

System Configuration

Additional Data module



Administration manual

for system providers

11/3/2020

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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2 Introduction

For every conversation there is additional data such as e. g. the start and end time. Depending on the used protocol, different additional data is delivered. In the application System Configuration in the Additional Data module, you can assign the available additional data to certain fields to display this information in the search and replay applications or to create a job for them.



Additional data which is not delivered along with the protocol is not available for further use.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

3

Main view

1. Open the application System Configuration.
2. Log in as system administrator to configure the additional data.
3. Select the menu item *Setup > Additional Data* in the navigation bar.

In the main view, all parameters for the additional data are displayed. The table contains a set of 30 predefined fields which can be configured.

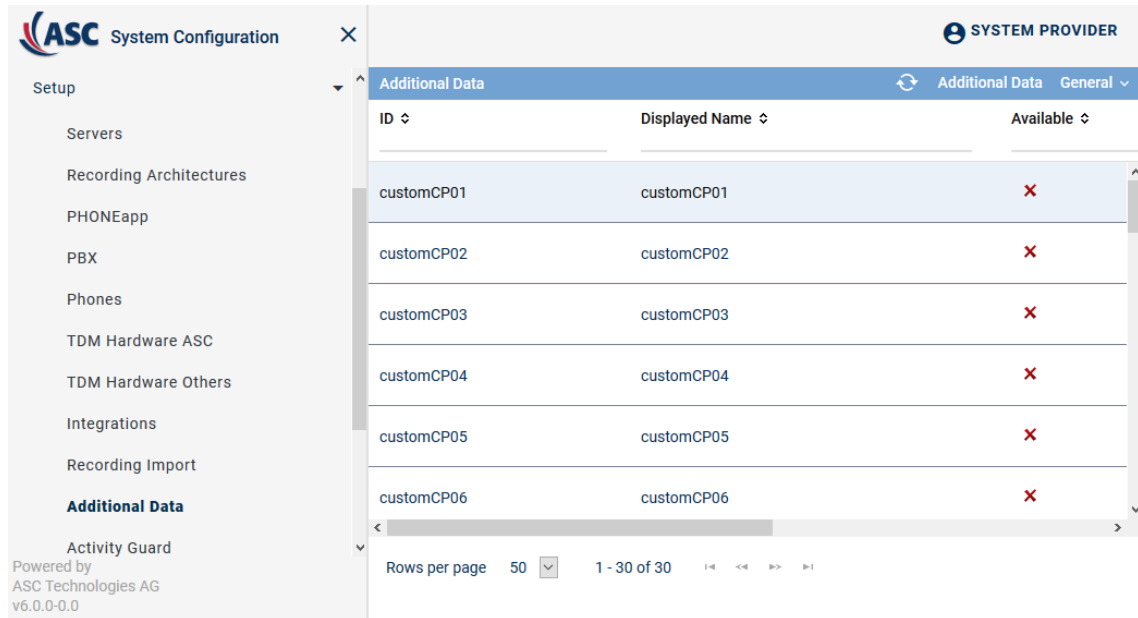


Fig. 1: Additional Data - main view

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

<i>ID</i>	The ID clearly identifies this additional data type and cannot be changed.
<i>Displayed Name</i>	The displayed name appears in the configuration of the additional data in the CTI connection data of the integration, for instance. The name serves as search parameter or as criterion in the Recording Planner, too.
<i>Available</i>	Shows whether this additional data type is displayed in the system, e. g. in the configuration of the additional data in the CTI connection data in the integration.
<i>Editable</i>	Shows whether the user may edit the content of the additional data type.
<i>External Recording Control</i>	Shows whether the information can be edited via the external recording control, such as <code>CLIENTcommand</code> . This option becomes active upon activating the option <i>Editable</i> .
<i>Updated</i>	This date is updated with every new change.

3.1

Toolbar

The toolbar offers the following functions.

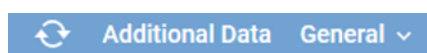



Fig. 2: Toolbar

	<i>Refresh</i>	Refreshes the main view.
General	<i>Adjust table</i>	<p>Opens a window in which you can adjust the following settings for the main view:</p> <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page
	<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened.
	Module Help	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

4

Detail view

The detail view displays the information you can configure.

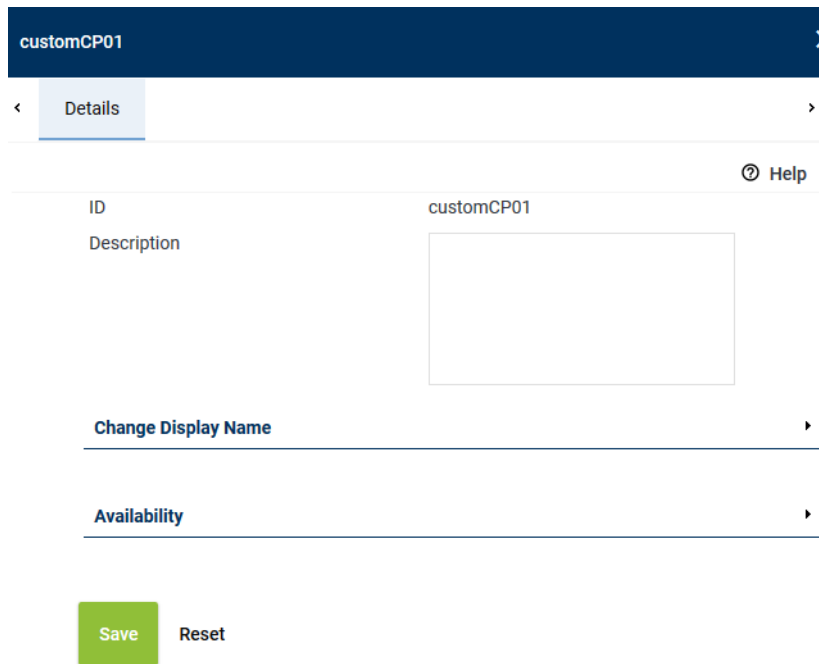


Fig. 3: Additional Data - detail view

- *ID*

The ID is an internal identification which cannot be changed.

- *Description*

You can enter any necessary information in the entry field to clarify the meaning of the additional data type.

The detail view consists of another 2 group fields:

- *Change Display Name*

Here, you can change the name of the additional data type the way it is supposed to be displayed in the system.

See [chapter "Change Display Name", p. 8](#).

- *Availability*

Here, you can configure which functions are supposed to be available for the additional data type in the system.

See [chapter "Availability", p. 10](#)

4.1

Change Display Name

In this group field, you can add a descriptive name for the field of the additional data type.

1. In the group field headline *Change Display Name*, click on the arrow ► to expand the group field.
 - ⇒ The entry mask for the different languages appears.










Change Display Name		
Language	Content	
ar_SA	customCP01	
bg_BG	customCP01	
de_DE	Universal Call ID	
en_GB	customCP01	
en_US	Universal Call ID	 

Fig. 4: Detail view - change display name

The following languages are available:

- ar_SA for Saudi-Arabian
 - bg_BG for Bulgarian
 - cs_CZ for Czech
 - de_DE for German
 - en_GB for British English
 - en_US for American English
 - es_ES for Spanish
 - et_EE for Estonian
 - fr_FR for French
 - it_IT for Italian
 - ja_JP for Japanese
 - nl_NL for Dutch
 - pl_PL for Polish
 - pt_BR for Brazilian Portuguese
 - pt_PT for Portuguese
 - ru_RU for Russian
 - zh_CN for Chinese
 - zh_TW for Taiwanese
2. Click on the icon  at the end of the line of the language you would like to change.
 3. Enter the name for the field of the additional data type in the editing mode.
 4. Click on the check mark  to finish the editing mode for this language.
 5. In the group field headline *Change Display Name*, click on the arrow  to collapse the group field.
 6. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

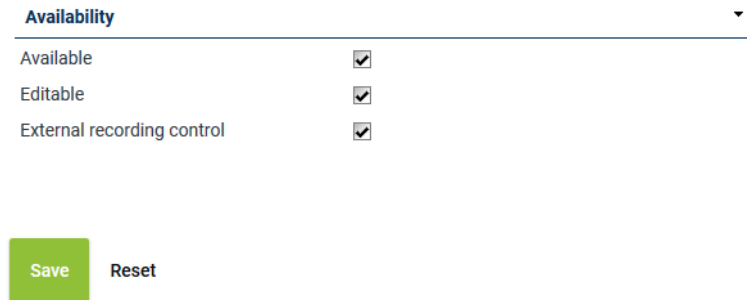
4.2

Availability

In this group field, you can configure whether the additional data type is display and can be used elsewhere in the system. This is relevant for instance for the configuration of the CTI connection data within the integration in order to have the delivered additional data displayed in *POWERplay* Web and in *POWERplay* Instant.

1. In the group field headline *Availability*, click on the arrow ▶ to expand the group field.

⇒ The following parameters appear:



Availability	
Available	<input checked="" type="checkbox"/>
Editable	<input checked="" type="checkbox"/>
External recording control	<input checked="" type="checkbox"/>

Save Reset



Fig. 5: Detail view - configure availability

<i>Available</i>	<p>Activate the check box if the additional data type is supposed to be available for assignment in the configuration of the additional data of the CTI connection data in the integration. The assignment enables you to display the additional data in the players.</p> <p><input checked="" type="checkbox"/> = Additional data type is displayed elsewhere in the system. <input type="checkbox"/> = Additional data type is not displayed elsewhere in the system.</p>
<i>Editable</i>	<p>Activate the check box to be able to edit the additional data type in the players.</p> <p><input checked="" type="checkbox"/> = Additional data type can be edited. <input type="checkbox"/> = Additional data type cannot be edited.</p>
<i>External Recording Control</i>	<p>Activate the check box to be able to edit the additional data type via the external recording control. This option is only available if you have activated the option <i>Editable</i>.</p> <p><input checked="" type="checkbox"/> = Additional data type can be edited via the external recording control. <input type="checkbox"/> = Additional data type cannot be edited via the external recording control.</p>

2. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

5 Assignment in the integration

As soon as the fields of the additional data have been configured, they can be assigned in the configuration of the integration to use the additional data.


1. In the navigation bar, select the menu item *Setup > Integrations*.
2. In the main view, click on the icon  in front of the name of the integration to display the configuration steps.
3. Click on the button  (*Edit configuration step*) in the line *Configure CTI connection data*.
 - ⇒ In the detail view, the tab *Module 1* appears with the group fields CTIconnect module, *Connection Data* and *Additional Data*.

Additional Data

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.

1. In the group field headline *Additional Data*, click on the arrow  to expand the group field and to assign the additional data to the data fields of the search and replay applications.


















Additional Data 		
universal_call_ID	Universal Call ID	
VDN_extension	Please select...	
VDN_name	Please select...	
flexible_billing	Please select...	
last_connected_device	Please select...	
trunk_group	Please select...	
trunk_member	Please select...	
userInfo_type	Please select...	
userInfo_data_value	Please select...	
distributingDevice_device_ID	Please select...	
originalCallInfo_userInfo_type	Please select...	
originalCallInfo_userInfo_data...	Please select...	
originalCallInfo_callingDevice...	Please select...	
originalCallInfo_calledDevice...	Please select...	
originalCallInfo_lookAheadInfo...	Please select...	

Fig. 6: Additional Data (example)

2. From the drop-down list, select the entry which is supposed to appear as column headline in the players.



Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.

1. In the group field headline *Additional Data*, click on the arrow  to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

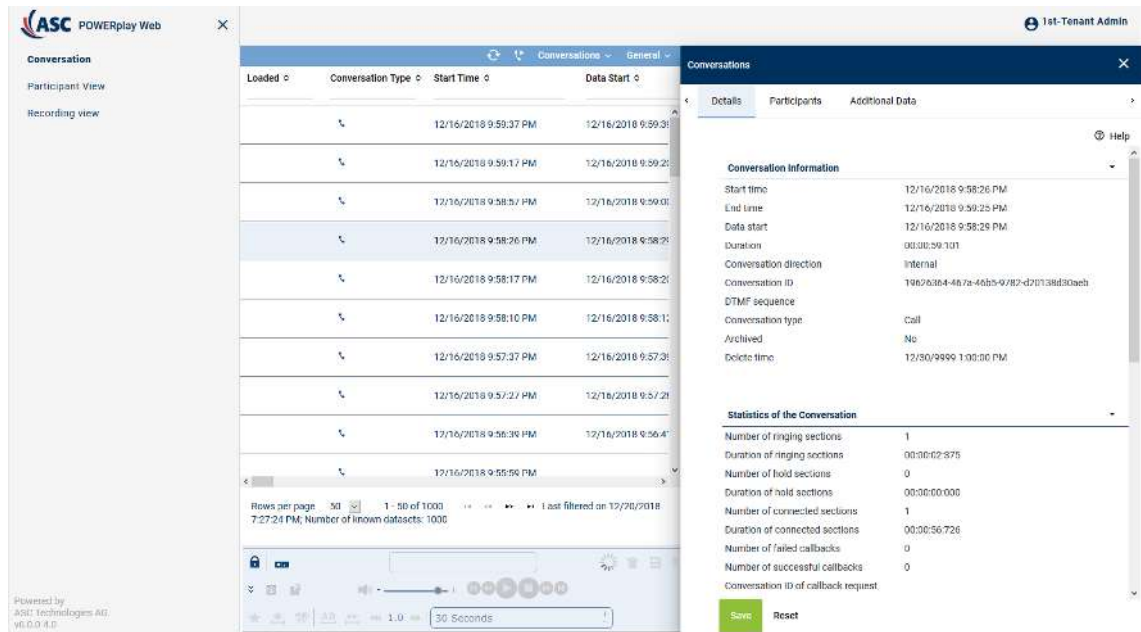
Fig. 7: Arbitrary assignment of the additional data

- In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
- From the drop-down list, select the display name you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
- To delete an assignment, click on the icon  in the respective row.
- Click on the button **Save** in the detail view to save the entries and finish this configuration step.



The display can only be checked by the tenant. The search and replay application POWERplay Web must be restarted.

Upon the next recording, the available additional data is released in POWERplay Web in the view *Conversation* in the detail view of the conversation in the tab *Additional Data*.



The screenshot shows the POWERplay Web interface. On the left, there's a sidebar with 'Conversation' selected. The main area displays a table of conversations with columns: 'Loaded', 'Conversation Type', 'Start Time', and 'Data Start'. A conversation is selected, and its details are shown on the right. The 'Additional Data' tab is active, displaying 'Conversation Information' and 'Statistics of the Conversation'.

Conversation Information	Value
Start time	12/16/2018 9:58:26 PM
End time	12/16/2018 9:59:25 PM
Data start	12/16/2018 9:58:26 PM
Duration	00:00:59.101
Conversation direction	Internal
Conversation ID	19676364-467a-46b5-9787-d70138d30aeb
DTMF sequence	
Conversation type	Call
Archived	No
Delete time	12/30/9999 1:00:00 PM

Statistics of the Conversation	Value
Number of ringing sections	1
Duration of ringing sections	00:00:02.875
Number of hold sections	0
Duration of hold sections	00:00:00.000
Number of connected sections	1
Duration of connected sections	00:00:56.726
Number of failed callbacks	0
Number of successful callbacks	0
Conversation ID of callback request	

Fig. 8: Additional data in POWERplay Web



Additional data which is not delivered along with the protocol is not available for further use.

Example for the available additional data from a log file:

- ```
<AdditionalCallInformationEvent
 originalCallInfo_callingDevice_device_ID="1011"
 flexible_billing="0"
 ReportingExt="1015"
 universal_call_ID="00009012061392128941"
 originalCallInfo_calledDevice_device_ID="1015"
 CallID="1206"/>
</Event>"]
```
- Here, you can edit the additional data for which you have activated the option *Editable* in the Additional Data module.
  - If you would like to make changes here, click on the button *Save* to apply them.



The display can only be checked by the tenant. The search and replay application POWERplay Pro must be restarted.

Upon the next recording, the available additional data is released in POWERplay Pro in the menu item *Conversation* in the detail view of the conversation in the tab *Additional Data*.

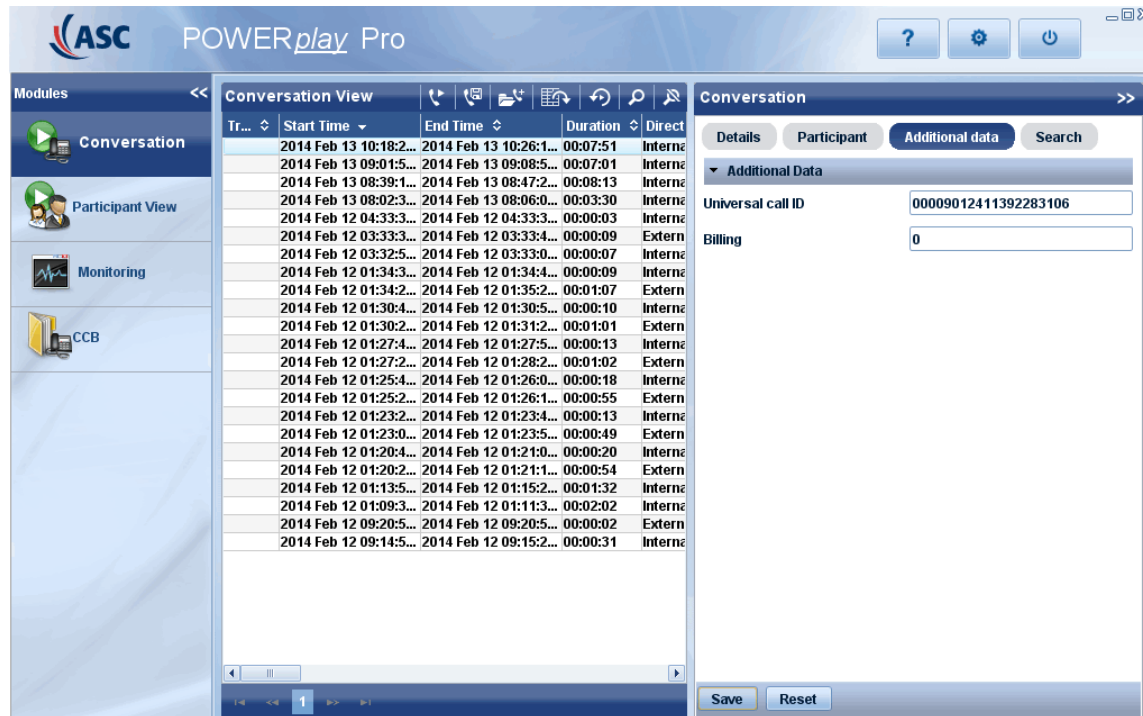


Fig. 9: Additional data in POWERplay Pro



Additional data which is not delivered along with the protocol is not available for further use.

1. Here, you can edit the additional data for which you have activated the option *Editable* in the Additional Data module.
2. If you would like to make changes here, click on the button *Save* to apply them.

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## Glossary