a server. This server can be used as an [application server](#). Since all other components relevant for recording have been installed on this server, too, it can additionally be used as [recording server](#). By means of the user interface of the application System Configuration, further functionalities can be activated on the server. If e. g. the function “Replay” is activated, then the server serves as [replay server](#), too. The server thus serves as application server, recording server, and replay server at the same time.

Application server

The application server ([app server](#)) is the server on which the Enterprise Core and the Glass-Fish software have been installed. Application servers can be set up redundantly in the system ([multi-core system](#)).

It is activated during the installation of the ASC recording software by activating the option *Application server*.

API server

The [API server](#) denominates the [API](#) service.

- The [API server](#) is an interface for the internal modules and for client applications.
- The [API server](#) is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding [API server](#) assigned for replay in the web applications.

It is activated in the application *System Configuration > Servers module > tab Usage > group field API Server* by activating the option [API server](#) and entering a name for the [API server](#).

Recording server

The recording server is the server on which the conversations are recorded and saved. By using a multi-server, failover, or parallel recording architecture, recording servers can be set up redundantly in the system.

It is activated in the application *System Configuration > Recording Architectures module > tab Server Assignment* by assigning the server to a recording architecture and selecting the recording type.

Data storage server

The data storage server serves to store recordings.

It is activated in the application *System Configuration > Servers module > tab Usage > group field Data Processing* by activating the option *Data storage > Transfer data for data storage* and entering the data storage server as target server.

The server receives and saves the transferred recording data.

In the *Servers module > tab Usage*, you can see from which servers the data storage server receives data.

Database server

The database server is the server on which the database has been installed. In the database, the configuration of the recording system (settings in the different applications of the [neo](#) Suite) and the additional data of the recorded conversations are saved. Depending on the deployed database type, different redundancy solutions can be implemented.

Installing internal database

- Installed during the installation of the [neo](#) software by installing the included PostgreSQL database.

Installing external database

- An external database supported by ASC can be installed on a separate server.
- The connection to the database server is configured during the installation of the [neo](#) software.

Replay server

The replay server is a server on which the replay function has been activated which can thus replay recordings by means of the integrated replay feature. Only the data which has been recorded directly on this server or which has been transferred to this server for data storage or replay purposes is available for replay. The client computers of the system can connect to a replay server for replay purposes. Several replay servers can be created in a system.

They are activated in the application *System Configuration > Servers module > tab Usage > group field Replay* by activating the function *Replay* and entering a name.

By means of the different replay applications of the recording system, the client applications can connect with the server and access the recordings there for replay purposes.



For detailed information about the configuration of servers refer to the installation manual *Configuration servers and recording architectures*.

2.3 Recording types








Conversation

Umbrella term for the different types of communication that can be recorded. Used when there is no need to differentiate between different conversation and media types.

Conversation type

Type of communication, e. g. call, chat or [SMS](#).

The recorded data may be conversations of different types:

Description	Icon	Conversation type	Recording format
Mere calls		Call	Audio
Mere screen recording		Work item	Screen video
Calls with screen recording		Call	Audio via phone, and screen video
Calls with video		Call	Audio and video
SMS		SMS/SDS	SMS/SDS text
SDS		SMS/SDS	SMS/SDS text
Chat messages		Chat	Chat text

Tab. 1: Conversation types

Call, chat, text message and *work item* are differentiated in recording.

- *Call*: Conversation by phone. Any combination of call and [video recording](#) can be selected.
- *Chat*:
Conversation on a chat platform.
- *Text message*:
Conversation on a short message service ([SMS](#)) or short data service ([SDS](#)).
- *Work item*:
Screen activity **without** a reference to a call.

Session

Recorded conversations are processed as sessions in INSPIRATION^{neo}. A session is the section of a conversation in which a certain agent is active. Precondition for a session is that the Recording Planner in the System Configuration has been activated. Sessions are conversations with screen recording, mere screen recordings (work item), conversations with video recording (video call), [SMS/SDS](#) (text messages), chats or mere call recordings. A session can consist of just a recorded phone call of an agent or additionally contain corresponding screen activity. Users can assign sessions to agents, filter sessions according to different criteria and reduce their number to a manageable amount for analysis or evaluation purposes.

Differences conversation and session

In general, you have to distinguish between *conversation* and *session*.

- Conversation refers to the entire call from the moment it is answered to the end of the call, regardless of internal transfers. If a consultation is initiated, though, then the consultation is a conversation of its own.

- A session is a section of a conversation in which one particular agent is active. Pausing the call (e. g. because of a consultation), does not finish this session. The session is not divided into 2 sessions. The consultation or transmitting creates at least one new session of its own. For each involved agent who is supposed to be recorded according to the recording plan a proper session is created. A session is always a recording section that refers to a certain agent. Consequently, the sections of a transferred conversation in which several agents have thus participated are displayed as a session for every agent but with different content.

2.3.1 Recording

2.3.1.1 EVOIPneo

EVOIPneo is a voice documentation system with a powerful scalable platform. The system can be deployed as a stand-alone recorder or in combination with several servers across different locations.

EVOIPneo is a sophisticated recording technology to comply with legal regulations such as [MiFID II](#) or Dodd Frank. EVOIPneo provides [multi-channel recording](#) of voice, screen, video, and chat.

2.3.1.2 EVOLUTIONneo

EVOLUTIONneo is an addition to integrate traditional telephony into an ASC recording system. Besides [VoIP](#) recording, EVOLUTIONneo offers interfaces to all standard [TDM](#)-based PBXs by means of dedicated recording cards in a server housing designed for this purpose.

Definition of names:

EVOLUTIONneo is used for the entire EVOLUTIONneo product family (EVOLUTIONneo, EVOLUTIONneo XXL and EVOLUTIONneo eco). In case of differences or peculiarities of the individual systems, the entire product name will be indicated for the sake of clarity.

2.4 Drive categories

During their configuration, drives must be assigned to a category. This category defines what purpose the drive is to serve.

There are 5 different categories:

1. System storage

Drives that are used as system storage are created and configured during the installation. System storages are used exclusively for the recording of conversations. A system storage can neither be used for archiving nor for import, export or as storage expansion.

There is exactly 1 system storage per server. All other drives can only be configured as storage expansion or data drive.

You can save recordings in the system storage in compressed form.

2. Storage expansion

Storage expansions serve to expand the system storage. The capacity of a storage expansion must be 10 % higher than the capacity of the system storage at least.

For every system storage, any number of storage expansions can be configured. To share a storage expansion to be used, you must first assign at least 1 tenant to the storage expansion. This implies that you can use as many active (shared) storage expansions per system storage as there are tenants in the system.

The recordings of all tenants assigned to a storage expansion are copied to this storage expansion. That way, the local availability of the recordings continues to be given for this tenant even if recordings are deleted from the system storage for capacity reasons. The recordings of tenants not assigned to a storage expansion are saved exclusively in the system storage.

You can assign any number of tenants to a storage expansion.

A storage expansion can neither be used for archiving nor for import or export.

3. Data drive

A data drive is not used for the recording of conversations. Data drives can be used exclusively for archiving, import, and export.

You can configure any number of data drives.

4. Database drive

Exclusively the database has been installed on the database drive. You cannot install any other software components on this drive. The database drive is configured during the installation of the neo software if you are not using an external database. A maximum of 1 database drive can be configured per recording system.

5. Application drive

The neo software has been installed in the application drive. The application drive is configured during the installation of the neo software. The drive where Windows has been installed is considered an application drive, too. Application drives can be used as source drive for the import of conversations.



In virtual environments, you can exclusively use network drives for archiving, import, and export of data. Internal or [USB](#) drives are not supported as performance issues may occur when trying to access a drive that is no longer available.

2.5 neo suite

neo Suite is the name of ASC's overall product portfolio.

2.6 neo cloud

ASC operates its own neo cloud based on Microsoft Azure and offers recording, quality management, and analytics as a service from the cloud.

The neo cloud solution allows you as service provider to offer your customers the entire portfolio of the neo Suite as service from the cloud as well as to cater to specific requirements such as software as a service ([SaaS](#)), platform as a service ([PaaS](#)), and infrastructure as a service ([IaaS](#)) and to scale your offering accordingly.

2.7 Replay applications

2.7.1 POWERplay Web

The browser-based search and replay application POWERplay Web enables users to search for and replay calls on any computer in the browser via [LAN/WLAN](#). No additional client software must be installed on the computer. To ensure the necessary safety during the transmission, an encrypted connection ([SSL](#)) is used.

2.7.2 POWERplay Pro

POWERplay Pro is an application for searching and replaying recorded calls. Being a Java-based application, it can be deployed regardless of the operating system. The user interface enables users to search for certain categories, to monitor calls "online", replay several calls at the same time or listen to sections of a call in a perpetual loop.

POWERplay Pro can either be called up locally on the recorder or from a computer within the network. To be controlled by means of a computer, the POWERplay Pro software must be installed there. To ensure the necessary safety during the transmission, a secured connection (SSL) is used.

2.7.3 POWERplay Go

POWERplay Go is a software to replay the latest conversations. The application serves to quickly access the latest conversations in chronological order (*Last Conversation Repeat*).

POWERplay Go can be used from any computer with a LAN/WLAN connection to the replay server.

2.7.4 POWERplay Instant

POWERplay Instant is a client application for the immediate replay of the latest calls in chronological order. This functionality is called *Last Call Repeat*. During replay the user can skip to the beginning of the call or to one of the subsequent calls.

2.7.5 WebCommand

The application WEBcommand is a browser-based software integrated into POWERplay Web. In the WEBcommand module, users have access to the following functions:

- *Recording control (starting and stopping the recording)*
- *Displaying the current status of the deployed extensions*
- *Replay of the latest conversations*
- *Adding additional data*

2.8 Screen Recording

2.8.1 SCREENrec (recorder)

SCREENrec is an application which allows recording screen content.

SCREENrec provides a comprehensive insight into the quality of a customer contact. It assesses the agents' workflow and reveals potential for improvement.

2.8.2 SCREENrec scan

SCREENrec scan is an application for action-controlled recording of screen activities independent of CTI solutions.

The recording of screen activities is started if for instance a specific program is started or if a defined function is activated by mouse click. Events which are supposed to trigger a recording are predefined in the recording system in the SCREENrec scan Editor. Additional data from the users' applications such as from a CRM or ERP software or from Office and other Windows applications can be transferred automatically to the database of the recording system.

2.8.3 SCREENrec Audio

SCREENrec Audio is an add-on of the SCREENrec application.

SCREENrec records the screen; SCREENrec Audio the corresponding audio signal of the computer.

SCREENrec Audio allows recording the audio signal of an agent's computer. SCREENrec Audio behaves like a softphone and sends the audio data of the sound card to the recording system as an RTP stream.

Recording can be controlled automatically by means of filters created in the SCREENrec scan Editor. Predefined activities on the agent's screen are used to trigger and stop recording. Alternatively, recording can be started manually.

The recording contains screen content in combination with the audio of the computer. If the call is made via a physical phone instead of the computer, then the screen of the computer and the audio of the physical phone are recorded.

2.9 Quality management and analysis

2.9.1 INSPIRATIONneo

INSPIRATIONneo is a professional quality monitoring solution developed to evaluate the entire corporate communication according to company-specific quality criteria and regulations in a standardized and thus comparable way. INSPIRATIONneo comprises analysis of screen activities and voice detection as well as emotion detection, keyword and phrase spotting and the possibility to transcribe audio to text.

2.9.2 INSIGHTneo

INSIGHTneo is the central application to analyze all available data. INSIGHTneo facilitates and optimizes creating reports. Users can change and adjust report definitions subsequently.

4 user-friendly components guarantee easy and efficient report generation:

- Dashboards module

In this module, different recording data is displayed in dashboards.

- Report Templates module

This module allows importing and managing report templates.

- Report Instances module

In this module, report templates can be selected to specify the parameters of the report to be created, e. g. parameter values, visibility, creating date.

- Reports module

This module displays the generated reports. Reports use exclusively the data that the creator has access rights to.

2.9.3 SCREENminer

SCREENminer is an optional component of the application System Configuration.

In connection with INSPIRATIONneo, SCREENminer enables you to trace the individual steps of an agent's workflow.

2.10 Applications

2.10.1 CLIENTcommand

CLIENTcommand is an application to control the recording and add additional data. The central point of control is the CLIENTcommand icon in the taskbar. This icon allows users to call up a menu with different functions, options and information

CLIENTcommand offers 3 functions for recording control:

- Start or stop recording
- Keep or delete recording
- Mute or unmute recording

Furthermore, CLIENTcommand offers the following functions:

- Add additional data to call
- Start or stop coaching advisor session
- Display notifications
- Display conversation details

2.10.2 PHONEapp

ASC offers several applications for different PBXs and phone types which are available directly on the phone. ASC's PHONEapps offer the following functionalities:

- Manual recording control:

Employees can control the recording directly on their phone. The current recording status is visible in the display of the phone. The following commands can be transferred to the recording system by pressing the function keys:

 - Start/Stop recording (record on demand)
 - Keep/Delete recording (threat call recording/private call deletion)
 - Pause/Continue recording (mute/unmute)
- Add additional information (call tagging):

Additional call information can be added to a call directly by means of the phone. This information can be added to the system manually or by selecting it from a predefined list.

2.10.3 Download Client

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.

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Glossary

API

Application Programming Interface

API server

Server on which the API service runs. (API=Application Programming Interface)

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.

CRM

Customer Relationship Management

CTI

Computer Telephony Integration

ERP

Enterprise Resource Planning

IaaS

Infrastructure as a Service

LAN

Local Area Network

MiFID II

Markets in Financial Instruments Directive; directive for the harmonized regulation for investment services across the member states of the European Economic Area.

Multi-channel recording

signifies that the recording system can record different communication types, e. g. audio, video, SMS, or chat.

Multi-core system

Recording system in which several application servers (Enterprise Core) are used.

PaaS

Platform as a Service

PBX

Private Branch Exchange

Recording server

Server that the Recording Module service runs on. This service creates the recording data. A Recording system can contain one or several recording servers.

Replay server

Server on which the replay function has been activated. Recordings can be replayed via this server.

RTP

Real-time Transport Protocol is a protocol to continuously transmit audio and video files via the IP protocol within the network.

SaaS

Software as a Service

SDS

Short Data Service (TETRA), text message

SMS

Short Message Service, text message (GSM, landline)

SSL

Secure Socket Layer

TDM

Time Division Multiplexing is an umbrella term for time-slot-oriented interfaces, ITU G.703 defined. The term is used ASC-wide representative for conventional telephony.

USB

Universal Serial Bus

Video recording

A video recording can consist either of a screen video or of any other video.

VoIP

Voice over IP

WLAN

Wireless Local Area Network