

INSPIRATIONneo

Agents module



User manual

9/10/2021

Product line neo, version 6.x

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

INSPIRATIONneo

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2 Introduction

The Agents module offers an overview of the agents, their sessions, evaluations, and current conversations.



In the Agents module, only those agents are displayed who have been assigned to you in the organization structure or those to whose data you have access.

In the Agents module, the following functions are available:

- Editing and administrating agent data which has been set up in the application System Configuration
- Replaying and evaluating sessions
- Evaluating agents directly (without session)
- Displaying finished evaluations
- Online monitoring to influence recordings and listen in on conversations

Open the Agents module by clicking on the menu item *Agents* in the navigation bar.



Basic information about using the application INSPIRATION^{neo} can be found in the user manual *INSPIRATIONneo - General information*.

3

Main view



In the main view, all agents are displayed to whose data you have access.

Agents ▾ General ▾						
Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕	E-Mail ↕
1000	10.	Agent				
900	9.	Agent				
8000	80.	Agent				
700	7.	Agent				
600	6.	Agent				
500	5.	Agent				
400	4.	Agent				
300	3.	Agent				
200	2.	Agent				
100	1.	Agent				

Rows per page 50 ▾ 1 - 10 of 10 << >> >>>

Fig. 1: Main view

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

<i>Employee Number</i>	Shows the agent's employee ID.
<i>First Name</i>	Shows the agent's first name.
<i>Last Name</i>	Shows the agent's last name.
<i>Login Name</i>	Shows the agent's login name.
<i>Date of Entry</i>	Shows the agent's date of entry.
<i>Date of Birth</i>	Shows the agent's date of birth.
<i>E-Mail</i>	Shows the agent's e-mail address.
<i>Visible</i>	Shows whether the agent is visible.  = visible  = invisible
<i>Default Template</i>	Shows the selected default evaluation template. NOTICE! Evaluation templates are created in the Evaluation Templates module.
<i>Comment</i>	Shows comments about the agent.
<i>Member Of</i>	Shows the agent's organization unit.
<i>Creation Date</i>	Date on which the agent was created in the database.
<i>Updated</i>	Date on which the entries were updated for the last time.





3.1

Toolbar

The toolbar offers the following functions.



Fig. 2: Toolbar main view

 	Search	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria (see chapter "Search", p. 8). The icon  (<i>Search</i>) is displayed whenever the search has been adjusted by means of a filter.
	 Reset Search	Resets all manually entered search criteria. The search is started without manual filter settings.
Agents	Evaluate Agent Without Sessions	This function allows evaluating the selected agent independently from any sessions (see chapter "Evaluate agent without sessions", p. 22).
	Display Agent's Shift Schedule	Opens a window in which you can see the shift schedule of the selected agent. NOTICE! The icon is only displayed if the connection to the Teleopti server has been activated. NOTICE! The function is only available for agents whose user data has been imported. For manually created agents the function is not available.
General	Print	Prints the table of the main view.
	Adjust Table	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
	General Help	Via the menu item <i>General Help</i> , a description of the application you are currently viewing is opened.
	Module Help	Via the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened.





In the user manual *INSPIRATIONneo - General information*, you find detailed descriptions of the default functions such as *Print*, *Adjust table* or *Help* if required.

3.1.1

Search

The search function allows searching systematically for sets of data which meet certain criteria.

1. In the toolbar, click on the icon  or  (*Search*).

⇒ The window *Search Criteria* appears.

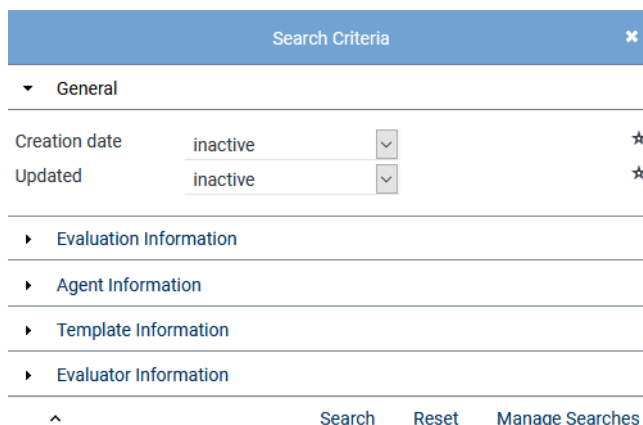



Fig. 3: Window Search Criteria (example)

2. Set the respective search criteria.
NOTICE! It depends on the respective module which search criteria are available.
3. To start the search, click on the button *Search*.
To reset all manually entered search criteria, click on the button *Reset*.
⇒ After running the search, only those sets of data are displayed in the main view which meet the set search criteria.
4. To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the icon  (*Reset search*) in the toolbar.

By clicking on the button *Manage Searches*, you can save the defined search criteria under an unambiguous name, load saved search criteria or delete them.

By clicking on the icon ★, you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon ★.

If conversation rules (view filters) apply for the logged-in user, then predefined search settings are displayed in the search criteria of the following modules which comply with the filter settings of the conversation rules:



- Sessions module
- Calibrations module
- Audio Analysis module

You cannot delete these user-specific filter settings or search settings: however, you can add new ones and thus additionally filter the displayed entries in the main view.



A detailed description of the search function can be found in the user manual *INSPIRATIONneo - General information*.

4

Detail view

The detail view contains further information about and functions of the selected agent.

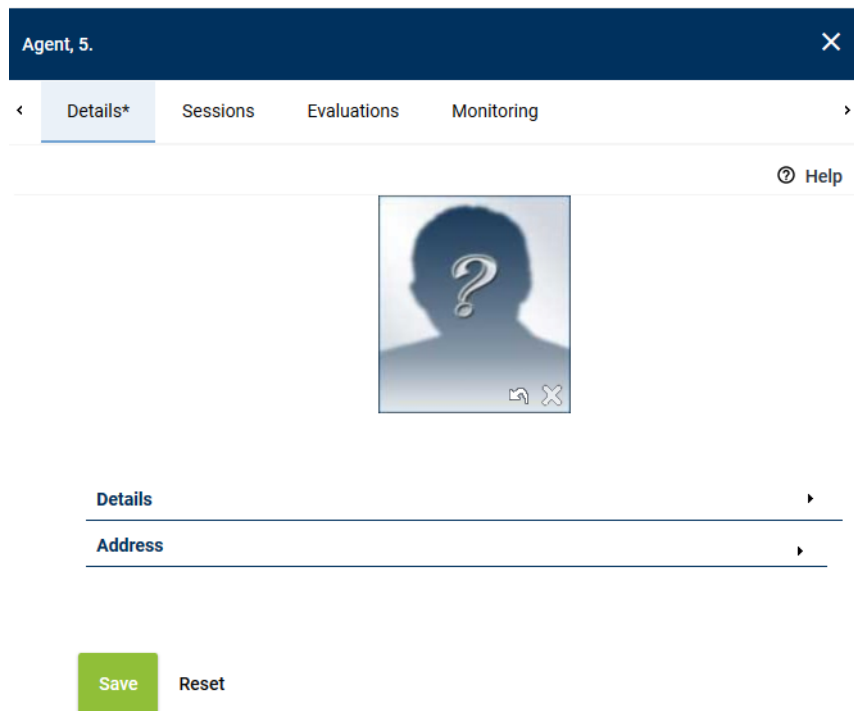


Fig. 4: Detail view

The detail view consists of the following tabs:

- **Details**
Here, you can display and edit detailed information about the selected agent.
See [chapter "Tab Details", p. 10.](#)
- **Sessions**
Here, you can display and edit the saved sessions of the selected agent.
See [chapter "Tab Sessions", p. 13.](#)
- **Evaluations**
Here, you can view the evaluations for the selected agent.
See [chapter "Tab Evaluations", p. 18.](#)
- **Monitoring**
Here, you can see whether the agent is on the phone and whether he is being recorded.
See [chapter "Tab Monitoring", p. 20.](#)

4.1

Tab Details

Here, you can display and edit detailed information about the selected agent.

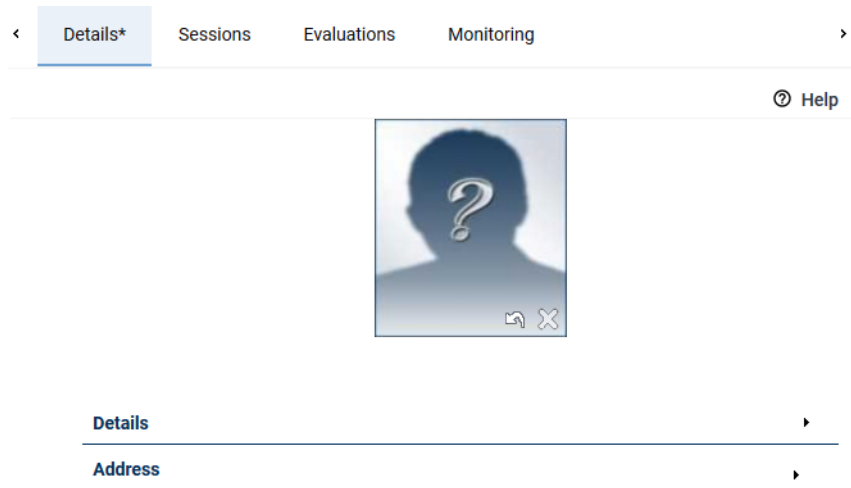
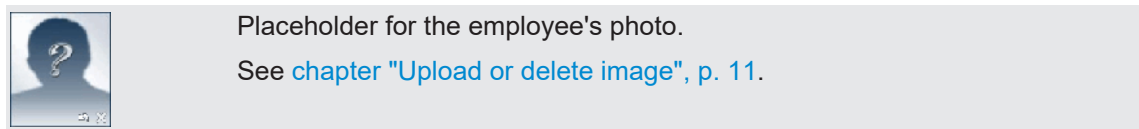


Fig. 5: Tab Details



4.1.1 Upload or delete image

1. Click on the icon  (*Upload image*) on the placeholder for the image.

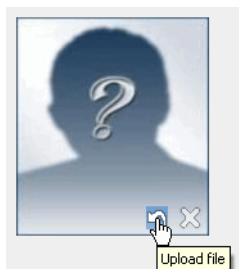


Fig. 6: Upload image

⇒ The window *Upload File* appears.

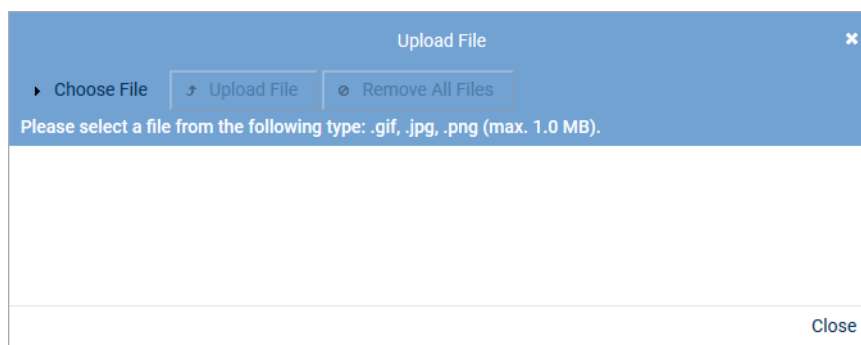



Fig. 7: Upload File


2. Click on the button *Choose File*.
3. Select the file via the Explorer and click on the button *Open*.



You can save several image files in the clipboard.

To empty the clipboard, click the button *Remove All Files*.

To remove only one file from the clipboard, click on the button  next to the file.

4. To apply an image in the detail view, click on the button *Upload file*.
⇒ The image is displayed in the detail view.
5. If you would like to remove the image again, click on the icon  (*Delete image*) in the bottom right corner of the image.

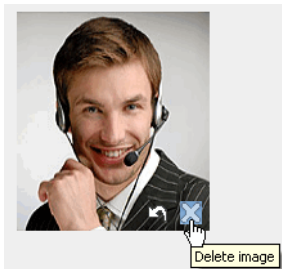


Fig. 8: Delete image (example)

⇒ The image is deleted from the detail view.


4.1.2

Group field Details

Details	
Employee number	500
First name*	5.
Last name*	Agent
Date of birth	<input type="text"/>
Date of entry	<input type="text"/>
E-mail	<input type="text"/>
Login name	<input type="text"/>
Comment	<input type="text"/>
Default template	<input type="text"/>

Fig. 9: Tab Details

<i>Employee number</i>	Employee number of the agent.
<i>First name</i>	First name of the agent.
<i>Last name</i>	Last name of the agent.
<i>Date of birth</i>	Date of birth of the agent. You can enter the date directly via the keyboard or via the icon.
<i>Date of entry</i>	Day on which the agent was hired. You can enter the date directly via the keyboard or via the icon.
<i>E-Mail</i>	E-mail address of the agent.
<i>User name</i>	Login name of the agent. NOTICE! The login name is displayed here for information purposes only and cannot be changed.


<i>Comment</i>	Here, you can enter a comment about the agent.
<i>Default template</i>	Default evaluation template to evaluate sessions in the tab <i>Sessions</i> (function  <i>Evaluate with default template</i>).
	NOTICE! Evaluation templates are created in the Evaluation Templates module.

4.1.3 Group field Address

1. If you would like to add a contact address, open the group field *Address*.



Fig. 10: Add address

2. In the title bar of the group field, click on the button  *Add Address*.
3. Enter the address.

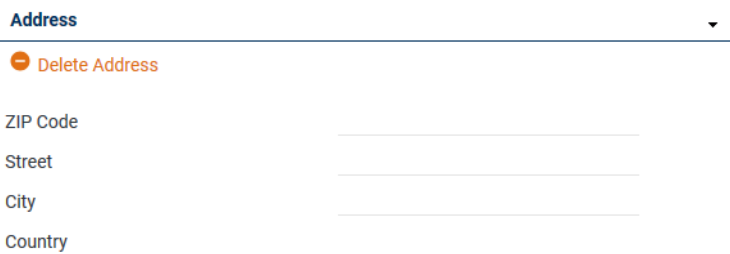



Fig. 11: Add address

4. If you would like to remove the address, click on the button  *Remove Address* in the title bar of the group field.

4.2 Tab Sessions

Here, you can see the sessions of the selected agent.

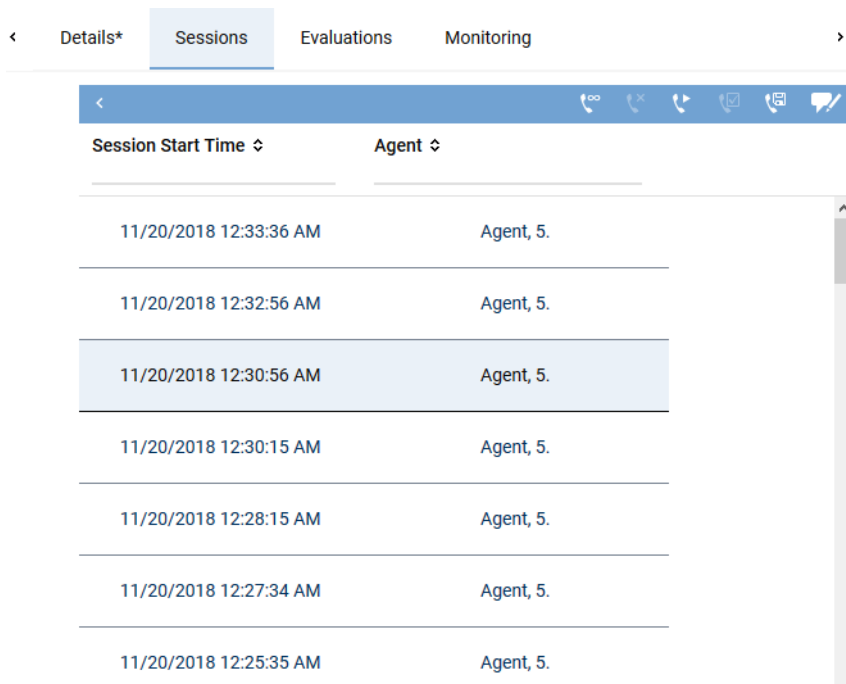








Fig. 12: Tab Sessions

	<i>Keep</i>	Sets the storage period of the selected session in the database to 100 years.
	<i>Release for regular deletion</i>	Sets the storage period of the session back to the original value. NOTICE! The function is only active if the storage period of the session has been changed with the function <i>Keep</i> before.
	<i>Load</i>	Loads the selected session into the Replay module for replay (see chapter "Load selected session", p. 14).
	<i>Evaluate with default template</i>	Opens a window in which you can evaluate the selected session on basis of the defined default template (see chapter "Evaluate with default template", p. 15). NOTICE! This icon is only active if a default template has been selected in the tab <i>Details</i> .
	<i>Export</i>	Exports the selected session (see chapter "Export session", p. 17).
	<i>Change comment</i>	Opens a window in which you can edit the comment about the selected session. NOTICE! The comment about the session is displayed in the Sessions module.

4.2.1 Load selected session

This function allows loading and replaying sessions.


1. In the list, select the session you would like to replay.
2. Click on the menu item *Training Packages > Load* or *Coaching Advisor > Load* in the toolbar.
3. Select one of the following options:

<i>Load All</i>	<p>The entire recorded session is loaded into the Replay module.</p> <p>If a screen recording has been saved, then the screen video is displayed in the Video Viewer of the Replay module.</p> <p>If a text message has been saved, then the SMS or SDS recording is displayed in a separate window of the Replay module.</p> <p>If a chat recording has been saved, then the chat text is displayed in the Message Viewer of the Replay module.</p> <p>If a camera recording has been saved, then the camera video is displayed in the Video Viewer of the Replay module.</p>
<i>Load Voice Recording</i>	<p>The voice recording of the session is loaded into the Replay module.</p> <p>This option is only active if a voice recording has been saved for the selected session.</p>
<i>Load Screen Recording</i>	<p>The screen recording of the session is loaded into the Video Viewer of the Replay module.</p> <p>This option is only active if a screen recording has been saved for the selected session.</p>
<i>Load Text Message</i>	<p>The text message (SMS or SDS) of the session is loaded into the Message Viewer of the Replay module.</p> <p>This option is only active if a text message has been saved for the selected session.</p>

<i>Load Chat Text</i>	<p>The chat recording of the session is loaded into the Message Viewer of the Replay module.</p> <p>This option is only active if a chat recording has been saved for the selected session.</p>
<i>Load Video</i>	<p>The camera recording of the session is loaded into the Video Viewer of the Replay module.</p> <p>This option is only active if a camera recording has been saved for the selected session.</p>

- The session is loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module", p. 24](#).

4.2.2 Evaluate with default template

- In the tab *Sessions*, click on the icon  (*Evaluate with default template*) to evaluate the session on basis of the default template selected in the tab *Details*.
- Select one of the following options:

<i>Evaluate All</i>	<p>This option allows evaluating the complete session.</p> <p>If a screen recording has been saved, then the screen video is displayed in the Video Viewer of the Replay module.</p> <p>If a text message has been saved, then the SMS or SDS recording is displayed in a separate window of the Replay module.</p> <p>If a chat recording has been saved, then the chat text is displayed in the Message Viewer of the Replay module.</p> <p>If a video recording has been saved, then the video call is displayed in the Video Viewer of the Replay module.</p>
<i>Evaluate Audio</i>	<p>This option allows evaluating the audio part of the session. The call is loaded into the Replay module and can be replayed in parallel to the evaluation.</p> <p>The option is only active if a voice recording has been saved for the selected session.</p>
<i>Evaluate Screen</i>	<p>This option allows evaluating the screen content of the session. The screen recording is loaded into the Replay module and can be replayed in parallel to the evaluation.</p> <p>The option is only active if a screen recording has been saved for the selected session.</p>
<i>Evaluate SMS/SDS Text</i>	<p>This option allows evaluating an SMS or SDS. The SMS or SDS recording of the conversation is loaded into a separate window of the Replay module and can be viewed in parallel to the evaluation.</p> <p>The option is only active if a SMS or SDS recording has been saved for the selected session.</p>
<i>Evaluate Chat Text</i>	<p>This option allows evaluating a chat. The chat recording is loaded into the Replay module and can be viewed in Message Viewer parallel to the evaluation.</p> <p>The option is only active if a chat recording has been saved for the selected session.</p>
<i>Evaluate Video</i>	<p>This option allows evaluating the video part of the session. The video recording is displayed in the Video Viewer and can be replayed in parallel with the evaluation.</p>

3. Complete the evaluation template.

To change the section in the evaluation template, click on the name of the section above the evaluation area.

NOTICE! During the evaluation you can replay the session in the Replay module. For information about the functions of the Replay module see [chapter "Replay module", p. 24](#).



Fig. 13: Evaluate session (example)

4. To apply the evaluation, click on the button *Apply*.
5. To save the evaluation and release it directly, click on the button *Yes*. In this case, the evaluation cannot be edited anymore.
To save the evaluation without releasing it right away, click on the button *No*. In this case, the evaluation can still be edited at a later moment in the Evaluations module, see user manual *INSPIRATIONneo - Usage Quality Management module*.

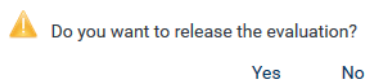


Fig. 14: Release evaluation


6. To close the evaluation template, click on the button *Close*.

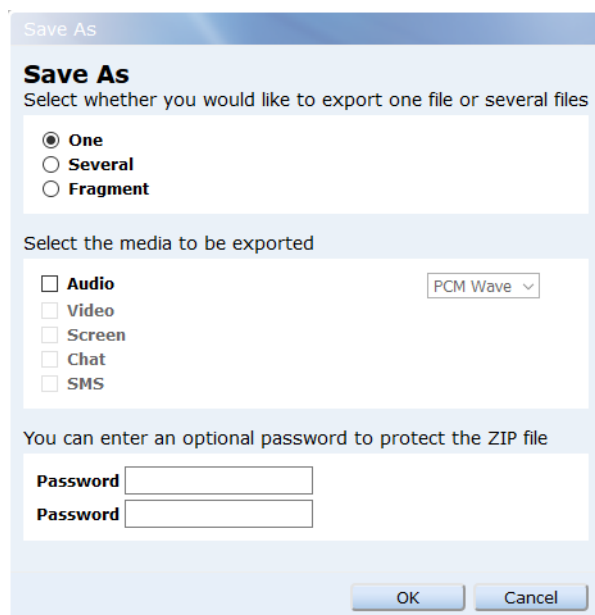


Fig. 15: Close evaluation (example)

4.2.3

Export session

- Click on the icon  (*Export*).
⇒ The following window appears:



The 'Save As' dialog box has a title bar 'Save As'. Below the title bar, it says 'Save As' in bold. Underneath, it says 'Select whether you would like to export one file or several files'. There are three radio buttons: 'One' (selected), 'Several', and 'Fragment'. Below this, it says 'Select the media to be exported'. There are five checkboxes: 'Audio' (checked), 'Video', 'Screen', 'Chat', and 'SMS'. To the right of the 'Audio' checkbox is a dropdown menu showing 'PCM Wave'. Below this, it says 'You can enter an optional password to protect the ZIP file'. There are two password input fields, both labeled 'Password'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Fig. 16: Save as

- Select the respective option in the window *Save As*.

<i>Single</i>	<p>Mixes all recordings of one or several conversations in one file.</p> <p>NOTICE! If you select several conversations, the gap between them is filled with silence. Selecting conversations with a large gap between them results in very large WAVE files. Therefore, make sure to only select conversations which are not separated by a large gap.</p>
<i>Several</i>	Creates its own file for each recording to be saved.
<i>Fragment</i>	Only data contained in the set loop are saved. All other data is discarded.
<i>Audio</i>	<p>Saves the audio data.</p> <p>Select the audio format from the drop-down list:</p> <ul style="list-style-type: none"> <i>PCM Wave</i> With PCM, the output file is not compressed and can be replayed by almost any player. This method requires a lot of storage capacity. <i>MP3</i> With MP3, the output file is compressed and can be replayed by almost any player. When using MP3, less storage space is required for high-quality recordings than when exporting conversations in WAVE format.
<i>Video</i>	<p>Saves the video data.</p> <p>Video is exported in MP4 format with video codec H.264. If the conversation contains more than one stream, only the first stream is exported.</p>
<i>Screen</i>	Saves the screen recordings.
<i>Chat</i>	Saves the chat text.
<i>SMS</i>	Saves the SMS data.
<i>Password</i>	Protects the ZIP file with a password.

- Click on the button **OK**.

⇒ The following window appears:

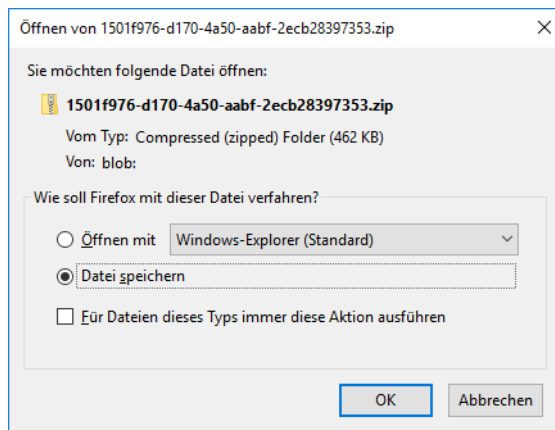


Fig. 17: Save conversations

4. Select the option *Save File*.

5. Click on the button *OK*.

⇒ The elements are exported to the local download directory in a ZIP file.

The ZIP file contains the following files:

The audio data is saved as **WAVE** or **MP3** file(s).

Audio data and screen recordings are saved as MP4 file(s).

Video data is saved as MP4 file(s).

Screen data is saved as MP4 file(s).

The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.

Chat texts are saved as **XML** file(s).

SMS data is saved as **XML** file(s).



4.3

Tab Evaluations

Here, you can view the evaluations which have been made for the agent. Displayed are those evaluations which have been made directly (without session) as well as those on basis of the agent's sessions.

Details* Sessions Evaluations Monitoring	
Created By Result	
Admin, 1st-Tenant	80.0


Fig. 18: Tab Evaluations

	View	Opens a window which allows viewing the selected evaluation, see chapter "Tab Evaluations", p. 18 .
	Print evaluation	Prints the content of the selected evaluation, see chapter "Print evaluation", p. 19 .

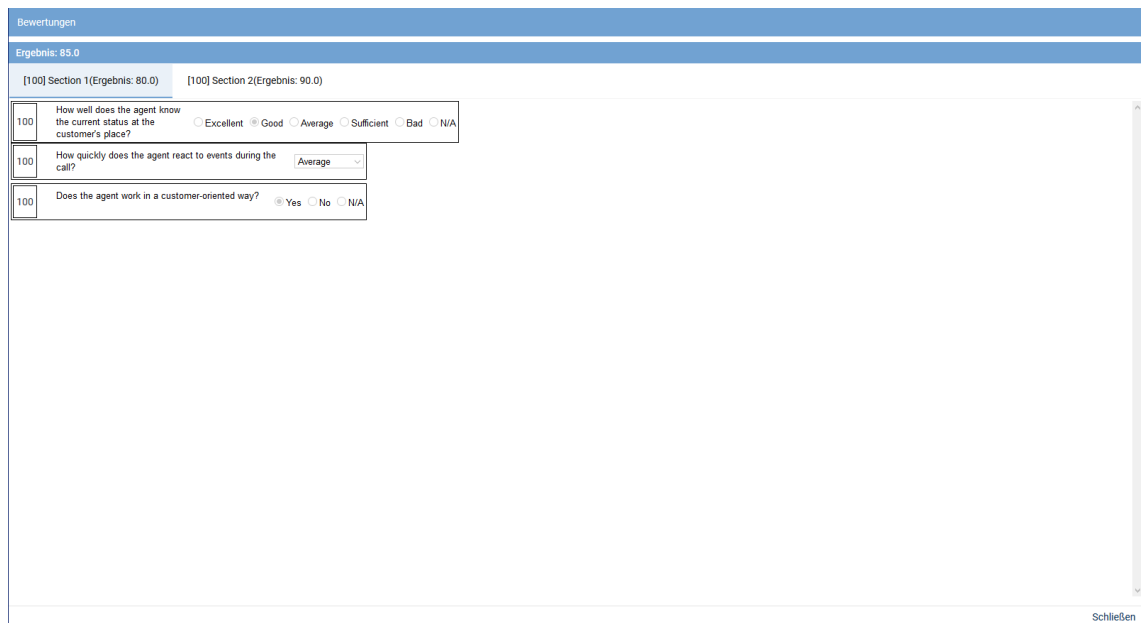
4.3.1

View evaluation

1. Select the evaluation you would like to view in the list of the available evaluations.

2. Click on the icon  (*View*).

⇒ The window with the evaluation appears.



The screenshot shows a window titled 'Bewertungen' (Evaluations). At the top, it displays 'Ergebnis: 85.0'. Below this, there are two tabs: '[100] Section 1(Ergebnis: 80.0)' and '[100] Section 2(Ergebnis: 90.0)'. The main area contains three evaluation questions, each with a score of 100 in a box on the left:

- Question 1: 'How well does the agent know the current status at the customer's place?' with radio buttons for Excellent, Good (selected), Average, Sufficient, Bad, and N/A.
- Question 2: 'How quickly does the agent react to events during the call?' with a dropdown menu showing 'Average'.
- Question 3: 'Does the agent work in a customer-oriented way?' with radio buttons for Yes (selected), No, and N/A.

At the bottom right, there is a 'Schließen' (Close) button.


Fig. 19: Evaluation (example)

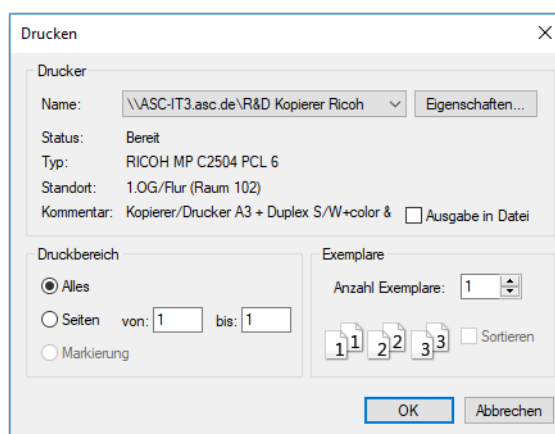
3. To change the section, click on the name of the section above the template area.
4. To close the screen, click on the button *Close*.

4.3.2

Print evaluation

This function allows printing the selected evaluation.

1. Click on the icon  (*Print evaluation*).
⇒ The print preview appears.
2. To cancel the printing process, click on the button *Cancel*.
To continue the printing process, click on the button *Print*.
⇒ The window *Print* appears.



The screenshot shows a 'Drucken' (Print) dialog box. It contains the following fields and options:

- Drucker (Printer):** Name: '\\ASC-IT3.asc.de\R&D Kopierer Ricoh', Status: 'Bereit', Typ: 'RICOH MP C2504 PCL 6', Standort: '1.OG/Flur (Raum 102)', Kommentar: 'Kopierer/Drucker A3 + Duplex S/W+color &'. There is an 'Eigenschaften...' button.
- Druckbereich (Print Range):** Radio buttons for 'Alles' (selected), 'Seiten' (with 'von: 1' and 'bis: 1' input fields), and 'Markierung'.
- Exemplare (Copies):** 'Anzahl Exemplare:' set to 1, with a 'Sortieren' checkbox.
- Buttons: 'OK' and 'Abbrechen'.

Fig. 20: Print (example)

3. Set the respective print options.
4. To start printing, click on the button *OK*.
To cancel the printing process, click on the button *Cancel*.

4.4

Tab Monitoring

Here, you can see whether the selected agent is on the phone and whether the conversation is being recorded.

The agent's current conversation is displayed here when the following conditions are given.

- The agent has been assigned an extension.
- In the Servers module, the option *Recording control/Monitoring* has been activated.
- The option *API* has been activated for *external recording control* in the recording plan.

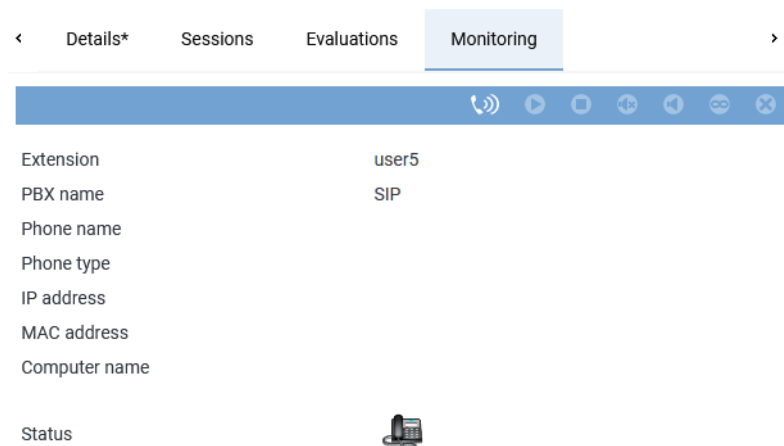










Fig. 21: Tab Monitoring

The functions in the toolbar of this tab allow you to influence the recording of the conversation. Which function are available depends on the settings in the recording plan and on the current recording status of the conversation.

	<i>Start live listening</i>	Starts the function <i>Live Listening</i> . This function allows listening in on the active call.
	<i>Stop live listening</i>	Stops the function <i>Live Listening</i> .
	<i>Start recording</i>	Starts the recording
	<i>Stop recording</i>	Stops the recording
	<i>Mute recording</i>	Mutes the active call recording and blacks out the active screen recording.
	<i>Unmute recording</i>	Unmutes the active call recording and removes the black screen for the active screen recording or video recording.
	<i>Save recording at the end of the conversation</i>	Saves the recording. This function allows saving the recording even if the recording plan says that the recording is supposed to be discarded.
	<i>Delete recording at the end of the conversation</i>	Deletes the recording. The recording is deleted even if the recording plan says that the recording is supposed to be saved.







The following information is displayed in the tab:

<i>Extension</i>	Extension which has been assigned to the agent.
<i>PBX name</i>	Name of the PBX that the assigned extension belongs to.
<i>Phone name</i>	Name of the phone via which the conversation is running.
<i>Phone type</i>	Type of the phone via which the conversation is running.
<i>IP address</i>	IP address of the end device via which the conversation is running.

<i>MAC address</i>	MAC address of the end device via which the conversation is running.
<i>Computer name</i>	Name of the computer on which the recording is running.
<i>Status</i>	Current conversation status on the end device. The status is displayed by means of an icon. See chapter "Icons end devices status", p. 21 .

Tab. 1: Conversation details

4.4.1 Icons end devices status

	<i>No conversation available</i>	No conversation takes place on the end device.
	<i>No recording available</i>	A conversation takes place on the end device. The conversation is not being recorded.
	<i>Recording available</i>	A conversation takes place on the end device. The conversation is being recorded. The recording will be saved after the conversation.
	<i>Recording will be deleted at the end of the conversation</i>	A conversation takes place on the end device. The conversation is being recorded. The recording will be discarded after the conversation.
	<i>Recording muted</i>	A conversation takes place on the end device. The conversation is being recorded. The recording has been muted. The recording will be saved after the conversation.
	<i>Recording has been muted and will be deleted at the end of the conversation</i>	A conversation takes place on the end device. The conversation is being recorded. The recording has been muted. The recording will be discarded after the conversation.

Tab. 2: End devices status

5

Evaluate agent without sessions

This function allows evaluating an agent independently from any sessions.

1. In the main view, select the agent you would like to evaluate.
2. Click on the menu item *Agents > Evaluate Agent Without Sessions* in the toolbar.
3. Select the evaluation template you would like to use.

Evaluation Templates	
Name ↕	Created By ↕
Testbewertung	Admin, 1st-Tenant
Feedback	Admin, 1st-Tenant
Default, Default 80.0 88.33	Admin, 1st-Tenant
Evaluation team AB campaign xy	Admin, 1st-Tenant
Agentenbewertung	Admin, 1st-Tenant
Evaluate Cancel	

Fig. 22: Select evaluation templates

4. Click on the button *Evaluate*.
⇒ The window *Evaluation* appears.

Evaluations

[100] Sektion 1

100

Ändern Sie den
 Fragetext in den
 Elementeigenschaften.
 ☐ Sehr gut
 ☐ Gut
 ☐ Durchschnittlich
 ☐ Ausreichend
 ☐ Schlecht
 ☒ N/A

Apply Cancel

Fig. 23: Evaluate agents

5. Complete the evaluation template.
To change the section in the evaluation template, click on the name of the section above the evaluation area.
6. To apply the evaluation, click on the button *Apply*.
7. To save the evaluation and release it directly, click on the button *Yes*. In this case, the evaluation cannot be edited anymore.
To save the evaluation without releasing it right away, click on the button *No*. In this case, the evaluation can still be edited at a later moment in the Evaluations module, see user manual *INSPIRATIONneo - Usage Quality Management module*.

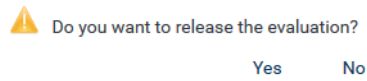


Fig. 24: Release evaluation

8. To close the evaluation template, click on the button *Close*.



The screenshot shows a web interface for evaluations. At the top, there is a blue header bar with the text 'Evaluations'. Below this, there is a list of evaluations. The first evaluation is titled '[100] Sektion 1'. To the left of the evaluation title is a small box containing the number '100'. To the right of the title is a text area containing the text 'Ändern Sie den Fragetext in den Elementeigenschaften.' followed by a series of radio buttons and labels: 'Sehr gut', 'Gut', 'Durchschnittlich', 'Ausreichend', 'Schlecht', and 'N/A'. The 'N/A' option is selected. At the bottom right of the interface, there is a 'Close' button.

Fig. 25: Close evaluation (example)

6

Replay module

The Replay module serves to replay conversations. Conversations which are supposed to be replayed must be selected in the main view and loaded into the Replay module.

If conversations with screen or camera recordings are loaded into the Replay module, the window of the Video Viewer opens automatically for replaying the [video recording](#), see [chapter "Video Viewer", p. 37](#). The replay functions are executed synchronously for the conversation in the Replay module and for the video recording in the Video Viewer.

If conversations with chat texts or text messages (SMS or SDS) are loaded into the Replay module, the window of the Message Viewer opens automatically for displaying the chat texts or the text messages recording, see [chapter "Message Viewer", p. 40](#).



Fig. 26: Welcome screen (example)



1	Replay bar	Shows the loaded conversations, see chapter "Replay bar", p. 24 .
2	Functionality bar	Contains functionalities for the loaded conversations in the replay bar, see chapter "Functionality bar", p. 28 .

The configured settings in the functionality bar of the Replay module such as e. g. *Expanded view*, *Simple view*, *Lock element* etc., are automatically saved for the logged-in user. The settings of the Replay module are also applied when used in other modules or after a logoff/login.

6.1

Replay bar

The replay bar shows the loaded conversations.

In the replay bar, there are 2 different views: the full view and the compressed view. To switch the view, go to the functionality bar on the right and click on the icon  (Switch to full view) or  (Switch to compressed view).

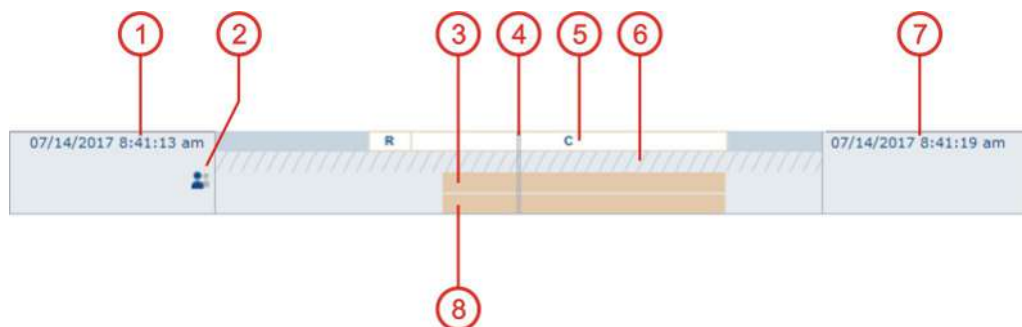


Fig. 27: Replay bar in the full view

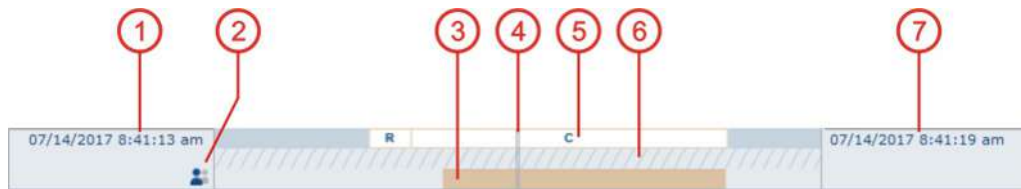







Fig. 28: Replay bar in compressed view

- 1 Shows the start time of the loaded conversation.
If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
- 2 Displays information about the conversation participants.
The information is only visible when the replay bar is displayed in full view.
 -  = internal participants
 -  = external participants
 -  = mixed track with internal and external participants
 -  = unknown participants
 -  = screen recording
 To display the phone numbers of the participants in one track, move the mouse cursor across the participants icon.
- 3 Displays track 1 of a loaded conversation. For further information see [chapter "Display of the loading states", p. 26](#).
- 4 Shows the replay position.
To change the current replay position of the loaded conversation, you have 2 possibilities:
 1. Click on the respective replay position.
 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
- 5 Shows the sections of the conversation.
The following sections are possible:
 - R = Ringing (a connection is being established)
 - C = Connected (at least 2 participants are calling each other)
 - H = Hold (a participant is on hold)
 - Q = Queued (a participant has been queued)
 - W = Wrap-up (wrap-up time)
- 6 Shows tagging and audio analysis data (e. g. found keywords).
The line is only displayed if information is available.
- 7 Shows the end time of the loaded conversation.
If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.
- 8 Displays track 2 of a loaded conversation. For further information see [chapter "Display of the loading states", p. 26](#).

6.1.1 Full view

In the full view, all tracks for voice and screen recording which belong to the loaded conversation are displayed in the replay bar of the Replay module.

When replaying stereo recordings with several internal participants, an echo effect occurs because the voices of some participants have been recorded several times. To avoid the echo effect, tracks with double recording have to be muted.

6.1.2 Compressed view

In the compressed view, no individual tracks for voice and screen recording are displayed in the replay bar of the Replay module. All recordings of a loaded conversation are combined in one group within one track.

In the compressed view, double recordings are suppressed automatically to avoid echo effects. If errors occur during recording, display the replay bar in full view and mute the single tracks manually.

6.1.3 Display of the loading states

The loaded conversation is assigned a basic color from a defined color palette.

The replay bar of the conversation shows its loading state. In the following, you find a description of the possible loading states.

1. Basis color (e. g. light brown) = Meta data loaded completely.
⇒ The conversation can be replayed.



Fig. 29: Meta data loaded completely

2. Empty = Meta data for the recording are missing.
⇒ The conversation cannot be replayed.



Fig. 30: Meta data for the recording is missing

3. Red striped basic color (only in full view) = Audio data of the recording is defective.
⇒ The conversation cannot be replayed.



Fig. 31: Defective packet in the meta data of the recording (full view)

4. Red dotted basic color (only in full view) = Packet in the meta data of the recording is missing.
⇒ The conversation cannot be replayed.

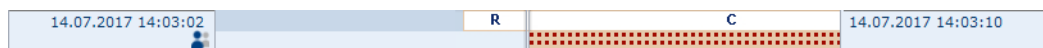


Fig. 32: Missing packet in the meta data of the recording (full view)

5. Red exclamation mark (only in compressed view) = Audio data of the recording is defective or packet in the meta data of the recording is missing.
For a more precise specification of the diagram change to the full view.
⇒ The conversation cannot be replayed.



Fig. 33: Defective or missing packet in the meta data of the recording (compressed view)

6. Basic color, light (e. g. ocher, light) = Data buffer empty.
Basic color (e. g. ocher) = Data buffer loaded.
⇒ The conversation can be replayed. An empty data buffer is reloaded automatically. If the server connection is slow, the replay may stop. As soon as the data buffer has been reloaded, the replay continues.

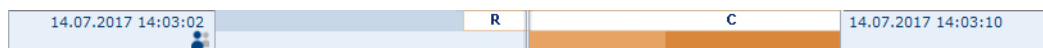


Fig. 34: Data buffer empty/loading

7. Red = Data buffer not loaded completely.

⇒ The conversation is defective and cannot be replayed.

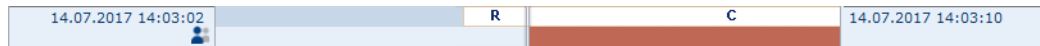


Fig. 35: Data buffer not loaded completely

8. Basis color (e. g. light brown) = Meta data loaded completely.

Red = Data buffer not loaded completely.

⇒ In the basic color section, the conversation can be replayed.

⇒ In the red section, the conversation is defective and cannot be replayed.

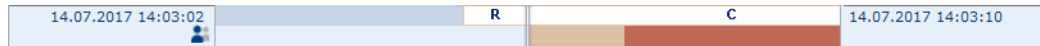


Fig. 36: Data buffer not loaded completely

9. Purple = Packet is muted during the recording.

⇒ The conversation can be replayed. There is nothing to be heard since no audio data has been recorded. Packets which have once been muted are muted permanently and cannot be changed afterwards.

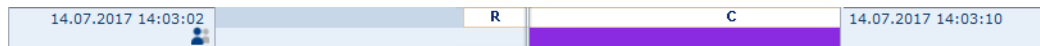


Fig. 37: Packet is muted during the recording

10. Basis color (e. g. light brown) = Meta data loaded completely.

Purple, light = Conversation section muted

⇒ The conversation can be replayed. In the muted conversation section, silence is replayed. The muted conversation section can be deleted so that the audio data can be replayed.



Fig. 38: Conversation section muted

11. Gray = The recording contains data which is not supported.

⇒ The conversation cannot be replayed.

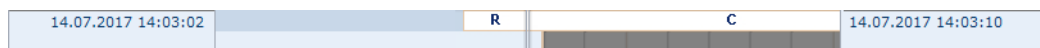


Fig. 39: The recording contains data which is not supported.

6.1.4 Display of detected emotions

If an emotion detection job has found emotions in the conversation, they are displayed in the loaded conversation with color markings. The position and length of the color markings mirror the occurrence and duration of the sentiment in the conversation.



Fig. 40: Emotions detected in a conversation (example)

In the following, you find a description of the possible color markings:

- Light blue indicates sections of silence.
- Red indicates high-volume sections.
- Yellow indicates sections of cross talk or of massive cross talk.
- Green indicates unsuspecting audio sections.

6.1.5 Displaying spotted keywords

If a keyword spotting job has found keywords in the conversation, they are displayed in the loaded conversation as black triangles. The position and length of the triangles mirror the occurrence and duration of the keyword in the conversation.



Fig. 41: Spotted keywords in a conversation (example)

If the replay reaches the triangle, a replay information with the details of the spotted keyword is displayed.











Fig. 42: Replay information with details of spotted keyword (example)








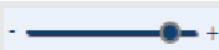




6.2 Functionality bar







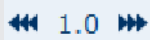





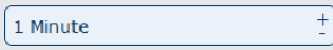

The functionality bar contains functionalities for the loaded conversations in the replay bar.

6.2.1 Icons

In the following, you find a description of the icons.



	<i>Play/ Pause</i>	Starts the replay. If several conversations have been loaded into the Replay module, the conversations may be replayed in parallel if the recording times overlap.
		Pauses the replay.
	<i>Stop</i>	Stops the replay.
	<i>Rewind</i>	Jumps back 5 seconds from the current replay position.
	<i>Back</i>	Jumps to the start of the current or of the previous conversation.
	<i>Fast-forward</i>	Jumps ahead 5 seconds from the current replay position.
	<i>Next</i>	Jumps to the start of the next conversation.
	<i>Lock element</i>	Shows that the lock for the Replay module has been deactivated. As a result, several conversations can be loaded into the Replay module.

		Note: In principle, you can load several video recordings into the Video Viewer. However, you can only replay one of them at any given moment.
		Shows that the lock for the Replay module has been activated. As a result, only one conversation can be loaded into the Replay module.
	<i>Reconnect to the replay component</i>	Refreshes the server connection.
	<i>Display video window</i>	Shows the Video Viewer in the main view of the application.
	<i>Hide video window</i>	Shows the main view of the application. The Video Viewer integrated into the main view is hidden.
	<i>Detach Video Viewer</i>	Displays the Video Viewer in its own window.
	<i>Attach Video Viewer</i>	Closes the window of the Video Viewer.
	<i>Unmute/Mute</i>	Shows that the speaker for the conversation has been activated.
		Shows that the speaker for the conversation has been deactivated.
	<i>Volume</i>	Adjusts the general replay volume. To change the volume, click on the slider, hold the mouse key down and move the slider to the left or to the right.
	<i>Clear playlist</i>	Removes all loaded conversations from the Replay module.
	<i>Export all loaded elements</i>	Saves the audio data of the loaded conversations as WAVE or MP3 file and the corresponding additional conversation data as CSV file on the hard disk of your computer, see chapter "Export all loaded elements", p. 31 .
	<i>Create new bookmark</i>	Sets a bookmark or marks the beginning of a conversation section at the current replay position, see chapter "Create new bookmark", p. 32 .
		Sets a bookmark or marks the end of a conversation section at the current replay position. You can enter a comment for the marked area between the 2 associated bookmarks, see chapter "Create new bookmark", p. 32 .
	<i>Create new mute notification</i>	Marks the beginning of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 35 .



		Marks the end of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 35.
	<i>Loop</i>	Marks the beginning of a replay loop at the current replay position, see chapter "Mark replay loop", p. 37.
		Marks the end of a replay loop at the current replay position, see chapter "Mark replay loop", p. 37.
		Removes the taggings of the replay loop, see chapter "Mark replay loop", p. 37.
	<i>Skip silence</i>	Shows that the automatic skipping of times of silence sections in a conversation and of mute sections between individual conversations has been deactivated.
		Shows that the automatic skipping of times of silence sections in a conversation and of mute sections between individual conversations has been activated. The silence sections found by an emotion detection job are skipped during the reply of the conversation. If several conversations are loaded into the Replay module, then the mute sections between the individual conversations are skipped during replay, too.
		Shows the current replay speed. The replay speed can be adjusted between 0.5 and 2.0. To reduce the replay speed, click on the icon  <i>Reduce replay speed.</i> To increase the replay speed, click on the icon  <i>Increase replay speed.</i>
	<i>Replay via phone</i>	Shows that the conversation replay via phone has been deactivated.
		Shows that the conversation replay via phone has been activated. To replay loaded conversations, click on the icon  (Play).
		Shows the time window for the loaded conversations. You can enter the time window in 25 steps from 1 second to 14 days. There are 2 possibilities to change the time window: 1. On the right in the time window, click on + or -. 2. Turn the mouse wheel while the mouse cursor is located above the replay track.
		Shows the current replay position. Click into the display field to switch from absolute to relative time display and vice versa. The absolute time display shows the date and the time

of the current replay position.
The relative time display shows the replayed time until the current replay position in HH:MM:SS.

Icons in the functionality bar on the right

	Expanded view	Switches the replay bar to full view.
	Simple view	Switches the replay bar to compressed view.

Icons in the functionality bar on the left

	Display toolbar	Shows all icons in the functionality bar
	Hide toolbar	Partly hides the icons in the functionality bar.



Not all described icons exist in every module and application.

6.2.2

Export all loaded elements

- Click on the icon  (*Export all loaded elements*).
⇒ The following window appears:

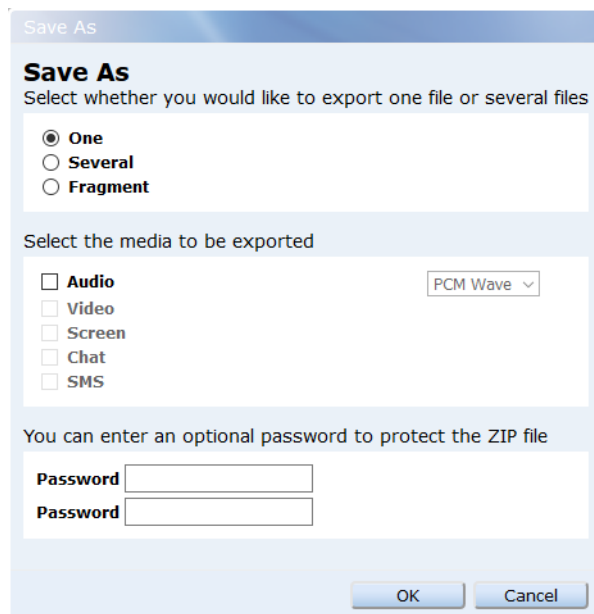


Fig. 43: Save as

- Select the respective option in the window *Save As*.

<i>Single</i>	Mixes all recordings of one or several conversations in one file. NOTICE! If you select several conversations, the gap between them is filled with silence. Selecting conversations with a large gap between them results in very large WAVE files. Therefore, make sure to only select conversations which are not separated by a large gap.
<i>Several</i>	Creates its own file for each recording to be saved.
<i>Fragment</i>	Only data contained in the set loop are saved. All other data is discarded.
<i>Audio</i>	Saves the audio data. Select the audio format from the drop-down list:

	<ul style="list-style-type: none"> • <i>PCM Wave</i> With PCM, the output file is not compressed and can be replayed by almost any player. This method requires a lot of storage capacity. • <i>MP3</i> With MP3, the output file is compressed and can be replayed by almost any player. When using MP3, less storage space is required for high-quality recordings than when exporting conversations in WAVE format.
Video	Saves the video data . Video is exported in MP4 format with video codec H.264. If the conversation contains more than one stream, only the first stream is exported.
Screen	Saves the screen recordings.
Chat	Saves the chat text.
SMS	Saves the SMS data.
Password	Protects the ZIP file with a password.

3. Click on the button **OK**.

⇒ The following window appears:

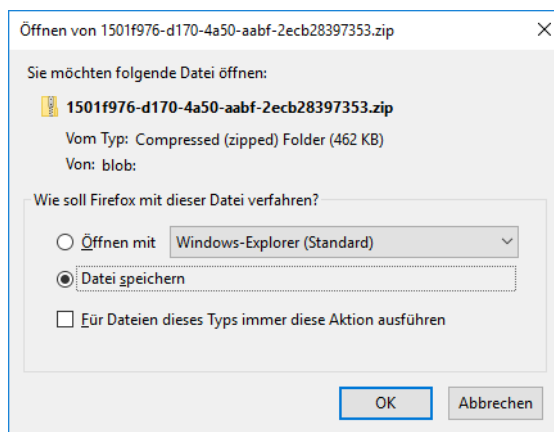


Fig. 44: Save conversations

4. Select the option **Save File**.

5. Click on the button **OK**.

⇒ The elements are exported to the local download directory in a ZIP file.

The ZIP file contains the following files:

The audio data is saved as **WAVE** or **MP3** file(s).

Audio data and screen recordings are saved as MP4 file(s).

Video data is saved as MP4 file(s).

Screen data is saved as MP4 file(s).

The corresponding meta data is saved in the same directory as CSV file(s) under the same file name.

Chat texts are saved as **XML** file(s).

SMS data is saved as **XML** file(s).

6.2.3 Create new bookmark

The intention is not to create only one single bookmark. The beginning and the end of a conversation section have to be marked with a new bookmark. You can enter a replay comment for this tagged conversation section between 2 bookmarks.

In a conversation, several conversation sections can be marked with bookmarks and commented.





It is not possible to delete only 1 bookmark from a tagged conversation section.

6.2.3.1

Create bookmarks with replay comment



The current replay position has to be located within the conversation.

1. To mark the beginning of a conversation section for a replay comment, click on the icon  (*Create new bookmark*).
2. To mark the end of a conversation section for a replay comment, click on the icon  (*Create new bookmark*).

⇒ The following window appears:

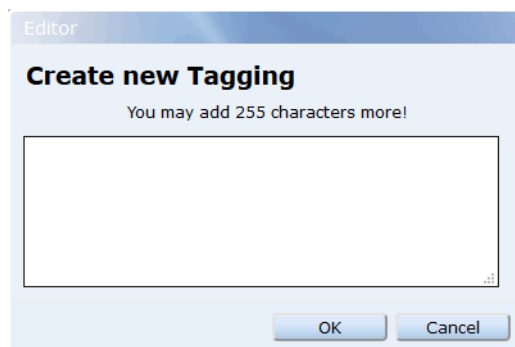
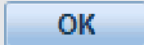



Fig. 45: Tagging editor

	Saves the entries and closes the window.
	Discards the entries and closes the window.

3. Enter a comment for the conversation in the entry field.



Fig. 46: Tagging editor with entered comment (example)

4. To save the entries, click on the button **OK**.
- ⇒ The tagged conversation section is displayed in ocher color above the replay bar.
- ⇒ When replaying the conversation, the information details are displayed in the area of the tagging.



Fig. 47: Conversation with tagged conversation section (example)

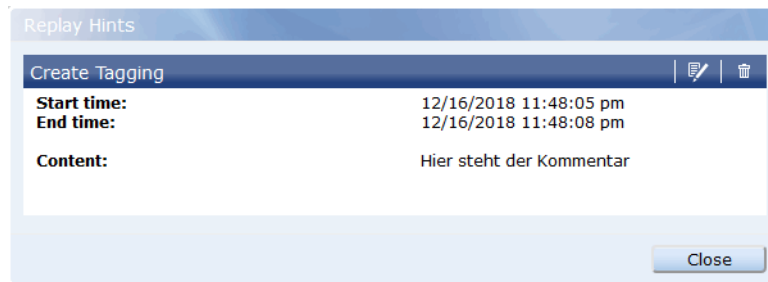


Fig. 48: Displayed information details (example)

6.2.3.2 Edit bookmarks with replay comment

1. As soon as the tagged conversation section with the replay comment is located above the replay position, the following window appears:

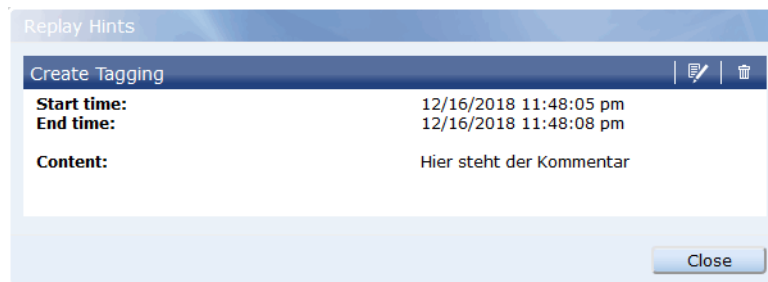



Fig. 49: Displayed information details (example)

2. Click on the icon  (Edit).
⇒ The following window appears:

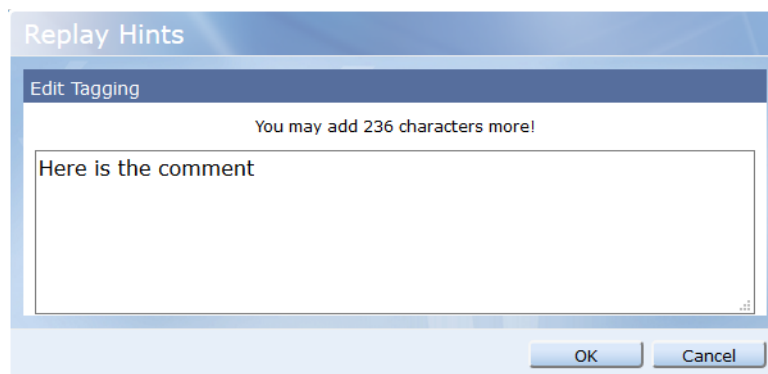
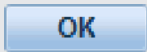



Fig. 50: Edit tagging (example)

	Saves the entries and closes the window.
	Discards the entries and closes the window.

3. Edit the replay comment.
4. To save the entries, click on the button *OK*.

6.2.3.3 Delete bookmarks with replay comment

1. As soon as the tagged conversation section with the replay comment is located above the replay position, the following window appears:

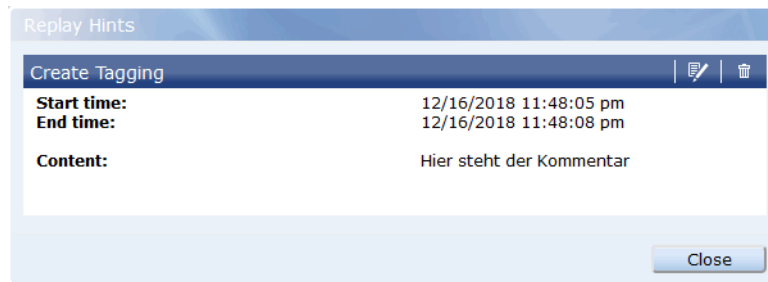



Fig. 51: Displayed information details (example)

2. Click on the icon  (*Delete*).
To delete the tagged conversation area with the replay comment, confirm the security prompt.

6.2.4 Create new mute notification

The intention is not to create only one single mute notification. The beginning and the end of a conversation section have to be marked with a new mute notification. This tagged conversation section between 2 mute notifications can be muted for selected participants.

In a conversation, several conversation sections can be marked with mute notifications and selected participants can be muted.





It is not possible to delete only one mute notification from a tagged conversation section which marks the beginning or the end.

6.2.4.1 Mute conversation section



The current replay position has to be located within the conversation.

1. To mark the beginning of a conversation section for the muting of selected participants, click on the icon  (*Create new mute notification*).
2. To mark the end of a conversation section for the muting of selected participants, click on the icon  (*Create new mute notification*).
⇒ The following window appears:

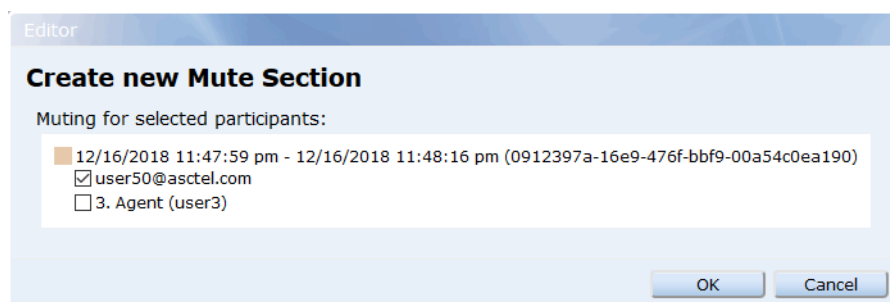
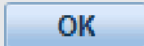



Fig. 52: Muting for selected participants (example)

	Saves the entries and closes the window.
	Discards the entries and closes the window.

3. Select the participants for whom the conversation section is supposed to be muted. At least 1 participant has to be muted.
☒ = Conversation muted for participant
☐ = Conversation not muted for participant
4. To save the entries, click on the button **OK**.

- ⇒ The muted conversation section is displayed as a gray area in the replay bar.
- ⇒ When replaying the conversation, the mute section details are displayed in the area of the muting.

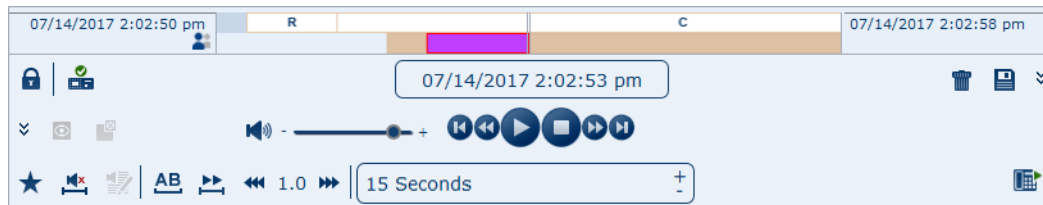


Fig. 53: Conversation with muted conversation section (example)

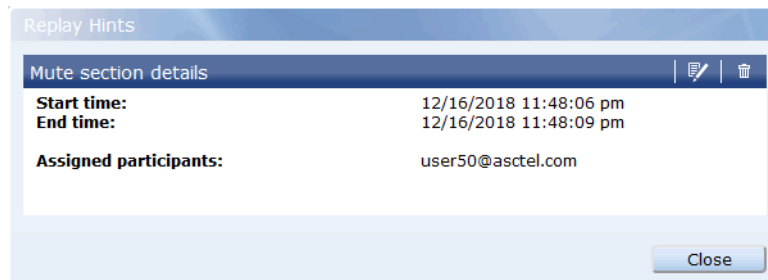


Fig. 54: Displayed mute section details (example)

6.2.4.2 Edit muted conversation section

1. As soon as the muted conversation section is located above the replay position, the following window appears:

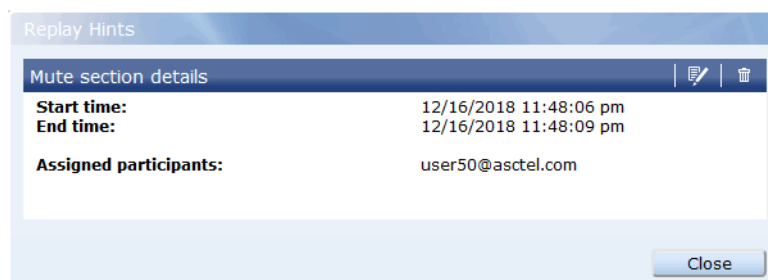



Fig. 55: Mute Section Details (example)

2. Click on the icon  (Edit).
 - ⇒ The following window appears:

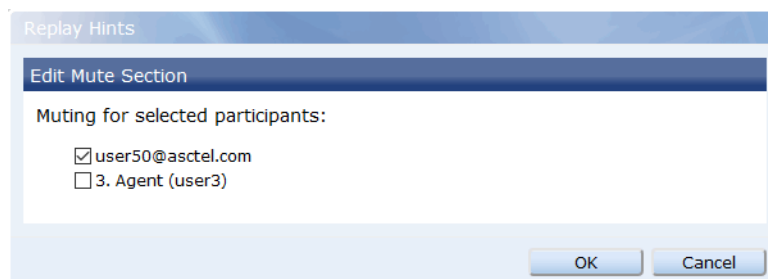
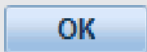



Fig. 56: Edit mute section (example)

	Saves the entries and closes the window.
	Discards the entries and closes the window.

3. Select the participants for whom the conversation section is supposed to be muted. At least 1 participant has to be muted.
 - ☒ = Conversation muted for participant
 - ☐ = Conversation not muted for participant
4. To save the entries, click on the button OK.

6.2.4.3 Delete muted conversation section

1. As soon as the muted conversation section is located above the replay position, the following window appears:

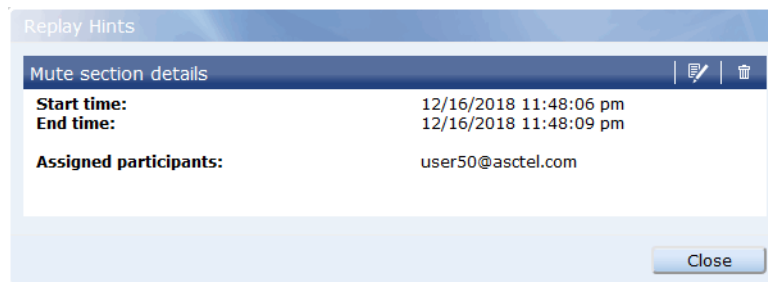



Fig. 57: Mute Section Details (example)

2. Click on the icon  (Delete).
To delete the mute section, confirm the security prompt.

6.2.5 Mark replay loop




1. To mark the beginning of a replay loop at the current replay position, click on the icon  (Loop).
2. To mark the end of a replay loop at the current replay position, click on the icon  (Loop).
⇒ When the replay is started, the area between the marks is replayed in an endless loop.
3. To remove the marks of the replay loop, click on the icon  (Loop).



Fig. 58: Conversation with replay loop

6.3 Video Viewer




The Video Viewer serves to replay screen and camera recordings (video recordings).




In principle, you can load several video recordings into the Video Viewer. However, you can only replay one at any given moment.



Fig. 59: Video Viewer (example)

1	Option bar	Contains settings for displaying video recordings, see chapter "Option bar", p. 39 .
2	Main view	Shows the Video recording .
3	Replay bar	Shows the loaded video recordings, see chapter "Replay bar", p. 39 .
4	Functionality bar	Contains functionalities for the loaded conversations in the replay bar, see chapter "Icons", p. 28 . In the Video Viewer, not all icons of the Replay module are available.
5	 (Minimize)	Minimizes the on-screen display to the program icon in the taskbar.
6	 (Maximize)	Maximizes the on-screen display to full-screen size.
	 (Reconstruct)	Reduces the on-screen display to the most recently selected reduced window size.

- 7  Closes the window of the Video Viewer.
(Close)

6.3.1 Option bar

The option bar contains settings for displaying video recordings.



Fig. 60: Option bar

In the following, you find a description of the settings.

Aspect ratio	<p>This option is only active if <i>Adjust to Window</i> has been activated upon setting the video size. When setting the video size to <i>Original</i> and <i>User-Defined</i>, the setting <i>Aspect ratio</i> is deactivated.</p> <ul style="list-style-type: none"> • <i>Keep</i> The original aspect ratio of the video recording remains unchanged in the window of the main view of the Video Viewer. • <i>Ignore</i> The display of the video recording is adjusted to the window size of the main view of the Video Viewer. The aspect ratio is ignored, i. e. the display may be distorted. • <i>Original</i> The video recording is displayed in its original size in the main view of the Video Viewer.
---------------------	--

6.3.2 Replay bar

The replay bar shows the loaded video recordings.

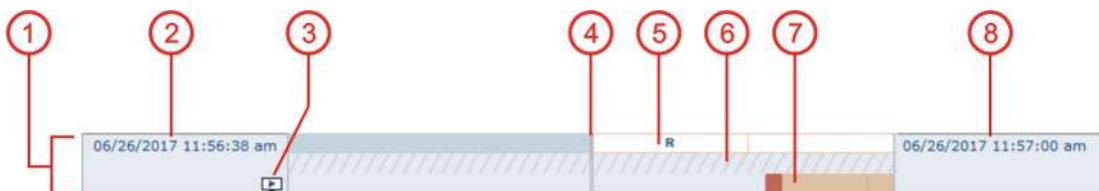


Fig. 61: Replay bar

1	Shows the track of a loaded video recording .
2	Shows the start time of the loaded conversation. If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
3	Shows that this is the track of a video recording .
4	Shows the replay position. To change the current replay position of the loaded conversation, you have 2 possibilities: <ul style="list-style-type: none"> 1. Click on the respective replay position. 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
5	Shows the sections of the conversation. The following sections are possible: <ul style="list-style-type: none"> • R = Ringing (a connection is being established)

	<ul style="list-style-type: none">• C = Connected (at least 2 participants are calling each other)• H = Hold (a participant is on hold)• Q = Queued (a participant has been queued)• W = Wrap-up (wrap-up time)
6	Shows tagging and audio analysis data (e. g. found keywords). The line is only displayed if information is available.
7	Shows the conversation. For further information see chapter "Display of the loading states", p. 26 .
8	Shows the end time of the loaded conversation. If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.

6.4 **Message Viewer**

The Message Viewer serves to display chat texts or text messages (SMS or SDS).

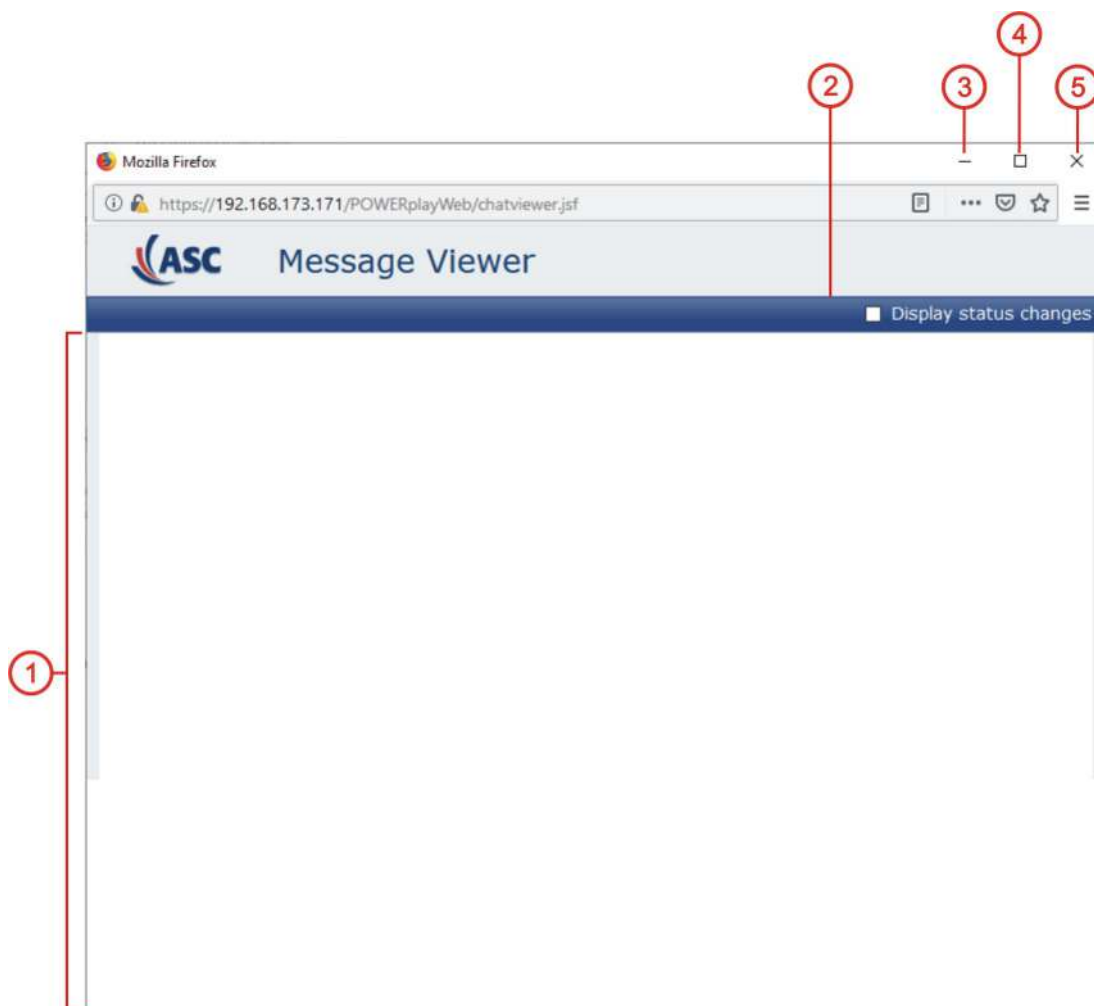






Fig. 62: Message Viewer

1	Main view	Displayed chat texts or text messages. See chapter "Main view", p. 41 .
2	<i>Display status changes</i>	<input checked="" type="checkbox"/> = Displays the status changes. <input type="checkbox"/> = Does not displays the status changes.
3		Minimizes the on-screen display to the program icon in the taskbar.

	(Minimize)	
4		Maximizes the on-screen display to full-screen size.
	(Maximize)	
		Reduces the on-screen display to the most recently selected reduced window size.
	(Reconstruct)	
5		Closes the window of the Message Viewer.
	(Close)	

6.4.1

Main view

The main view displays chat texts or text messages.

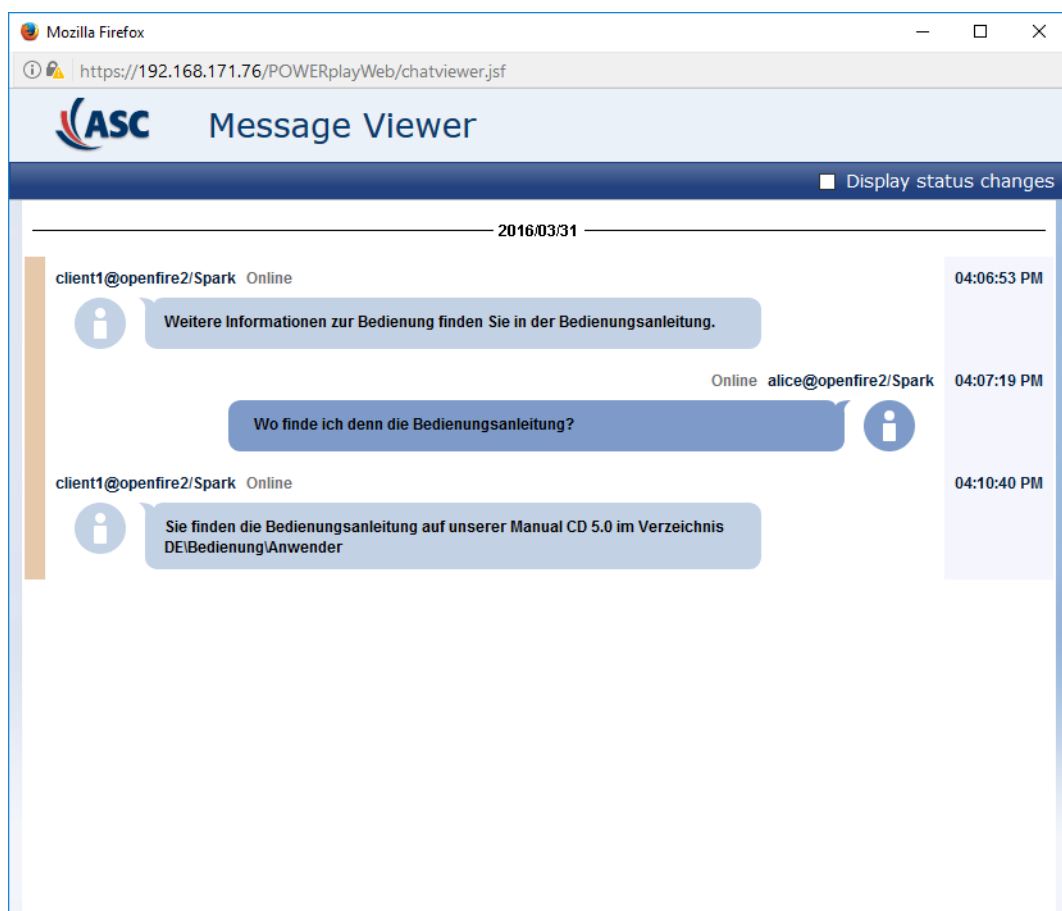


Fig. 63: Message Viewer without the display of the status changes (example)

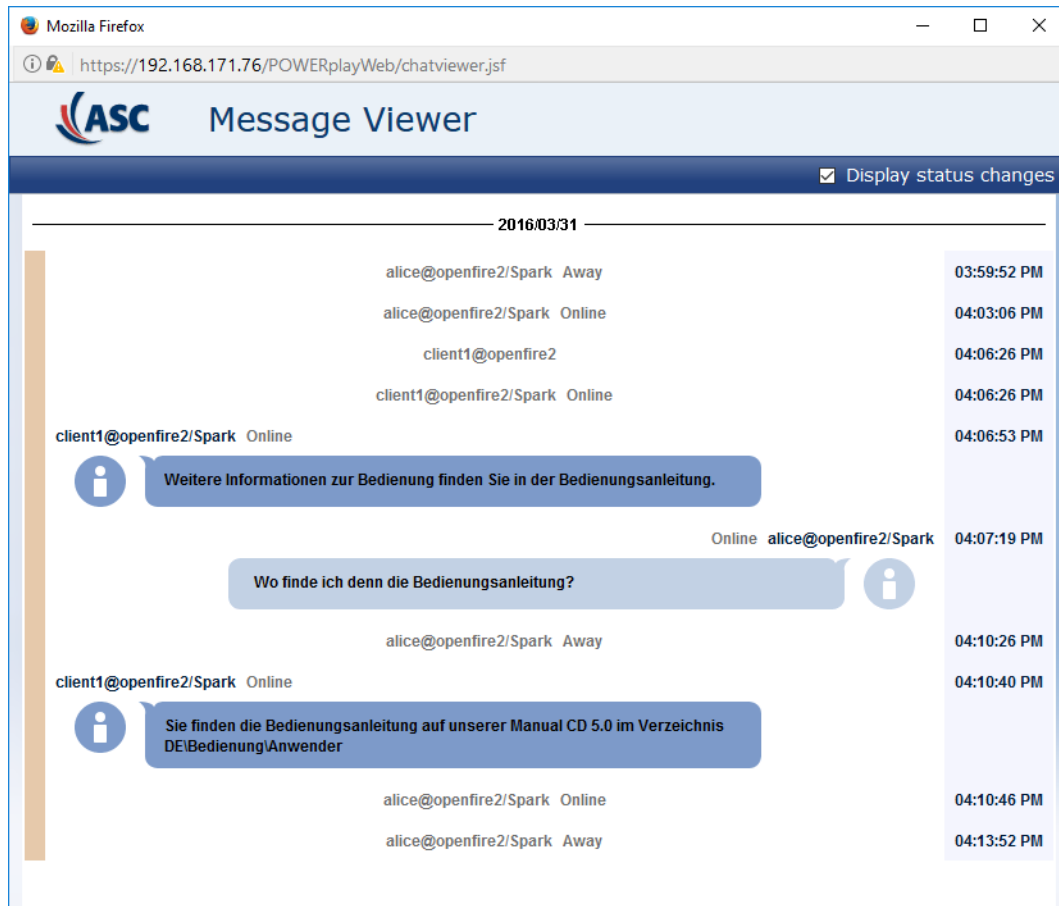


Fig. 64: Message Viewer with the display of the status changes (example)

The chat texts or text messages are displayed sorted by date and time. The most recent message is displayed at the bottom.

On the left of the main view, the basic color of the conversation is displayed. If several conversations have been loaded, the basic colors on the left indicate which chat texts or text messages belong together.

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Glossary

IP

Internet Protocol, basic protocol for Internet communication

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)

MP4

MP4 is a video container format. MP4 file format is based on Apple QuickTime file format. MP4 files allow saving multimedia content as several audio and video tracks as well as subtitles, 2D and 3D graphics. This content may be replayed locally with a dedicated software or streamed via a network. (Source: Wikipedia 07.02.2020)

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)

Video data

Video data can either consist of camera recordings of a video call or of screen recordings.

Video recording

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

WAVE

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

XML

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