

System Configuration

Import of recordings



Administration manual

for system providers

3/23/2021

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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1 General information

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2 Introduction

2 Introduction

This manual describes how to import audio and video recordings as well as saved text messages created on an external system to a recording server.

In the Recording Import module of the application System Configuration, you can configure import jobs for this purpose.



The system provider configures the import jobs for the respective tenant. After the import, only the tenant for whom the import has been carried out can access the recordings.

3 Supported import formats

According to their file extensions, the audio recordings and the SMS data which are supposed to be imported must be stored separately in 2 different directories which must be possible to be reached via [CIFS/SMB](#). The user who accesses these directories must have full access to the share and all its data.

The following import formats are supported for the recording import:

WAVE / MP3 + CSV

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in [WAVE](#) format or in [MP3](#) format.

If the required additional data is contained in the file name, then no separate [CSV](#) file is needed.

A corresponding [CSV](#) file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

WAVE / MP3 + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in [WAVE](#) format or in [MP3](#) format.

If the required additional data is contained in the file name, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

When importing recordings in WAVE format, exclusively the following codecs are supported:

- [PCM](#): 128kbit/s (PCM16) and 64kbit/s (PCM8)
- [G.711 A-law](#): 64kbit/s
- [G.711 \$\mu\$ -law](#): 64kbit/s

Supported sampling rate: 8kHz



SMS via ini

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of an INI file and must have the file extension .SMS.

SMS by means of CSV

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of a [CSV](#) file and must have the file extension .CSV.

SMS by means of XML

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of an [XML](#) file and must have the file extension .XML.



For information about the import format *neo* Conversation refer to the administration manual *Export and import neo to neo* (for system providers and tenants).



For information about the import formats ASC legacy storage, ASC legacy integration, and ASC legacy archive medium refer to the administration manual *Migration* (for system providers and tenants).

The imported recordings are forwarded to the Recording Control service. On basis of the recording plan, the imported data is checked as if it had been recorded on this same server and the respective additional data, such as agent data by means of the extension, are added.

On basis of the recording plan of the tenant, the decision is made whether the conversation is saved and which retention time (TTL) is set.

4

Configure retention time

The retention time of the imported recordings cannot be configured in the graphical user interface. These parameters must be adjusted in the configuration file before the import.

4.1

Adjust recording control

1. Open the Windows Explorer.
2. Change to the installation directory of the ASC recording software `\Program Files (x86)\ASC\ASC Product Suite\data\RecordingControl`.
3. Open the configuration file `ASC.RecordingControl.ini` with the Editor.

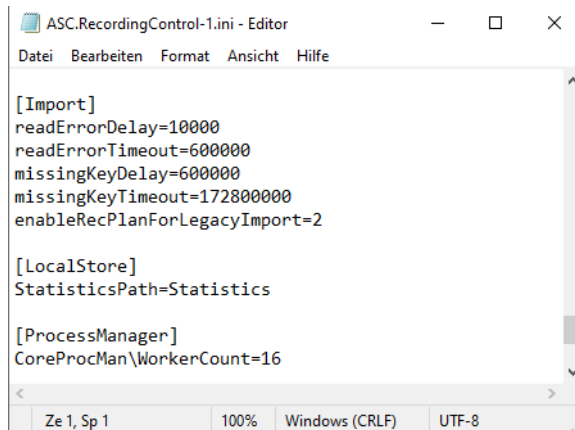


Fig. 1: Parameters for the retention time

4. In the section `Import`, search for the entry `enableRecPlanForLegacyImport`

For this parameter, you can configure the following values:

- 0 = The **TTL** is set based on the end time of the conversation.
If no end time can be determined, the configuration of the Recording Planner is checked and set starting with the import date.
- 1 = The **TTL** is set based on the end time of the conversation.
If no end time can be determined, a deletion date (**TTL**) of 9999 years is set which implies that the recording is never deleted.
- 2 = The configuration of the Recording Planner is checked and the new **TTL** is set starting with the import date. This is the default value.

5. Enter the value of the required function.
6. Save the changes in the configuration file.
7. Restart the service `ASCRecordingControl` to apply the changes before the import.

5

Preconditions for the import

- The license *Interface for data import and export* must be available.
- The function *Import* must have been activated on the server.
- Mapping of additional data must have been configured in the *neo* system, if it is supposed to be used.



For information about the activation and administration of licenses refer to the administration manual for system providers *License administration*.



For information about the configuration of servers and recording architectures refer to the administration manual for system providers *Configuration servers and recording architectures*.

- As source drive and target drive, the drive types **NAS** as well as external and internal hard disks can be used.
- In the source system, the drive must be assigned to the tenant who carries out the export.
- In the destination system, the drive must not have been assigned to any tenant so that it can be available for the system provider.
- A separate drive has to be used for each tenant and each export/import.
If export and import are supposed to run in parallel, then the tenant as well as the system provider must have access to the drive.



For information about the supported types of drives refer to the administration manual for system providers *Configuration drives*.



For information about the Drives module refer to the administration manual for system providers *Configuration drives*.



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

6

Main view

To be able to import recordings, you must create an import job.



The following configuration has to be carried out as system administrator.

1. Open the application *System Configuration*.
2. Log in as system provider.
3. Select the menu item *Setup > Recording Import*.

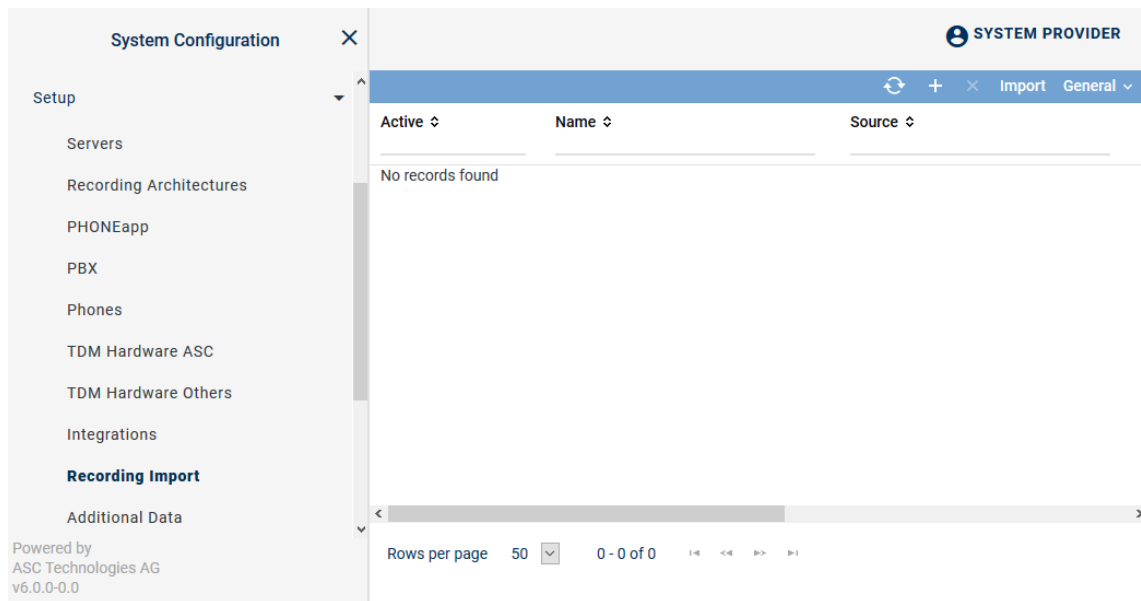






Fig. 2: Main view

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







| | |
|----------------------|---|
| Active | Shows whether an import job is active.  = Job is active.  = Job is not active. As long as an import job is active, the recording system checks according to the settings in time schedule whether new files are available in the source directory. If new files are available, they are imported directly. |
| Name | Name of the import job. |
| Source | Shows the name of the source drive from which the data is imported. |
| Import Format | Shows the format of the imported data. |
| Import Type | Shows whether the import is executed regularly or only once.  = Import is executed once.  = Import is executed regularly. |
| Start Time | Shows the time when the import starts. |
| Creation Date | Date on which the import configuration was created. |
| Updated | Date on which the import configuration was updated for the last time. |

6.1 Toolbar Import of recordings module




Fig. 3: Toolbar Import of recordings module

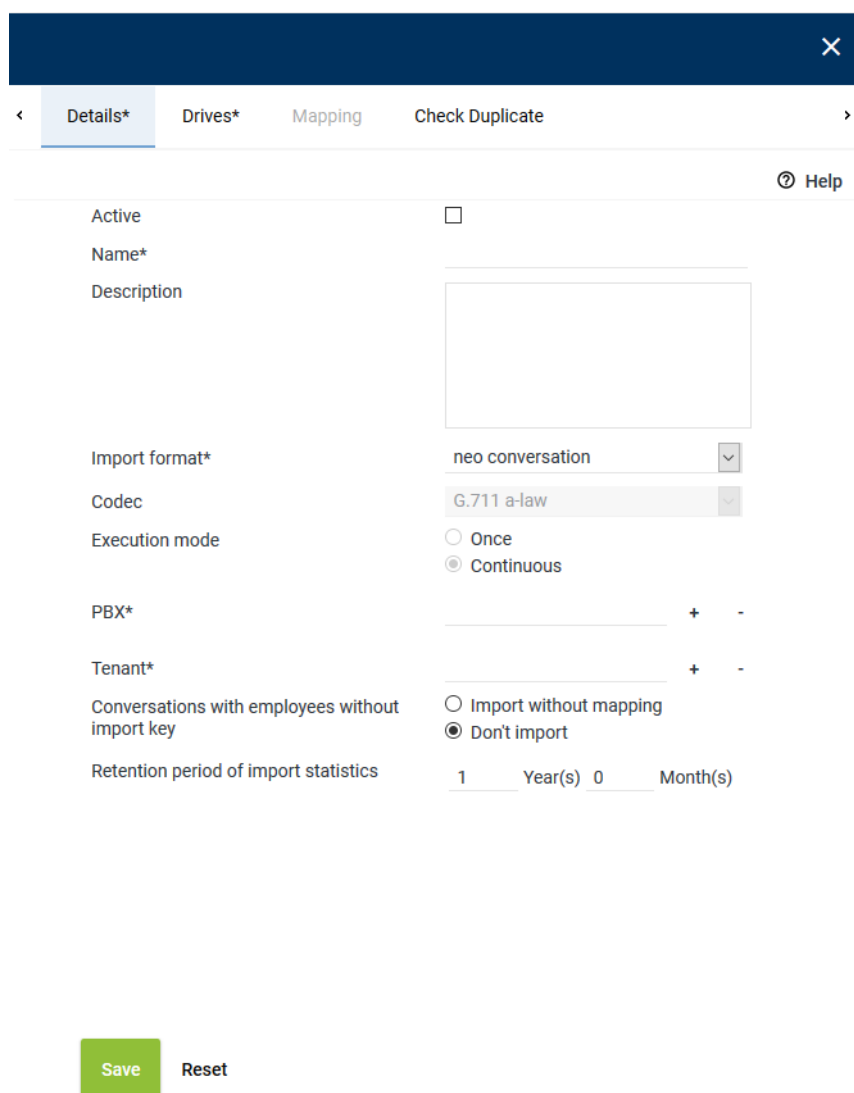
The toolbar offers the following functions.

| | | |
|---|---------------------------------|---|
|  | <i>Refresh</i> | Refreshes the main view. |
|  | <i>Search</i> | Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter. |
|  | <i>Reset search</i> | Resets all search filters so that the main view displays all data sets again. |
|  | <i>Create</i> | Creates a new import configuration. |
|  | <i>Delete</i> | Deletes the selected import configuration. NOTICE! You can only delete import configurations which are not active! |
| <i>Import</i> | | |
| <i>General</i> | <i>Print</i> | Prints the table of the main view. |
| | <i>Adjust Table</i> | Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page |
| | <i>Save Table Configuration</i> | Saves the current table configuration of the main view as the default view of the user. |
| | <i>General Help</i> | Opens the online help. |
| | <i>Module Help</i> | Opens the module-specific online help. |



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

- Click on the icon  (*Create*) in the toolbar of the main view.
⇒ The new import configuration is displayed in the detail view.



The screenshot shows a web interface for configuring an import. At the top is a dark blue header bar with a close button (X). Below it is a tabbed interface with four tabs: 'Details*' (selected), 'Drives*', 'Mapping', and 'Check Duplicate'. A 'Help' icon is visible on the right. The 'Details*' tab contains the following fields:

- Active:** A checkbox, currently unchecked.
- Name*:** A text input field.
- Description:** A large text area.
- Import format*:** A dropdown menu showing 'neo conversation'.
- Codec:** A dropdown menu showing 'G.711 a-law'.
- Execution mode:** Radio buttons for 'Once' and 'Continuous' (selected).
- PBX*:** A text input field with '+' and '-' buttons.
- Tenant*:** A text input field with '+' and '-' buttons.
- Conversations with employees without import key:** Radio buttons for 'Import without mapping' and 'Don't import' (selected).
- Retention period of import statistics:** A numeric input '1' followed by 'Year(s)' and '0' followed by 'Month(s)'.

At the bottom of the form are two buttons: a green 'Save' button and a grey 'Reset' button.

Fig. 4: Detail view

The detail view consists of the following tabs:

- **Details**
Here, you can display and edit detailed information about the selected import configuration.
- **Drives**
Here, you can display and select the source drive.
- **Mapping**
This tab is not available for all drives import formats.
Here, you can display and edit the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the neo recording system.
- **Duplicate Detection**
This tab is only available for the import format neo Conversation.
Here, you can configure the criteria for detecting duplicates and avoiding their subsequent import.

2. Adjust all necessary settings in the tabs of the detail view.
You can change tabs without buffering. The settings are not lost.
Once you have adjusted all settings, save the configuration.



You can only edit an import configuration as long as it has not been activated.

7.1 WAVE / MP3 format

7.1.1 WAVE / MP3 + CSV

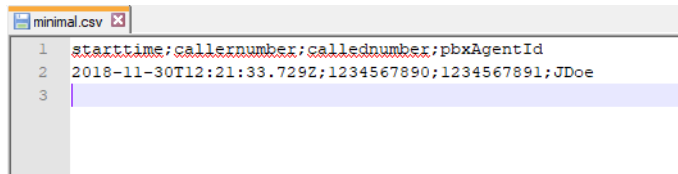
This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in **WAVE** format or in **MP3** format.

If the required additional data is contained in the file name, then no separate **CSV** file is needed.

A corresponding **CSV** file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

7.1.1.1 File content of CSV file

The following configuration has been described on basis of the following exemplary **CSV** file:



```

1 starttime;callernumber;callednumber;pbxAgentId
2 2018-11-30T12:21:33.729Z;1234567890;1234567891;JDoe
3

```

Fig. 5: Example of a CSV file for WAVE import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.1.1.2 Tab Details - WAVE / MP3 + CSV

1. Select the tab *Details* to configure the import job.
Configuration options depend on the selected import format.

Import 12/18

×

<

Details*

Drives*

Mapping*

Check Duplicate

>

ⓘ Help

Active

☐

Name*

Import

Description

Import format*

WAVE / MP3 + CSV

▼

Codec

G.711 a-law

▼

Execution mode

☐ Once
 ☒ Continuous

PBX*

Universal import

+

-

Tenant*

1st-tenant

+

-

Retention period of import statistics

1

Year(s)

0



Month(s)

Save

Reset

Fig. 6: Tab Details (example)

| | |
|-----------------------|---|
| Active | <p>Once the configuration is complete, you can activate the import job by activating the check box.</p> <p><input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active.</p> <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p> |
| Name | Enter a name for the import job. |
| Description | Here, you can enter a description for the import job. |
| Import format | <p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> WAVE / MP3 + CSV <p>For information about the formats see chapter "Supported import formats", p. 7.</p> |
| Codec | <p>From the drop-down list, select the codec in which the recordings are supposed to be saved.</p> <p>The following codecs are supported:</p> <ul style="list-style-type: none"> G.711 A-law G.711 μ-law G.729a Linear PCM 8 bit |
| Execution mode | <p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> Once |

| | |
|---------------|--|
| | <p>The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</p> <ul style="list-style-type: none"> • <i>Continuous</i> <p>Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</p> <p>NOTICE! For some import formats, only an unambiguous execution mode is available. In this case, this setting appears as default here.</p> |
| <i>PBX</i> | <p>By clicking on the button , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 58.</p> <p>It is necessary to map the imported data to a PBX so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p> |
| <i>Tenant</i> | <p>By clicking on the button , select which tenant the imported data is supposed to be mapped to, see chapter "Assign tenant", p. 59.</p> <p>NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p> |

7.1.1.3 Tab Drives

1. Select the tab *Drives* to configure the source.

A drive can be used in several job configurations as long as the drive is not used actively by a configuration.



If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

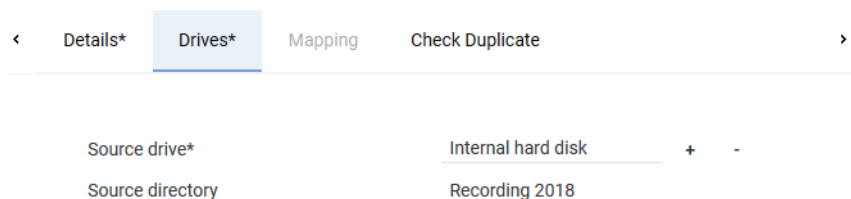


Fig. 7: Tab Drives - [WAVE](#) / [MP3](#) formats

| | |
|-------------------------|--|
| <i>Time zone</i> | Select the time zone from the drop-down list that the time indicated in the data to be imported refers to. |
| <i>Source drive</i> | Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 59 . |
| <i>Source directory</i> | Enter the directory from which the data is supposed to be imported. |

7.1.1.4 Tab Mapping with CSV file

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the *neo* recording system.

The following group fields are available to be configured:

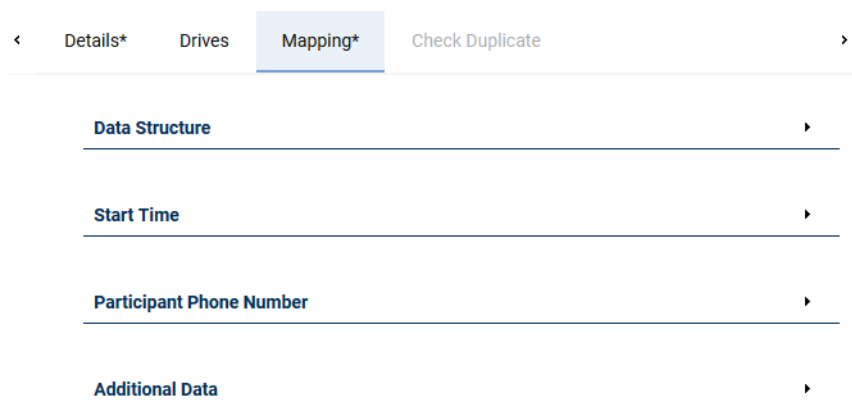


Fig. 8: Tab Mapping for *WAVE* / *MP3* import formats

The additional data can either be extracted from the file name of the *WAVE* or *MP3* file or from the file content of the delivered *CSV* or *XML* file.

The file names of associated files (*WAVE* / *MP3* and *XML* file or *WAVE* / *MP3* and *CSV* file) must be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the *WAVE* or *MP3* file.

7.1.1.4.1 Group field Data Structure

If the information from the file name is supposed to be used, enter the format of the file name.

When using the import format *WAVE* / *MP3* + *CSV*, additionally enter the character separating the columns in the file content. This field is a mandatory field even if no file is available. If the entry field remains empty, the all information is issued in the same section and cannot be used.

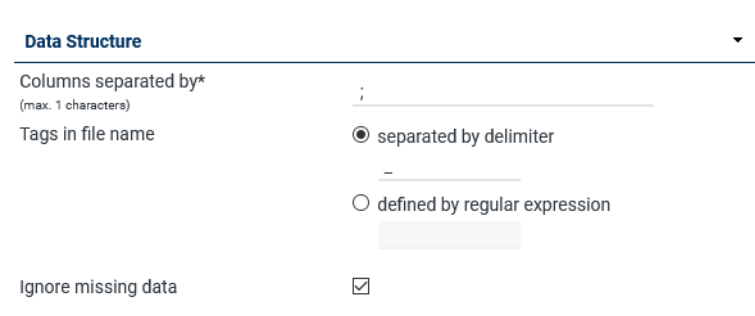


Fig. 9: Group field Data Structure

| | |
|--|---|
| Columns separated by (max. 1 character) | For the import format <i>WAVE</i> / <i>MP3</i> + <i>CSV</i> , this information is a mandatory field even if no file is available. If the entry field remains empty, the all information is issued in the same section and cannot be used. |
| Sections in the file name | There are 2 possible data formats. Select one of these options for separating content so that information is issued in a useful way. |

☒ *separated by delimiters*
☐ *defined by regular expression*

1. The file name consists of information sections which are separated by a certain delimiter.
A new section always starts at the beginning of a file name and behind a delimiter. Every section ends in front of a delimiter and in front of the period preceding the file extension.

Example: The file name "MyRecord-ings_2013-10-01_0681-123456.wav" consists of 3 sections which are separated by understrikes.

In this case, select the option *separated by delimiter* and enter the delimiter in the entry field.
NOTICE! Numbers and letters cannot be used as delimiters.
2. The file name consists of information sections which are **not** separated by a certain delimiter.
In this case, you have to define a regular expression which marks the sections as groups.

In this case, select the option *defined by regular expression* and enter the regular expression in the entry field.

Ignore missing data

☒ If this option has been activated, an empty data set is imported for the missing data.
☐ If this option has been deactivated, the import is canceled and an error message is issued in case no data set could be found.

7.1.1.4.2 Group field Start Time

In this group field, you can define how the start time is supposed to be read out.

Exemplary configuration on basis of the file content of a [CSV](#) file:

Start Time ▼

Source File content ▼

☒ Date and time in the same column
 Column* 1
 Format* yyyy:MM:ddThh:mm:ss:zzzZ

☐ Date and time in separate columns
 Column for date* starttime
 Format* yyyy-MM-dd
 Column for time* starttime
 Format* hh:mm:ss

Fig. 10: Group field Start time - Import format SMS

1. Enter the following parameters from the exemplary [CSV](#) file:

| | |
|---|--|
| <i>Source</i> | From the drop-down list, select the entry <i>File content</i> so that the information is read out from the file. |
| <i>Date and time in the same column</i> | Select the option <i>Date and time in the same column</i> if they have been listed together in the CSV file. |

| | |
|---------------|--|
| <i>Column</i> | Enter the number of the column which contains the information about the date and the start time. |
| <i>Format</i> | Enter the format of the date, e. g. yyyy-MM-ddThh:mm:ss:zzzZ, see also chapter "Format definitions" , p. 60. |

7.1.1.4.3 Group field Participant phone number WAVE + CSV

In this group field, you can define how the phone numbers of the conversation participants or the PBX Agent IDs of the agents are supposed to be read out from the file name or the file content and how stereo recordings are supposed to be imported.

Participant Phone Number ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by _____
(max. 1 characters)

| Source | Section No./Column | Track |
|--------------|--------------------|-------|
| File content | callernumber | left |
| File name | 4 | left |

[New](#) [Edit](#) [Delete](#)

Fig. 11: Group field Participant Phone Number

| | |
|---|---|
| <i>Handling of stereo recordings</i> | <p>Activate the check box to convert a stereo recording into a mono recording.</p> <p><input checked="" type="checkbox"/> = Stereo recording becomes mono recording.</p> <p><input type="checkbox"/> = Stereo recording remains stereo recording.</p> <p>NOTICE! ASC recommends using transcription for stereo calls. Transcription for mono calls is possible but not advisable. As all call participants are merged in one track in mono calls, the results would be associated with one participant. The audio analysis engine is not able to properly separate cross-talk occurring when participants speak at the same time; as a result, the quality of the transcription decreases.</p> |
| <i>Several phone numbers in a column separated by</i> | <p>When using CSV files, it is possible that several phone numbers appear in the same field in 1 column. These phone numbers have to be separated by delimiters so that they are recognized and read out as individual numbers. The first phone number is always read out and mapped as phone number.</p> <p>Enter the delimiter here, if the CSV file contains several phone numbers in one column.</p> <p>If the entry field remains empty, the information of a column is interpreted as one phone number.</p> <p>NOTICE! Numbers and letters cannot be used as delimiters.</p> |

List

The list shows all rules of the import configuration which have been saved for the mapping of the participant phone number.

| | |
|---------------------------|--|
| <i>Source</i> | Shows whether the information is read out from the file name or from the file content. |
| <i>Section No./Column</i> | Shows from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Track</i> | Shows which track the information has been mapped to. If a recording is supposed to be imported for transcription purposes, you have to define at least one track as <i>left</i> when assigning the agent. The left track is saved as the <i>active participant</i> in the database. Transcription will only render results if one of the participants is active. NOTICE! This information is only relevant if the import data exists in stereo format and is not converted into mono recordings upon its import. |

Tab. 1: Mapping rules for participant phone numbers

| | |
|---------------|---|
| <i>New</i> | The button opens a window in which you can create a new entry. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 2: Buttons



To display all settings of a rule, hover the mouse cursor over the respective line.

File name of the import file

The file names of associated files ([WAVE](#) / [MP3](#) and [XML](#) file or [WAVE](#) / [MP3](#) and [CSV](#) file) must be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the [WAVE](#) or [MP3](#) file.

Example for a file name of a [WAVE](#) file:

2019-11-06T10-44-46_JDoe_1234567890_1234567891.wav

<dateTtime><pbxAgentId><A-NUM><B-NUM>.wav

| <dateTtime> | <pbxAgentId> | <A-NUM> | <B-NUM> |
|---------------------|--------------|------------|------------|
| 2019-11-06T10-44-46 | JDoe | 1234567890 | 1234567891 |

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers or PBX Agent IDs are supposed to be read out from the file name.

Source for Participants' Phone Numbers

Source (number)

File name

Column name (number)

Section no. (phone)

4

Source (PBX Agent ID)

File name

Column name (PBXAgentenID)

Section no. ((Agent ID)

3

Track

left

Participant

☒ Calling party
 ☐ Called party

OK

Cancel

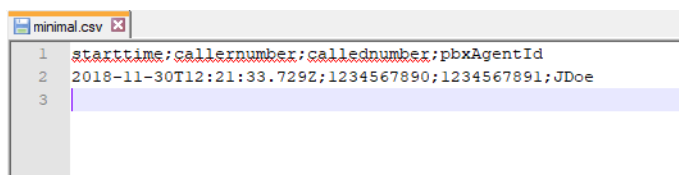
Fig. 12: Edit source for participant phone number (example)

| | |
|------------------------------|---|
| Source (number) | Select the source <i>File name</i> from the drop-down list. |
| Section No. (Phone) | <p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> Four <i>Source</i> = <i>File name</i> regardless of file format: <p>Enter the number of the file name section that contains the information. Enter the delimiter which is supposed to separate the sections in the file name in the group field Data Structure, see chapter "Group field Data Structure", p. 17.</p> <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Source (PBXA-agentID) | Select the source <i>File name</i> from the drop-down list. |
| Section No. (AgentID) | <p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> For <i>Source</i> = <i>File name</i> regardless of the data format: <p>Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see chapter "Group field Data Structure", p. 17.</p> <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Track | <p>From the drop-down list, select the track which is supposed to be mapped to the additional data.</p> <p>NOTICE! This information is only relevant in case the import data is in stereo format and will not be converted into mono recordings during the import.</p> |
| Participant | Select whether the phone numbers come from calling parties or from called parties. |

1. Click on the button *OK* to apply the entries.

File content of CSV file

The following configuration has been described on basis of the following exemplary [CSV](#) file:



```

1 starttime;callernumber;callednumber;pbxAgentId
2 2018-11-30T12:21:33.729Z;1234567890;1234567891;JDoe
3

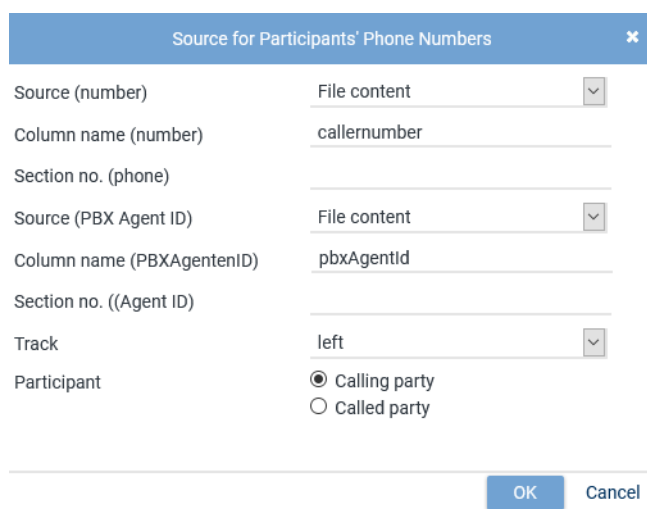
```

Fig. 13: Example of a CSV file for WAVE import

NOTICE! Adjust the configuration according to the customer's individual requirements.

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers or PBX Agent IDs are supposed to be read out from the file content.



| Source for Participants' Phone Numbers | |
|--|--|
| Source (number) | File content |
| Column name (number) | callernumber |
| Section no. (phone) | |
| Source (PBX Agent ID) | File content |
| Column name (PBXAgentenID) | pbxAgentId |
| Section no. ((Agent ID) | |
| Track | left |
| Participant | <input checked="" type="radio"/> Calling party <input type="radio"/> Called party |
| <div>OK Cancel</div> | |

Fig. 14: Edit source for participant phone number (example)

| | |
|-----------------------------------|---|
| Source (number) | Define whether the information is supposed to be read out from the file name or from the file content. Select the source <i>File content</i> from the drop-down list. |
| Column Name (Number) | Enter at which position of the structure the phone number or the PBX Agent IDs can be found. <ul style="list-style-type: none"> For <i>Source = File content</i> and <i>Import format = WAVE + CSV</i>: Enter the name of the column which contains the information. NOTICE! The name of the entry field depends on the source and the import format. |
| Source (PBXA-gentID) | Define whether the information is supposed to be read out from the file name or from the file content. Select the source <i>File content</i> from the drop-down list. |
| Column Name (PBXAgentenID) | Enter at which position of the structure the phone number or the PBX Agent IDs can be found. <ul style="list-style-type: none"> For <i>Source = File content</i> and <i>Import format = WAVE + CSV</i>: Enter the name of the column which contains the information. NOTICE! The name of the entry field depends on the source and the import format. |
| Track | Track From the drop-down list, select the track which is supposed to be mapped to the additional data. |

| | |
|---------------------|---|
| | NOTICE! This information is only relevant in case the import data exists in stereo format and is not converted into mono recordings upon its import. |
| <i>Participants</i> | Select whether the phone numbers are the numbers of the calling party or the called party. |

1. Click on the button *OK* to apply the entries.

7.1.1.4.4 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

| Additional Data | | |
|---|-------------------------|-----------------|
| Source | Section No./Column | Additional Data |
| File name | 2 | Department |
| File content | additionaldata/username | User name |
| New Edit Delete | | |

Fig. 15: Group field Additional Data (example for WAVE import formats)

| | |
|--|---|
| <i>Source</i> | The column indicates whether the information is read out of the file name or out of the file content. |
| <i>Section No./XML Tag or Section No./Column</i> | Column indicates from which information section the information is read out. NOTICE! Column title depends on the import format. |

Tab. 3: Group field Additional Data

| | |
|---------------|--|
| <i>New</i> | The button opens a window in which you can create a new entry. See chapter "Edit source for additional data", p. 23. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. See chapter "Edit source for additional data", p. 23. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 4: Buttons

Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file name or the file content.

1. In the group field *Additional Data*, click on the button *New* or *Edit*.
⇒ The following window appears:

Source for Additional Data
✕

Source
File name ▼

Section no.*

Additional data*
Department ▼

OK
Cancel

Fig. 16: Edit source for additional data (example for WAVE import formats)

| | |
|--|--|
| Source | <p>Select whether the additional data is supposed to be read out of the file name or the file content.</p> <p>Select the source from the drop-down list.</p> |
| XML Tag or Column Name or Section No. | <p>Enter at which location of the structure the additional data can be found.</p> <ul style="list-style-type: none"> For <i>Source</i> = <i>File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see chapter "Group field Data Structure", p. 17. For <i>Source</i> = <i>File content</i> and <i>Import format</i> = <i>WAV + XML</i>: Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information. The XML tag sequence has to be entered without spaces and the individual XML tags separated by a slash (e. g. Recording/Content). If the relevant information is contained in an attribute, then the attribute name has to be entered in square brackets preceded by an @ sign (e. g. Recording/AdditionalData[@content]). For <i>Source</i> = <i>File content</i> and <i>Import format</i> = <i>WAV + CSV</i>: Enter the name of the column which contains the information. <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Additional Data | <p>Additional data type that the information is supposed to be mapped to.</p> <p>Select the additional data type from the drop-down list.</p> <p>For information about the configuration of the additional data types refer to the administration manual System Configuration <i>Additional Data module</i>.</p> |

- Click on the button **OK** to apply the configuration and close the window.

7.1.2 WAVE / MP3 + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in [WAVE](#) format or in [MP3](#) format.

If the required additional data is contained in the file name, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

7.1.2.1 File content of XML file

The following configuration has been described on basis of the following exemplary [XML](#) file:

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <conversation>
  <starttime>2018-11-30T12:21:33.729Z</starttime>
  <callerNumber>01234567890</callerNumber>
  <calledNumber>01234567891</calledNumber>
  <pbxAgentId>JDoe</pbxAgentId>
</conversation>
```

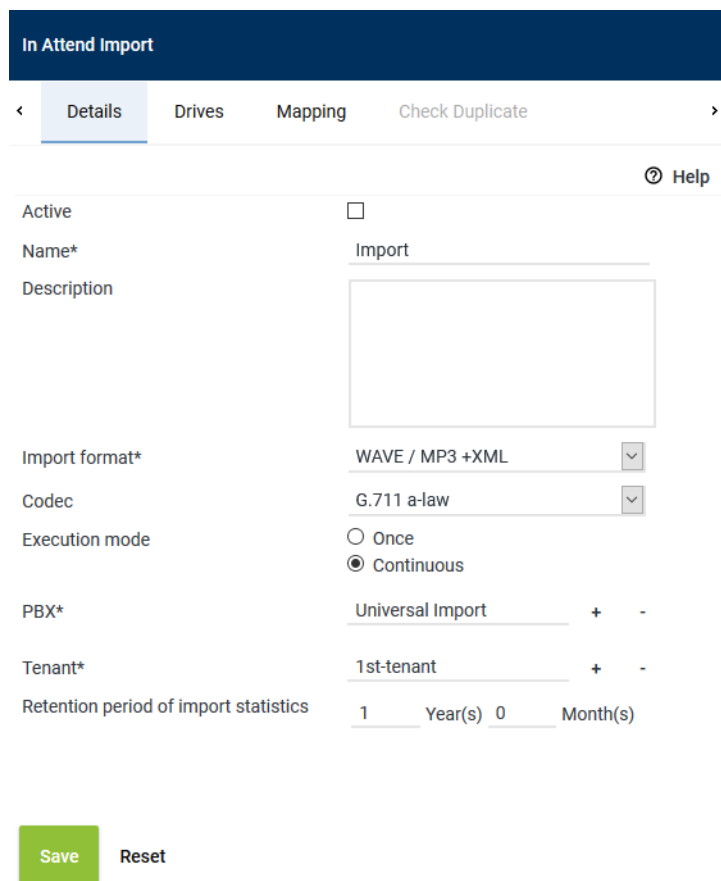
Fig. 17: Example of an XML file for WAVE import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.1.2.2 Tab Details - WAVE / MP3 + XML

1. Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.





The screenshot shows the 'In Attend Import' configuration window with the 'Details' tab selected. The interface includes a top navigation bar with tabs: 'Details', 'Drives', 'Mapping', and 'Check Duplicate'. Below the tabs is a 'Help' icon. The main configuration area contains the following fields:

- Active:** A checkbox that is currently unchecked.
- Name*:** A text field containing the value 'Import'.
- Description:** A large empty text area.
- Import format*:** A dropdown menu set to 'WAVE / MP3 +XML'.
- Codec:** A dropdown menu set to 'G.711 a-law'.
- Execution mode:** Radio buttons for 'Once' and 'Continuous'. 'Continuous' is selected.
- PBX*:** A text field containing 'Universal Import' with '+' and '-' buttons.
- Tenant*:** A text field containing '1st-tenant' with '+' and '-' buttons.
- Retention period of import statistics:** A field with '1' in the first box, 'Year(s)' in the middle, '0' in the second box, and 'Month(s)' at the end.

At the bottom left, there are two buttons: 'Save' (green) and 'Reset'.

Fig. 18: Tab Details (example)

| | |
|-------------------------------------|---|
| Active | Once the configuration has been completed, you can activate the import job by means of the check box. |
| <input checked="" type="checkbox"/> | = Job is active. |
| <input type="checkbox"/> | = Job is not active. |

| | |
|-----------------------|---|
| | As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly. |
| <i>Name</i> | Enter a name for the import job. |
| <i>Description</i> | Here, you can enter a description for the import job. |
| <i>Import format</i> | <p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> • WAVE / MP3 + XML <p>For information about the formats see chapter "Supported import formats", p. 7.</p> |
| <i>Codec</i> | <p>Select the codec from the drop-down list in which the recordings are supposed to be saved.</p> <p>The following codecs are supported:</p> <ul style="list-style-type: none"> • G.711 A-law • G.711 μ-law • G.729a • Linear PCM 8 bit |
| <i>Execution mode</i> | <p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> • <i>Once</i> <p>The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</p> <ul style="list-style-type: none"> • <i>Continuous</i> <p>Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</p> <p>NOTICE! For some import formats only continuous execution is available. In this case, the present setting is automatic.</p> |
| <i>PBX</i> | <p>By clicking on the button , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 58.</p> <p>It is necessary to map the imported data to a PBX so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p> |
| <i>Tenant</i> | <p>By clicking on the button , select which tenant the imported data is supposed to be mapped to, see chapter "Assign tenant", p. 59.</p> <p>NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p> |

7.1.2.3

Tab Drives

1. Select the tab *Drives* to configure the source.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

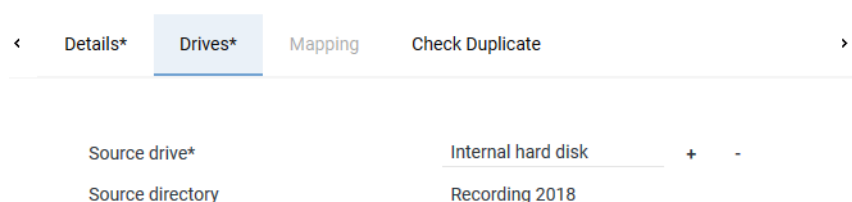


Fig. 19: Tab Drives - [WAVE](#) / [MP3](#) formats

| | |
|-------------------------|--|
| <i>Time zone</i> | Select the time zone from the drop-down list that the time indicated in the data to be imported refers to. |
| <i>Source drive</i> | Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 59 . |
| <i>Source directory</i> | Enter the directory from which the data is supposed to be imported. |

7.1.2.4 Tab Mapping with XML file

1. Select the tab *Mapping*.

Here, you can configure rules according to which the additional data from the data sets to be imported are supposed to be mapped to the data structure in the [neo](#) recording system.

The following group fields are available to be configured:

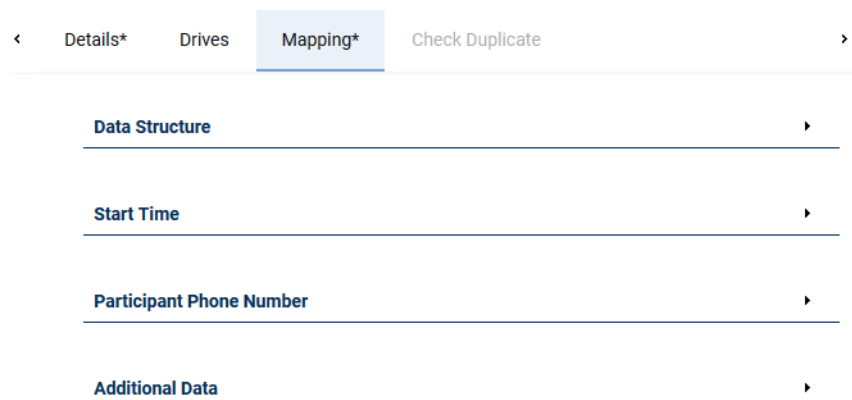


Fig. 20: Tab Mapping for [WAVE](#) / [MP3](#) import formats

The additional data can either be extracted from the file name of the [WAVE](#) or [MP3](#) file or from the file content of the delivered [CSV](#) or [XML](#) file.

The file names of associated files ([WAVE](#) / [MP3](#) and [XML](#) file or [WAVE](#) / [MP3](#) and [CSV](#) file) must be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the [WAVE](#) or [MP3](#) file.

7.1.2.4.1 Group field Data Structure

If the information from the file name is supposed to be used, enter the format of the file name.

Data Structure ▼

Tags in file name ☒ separated by delimiter

—

☐ defined by regular expression

Ignore missing data ☒

Fig. 21: Group field Data Structure

| | |
|----------------------------------|---|
| <i>Sections in the file name</i> | <p>There are 2 possible data formats.</p> <p>Select one of these options for separating content so that information is issued in a useful way.</p> <p><input checked="" type="radio"/> <i>separated by delimiters</i></p> <p><input type="radio"/> <i>defined by regular expression</i></p> <ol style="list-style-type: none"> 1. The file name consists of information sections which are separated by a certain delimiter. A new section always starts at the beginning of a file name and behind a delimiter. Every section ends in front of a delimiter and in front of the period preceding the file extension. Example: The file name "MyRecord-ings_2013-10-01_0681-123456.wav" consists of 3 sections which are separated by understrikes. In this case, select the option <i>separated by delimiter</i> and enter the delimiter in the entry field. NOTICE! Numbers and letters cannot be used as delimiters. 2. The file name consists of information sections which are not separated by a certain delimiter. In this case, you have to define a regular expression which marks the sections as groups. In this case, select the option <i>defined by regular expression</i> and enter the regular expression in the entry field. |
| <i>Ignore missing data</i> | <p><input checked="" type="checkbox"/> If this option has been activated, an empty data set is imported for the missing data.</p> <p><input type="checkbox"/> If this option has been deactivated, the import is canceled and an error message is issued in case no data set could be found.</p> |

7.1.2.4.2 Group field Start Time

In this group field, you can define how the start time is supposed to be read out.

Exemplary configuration on basis of the file content of an [XML](#) file:

Start Time ▼

Source File content ▼

☒ Date and time in the same key

Key*

Format*

☐ Date and time in separate keys

Key for date*

Format*

Key for time*

Format*

Fig. 22: Group field Start time - Import format SMS

1. Enter the following parameters from the exemplary [XML](#) file:

| | |
|--------------------------------------|--|
| Source | From the drop-down list, select the entry <i>File content</i> so that the information is read out from the file. |
| Date and time in the same key | Select the option <i>Date and time in the same key</i> if they have been listed together in the CSV file. |
| Key | Enter the path where the information about the start time can be found, e. g. <i>conversation/starttime</i> . |
| Format | Enter the format of the date, e. g. <i>yyyy-MM-ddThh:mm:ss:zzzZ</i> , see also chapter "Format definitions", p. 60 . |

7.1.2.4.3 Group field Participant phone number WAVE + XML

In this group field, you can define how the phone numbers of the conversation participants or the PBX Agent IDs of the agents are supposed to be read out from the file name or the file content and how stereo recordings are supposed to be imported.

Example of an XML file

Participant Phone Number ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by

(max. 1 characters)

| Source | Section No./XML Tag | Track |
|--------------|---------------------|-------|
| File content | Callernumber | left |
| File name | 4 | left |

[New](#) [Edit](#) [Delete](#)

Fig. 23: Group field Participant phone number

| | |
|--------------------------------------|---|
| Handling of stereo recordings | <p>Activate the check box to convert a stereo recording into a mono recording.</p> <p><input checked="" type="checkbox"/> = Stereo recording becomes mono recording.</p> <p><input type="checkbox"/> = Stereo recording remains stereo recording.</p> |
|--------------------------------------|---|

| | |
|--|---|
| | <p>NOTICE! ASC recommends using transcription for stereo calls. Transcription for mono calls is possible but not advisable. As all call participants are merged in one track in mono calls, the results would be associated with one participant. The audio analysis engine is not able to properly separate cross-talk occurring when participants speak at the same time; as a result, the quality of the transcription decreases.</p> |
| Several phone numbers in a column separated by | <p>When using CSV files, it is possible that several phone numbers appear in the same field in 1 column. These phone numbers have to be separated by delimiters so that they are recognized and read out as individual numbers. The first phone number is always read out and mapped as phone number.</p> <p>Enter the delimiter here, if the CSV file contains several phone numbers in one column.</p> <p>If the entry field remains empty, the information of a column is interpreted as one phone number.</p> <p>NOTICE! Numbers and letters cannot be used as delimiters.</p> |

List

The list shows all rules of the import configuration which have been saved for the mapping of the participant phone number.

| | |
|---------------------|--|
| Source | Shows whether the information is read out from the file name or from the file content. |
| Section No./XML Tag | Shows from which information section the information is read out. NOTICE! Column title depends on the import format. |
| Track | Shows which track the information has been mapped to. If a recording is supposed to be imported for transcription purposes, you have to define at least one track as <i>left</i> when assigning the agent. The left track is saved as the <i>active participant</i> in the database. Transcription will only render results if one of the participants is active. NOTICE! This information is only relevant if the import data exists in stereo format and is not converted into mono recordings upon its import. |

Tab. 5: Mapping rules for participant phone numbers

| | |
|--------|---|
| New | The button opens a window in which you can create a new entry. |
| Edit | The button opens a window in which you can edit a selected entry. |
| Delete | The button deletes the selected entry from the list. |

Tab. 6: Buttons



To display all settings of a rule, hover the mouse cursor above the respective line:

File name of the import file

The file names of associated files ([WAVE](#) / [MP3](#) and [XML](#) file or [WAVE](#) / [MP3](#) and [CSV](#) file) must be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the [WAVE](#) or [MP3](#) file.

Example for a file name of a [WAVE](#) file:

2019-11-06T10-44-46_JDoe_1234567890_1234567891.wav

<dateTtime><pbxAgentId><A-NUM><B-NUM>.wav

| <dateTtime> | <pbxAgentId> | <A-NUM> | <B-NUM> |
|---------------------|--------------|------------|------------|
| 2019-11-06T10-44-46 | JDoe | 1234567890 | 1234567891 |

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers or PBX Agent IDs are supposed to be read out from the file name or the file content.

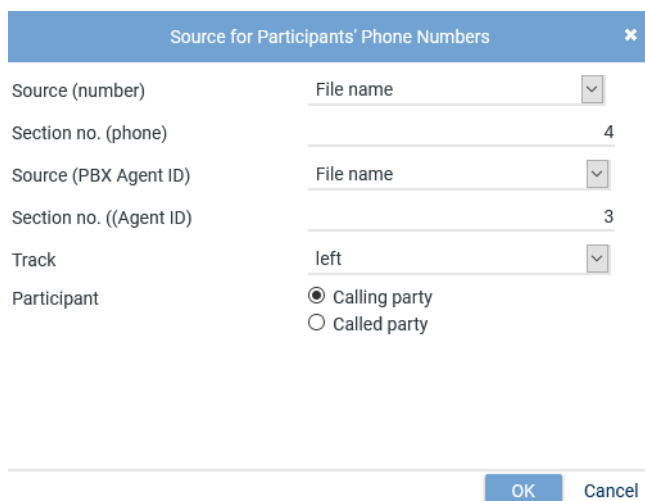


Fig. 24: Edit source for participant phone number (example)

| | |
|------------------------------|---|
| Source (number) | <p>Define whether the information is supposed to be read out from the file name or from the file content.</p> <p>Select the source <i>File name</i> from the drop-down list.</p> |
| Section No. (Phone) | <p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> For <i>Source = File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see chapter "Group field Data Structure", p. 17. <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Source (PBXA-agentID) | <p>Define whether the information is supposed to be read out from the file name or from the file content.</p> <p>Select the source <i>File name</i> from the drop-down list.</p> |
| Section No. (AgentID) | <p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> For <i>Source = File name</i> regardless of the data format: Enter the number of the file name section which contains the information. You have to enter the delimiter which separates the sections in the file name in the group field Data Structure, see chapter "Group field Data Structure", p. 17. <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |

| | |
|--------------------|--|
| <i>Track</i> | From the drop-down list, select the track which is supposed to be mapped to the additional data. NOTICE! This information is only relevant in case the import data is in stereo format and will not be converted into mono recordings during the import. |
| <i>Participant</i> | Select whether the phone numbers come from calling parties or from called parties. |

1. Click on the button **OK** to apply the entries.

File content of XML file

The following configuration has been described on basis of the following exemplary [XML](#) file:

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <conversation>
  <starttime>2018-11-30T12:21:33.729Z</starttime>
  <callerNumber>01234567890</callerNumber>
  <calledNumber>01234567891</calledNumber>
  <pbxAgentId>JDoe</pbxAgentId>
</conversation>
```

Fig. 25: Example of an XML file for WAVE import

NOTICE! Adjust the configuration according to the customer's individual requirements.

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers or PBX Agent IDs are supposed to be read out from the file name or the file content.

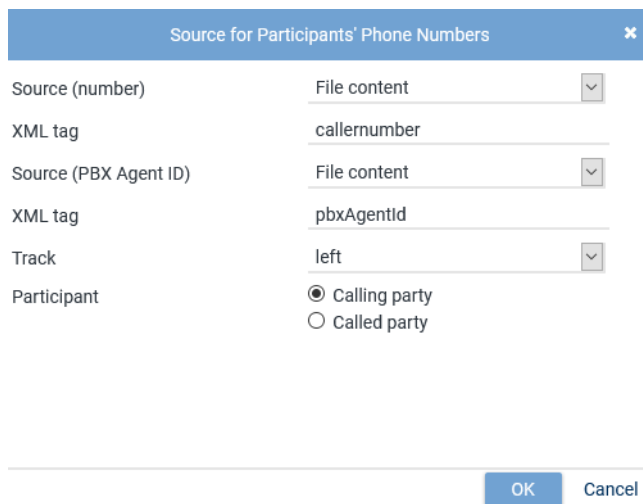


Fig. 26: Edit source for participant phone number (example)

| | |
|------------------------|---|
| <i>Source (number)</i> | Define whether the information is supposed to be read out from the file name or from the file content. Select the source <i>File content</i> from the drop-down list. |
| <i>XML Tag</i> | Enter at which position of the structure the phone number or the PBX Agent IDs can be found. <ul style="list-style-type: none"> • For <i>Source = File content</i> and <i>Import format = WAVE + XML</i>: Enter the hierarchical sequence of the XML tags from root element to XML tag containing the information. |

| | |
|-----------------------|--|
| | <p>The XML tag sequence must be entered without spaces and the individual XML tags must be separated by a slash (e. g. conversation/callernumber). If the relevant information is contained in an attribute, the attribute name must be entered preceded by an @ sign in square brackets (e. g.: conversation/callernumber[@caller]).</p> <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Source (PBXA-agentID) | <p>Define whether the information is supposed to be read out from the file name or from the file content.</p> <p>Select the source <i>File content</i> from the drop-down list.</p> |
| XML Tag | <p>Enter at which position of the structure the phone number or the PBX Agent IDs can be found.</p> <ul style="list-style-type: none"> For <i>Source = File content</i> and <i>Import format = WAVE + XML</i>: Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information. <p>The XML tag sequence must be entered without spaces and the individual XML tags must be separated by a slash (e. g. conversation/callernumber). If the relevant information is contained in an attribute, the attribute name must be entered preceded by an @ sign in square brackets (e. g.: conversation/callernumber[@caller]).</p> <p>NOTICE! The name of the entry field depends on the source and the import format.</p> |
| Track | <p>From the drop-down list, select the track which is supposed to be mapped to the additional data.</p> <p>NOTICE! This information is only relevant in case the import data exists in stereo format and is not converted into mono recordings upon its import.</p> |
| Participants | <p>Select whether the phone numbers are the numbers of the calling party or the called party.</p> |

1. Click on the button **OK** to apply the entries.

7.1.2.4.4 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

| Additional Data | | |
|---|-------------------------|-----------------|
| Source | Section No./Column | Additional Data |
| File name | 2 | Department |
| File content | additionaldata/username | User name |
| New Edit Delete | | |

Fig. 27: Group field Additional Data (example for WAVE import formats)

| | |
|------------------------|---|
| Source | The column indicates whether the information is read out of the file name or out of the file content. |
| Section No./XML Tag or | Column indicates from which information section the information is read out. |

Section No./Column **NOTICE!** Column title depends on the import format.

Tab. 7: Group field Additional Data

| | |
|---------------|--|
| <i>New</i> | The button opens a window in which you can create a new entry. See chapter "Edit source for additional data", p. 23. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. See chapter "Edit source for additional data", p. 23. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 8: Buttons

7.2 SMS format

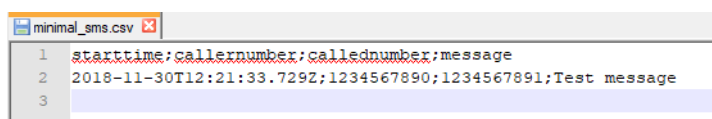
This import format allows you to import SMS recordings which have been created by a third-party system.

7.2.1 SMS by means of CSV file

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of a [CSV](#) file and must have the file extension .CSV.

7.2.1.1 File content of CSV file

The following configuration has been described on basis of the following exemplary [CSV](#) file:



```

1 starttime;callernumber;callednumber;message
2 2018-11-30T12:21:33.729Z;1234567890;1234567891;Test message
3

```

Fig. 28: Example of a CSV file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.2.1.2 Tab Details - Import by means of CSV

1. Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.

Details

Drives

Mapping

Check Duplicate

?

Help

Active

☐

Name*

SMS-Import

Description

Import format*

SMS via CSV

Execution mode

☐ Once
 ☒ Continuous

PBX*

+

-

Tenant*

+

-

Retention period of import statistics

1

Year(s)

0

Month(s)

Save

Reset

Fig. 29: Tab Details (example)

| | |
|----------------|---|
| Active | <p>By ticking the check box, you can activate the import job. The job starts as soon as the configuration is saved.</p> <p><input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active.</p> <p>As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p> |
| Name | Enter a name for the import job. |
| Description | Here, you can enter a description for the import job. |
| Import format | <p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> SMS by means of CSV <p>For information about the formats see chapter "Supported import formats", p. 7.</p> |
| Execution mode | <p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> Once <p>The import is started immediately upon activating the import configuration. The source directory is checked for data only once.</p> Continuous <p>Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</p> <p>NOTICE! Some import formats only allow one execution mode which cannot be changed.</p> |
| PBX | By clicking on the button <input type="button" value="+"/> , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 58 . |

It is necessary to map the imported data to a [PBX](#) so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.

Tenant

Select which tenant the imported data is supposed to be mapped to, see [chapter "Assign tenant", p. 59](#).

NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.

7.2.1.3 Tab Drives

1. Select the tab *Drives* to configure the source.

A drive can be used in several job configurations as long as the drive is not used actively by a configuration.



If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

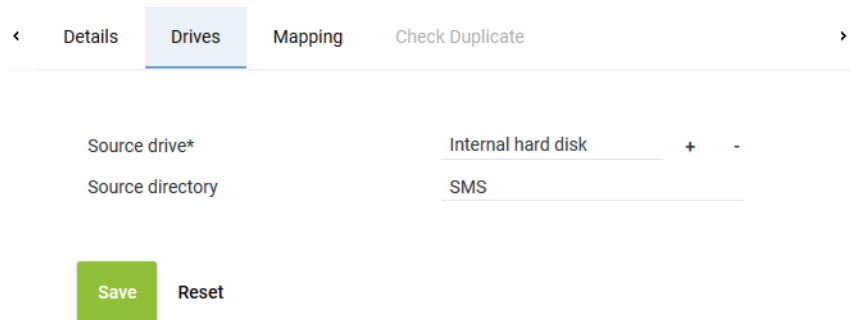


Fig. 30: Tab Drives - SMS formats

| | |
|-------------------------|--|
| <i>Source drive</i> | Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 59 . |
| <i>Source directory</i> | Enter the directory from which the data is supposed to be imported. Note that the SMS files in INI format with the file extension .SMS must have been saved in a separate directory. |

7.2.1.4 Tab Mapping with CSV file

1. Select the tab *Mapping*.

Here, you can configure rules according to which the additional data from the data sets to be imported are supposed to be mapped to the data structure in the [neo](#) recording system.

For the import format SMS by means of CSV, you can configure the mapping of the additional data from the [CSV](#) file to the [neo](#) data structure.

<
Details
Drives
Mapping
Check Duplicate
>

Data Structure
▶

Text Message
▶

Start Time
▶

Participant Phone Number *
▶

Additional Data
▶

Fig. 31: Tab Mapping for SMS import format

The following configuration has been described on basis of the following exemplary [CSV](#) file:

```

minimal_sms.csv
1 starttime;callernumber;callednumber;message
2 2018-11-30T12:21:33.729Z;1234567890;1234567891;Test message
3

```

Fig. 32: Example of a CSV file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.2.1.4.1 Group field Data Structure

In this group field, you can configure the parameters which are supposed to be used when the information is read out from the file name of a [CSV](#) file.

Data Structure
▼

Columns separated by*
(max. 1 characters)
;

Tags in file name
☒ separated by delimiter
☐ defined by regular expression

Ignore missing data
☒

| | |
|--|---|
| Columns separated by (max. 1 character) | For the import format SMS by means of CSV, this information is a mandatory field even if no file is available. If the entry field remains empty, the all information is issued in the same section and cannot be used. |
| Sections in the file name | Select one of these options for separating content so that information is issued in a useful way. <input checked="" type="radio"/> <i>separated by delimiters</i> <input type="radio"/> <i>defined by regular expression</i> |
| Ignore missing data | <input checked="" type="checkbox"/> If this option has been activated, an empty data set is imported for the missing data. <input type="checkbox"/> If this option has been deactivated, the import is canceled and an error message is issued in case no data set could be found. |

Mapping by means of the file content is configured in the following group fields.

7.2.1.4.2 Group field Text Message

In the parameter *Path to tag*, enter the section and the parameter from the [CSV](#) file containing the text message.

Text Message ▼

Path to tag*

7.2.1.4.3 Group field Start Time

In this group field, you can define how the start time is supposed to be read out.

Exemplary configuration on basis of the file content of a [CSV](#) file:

Start Time ▼

Source

☒ Date and time in the same column

Column*

Format*

☐ Date and time in separate columns

Column for date*

Format*

Column for time*

Format*

Fig. 33: Group field Start time - Import format SMS

1. Enter the following parameters from the exemplary [CSV](#) file:

| | |
|---|--|
| <i>Source</i> | From the drop-down list, select the entry <i>File content</i> so that the information is read out from the file. |
| <i>Date and time in the same column</i> | Select the option <i>Date and time in the same column</i> if they have been listed together in the CSV file. |
| <i>Column</i> | Enter the number of the column which contains the information about the date and the start time. |
| <i>Format</i> | Enter the format of the date, e. g. <code>yyyy-MM-ddThh:mm:ss:zzzZ</code> , see also chapter "Format definitions", p. 60 . |

7.2.1.4.4 Group field Participant Phone Number

In this group field, you can define how the phone numbers of the conversation participants are supposed to be read out from the file content of a [CSV](#) file.

Participant Phone Number *

Several phone numbers in a column separated by _____
(max. 1 characters)

| Source | Section No./Key | Track |
|--------------|-----------------|-------|
| File content | callernumber | left |
| File name | 3 | left |

[New](#) [Edit](#) [Delete](#)

Fig. 34: Group field Participant phone number

Several phone numbers in a column separated by

When using [SMS](#) files, it is possible that one parameter consists of several phone numbers. These phone numbers must be separated by a delimiter so that they can be read out individually. The first phone number is the one that is read out and mapped as phone number.

Enter the delimited which is supposed to be used of the SMS file contains several phone numbers.

If the entry field remains empty, the information is interpreted as one phone number.

NOTICE! Digits and letters cannot be used as delimiters.

List

The list shows all import configuration rules that have been saved to be able to map the participant phone numbers.

| | |
|---------------------------|--|
| <i>Source</i> | Shows whether the information is read out from the file name or from the file content. |
| <i>Section No./Column</i> | Shows from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Track</i> | This information is not relevant for SMS recordings. |

Tab. 9: Mapping rules for participant phone numbers

| | |
|---------------|---|
| <i>New</i> | The button opens a window in which you can create a new entry. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 10: Buttons



To display all settings of a rule, hover the mouse cursor over the respective line.

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers are supposed to be read out from the file content of a CSV file.

```
minimal_sms.csv
1 starttime;callernumber;callednumber;message
2 2018-11-30T12:21:33.729Z;1234567890;1234567891;Test message
3
```

Fig. 35: Example of a CSV file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

Source for Participants' Phone Numbers
✕

Source (number)
File content v

Tag
callernumber

Track
left v

Participant

☒ Calling party
☐ Called party

OK
Cancel

Fig. 36: Source for participant phone number Edit file content of CSV

| | |
|--------------------|--|
| <i>Source</i> | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| <i>Tag</i> | Enter the column headline for the parameter from which the information is supposed to be read out, e. g. <i>message</i> . |
| <i>Track</i> | This information is not relevant for SMS recordings. |
| <i>Participant</i> | Select whether the information is the phone number of the calling party or of the called party, e. g. <i>From</i> implies <i>Calling party</i> . |

1. Click on the button **OK** so that the entries are displayed in the list in the detail view.
2. Repeat the steps until all additional data has been configured in the list.

7.2.1.4.5 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

| Additional Data ▼ | | |
|--|----------------------|-----------------|
| Source | Section No./Column | Additional Data |
| File content | Part-1/DepartmentKey | Department Key |
| New Edit Delete | | |

Fig. 37: Group field Additional Data (example)

| | |
|------------------------|---|
| <i>Source</i> | The column indicates whether the information is read out of the file name or out of the file content. |
| <i>Section No./Key</i> | Column indicates from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Additional Data</i> | Column indicates to which additional data type the information is mapped. |

Tab. 11: Group field Additional Data

| | |
|-------------|--|
| <i>New</i> | The button opens a window in which you can create a new entry. See chapter "Edit source for additional data", p. 41 . |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |

| | |
|---------------|---|
| | See chapter "Edit source for additional data", p. 41. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 12: Buttons

Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file content.

- In the group field *Additional Data*, click on the button *New* or *Edit*.
⇒ The following window appears:

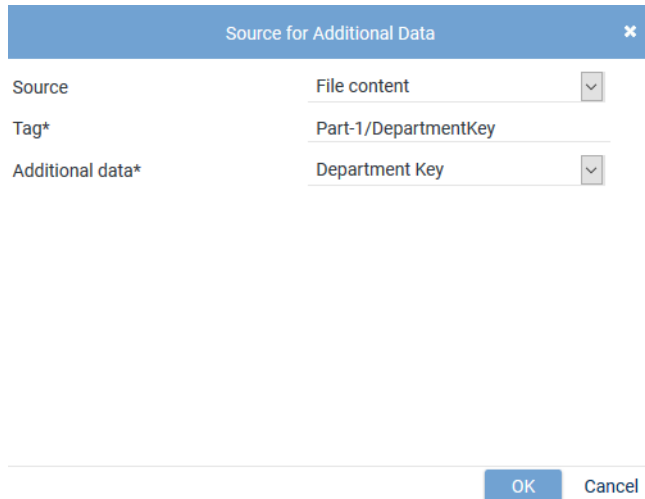


Fig. 38: Edit source for additional data (example)

| | |
|------------------------|--|
| <i>Source</i> | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| <i>Tag</i> | Enter the name of the parameter from which the additional data type is supposed to be read out, e. g. <i>Part-1/DepartmentKey</i> . |
| <i>Additional Data</i> | From the drop-down list, select the additional data type that the information is supposed to be mapped to. For information about the configuration of the additional data types refer to the administration manual System Configuration <i>Additional Data module</i> . |

- Click on the button *OK* so that the entries are applied in the list in the detail view.
- Repeat the steps until all additional data has been configured in the list.

7.2.2 SMS by means of INI file

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of an INI file and must have the file extension .SMS.

7.2.2.1 File content of INI file

The following configuration has been described on basis of the following exemplary INI file:

```

0      10      20      30      40      50
[Message]
From=447418936915
To=447418936916
SentDate=2015-05-20
SentTime=00:54:16
Body=Hi

[Details]
Encrypted=N
Signed=Y
Parts=1

[DATAHEADER]
SourceType=145
Source=447418936915
DestType=145
Destination=447418936916
PID=0
DCS=241
ValidityPeriod=255
ValidityPeriodFormat=2
Esm_class=0
Priority=0
OrigSMSCType=145
OrigSMSC=8980000
SAR_Total_Segments=1
Flags=0
SAR_Msg_Ref=0
Encrypted=False
Signed=True

[PART-1]
OriginalSentTime=2015-05-20 00:54:16
SentTime=2015-05-20 00:54:16
SevenBitLen=2
MessageText=4869
MessageRaw=C834
MsgRef=-1
EncKeyReference=SYSSKEY
MachineName=TWIXCOMMSLIVEFS
Signature=F952B5A96A638C8F9A9C33EC589429DF982A3FAA2561
Version=2
PM_DCS=241

```

Fig. 39: Example of an INI file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.2.2.2 Layout of an .ini file

Some special characters are considered delimiters and are omitted after an import. To ensure that the content of an .ini file is imported correctly, observe the following when using special characters:

| | |
|---|---|
| \ | <p>A backslash is considered a delimiter und suppresses the next following character.</p> <p>An individual backslash in a text suppresses the next character and thus its functionality. If you would like to suppress the functionality of a semicolon (which omits all following characters), enter a backslash in front of it.</p> |
| ; | <p>A semicolon is considered a delimited and suppresses all following characters.</p> <p>To ensure that the information after a semicolon is imported, enclose the text after a semicolon in quotation marks.</p> <p>If you do not enter a backslash in front of the quotation marks, they will be omitted after an import.</p> <p>Example:</p> <p>Enter: ; "message body"</p> <p>Result: ; message body</p> |

\ and " To suppress the functionality of delimiters and have them displayed as special characters, enter a backslash in front of them. This also applies for backslashes themselves. If you would like to have a backslash displayed, enter another backslash in front of it.

Example:

Enter: \\\"message body\"

Result: \"message body\"

Further examples:

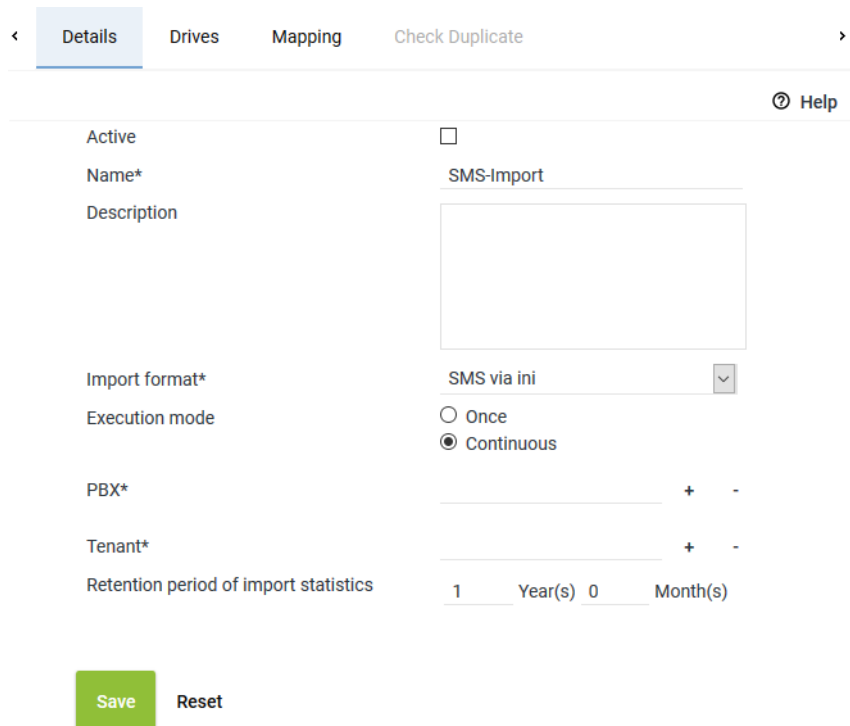
| Enter: | Result: |
|---------------|-----------|
| Text | Text |
| test\\test | test\test |
| test;test | test |
| test\;test | testtest |
| test\<test | testtest |
| test \\\;test | test \ |

NOTICE! Only use files in **UTF** format (with **BOM**) for the import to ensure that the default special characters are implemented correctly.

7.2.2.3 Tab Details - Import by means of INI

1. Select the tab *Details* to configure the import job.

Configuration options depend on the selected import format.



< **Details** Drives Mapping Check Duplicate >

Active ☐

Name* SMS-Import

Description

Import format* SMS via ini

Execution mode

☐ Once

☒ Continuous

PBX* + -

Tenant* + -

Retention period of import statistics

 1 Year(s) 0 Month(s)

Save Reset


Fig. 40: Tab Details (example)

Active

You can activate the import job by activating the check box. The job starts as soon as the configuration is saved.

☒ = Job is active.

☐ = Job is not active.

| | |
|-----------------------|---|
| | As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly. |
| <i>Name</i> | Enter a name for the import job. |
| <i>Description</i> | Here, you can enter a description for the import job. |
| <i>Import format</i> | <p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> • SMS via ini <p>For information about the formats see chapter "Supported import formats", p. 7.</p> |
| <i>Execution mode</i> | <p>Select whether the import is supposed to be executed only once or continuously.</p> <ul style="list-style-type: none"> • <i>Once</i> The import is started immediately upon activating the import configuration. The source directory is checked for data only once. • <i>Continuous</i> Upon activating the import configuration, the import job is started permanently and does not end before it is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active. <p>NOTICE! Some import formats allow only an execution mode which cannot be reconfigured.</p> |
| <i>PBX</i> | <p>By clicking on the button , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 58.</p> <p>It is necessary to map the imported data to a PBX so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.</p> |
| <i>Tenant</i> | <p>Select which tenant the imported data is supposed to be mapped to, see chapter "Assign tenant", p. 59.</p> <p>NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p> |

7.2.2.4 Tab Drives

1. Select the tab *Drives* to configure the source.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

<
Details
Drives
Mapping
Check Duplicate
>

Source drive*
Internal hard disk
+
-

Source directory
SMS

Save
Reset

Fig. 41: Tab Drives - SMS formats

| | |
|------------------|--|
| Source drive | Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 59 . |
| Source directory | Enter the directory from which the data is supposed to be imported. Note that the SMS files in INI format with the file extension .SMS must have been saved in a separate directory. |

7.2.2.5 Tab Mapping with INI file

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the *neo* recording system.

For the import format SMS via ini you can configure the mapping of the additional data from the SMS file to the *neo* data structure.

<
Details
Drives
Mapping
Check Duplicate
>

Data Structure
▶

Text Message
▶

Start Time
▶

Participant Phone Number *
▶

Additional Data
▶

Fig. 42: Tab Mapping for SMS import format

For the following description of the configuration, an INI file has been used by way of example.

```

0      10      20      30      40      50
[Message]
From=447418936915
To=447418936916
SentDate=2015-05-20
SentTime=00:54:16
Body=Hi

[Details]
Encrypted=N
Signed=Y
Parts=1

[DATAHEADER]
SourceType=145
Source=447418936915
DestType=145
Destination=447418936916
PID=0
DCS=241
ValidityPeriod=255
ValidityPeriodFormat=2
Esm_class=0
Priority=0
OrigSMSCType=145
OrigSMSC=8980000
SAR_Total_Segments=1
Flags=0
SAR_Msg_Ref=0
Encrypted=False
Signed=True

[PART-1]
OriginalSentTime=2015-05-20 00:54:16
SentTime=2015-05-20 00:54:16
SevenBitLen=2
MessageText=4869
MessageRaw=C834
MsgRef=-1
EncKeyReference=SYSSKEY
MachineName=TWIXCOMMSLIVEFS
Signature=F952B5A96A638C8F9A9C33EC589429DF982A3FAA2561
Version=2
PM_DCS=241

```

Fig. 43: Example of an INI file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.2.2.5.1 Group field Data Structure

In this group field, you can configure the parameters which are supposed to be used when the information is read out from the file name of a INI file.

| Data Structure | |
|---------------------------|---|
| Tags in file name | <input checked="" type="radio"/> separated by delimiter - <input type="radio"/> defined by regular expression <input type="text"/> |
| Ignore missing data | <input checked="" type="checkbox"/> |
| Sections in the file name | Select one of these options for separating content so that information is issued in a useful way. <input checked="" type="radio"/> separated by delimiters <input type="radio"/> defined by regular expression |
| Ignore missing data | <input checked="" type="checkbox"/> If this option has been activated, an empty data set is imported for the missing data. <input type="checkbox"/> If this option has been deactivated, the import is canceled and an error message is issued in case no data set could be found. |

Mapping by means of the content is configured in the next group fields.

7.2.2.5.2 Group field Text Message

In the parameter *Path to tag*, enter the section and the parameter from the SMS file which contains the text message.

Text Message ▼

Path to tag*

7.2.2.5.3 Group field Start Time

In this group field, you can define how the start time of the recording is supposed to be read out. Exemplary configuration on basis of the file content of an INI file:

Start Time ▼

Source

☐ Date and time in the same key

Key*

Format*

☒ Date and time in separate keys

Key for date*

Format*

Key for time*

Format*

Fig. 44: Group field Start Time - import format SMS

1. Enter the following parameters from the exemplary INI file:

| | |
|---------------------------------------|--|
| <i>Source</i> | Select the entry <i>File content</i> from the drop-down list so that the information is read out from the file. |
| <i>Date and time in separate keys</i> | Select the option <i>Date and time in separate keys</i> if they have been listed separately in the INI file. |
| <i>Key for date</i> | Enter the section and the parameter where the information about the date can be found in the INI file, e. g. Message/SentDate. |
| <i>Format</i> | Enter the format of the date, e. g. yyyy-MM-dd, see also chapter "Format definitions", p. 60 . |
| <i>Key for time</i> | Enter the section and the parameter where the information about the time can be found in the INI file, e. g. Message/SentTime. |
| <i>Format</i> | Enter the format of the time, e. g. hh:mm:ss:zzzZ, see also chapter "Format definitions", p. 60 . |

7.2.2.5.4 Group field Participant Phone Number

Here, you can define how the phone numbers of the conversation participants are supposed to be read out from the file content of an INI file.

▼ Participant Phone Number

Handling of stereo recordings

☐ Mix stereo to mono

Several phone numbers in a column
separated by
(max. 1 characters)

| Source | Section No./Column | Track |
|--------------|--------------------|-------|
| File content | Message/From | left |

New Edit Delete

Fig. 45: Group field Participant Phone Number

Several phone numbers in a column separated by

When using [SMS](#) files, it is possible that several phone numbers appear in one parameter. These phone numbers have to be separated by delimiters so that they are recognized and read out as individual numbers. The first phone number is always read out and mapped as phone number.

Enter the delimiter here, if the SMS file contains several phone numbers.

If the entry field remains empty, the information is interpreted as one phone number.

NOTICE! Numbers and letters cannot be used as delimiters.

List

The list shows all rules of the import configuration which have been saved for the mapping of the participant phone number.

| | |
|------------------------|--|
| <i>Source</i> | Shows whether the information is read out from the file name or from the file content. |
| <i>Section No./Key</i> | Shows from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Track</i> | This information is not relevant for SMS recordings. |

Tab. 13: Mapping rules for participant phone numbers

| | |
|---------------|---|
| <i>New</i> | The button opens a window in which you can create a new entry. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 14: Buttons



To display all settings of a rule, hover the mouse cursor over the respective line.

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers are supposed to be read out from the file content of an INI file.

The following configuration has been described on basis of the following exemplary INI file:


```

0      10      20      30      40      50
[Message]
From=447418936915
To=447418936916
SentDate=2015-05-20
SentTime=00:54:16
Body=Hi

[Details]
Encrypted=N
Signed=Y
Parts=1

[DATAHEADER]
SourceType=145
Source=447418936915
DestType=145
Destination=447418936916
PID=0
DCS=241
ValidityPeriod=255
ValidityPeriodFormat=2
Esm_class=0
Priority=0
OrigSMSCType=145
OrigSMSC=8980000
SAR_Total_Segments=1
Flags=0
SAR_Msg_Ref=0
Encrypted=False
Signed=True

[PART-1]
OriginalSentTime=2015-05-20 00:54:16
SentTime=2015-05-20 00:54:16
SevenBitLen=2
MessageText=4869
MessageRaw=C834
MsgRef=-1
EncKeyReference=SYSSKEY
MachineName=TWIXCOMMSLIVEFS
Signature=F952B5A96A638C8F9A9C33EC589429DF982A3FAA2561
Version=2
PM_DCS=241

```

Fig. 46: Example of an INI file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

Source for Participants' Phone Numbers
✕

Source

File content

▼

Tag*

Message/From

Track

left

▼

Participant

☒ Calling party
☐ Called party

OK

Cancel

Fig. 47: Edit source for participant phone number of an XML file

| | |
|--------|--|
| Source | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| Tag | Enter the path to the parameter from which the phone number is supposed to read out, e. g. <i>Message/From</i> . |
| Track | This information is not relevant for SMS recordings. |

| | |
|---------------------|---|
| <i>Participants</i> | Select whether the information contains the phone number of the calling or of the called party, e. g. <i>From</i> equals <i>Calling party</i> . |
|---------------------|---|

1. Click on the button *OK* so that the entries are applied in the list in the detail view.
2. Repeat the steps until all additional data has been configured in the list.

7.2.2.5.5 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

| Additional Data | | |
|---|----------------------|-----------------|
| Source | Section No./Column | Additional Data |
| File content | Part-1/DepartmentKey | Department Key |
| New Edit Delete | | |

Fig. 48: Group field Additional Data (example)

| | |
|------------------------|---|
| <i>Source</i> | The column indicates whether the information is read out of the file name or out of the file content. |
| <i>Section No./Key</i> | Column indicates from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Additional Data</i> | Column indicates to which additional data type the information is mapped. |

Tab. 15: Group field Additional Data

| | |
|---------------|---|
| <i>New</i> | The button opens a window in which you can create a new entry. See chapter "Edit source for additional data", p. 50 . |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. See chapter "Edit source for additional data", p. 50 . |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 16: Buttons

Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file content.

1. In the group field *Additional Data*, click on the button *New* or *Edit*.
⇒ The following window appears:

Source for Additional Data
✕

| | |
|------------------|---|
| Source | File content ▼ |
| Tag* | Part-1/DepartmentKey |
| Additional data* | Department Key ▼ |

OK
Cancel

Fig. 49: Edit source for additional data (example)

| | |
|------------------------|--|
| Source | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| Tag | Enter the name of the parameter from which the additional data type is supposed to be read out, e. g. <i>Part-1/DepartmentKey</i> . |
| Additional Data | <p>From the drop-down list, select the additional data type that the information is supposed to be mapped to.</p> <p>For information about the configuration of the additional data types refer to the administration manual System Configuration <i>Additional Data module</i>.</p> |

2. Click on the button *OK* so that the entries are applied in the list in the detail view.
3. Repeat the steps until all additional data has been configured in the list.

7.2.3 SMS by means of XML file

This import format allows you to import SMS recordings which have been created by a third-party system. The SMS files are based on the format of an [XML](#) file and must have the file extension .XML.

7.2.3.1 File content of XML file

The following configuration has been described on basis of the following exemplary [XML](#) file:

```

<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <conversation>
  <starttime>2018-11-30T12:21:33.729Z</starttime>
  <callerNumber>01234567890</callerNumber>
  <calledNumber>01234567891</calledNumber>
  <message>Test message</message>
</conversation>
```

Fig. 50: Example of an XML file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

7.2.3.2 Tab Details - Import by means of XML

1. Select the tab *Details* to configure the import job.
- The configuration options depend on the selected import format.

Details

Drives

Mapping

Check Duplicate

Help

Active

☐

Name*

SMS-Import

Description

Import format*

SMS via XML

Execution mode

☐ Once
☒ Continuous

PBX*

+

-

Tenant*

+

-

Retention period of import statistics

1

Year(s)

0

Month(s)

Save

Reset

Fig. 51: Tab Details (example)

| | |
|-----------------------|---|
| Active | <p>By means of the check box you can activate the import job. The job starts as soon as the configuration is saved.</p> <p><input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active.</p> <p>As long as a continuous import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p> |
| Name | Enter the name for the import job. |
| Description | Here, you can enter a description of the import job. |
| Import Format | <p>Select the import format from the drop-down list.</p> <ul style="list-style-type: none"> SMS by means of XML <p>For information about the formats see chapter "Supported import formats", p. 7.</p> |
| Execution mode | <p>Select whether the import is supposed to be executed once or continuously.</p> <ul style="list-style-type: none"> Once The import is started upon activating the import configuration. The source directory is checked for data only once. Continuous The import is started permanently upon activating the import configuration and does not end before the import configuration is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active. <p>NOTICE! Some import formats only allow one execution mode which cannot be changed.</p> |
| PBX | By clicking on the button <input type="button" value="+"/> , select for which PBX the data is supposed to be imported, see chapter "Assign PBX", p. 58 . |

It is necessary to map the imported data to a [PBX](#) so that the extensions via which the imported conversations have been made can be mapped to a PBX, too, and that the system can check whether an extension or an external phone number is concerned. If an extension has been mapped to an agent, this allows a mapping to an agent.

Tenant

Select which tenant the imported data is supposed to be mapped to, see [chapter "Assign tenant", p. 59](#).

NOTICE! In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.

7.2.3.3 Tab Drives

1. Select the tab *Drives* to configure the source.

A drive can be used in several job configurations as long as the drive is not used actively by a configuration.



If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

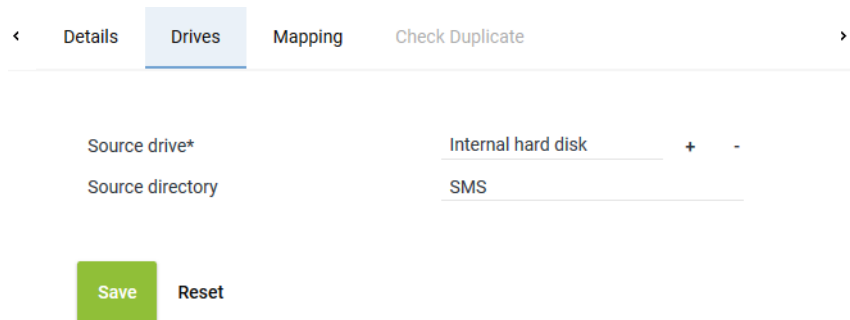


Fig. 52: Tab Drives - SMS formats

| | |
|-------------------------|--|
| <i>Source drive</i> | Select the drive from which the data is supposed to be imported, see chapter "Assign drive", p. 59 . |
| <i>Source directory</i> | Enter the directory from which the data is supposed to be imported. Note that the SMS files in INI format with the file extension .SMS must have been saved in a separate directory. |

7.2.3.4 Tab Mapping with XML file

1. Select the tab *Mapping*.

Here, you can configure rules according to which the additional data from the data sets to be imported are supposed to be mapped to the data structure in the [neo](#) recording system.

For the import format SMS by means of XML, you can configure the mapping of the additional data from the [XML](#) file to the [neo](#) data structure.

<
Details
Drives
Mapping
Check Duplicate
>

Data Structure
▶

Text Message
▶

Start Time
▶

Participant Phone Number *
▶

Additional Data
▶

Fig. 53: Tab Mapping for SMS import format

7.2.3.4.1 Group field Data Structure

In this group field, you can configure the parameters which are supposed to be used when the information is read out from the file name of an [XML](#) file.

Data Structure
▼

Tags in file name

☒ separated by delimiter
 —
☐ defined by regular expression

Ignore missing data
 ☒

| | |
|----------------------------------|---|
| Sections in the file name | Select one of these options for separating content so that information is issued in a useful way. <input checked="" type="radio"/> <i>separated by delimiters</i> <input type="radio"/> <i>defined by regular expression</i> |
| Ignore missing data | <input checked="" type="checkbox"/> If this option has been activated, an empty data set is imported for the missing data. <input type="checkbox"/> If this option has been deactivated, the import is canceled and an error message is issued in case no data set could be found. |

Mapping by means of the file content is configured in the following group fields.

7.2.3.4.2 Group field Text Message

In the parameter *Path to tag*, enter the section and the parameter from the [XML](#) file containing the text message.

Text Message
▼

Path to tag*

7.2.3.4.3 Group field Start Time

In this group field, you can define how the start time is supposed to be read out.

Exemplary configuration on basis of the file content of an [XML](#) file:

Start Time ▼

Source File content ▼

☒ Date and time in the same key

Key*

Format*

☐ Date and time in separate keys

Key for date*

Format*

Key for time*

Format*

Fig. 54: Group field Start time - Import format SMS

1. Enter the following parameters from the exemplary [XML](#) file:

| | |
|--------------------------------------|--|
| Source | From the drop-down list, select the entry <i>File content</i> so that the information is read out from the file. |
| Date and time in the same key | Select the option <i>Date and time in the same key</i> if they have been listed together in the CSV file. |
| Key | <p>Enter the path where the information about the start time can be found, e. g. conversation/starttime.</p> <p>Enter the hierarchical order of the XML tags from the root element to the XML tag which contains the information. The XML tag sequence must be entered without spaces and the individual XML tags must be separated by a slash. If the relevant information is contained in an attribute, the attribute name must be entered preceded by an @ sign in square brackets, e. g.: conversation/starttime[@date].</p> |
| Format | Enter the format of the date, e. g. yyyy-MM-ddThh:mm:ss:zzzZ, see also chapter "Format definitions" , p. 60. |

7.2.3.4.4 Group field Participant Phone Number

Here, you can define how the phone numbers of the conversation participants are supposed to be read out from the file content of an [XML](#) file.

Participant Phone Number * ▼

Several phone numbers in a column separated by
(max. 1 characters)

| Source | Section No./Key | Track |
|--------------|---------------------------|-------|
| File name | 4 | left |
| File content | conversation/callernumber | left |

[New](#) [Edit](#) [Delete](#)

Fig. 55: Group field Participant phone number

Several phone numbers in a column separated by

When using [SMS](#) files, it is possible that one parameter consists of several phone numbers. These phone numbers must be separated by a delimiter so that they can be read out individually. The first phone number is the one that is read out and mapped as phone number.

Enter the delimited which is supposed to be used of the SMS file contains several phone numbers.

If the entry field remains empty, the information is interpreted as one phone number.

NOTICE! Digits and letters cannot be used as delimiters.

List

The list shows all import configuration rules that have been saved to be able to map the participant phone numbers.

| | |
|------------------------|--|
| <i>Source</i> | Shows whether the information is read out from the file name or from the file content. |
| <i>Section No./Key</i> | Shows from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Track</i> | This information is not relevant for SMS recordings. |

Tab. 17: Mapping rules for participant phone numbers

| | |
|---------------|---|
| <i>New</i> | The button opens a window in which you can create a new entry. |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 18: Buttons



To display all settings of a rule, hover the mouse cursor over the respective line.

Edit source for participant phone number

In the window *Source for Participant Phone Numbers*, you can define how phone numbers are supposed to be read out from the file content of an [XML](#) file.

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <conversation>
  <starttime>2018-11-30T12:21:33.729Z</starttime>
  <callerNumber>01234567890</callerNumber>
  <calledNumber>01234567891</calledNumber>
  <message>Test message</message>
</conversation>
```

Fig. 56: Example of an XML file for SMS import

NOTICE! Adjust the configuration according to the customer's individual requirements.

Source for Participants' Phone Numbers
✕

Source (number)
File name ▼

Tag
conversation/callerNumber

Track
left ▼

Participant

☒ Calling party
☐ Called party

OK
Cancel

Fig. 57: Edit source for participant phone number

| | |
|--------------------|--|
| <i>Source</i> | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| <i>Tag</i> | Enter the path to the parameter from which the information is supposed to be read out, e. g. <i>conversation/callernumber</i> . |
| <i>Track</i> | This information is not relevant for SMS recordings. |
| <i>Participant</i> | Select whether the information is the phone number of the calling party or of the called party, e. g. <i>From</i> implies <i>Calling party</i> . |

1. Click on the button **OK** so that the entries are applied in the list in the detail view.
2. Repeat the steps until all additional data has been configured in the list.

7.2.3.4.5 Group field Additional Data

Here, you can define how additional data is supposed to be read out of the file name or the file content and mapped to the additional data types defined in the Additional Data module.

The list shows all rules of the import configuration which have been saved for the mapping of the additional data.

| Additional Data ▼ | | |
|---|----------------------|-----------------|
| Source | Section No./Column | Additional Data |
| File content | Part-1/DepartmentKey | Department Key |
| New Edit Delete | | |

Fig. 58: Group field Additional Data (example)

| | |
|------------------------|---|
| <i>Source</i> | The column indicates whether the information is read out of the file name or out of the file content. |
| <i>Section No./Key</i> | Column indicates from which information section the information is read out. NOTICE! Column title depends on the import format. |
| <i>Additional Data</i> | Column indicates to which additional data type the information is mapped. |

Tab. 19: Group field Additional Data

| | |
|-------------|--|
| <i>New</i> | The button opens a window in which you can create a new entry. See chapter "Edit source for additional data", p. 58 . |
| <i>Edit</i> | The button opens a window in which you can edit a selected entry. |

| | |
|---------------|---|
| | See chapter "Edit source for additional data", p. 58. |
| <i>Delete</i> | The button deletes the selected entry from the list. |

Tab. 20: Buttons

Edit source for additional data

In the window *Source for Additional Data*, you can define how additional data are supposed to be read out of the file content.

- In the group field *Additional Data*, click on the button *New* or *Edit*.
⇒ The following window appears:

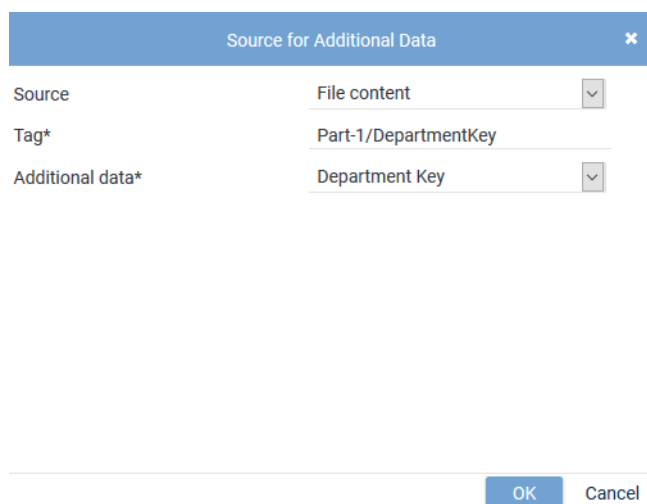


Fig. 59: Edit source for additional data (example)

| | |
|------------------------|--|
| <i>Source</i> | Select the source of the information from the drop-down list, e. g. <i>File content</i> . |
| <i>Tag</i> | Enter the name of the parameter from which the additional data type is supposed to be read out, e. g. <i>Part-1/DepartmentKey</i> . |
| <i>Additional Data</i> | From the drop-down list, select the additional data type that the information is supposed to be mapped to. For information about the configuration of the additional data types refer to the administration manual <i>System Configuration Additional Data module</i> . |

- Click on the button *OK* so that the entries are applied in the list in the detail view.
- Repeat the steps until all additional data has been configured in the list.

7.3 Assign PBX

- Click on the button **+** on the right of the entry field.
- Select a **PBX** from the list.

| PBX | |
|---------------------|---------------------|
| Name | Type |
| SIP | Universal VoIP |
| Cisco ... | Cisco UCM |
| Avaya_1 | Avaya CM |
| Cisco Jabber | Cisco Jabber |
| Universal import | Universal import |
| Universal analog CM | Universal analog CM |
| OpenScape Xpert | OpenScape Xpert |

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Add Cancel

Fig. 60: Add PBX

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

7.4

Assign tenant

- Click on the button **+** on the right of the entry field.
- Select a tenant from the list.

| Tenant | |
|------------|-----------------|
| Tenant | Type |
| System | System provider |
| 1st-Tenant | Tenant |
| 3rd-Tenant | Tenant |
| 2nd-Tenant | Tenant |

Add Cancel

Fig. 61: Add tenant

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

7.5

Assign drive

- Click on the button **+** on the right of the entry field.
- Select a drive from the list.

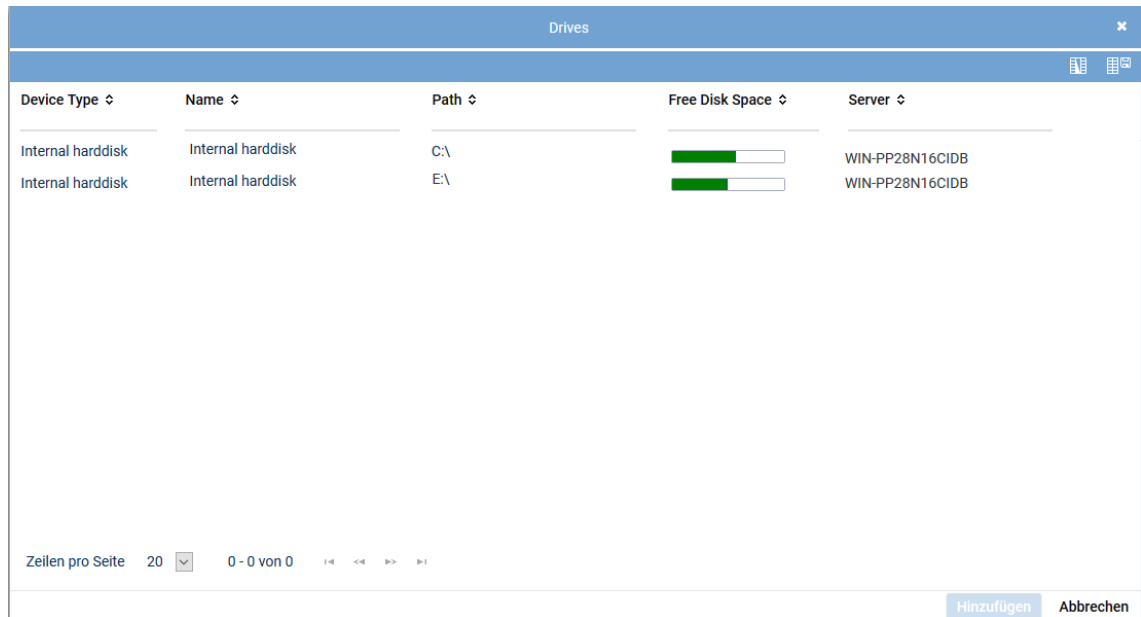


Fig. 62: Add drive

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

7.6

Format definitions

The following letter sequences have to be used for defining a format:

| | |
|------|--|
| yyyy | Year as 4-digit sequence, e. g. 2016 |
| yy | Year as 2-digit sequence, e. g. 00-99 |
| M | Month as number without the preceding 0 in 1-digit months, e. g. 1-12 |
| MM | Month as 2-digit sequence with the preceding 0 in 1-digit months, e. g. 01-12 |
| MMM | Abbreviated name of the month, e. g. Jan - Dec |
| MMMM | Complete name of the month, e. g. January - February |
| d | Day as number without the preceding 0 in 1-digit days, e. g. 1-31 |
| dd | Day as 2-digit sequence with the preceding 0 in 1-digit days, e. g. 01-31 |
| ddd | Abbreviated name of the day, e. g. Mon - Sun |
| dddd | Complete name of the day, e. g. Montag to Sunday |
| h | Hours without the preceding 0 in 1-digit hours, e. g. 0-23 or 1-12 if AM/PM is displayed |
| hh | Hours as 2-digit sequence with the preceding 0 in 1-digit hours, e. g. 00-23 or 01-12 if AM/PM is displayed |
| H | Hours without the preceding 0 in 1-digit hours, e. g. 0-23, i. e. 24-hour clock even if AM/PM is displayed |
| HH | Hours as 2-digit sequence with the preceding 0 in 1-digit hours, e. g. 00-23, i. e. 24-hour clock even if AM/PM is displayed |
| m | Minutes without the preceding 0 in 1-digit minutes, e. g. 0-59 |
| mm | Minutes as 2-digit sequence with the preceding 0 in 1-digit minutes, e. g. 00-59 |
| s | Seconds without the preceding 0 in 1-digit seconds, e. g. 0-59 |
| ss | Seconds as 2-digit sequence with the preceding 0 in 1-digit seconds, e. g. 00-59 |

| | |
|---------|--|
| z | Milliseconds without the preceding 0 in 1- or 2-digit milliseconds, e. g. 0-999 |
| zzz | Milliseconds as 3-digit sequence with the preceding 0 in 1- or 2-digit milliseconds, e. g. 000-999 |
| AP or A | 12-hour clock dividing the day into two periods differentiated by using AM or PM |
| ap or a | 12-hour clock dividing the day into two periods differentiated by using am or pm |
| t | Time zone, e. g. CEST |



Make sure to differentiate the different format elements by using upper and lower case letters!

Example:

Define the format for the start time as *yyyy-MM-dd-hh-mm-ss*. That way, the sequence 2013-10-08-14-32-54 is recognized as the date 10/08/2013 and as the time 14:32:54.

All characters except letters are interpreted as delimiters. This allows interpreting formats correctly which contain 1-digit components.

Example:

According to the above-mentioned definition *yyyy-MM-dd-hh-mm-ss*, the sequence 2013-10-08-14-32-54 can be recognized correctly as the date 10/08/2013 and as the time 14:32:54.

8

Start and stop import

1. To start the import job, change to the tab *Details*.

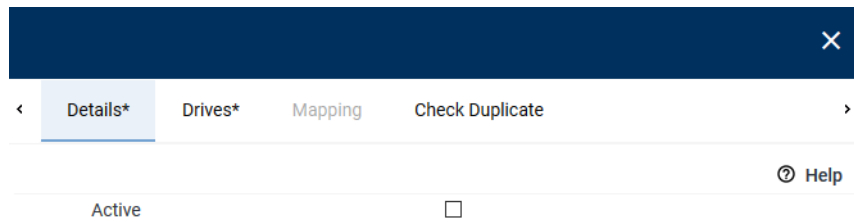



Fig. 63: Activate import job

| | |
|----------------------|---|
| <p>Active</p> | <p>Tick the check box to activate the import job.</p> <p><input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active.</p> <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported directly.</p> |
|----------------------|---|

2. Click on the button *Save*. This automatically starts the import.
3. To cancel the import job, you have to deactivate the option and save the settings again.

You can check the result of an import job in the application *System Monitoring* in the Jobs module.

1. Log in to the application *System Monitoring* as system administrator.
2. Select the menu item *Jobs* in the navigation bar.
3. In the list of messages, search for the entry of the respective import.
4. Information about the configured job appears in the tab *Details*.
5. The tab *Executions* displays the entries of the latest executions.
6. Click on the icon  (*History*) in the headline.
⇒ A window opens displaying the information whether the execution was successful.



For information about the Jobs module refer to the user manual for administrators *Usage System Monitoring*.

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Glossary

μ-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The μ-law algorithm is used in the US while the A-law algorithm is the standard in Europe.

A-law

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The A-law algorithm is used in Europe while the μ-law algorithm is the standard in the US.

BOM

The byte order mark is a particular usage of the special Unicode character, U+FEFF BYTE ORDER MARK, whose appearance as a magic number at the start of a text stream can signal several things to a program reading the text. (Source: Wikipedia 23rd September 2020)

CIFS

Common Internet File System stands for network share. The term was introduced by Microsoft in 1996 and describes an advanced version of SMB (Server Message Block). CIFS builds on NetBIOS over TCP/IP and SMB and, in addition to file and printer sharing, offers additional services such as Windows's RPC and NT domain service. Name resolution continues to be carried out via NBT broadcast message or in general via the NBT Name Service or via DNS if NBT is not available. (Source: Wikipedia 4th May 2017)

Codec

Code/Decode implementation of a method for transforming from coded/decoded data to decoded or coded data

CSV

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

G.711

Standardized method of the ITU (International Telecommunication Union) to digitize analog audio signals via pulse code modulation (PCM). G.711 defines 2 different algorithms μ-law and A-law.

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)

NAS

Network Attached Storage is a file-level computer data storage server connected to a computer network providing data access to other devices on the network. NAS is usually used to provide independent storage capacity in a computer network without major effort. (Source: Wikipedia 4th May 2017)

PBX

Private Branch Exchange

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)

SMB

Server Message Block is a network communication protocol for providing shared access to files, printers, and serial ports between nodes on a network. It also provides an authenticated inter-process communication mechanism. (Source: Wikipedia 24th October 2019)

SMS

Short Message Service, text message (GSM, landline)

TTL

Time to Live is the retention period indication for how long a recording is supposed to be held available in the system.

UTF

Unicode defines two mapping methods: the Unicode Transformation Format (UTF) encodings, and the Universal Coded Character Set (UCS) encodings. An encoding maps (possibly a subset of) the range of Unicode code points to sequences of values in some fixed-size range, termed code units. (Source: Wikipedia 23rd September 2020)

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.

XML

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