

System Configuration

Export of recordings



Administration manual

for tenants

9/10/2021

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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2 Introduction

This manual describes how audio recordings can be exported from a recording server.

The following formats are available:

- WAV + XML
- MP3 + XML
- MP4 + XML
- neo Conversation
- Recording Insights

In the Export module of the application System Configuration, you can configure export jobs to export selected recordings.

Exported recordings are neither considered as archived nor marked as archived in the database.



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



Note that a network-based solution increases the network load which can cause problems in some infrastructures.

3 Supported export formats

The following export formats are supported for the export of recordings:

WAV + XML

WAV + XML is the export format for exporting conversations to be used outside a *neo* recording system. The audio data of the conversations is exported in *WAVE* format, the additional data in *XML* format. The file names of associated *WAVE* and *XML* files are identical.

To export conversations in *WAVE* format, exclusively the following codecs are supported:

- *PCM*: 128kbit/s (PCM16) and 64kbit/s (PCM8)
- *A-law*: 64kbit/s
- *μ-law*: 64kbit/s

Supported sampling rate: 8kHz

To export conversations in MP4 format, the video codec H.264 is supported.

MP3 + XML

MP3 + XML is the export format for exporting conversations to be used outside a *neo* recording system. The audio data of the conversations is exported in *MP3* format, the additional data in *XML* format. The file names of associated *MP3* and *XML* files are identical.

When using *MP3*, less storage space is required for high-quality recordings than when exporting conversations in *WAVE* format.

MP4 + XML

MP4 + XML is the export format for exporting video conversations to be used outside a *neo* recording system. The video data of the conversations is exported in *MP4* format, the additional data in *XML* format. The file names of associated *MP4* and *XML* files are identical.

When using *MP4*, less storage space is required for high-quality recordings than when exporting conversations in *WAVE* format.

neo Conversation

neo Conversation is the export format for exporting conversations to be used in another *neo* recording system. The audio data of the conversations can be exported in the *neo* Conversation format and imported into another *neo* system.

Recording Insights

Recording Insights is the export format for exporting conversations to be used in a Recording Insights system. The audio data of the conversations can be exported in the predefined format, imported into a Recording Insights system and used there.



Export options and deletion after TTL has expired

Depending on the type of drive, different options are available to export or delete data once the retention period (TTL) has expired.

Drive type Feature	<i>neo</i> callpool	<i>neo</i> archive	<i>neo</i> storage expansion	Imported V10 archive (legacy archive migration)	Imported V10 online storage (legacy storage migration)	Imported V10 recordings (legacy integration)
Wav export	Yes	Yes (since <i>neo</i> 6.3)	Yes (since <i>neo</i> 6.3)	No	No	Yes
<i>neo</i> to <i>neo</i> export	Yes (if imported to callpool -> No)	Yes (since <i>neo</i> 6.3)	Yes (since <i>neo</i> 6.3, but not for replay-only storage expansions)	No	No	Yes
TTL deletion	Yes	Yes since <i>neo</i> 6.4 for NAS and RDX archives	Yes	Yes since <i>neo</i> 6.4 for NAS archives	Yes since <i>neo</i> 6.4	Yes

Fig. 1: Export options and deletion after TTL has expired

5 Restrictions

5 Restrictions



Recordings can only be exported to a data drive. [USB](#) data drives are not supported.



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

6

Main view

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



The following configuration has to be carried out as the administrator of the tenant.

1. Open the application System Configuration.
2. Log in as tenant.
3. Select the menu item *Conversations > Export*.

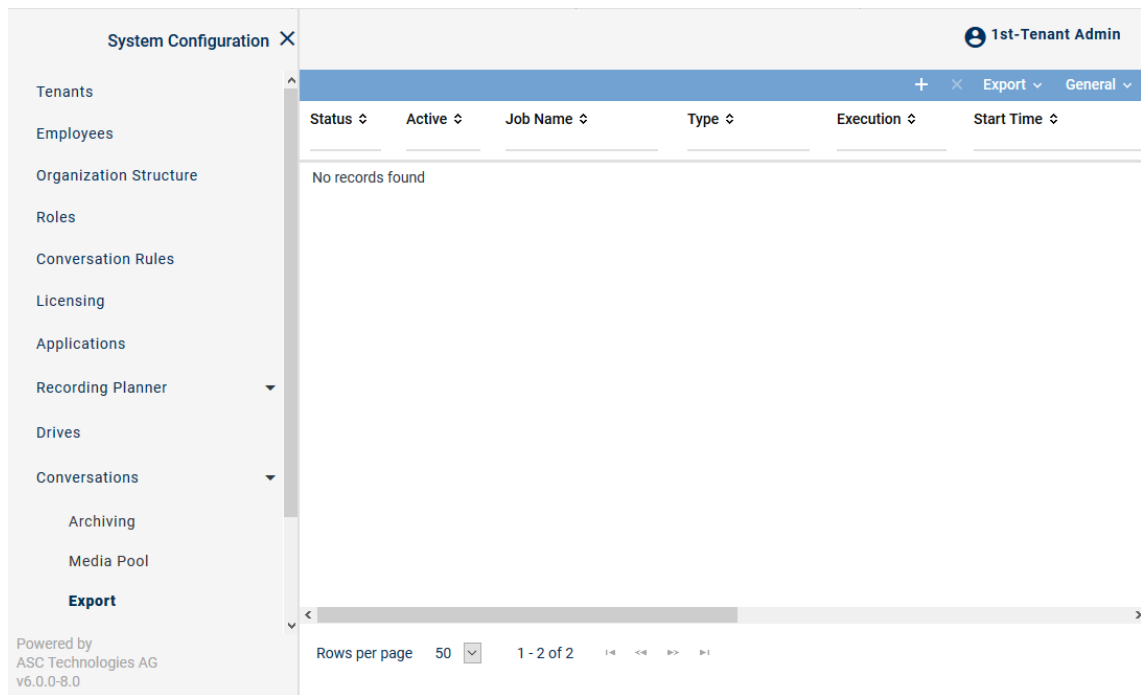









Fig. 2: Export - main view

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

Status	Shows the editing status of the job configuration.  = Job configuration has been released.  = Job configuration is a draft.  = Job configuration has been deactivated.
Active	Shows whether an export job is active.  = Job is active.  = Job is not active.
Job Name	Name of the job configuration
Type	Shows whether the export job is a <i>bulk job</i> or a <i>rule-based job</i> .
Execution	Shows whether the export job is executed regularly or only once.  = Job is executed regularly.  = Job is executed once. (This execution type is temporarily unavailable.)
Start Time	Shows when the export job starts.
End Time	Shows when the export job ends.
Version	Version number of the job configuration.






<i>Based On</i>	Name of the job configuration from which this job configuration has been copied or cloned.
<i>Creation Date</i>	Date on which the job configuration was created.
<i>Updated</i>	Date on which the job configuration was updated for the last time.

6.1 Toolbar of the Export module

The toolbar offers the following functions.



Fig. 3: Toolbar

	<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 New</i>	Creates a new job configuration.
	<i>Create New Version</i>	Creates a new version on the basis of the selected job.
	<i>Add New Period for Version</i>	Creates a new version on the basis of the selected job and activates the group field <i>Consider Recordings Once</i> in the detail view. The version of the job searches for data in the defined period of time and processed it once again. NOTICE! This menu item is only available to be used on the basis of a released job.
	<i>Create Clone</i>	Creates a new job configuration on the basis of the selected job.
	<i>Delete</i>	Deletes the selected job configuration. You can only delete job configurations with the status <i>Draft</i> or <i>Deactivated</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 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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.



The precondition for creating a job configuration is that a drive is available and has been set up correctly in the operating system. In the Drives module, you see which drives are available. If no appropriate drive is available, contact your system provider.




When using the export format *neo* Conversation, the source system and the destination system must have a physical connection. You have to use a drive as target drive which is located in the destination system and has been activated to be used in the network.

In the Drives module, you see which drives are available. If no appropriate drive is available, contact your system provider.



For basic information about the Drives module refer to the administration manual for tenants *Drives module*.

1. To create a job configuration, click on the icon  (*Create*) in the toolbar of the main view.
2. Select one of the following options:

<i>Create New</i>	A completely new job configuration is created.
<i>Create New Version</i>	<p>The selected job configuration serves as copy template for a new version. A new version is created automatically. The version number is increased automatically.</p> <p>The option is only displayed if there are already job configurations in the module.</p>
<i>Add New Period for Version</i>	Activates the group field <i>Consider Recordings Once</i> in the detail view where you can define a period of time to export all conversations once again which have been recorded during this period.
<i>Create Clone</i>	<p>The selected job configuration serves as copy template for a new job configuration. A new job configuration with the version number "1" is created.</p> <p>The option is only displayed if there are already job configurations in the module.</p>

The detail view contains 4 tabs; depending on the selected export format, you find information in the following chapters:

Export job for WAV + XML

- *Details*

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

See [chapter "Tab Details", p. 15](#).

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 16](#).

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 20](#).

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 30](#).

Export job for MP3 + XML

- *Details*

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

See [chapter "Tab Details", p. 15.](#)

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 16.](#)

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 20.](#)

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 30.](#)

Export job for MP4 + XML

- *Details*

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

See [chapter "Tab Details", p. 47](#)

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 48.](#)

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See Tab Criteria.

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 30.](#)

Export job for neo Conversation

- *Details*

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

See [chapter "Tab Details", p. 63](#)

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 16.](#)

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 67.](#)

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 30.](#)

Export job for Recording Insights

- *Details*

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

See [chapter "Tab Details", p. 79](#).

- *Schedule*

Here, you can display and edit the settings of the schedule.

See [chapter "Tab Schedule", p. 81](#).

- *Criteria*

Here, you can display and edit different criteria for the selected job configuration.

See [chapter "Tab Criteria", p. 85](#).

- *Drives*

Here, you can display and select the export drives.

See [chapter "Tab Drives", p. 30](#).

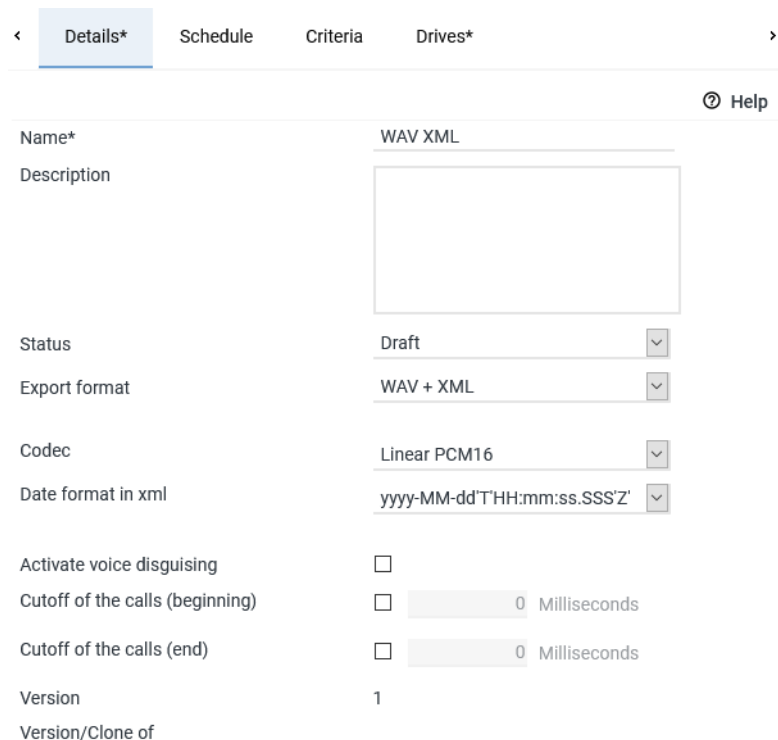
1. Adjust all necessary settings in the tabs of the detail view.
You can change tabs without buffering. The settings are not lost.
Once you have adjusted all settings, save the configuration.

7.1 Configure export job for WAV + XML

7.1.1 Tab Details

1. Click on the tab *Details* to start configuring.

⇒ The following parameters appear:



The screenshot shows the 'Details' tab of a configuration interface. It includes a 'Help' icon and the following fields:

- Name***: WAV XML
- Description**: A large empty text area.
- Status**: Draft (dropdown menu)
- Export format**: WAV + XML (dropdown menu)
- Codec**: Linear PCM16 (dropdown menu)
- Date format in xml**: yyyy-MM-dd'T'HH:mm:ss.SSS'Z' (dropdown menu)
- Activate voice disguising**: ☐
- Cutoff of the calls (beginning)**: ☐ 0 Milliseconds
- Cutoff of the calls (end)**: ☐ 0 Milliseconds
- Version**: 1
- Version/Clone of**: (empty field)

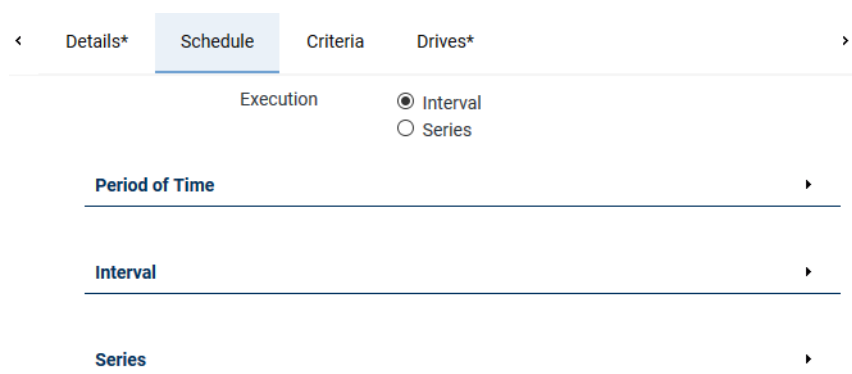
Fig. 4: Tab Details - Export in WAVE format

Name	Enter the name of the job configuration.
Description	Here, you can enter a description for the job configuration.
Status	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> • Draft Select this status if you would like to be able to continue editing the job configuration. • Released Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. NOTICE! A released job configuration cannot be edited anymore. • Deactivated (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job. NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.
Export format	To export recordings, select the format <i>WAV + XML</i> from the drop-down list.

	For information about the available formats see chapter "Supported export formats", p. 7 .
<i>Minimum number of conversations</i>	<p>Define whether the number of conversations entered in the corresponding entry field has to be available before executing the export job. Only conversations are considered which meet the criteria of the job.</p> <p><input checked="" type="checkbox"/> = Entered number of conversations is considered.</p> <p><input type="checkbox"/> = Entered number of conversations is ignored.</p> <p>If the minimum number of conversations is considered but the number has not been reached on the start date, the export job skips one export interval. If this is a job which is supposed to be executed only once, this job is not executed at all. If this is a job which is repeated periodically, it will check whether the number has been reached upon the start of the next export interval.</p>
<i>Codec</i>	<p>If you have selected the export format <i>WAVE+XML</i>, then here you have to select the codec which is supposed to be used for the export of the audio data.</p> <p>Select the codec from the drop-down list.</p> <p>For information about the available codecs see chapter "Supported export formats", p. 7.</p>
<i>Date format in xml</i>	<p>Select the format of the date and of the time from the drop-down list. When exporting recordings, the information is saved in this format in an XML file.</p> <p>The following formats are available:</p> <ul style="list-style-type: none"> • yyyy-MM-dd'T'HH:mm:ss.SSS'Z' • yyyy-MM-dd HH:mm:ss.SSS • yyyy-MM-dd'T'HH:mm:ss'Z' • yyyy-MM-dd HH:mm:ss
<i>Activate voice disguising</i>	If this check box is activated, the voices of the call participants are distorted during replay in order to render them unrecognizable while the content continues to be intelligible. Voice disguising only affects the replay, not the source data.
<i>Cutoff of the calls (beginning)</i>	If this check box is activated, the beginning of the call is cut off so that e. g. the welcome and the introduction are not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the beginning of the call. Cutoff only affects the replay, not the source data.
<i>Cutoff of the calls (end)</i>	If this check box is activated, the end of the call is cut off so that e. g. the goodbye is not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the end of the call. Cutoff only affects the replay, not the source data.
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

7.1.2 Tab Schedule

In this tab, you can display and edit the settings of the schedule.



< Details* **Schedule** Criteria Drives* >

Execution

☒ Interval
☐ Series

Period of Time ▶

Interval ▶

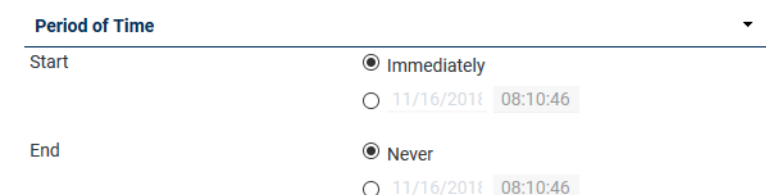
Series ▶

Fig. 5: Tab Schedule

Execution	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> Interval The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>. Series The job is executed on certain serial dates. These dates are defined in the group field <i>Series</i>.
------------------	---

7.1.2.1 Group field Period of Time

Define the period of time in which the job is supposed to be executed.



Period of Time ▼



Start

☒ Immediately
☐ 11/16/2011 08:10:46

End

☒ Never
☐ 11/16/2011 08:10:46

Fig. 6: Schedule - Period of Time

Start	<ul style="list-style-type: none"> Immediately The job is started immediately. Entered date The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .
End	<ul style="list-style-type: none"> Never The job never ends. Entered date The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .

7.1.2.2 Group field Interval

This group field is only active if the execution type *Interval* has been selected.

Define the interval in which the job is supposed to be repeated.

Interval ▼

Month(s)
 Day(s)
 Hour(s)

Minute(s)

Fig. 7: Schedule - Interval

You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.

Activate period of time Enter the period of time during which the job is supposed to be carried out.

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by x 1/2 hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 16:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.1.2.3

Group field Series

This group field is only active if the execution type *Series* has been selected.

Define at which points in time the job is supposed to be repeated.

Series ▼

Repeat

☐ Daily
☐ Weekly
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday
☒ Monthly
☒ + -
☐

Fig. 8: Schedule - Series

Repeat	<p>Days on which the job is supposed to be executed.</p> <p>Daily = The job is repeated daily at the entered time.</p> <p>Weekly = The job is repeated on the selected days at the entered time. You can select one or several weekdays.</p> <p>Monthly = The job is repeated on the selected days at the entered time. You can either select particular dates or certain days. See chapter "Configure monthly repetition on fixed dates", p. 19 and chapter "Configure monthly repetition on fixed days", p. 19.</p>
---------------	--

7.1.2.3.1 Configure monthly repetition on fixed days

1. Select the lower option:

☒ Monthly
☐ + -
☒

Fig. 9: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

7.1.2.3.2 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly
☐ + -
☐

Fig. 10: Configure fixed dates

2. Click on the button + to select dates in a calendar.

Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

+ -

Fig. 11: Select dates

3. Click on all dates on which the job is supposed to be executed.
To revoke a selection, click on the selected date once again. The selection is deleted.
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .
Adjust the dates according to the description.
6. If you would like to delete all selected dates, click on the button - .
⇒ All dates in the entry field are deleted.

7.1.3

Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

General part

<i>Type</i>	<p>Define whether the job is supposed to be a bulk job or a rule-based job.</p> <ul style="list-style-type: none"> • <i>Bulk job</i> The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay. • <i>Rule-based job</i> The job type <i>rule-based</i> allows selecting conversations according to rules defined by the user. You can define several criteria in the different group fields to create individual rules.
Behavior if no audio exists	<p> <input type="radio"/> Export only XML file <input checked="" type="radio"/> Skip conversation </p>

Fig. 12: Tab Criteria

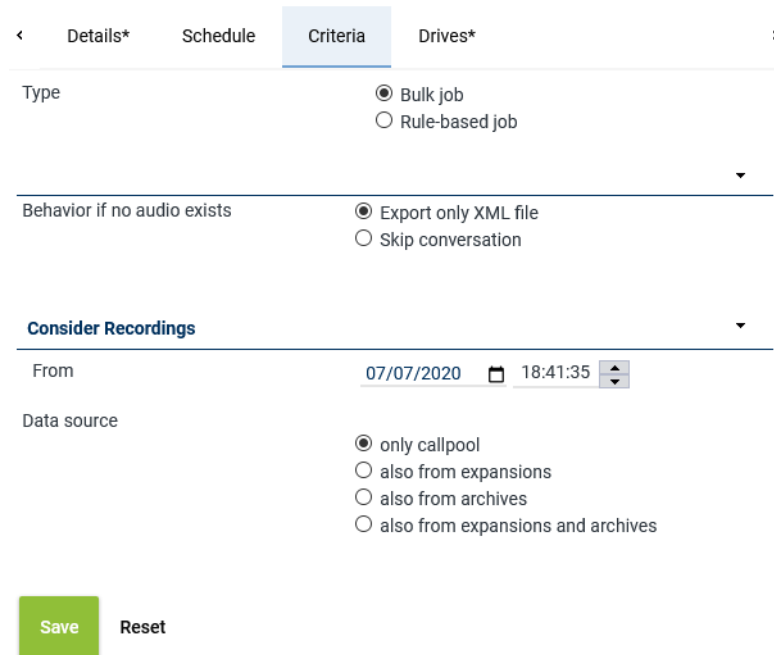
<i>Behavior if no audio exists</i>	<p>Define what is supposed to happen during the export when no audio file exists. The following options are available:</p> <ul style="list-style-type: none"> • <i>Export only XML file</i> In this case, a data set with additional data will be available after the export but no corresponding audio. • <i>Skip conversation</i> In this case, no information will be available after the export.
------------------------------------	--



Since exclusively calls can be exported as WAVE files, the group field *Conversation Types* is not available for job configurations with the export format *WAV + XML*.

7.1.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives* >

Type ☒ Bulk job ☐ Rule-based job

Behavior if no audio exists ☒ Export only XML file ☐ Skip conversation

Consider Recordings

From 07/07/2020 18:41:35

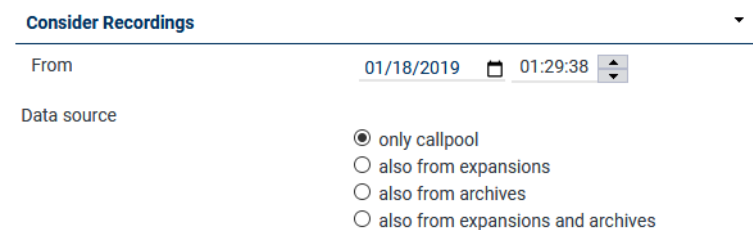
Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Save Reset

Fig. 13: Configure criteria for the bulk job

7.1.3.1.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings


From 01/18/2019 01:29:38

Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 14: Criteria - Consider recordings

From	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
Data source	Select where the data of this job are supposed to come from.

7.1.3.1.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 15: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

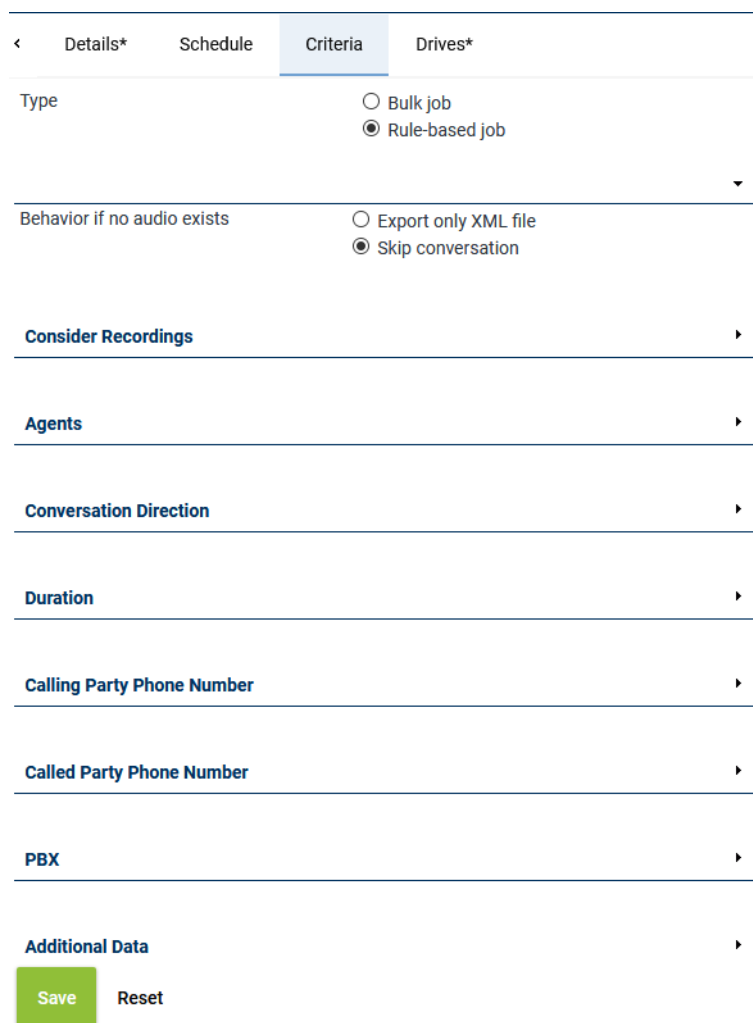
☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 16: Criteria - table with information about completed job

7.1.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives*

Type ☐ Bulk job ☒ Rule-based job

Behavior if no audio exists ☐ Export only XML file ☒ Skip conversation

Consider Recordings

Agents

Conversation Direction

Duration

Calling Party Phone Number

Called Party Phone Number

PBX

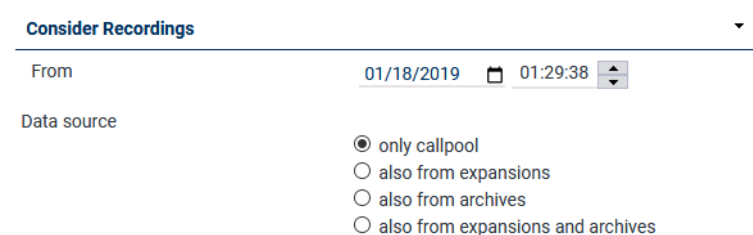
Additional Data

Save Reset

Fig. 17: Configure criteria for rule-based job

7.1.3.2.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings

From 01/18/2019 01:29:38


Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 18: Criteria - Consider recordings

From	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
-------------	---

Data source Select where the data of this job are supposed to come from.

7.1.3.2.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

- ☒ only callpool
- ☐ also from expansions
- ☐ also from archives
- ☐ also from expansions and archives

Fig. 19: Criteria - Consider Recordings Once

From	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
To	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.

Data source		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 20: Criteria - table with information about completed job

7.1.3.2.3 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.

Agents ▼

☒ Activated

+

-



Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 21: Criteria - Agents


Activated

☒ = Only conversations of the assigned agents are considered.

☐ = Conversations of all agents are considered. The list of the selected agents is ignored.

	Add	Opens a window in which you can select and add agents (see chapter "Add agent", p. 25).
	Remove	Removes the selected agent from the list (see chapter "Delete agent assignment", p. 26).

Add agent

1. In the tab *Criteria*, open the group field *Agents*.
2. To assign an agent, click on the icon  (*Add*).

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 22: Criteria - add agent

- Select one or several agents from the list.
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents					
Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕
1000	10.	Agent			
900	9.	Agent			
800	8.	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 20 1 - 10 of 10

Add Cancel

Fig. 23: Criteria - select agent


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

Delete agent assignment

- Open the group field *Agents* in the tab *Criteria*.

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 24: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

7.1.3.2.4 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

Conversation Direction	
Activated	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Inbound <input checked="" type="checkbox"/> Outbound <input checked="" type="checkbox"/> Internal <input checked="" type="checkbox"/> Unknown

Fig. 25: Criteria - Conversation direction

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

7.1.3.2.5 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

Duration	
min. (\geq)	<input checked="" type="checkbox"/> <div> <input type="text" value="0"/> Hour(s) <input type="text" value="45"/> Minute(s) <input type="text" value="0"/> Second(s) </div>
max. (\leq)	<input checked="" type="checkbox"/> <div> <input type="text" value="2"/> Hour(s) <input type="text" value="0"/> Minute(s) <input type="text" value="0"/> Second(s) </div>

Fig. 26: Criteria - Duration

min. (\geq)	Threshold value for the minimum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
max. (\leq)	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

7.1.3.2.6 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

Calling Party Phone Number ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 27: Criteria - Calling Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment




Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.1.3.2.7 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

Called Party Phone Number ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 28: Criteria - Called Party Phone Number

Activated	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

Phone number assignment

Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.1.3.2.8 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

PBX ▼

☐ Activated

PBX SIP passive ▼

Fig. 29: Criteria - PBX

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected PBX are considered. <input type="checkbox"/> = Conversations of all PBXs are considered. A possibly selected PBX is ignored.
PBX	Select the respective PBX from the drop-down list if it is supposed to be considered.

7.1.3.2.9 Group field Additional Data

Define whether and which additional data is supposed to be considered for this job.

Additional Data ▼

☒ Activated

Arbitrary assignment +

<input type="text"/>	Kommentar	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 30: Criteria - additional Data

Activated	Activate the check box to limit the export to the selected additional data. <input type="checkbox"/> = All conversations are exported. <input checked="" type="checkbox"/> = Only conversations with the selected additional data are considered for the export. From the drop-down list, select the additional data which is supposed to be considered.
------------------	---



Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

7.1.4 Tab Drives

In this tab, you can display and select the export drive.

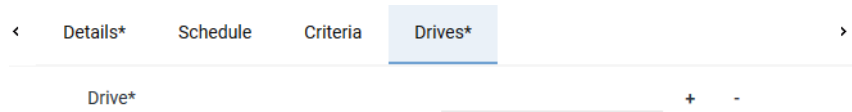




Fig. 31: Tab Drives

	Opens a window in which you can select a drive, see chapter "Assign drive", p. 30 .
	Deletes the entry from the entry field.



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.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



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

7.1.4.1 Assign drive

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

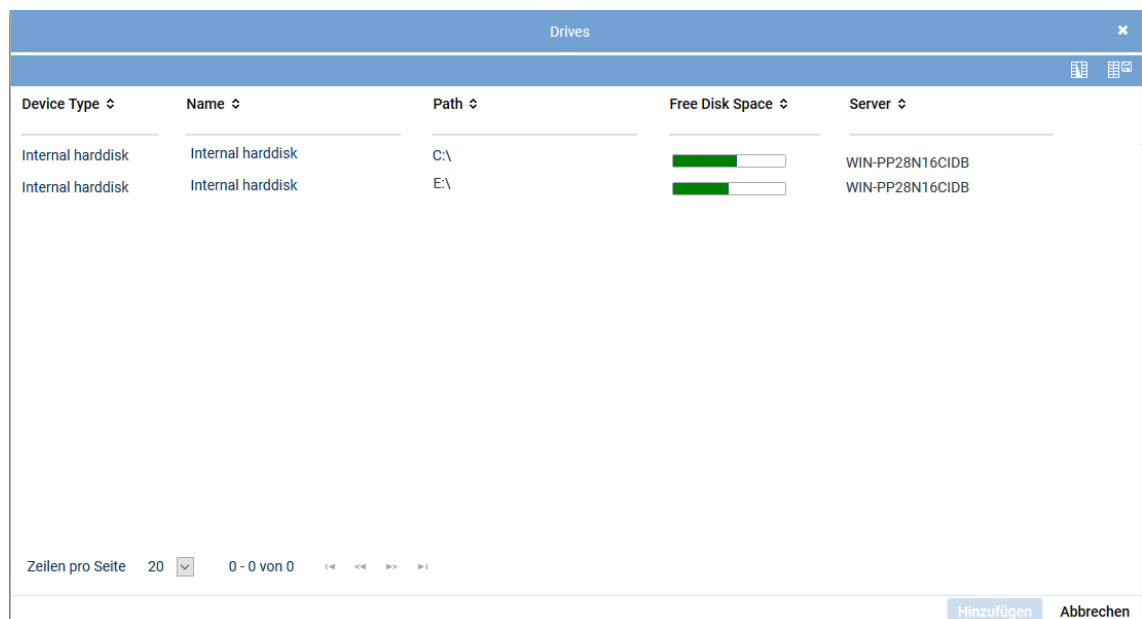


Fig. 32: Add drive

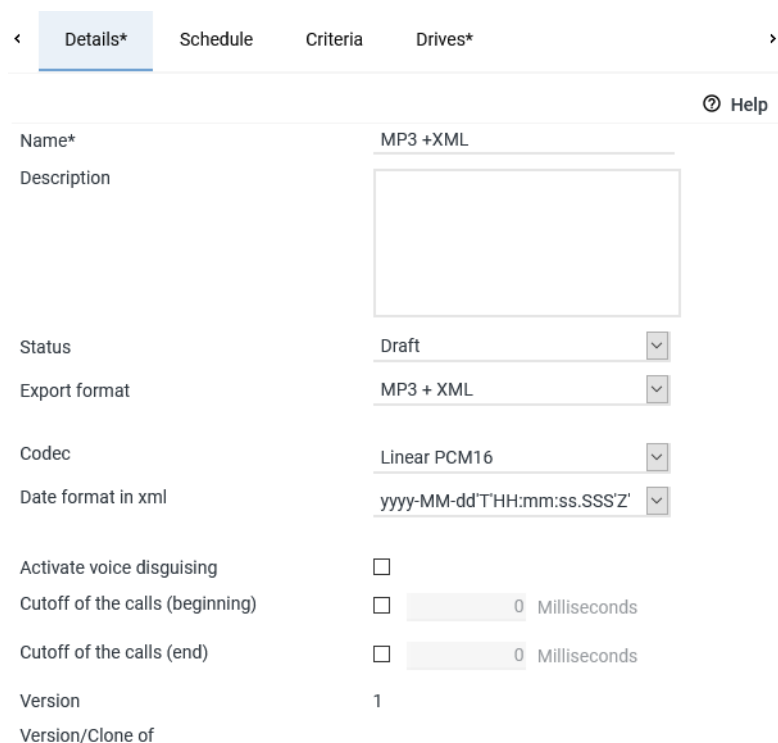
3. To apply the selection, click on the button **Add**.
To discard the selection and close the window, click on the button **Cancel**.

7.2 Configure export job for MP3 + XML

7.2.1 Tab Details

1. Click on the tab *Details* to start configuring.

⇒ The following parameters appear:



Details* Schedule Criteria Drives* >

ⓘ Help

Name* MP3 +XML

Description

Status Draft

Export format MP3 + XML

Codec Linear PCM16

Date format in xml yyyy-MM-dd'T'HH:mm:ss.SSS'Z'

Activate voice disguising ☐

Cutoff of the calls (beginning) ☐ 0 Milliseconds

Cutoff of the calls (end) ☐ 0 Milliseconds

Version 1

Version/Clone of

Fig. 33: Tab Details - export in MP3 format

Name	Enter the name of the job configuration.
Description	Here, you can enter a description for the job configuration.
Status	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> • Draft Select this status if you would like to be able to continue editing the job configuration. • Released Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. NOTICE! A released job configuration cannot be edited anymore. • Deactivated (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job. NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.
Export format	To export recordings, select the format <i>WAV + XML</i> from the drop-down list.

	For information about the available formats see chapter "Supported export formats", p. 7 .
<i>Minimum number of conversations</i>	<p>Define whether the number of conversations entered in the corresponding entry field has to be available before executing the export job. Only conversations are considered which meet the criteria of the job.</p> <p><input checked="" type="checkbox"/> = Entered number of conversations is considered.</p> <p><input type="checkbox"/> = Entered number of conversations is ignored.</p> <p>If the minimum number of conversations is considered but the number has not been reached on the start date, the export job skips one export interval. If this is a job which is supposed to be executed only once, this job is not executed at all. If this is a job which is repeated periodically, it will check whether the number has been reached upon the start of the next export interval.</p>
<i>Codec</i>	<p>If you have selected the export format <i>WAVE+XML</i>, then here you have to select the codec which is supposed to be used for the export of the audio data.</p> <p>Select the codec from the drop-down list.</p> <p>For information about the available codecs see chapter "Supported export formats", p. 7.</p>
<i>Date format in xml</i>	<p>Select the format of the date and of the time from the drop-down list. When exporting recordings, the information is saved in this format in an XML file.</p> <p>The following formats are available:</p> <ul style="list-style-type: none"> • yyyy-MM-dd'T'HH:mm:ss.SSS'Z' • yyyy-MM-dd HH:mm:ss.SSS • yyyy-MM-dd'T'HH:mm:ss'Z' • yyyy-MM-dd HH:mm:ss
<i>Activate voice disguising</i>	If this check box is activated, the voices of the call participants are distorted during replay in order to render them unrecognizable while the content continues to be intelligible. Voice disguising only affects the replay, not the source data.
<i>Cutoff of the calls (beginning)</i>	If this check box is activated, the beginning of the call is cut off so that e. g. the welcome and the introduction are not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the beginning of the call. Cutoff only affects the replay, not the source data.
<i>Cutoff of the calls (end)</i>	If this check box is activated, the end of the call is cut off so that e. g. the goodbye is not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the end of the call. Cutoff only affects the replay, not the source data.
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

7.2.2 Tab Schedule

In this tab, you can display and edit the settings of the schedule.

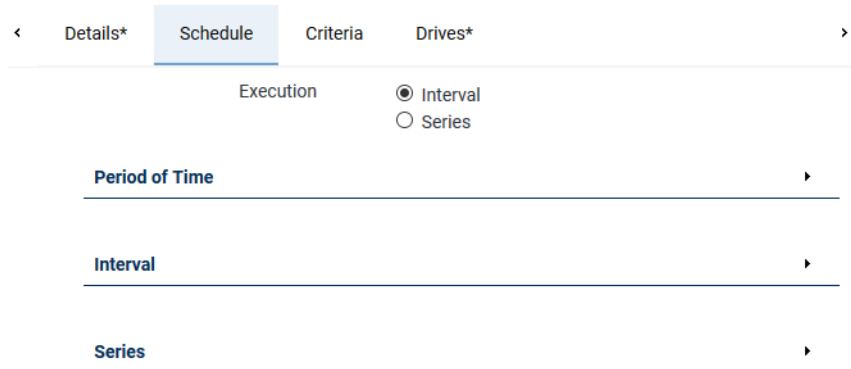


Fig. 34: Tab Schedule

Execution	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> • <i>Interval</i> The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>. • <i>Series</i> The job is executed on certain serial dates. These dates are defined in the group field <i>Series</i>.
------------------	---

7.2.2.1 Group field Period of Time

Define the period of time in which the job is supposed to be executed.

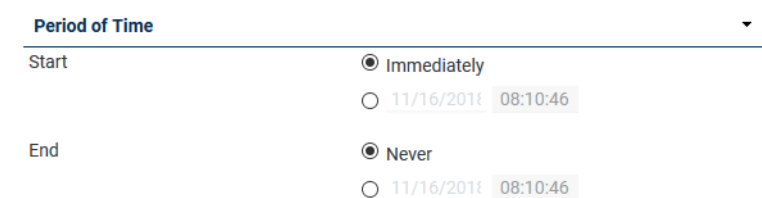




Fig. 35: Schedule - Period of Time

Start	<ul style="list-style-type: none"> • <i>Immediately</i> The job is started immediately. • <i>Entered date</i> The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .
End	<ul style="list-style-type: none"> • <i>Never</i> The job never ends. • <i>Entered date</i> The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .

7.2.2.2 Group field Interval

This group field is only active if the execution type *Interval* has been selected.

Define the interval in which the job is supposed to be repeated.

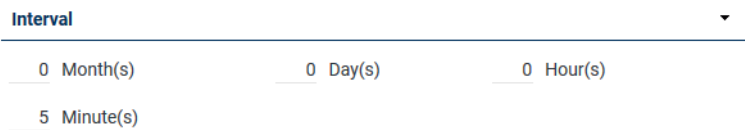


Fig. 36: Schedule - Interval

You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.

Activate period of time Enter the period of time during which the job is supposed to be carried out.

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by $x \frac{1}{2}$ hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 16:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.2.2.3 Group field Series

This group field is only active if the execution type *Series* has been selected.

Define at which points in time the job is supposed to be repeated.

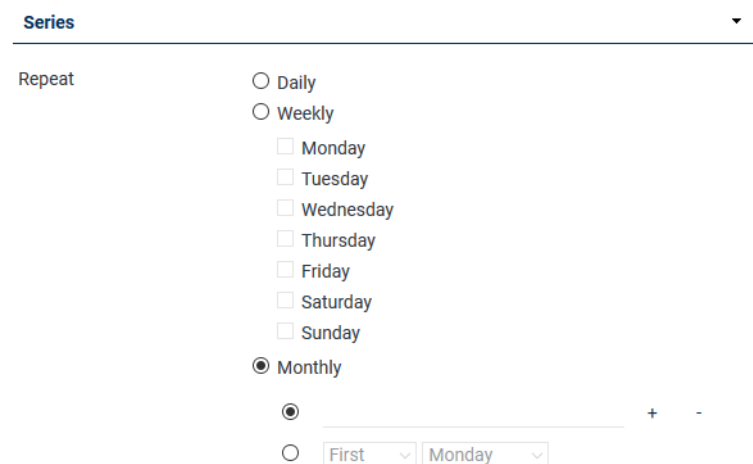


Fig. 37: Schedule - Series

Repeat Days on which the job is supposed to be executed.

Daily = The job is repeated daily at the entered time.

Weekly = The job is repeated on the selected days at the entered time. You can select one or several weekdays.

Monthly = The job is repeated on the selected days at the entered time. You can either select particular dates or certain days. See [chapter "Configure monthly repetition on fixed dates", p. 35](#) and [chapter "Configure monthly repetition on fixed days", p. 35](#).

7.2.2.3.1 Configure monthly repetition on fixed days

1. Select the lower option:

☒ Monthly
☐ _____ + -
☒ First Monday

Fig. 38: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

7.2.2.3.2 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly
☒ _____ + -
☐ First Monday

Fig. 39: Configure fixed dates

2. Click on the button + to select dates in a calendar.


Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

_____ + -

Fig. 40: Select dates

3. Click on all dates on which the job is supposed to be executed.
To revoke a selection, click on the selected date once again. The selection is deleted.
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .
Adjust the dates according to the description.

6. If you would like to delete all selected dates, click on the button .
- ⇒ All dates in the entry field are deleted.

7.2.3 Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

General part

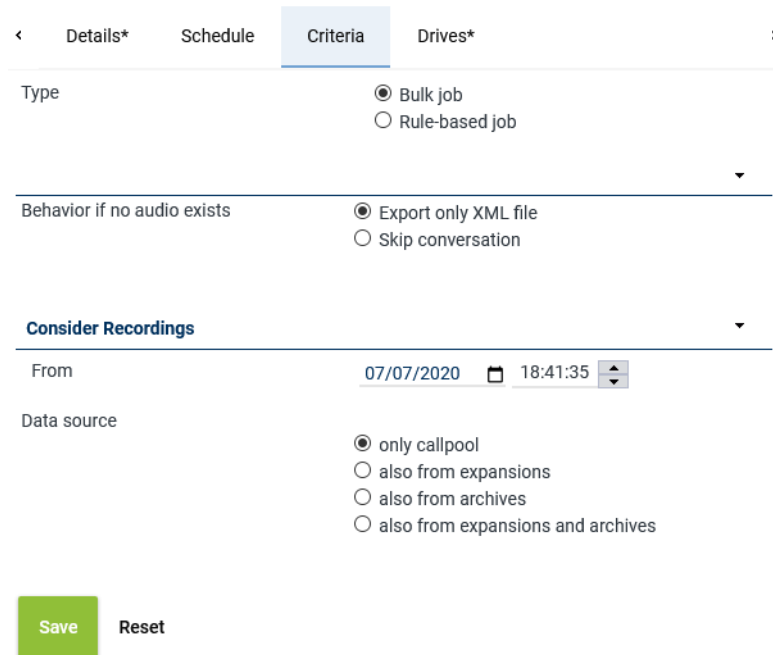
Type	Define whether the job is supposed to be a bulk job or a rule-based job. <ul style="list-style-type: none"> • Bulk job The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay. • Rule-based job The job type <i>rule-based</i> allows selecting conversations according to rules defined by the user. You can define several criteria in the different group fields to create individual rules.
Behavior if no audio exists	<input type="radio"/> Export only XML file <input checked="" type="radio"/> Skip conversation

Fig. 41: Tab Criteria

Behavior if no audio exists	Define what is supposed to happen during the export when no audio file exists. The following options are available: <ul style="list-style-type: none"> • Export only XML file In this case, a data set with additional data will be available after the export but no corresponding audio. • Skip conversation In this case, no information will be available after the export.
------------------------------------	---

7.2.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives* >

Type ☒ Bulk job ☐ Rule-based job

Behavior if no audio exists ☒ Export only XML file ☐ Skip conversation

Consider Recordings

From 07/07/2020 18:41:35

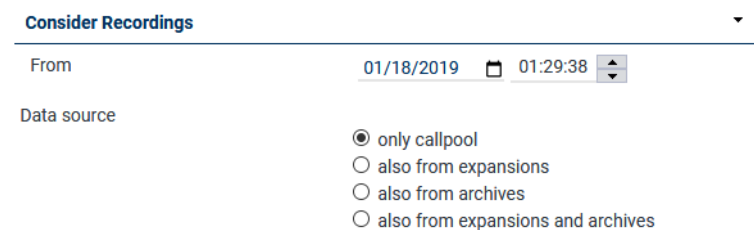
Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Save Reset

Fig. 42: Configure criteria for the bulk job

7.2.3.1.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings


From 01/18/2019 01:29:38

Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 43: Criteria - Consider recordings

From	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
Data source	Select where the data of this job are supposed to come from.

7.2.3.1.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

- ☒ only callpool
- ☐ also from expansions
- ☐ also from archives
- ☐ also from expansions and archives

Fig. 44: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.

<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

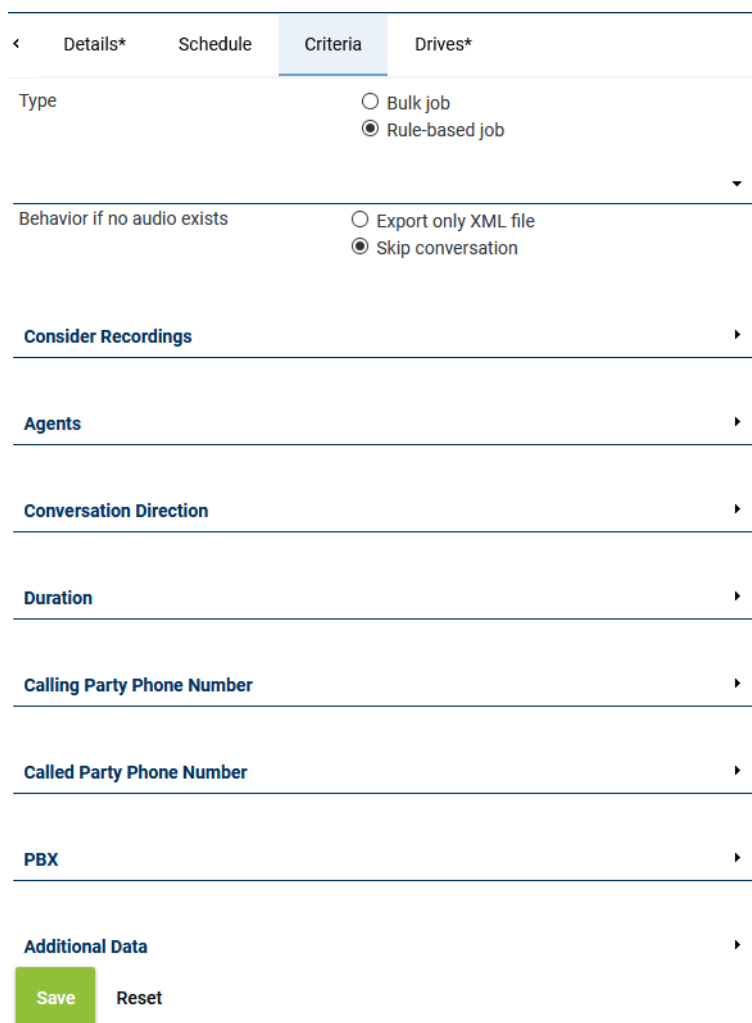
- ☒ only callpool
- ☐ also from expansions
- ☐ also from archives
- ☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 45: Criteria - table with information about completed job

7.2.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives*

Type ☐ Bulk job ☒ Rule-based job

Behavior if no audio exists ☐ Export only XML file ☒ Skip conversation

Consider Recordings ▶

Agents ▶

Conversation Direction ▶

Duration ▶

Calling Party Phone Number ▶

Called Party Phone Number ▶

PBX ▶

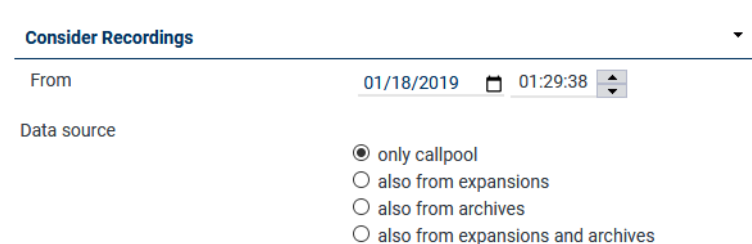
Additional Data ▶

Save Reset

Fig. 46: Configure criteria for rule-based job

7.2.3.2.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings ▼

From 01/18/2019 01:29:38


Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 47: Criteria - Consider recordings

From	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
-------------	---

Data source Select where the data of this job are supposed to come from.

7.2.3.2.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

- ☒ only callpool
- ☐ also from expansions
- ☐ also from archives
- ☐ also from expansions and archives

Fig. 48: Criteria - Consider Recordings Once

From	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
To	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.

Data source		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 49: Criteria - table with information about completed job

7.2.3.2.3 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.

Agents ▼

☒ Activated

+

-



Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 50: Criteria - Agents


Activated

☒ = Only conversations of the assigned agents are considered.

☐ = Conversations of all agents are considered. The list of the selected agents is ignored.

	Add	Opens a window in which you can select and add agents (see chapter "Add agent", p. 41).
	Remove	Removes the selected agent from the list (see chapter "Delete agent assignment", p. 42).

Add agent

1. In the tab *Criteria*, open the group field *Agents*.
2. To assign an agent, click on the icon  (*Add*).

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 51: Criteria - add agent

- Select one or several agents from the list.
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents					
Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕
1000	10.	Agent			
900	9.	Agent			
800	8.	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 20 1 - 10 of 10

Add Cancel

Fig. 52: Criteria - select agent


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

Delete agent assignment

- Open the group field *Agents* in the tab *Criteria*.

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 53: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

7.2.3.2.4 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

Conversation Direction	
Activated	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Inbound <input checked="" type="checkbox"/> Outbound <input checked="" type="checkbox"/> Internal <input checked="" type="checkbox"/> Unknown

Fig. 54: Criteria - Conversation direction

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

7.2.3.2.5 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

Duration	
min. (\geq)	<input checked="" type="checkbox"/> <div> <input type="text" value="0"/> Hour(s) <input type="text" value="45"/> Minute(s) <input type="text" value="0"/> Second(s) </div>
max. (\leq)	<input checked="" type="checkbox"/> <div> <input type="text" value="2"/> Hour(s) <input type="text" value="0"/> Minute(s) <input type="text" value="0"/> Second(s) </div>

Fig. 55: Criteria - Duration

min. (\geq)	Threshold value for the minimum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
max. (\leq)	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

7.2.3.2.6 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

Calling Party Phone Number ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 56: Criteria - Calling Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment




Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.2.3.2.7 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

Called Party Phone Number ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 57: Criteria - Called Party Phone Number

Activated	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

Phone number assignment

Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.2.3.2.8 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

PBX ▼

☐ Activated

PBX ▼

Fig. 58: Criteria - PBX

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected PBX are considered. <input type="checkbox"/> = Conversations of all PBXs are considered. A possibly selected PBX is ignored.
PBX	Select the respective PBX from the drop-down list if it is supposed to be considered.

7.2.3.2.9 Group field Additional Data

Define whether and which additional data is supposed to be considered for this job.

Additional Data ▼

☒ Activated

Arbitrary assignment +

<input type="text"/>	Kommentar ▼	–
<input type="text"/>	Please select... ▼	–

Fig. 59: Criteria - additional Data

Activated	Activate the check box to limit the export to the selected additional data. <input type="checkbox"/> = All conversations are exported. <input checked="" type="checkbox"/> = Only conversations with the selected additional data are considered for the export. From the drop-down list, select the additional data which is supposed to be considered.
------------------	---



Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

7.2.4 Tab Drives

In this tab, you can display and select the export drive.

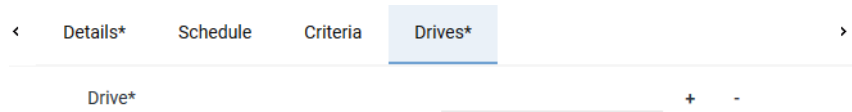




Fig. 60: Tab Drives

	Opens a window in which you can select a drive, see chapter "Assign drive", p. 30.
	Deletes the entry from the entry field.



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.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



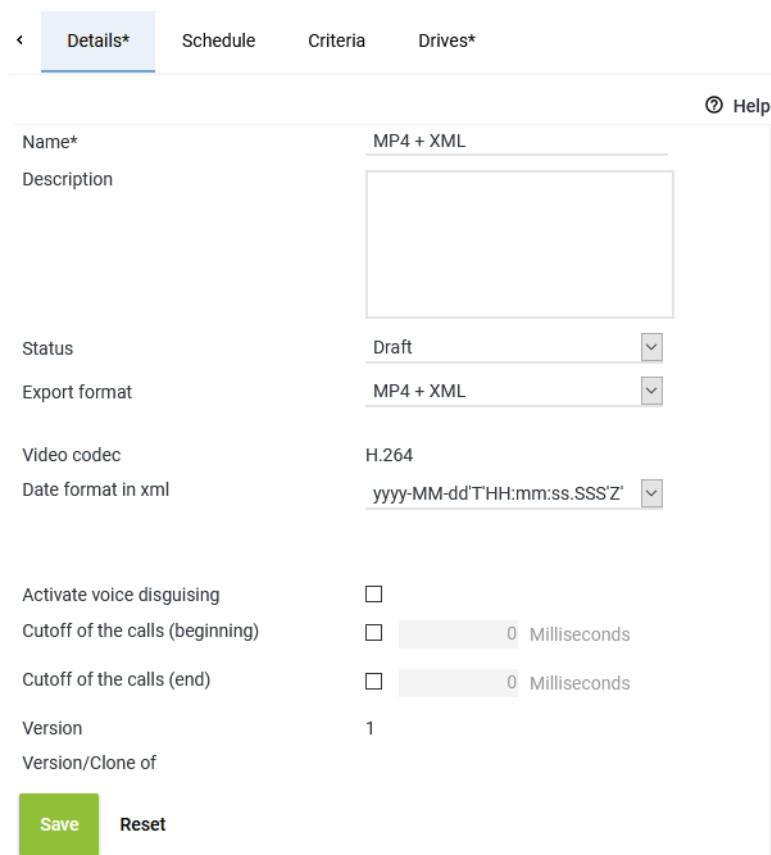
Basic information about using the application System Monitoring can be found in the user manual for administrators *System Monitoring*.

7.3 Configure export job for MP4 + XML

7.3.1 Tab Details

1. Click on the tab *Details* to start configuring.

⇒ The following parameters appear:



The screenshot shows the 'Details' tab selected. The configuration parameters are as follows:

- Name*: MP4 + XML
- Description: (empty text area)
- Status: Draft
- Export format: MP4 + XML
- Video codec: H.264
- Date format in xml: yyyy-MM-dd'T'HH:mm:ss.SSS'Z'
- Activate voice disguising: ☐
- Cutoff of the calls (beginning): ☐ 0 Milliseconds
- Cutoff of the calls (end): ☐ 0 Milliseconds
- Version: 1
- Version/Clone of: (empty)

Buttons: Save, Reset

Fig. 61: Tab Details - export in MP4 + XML format

Name	Enter the name of the job configuration.
Description	Here, you can enter a description for the job configuration.
Status	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> • Draft Select this status if you would like to be able to continue editing the job configuration. • Released Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. NOTICE! A released job configuration cannot be edited anymore. • Deactivated (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job. NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.

<i>Export format</i>	<p>To export recordings, select the format <i>MP4 + XML</i> from the drop-down list.</p> <p>For information about the available formats see chapter "Supported export formats", p. 7.</p>
<i>Video codec</i>	<p>Here, the deployed video codec is displayed.</p> <p>The video codec has been preselected and cannot be changed.</p> <p>For information about the codecs see chapter "Supported export formats", p. 7.</p>
<i>Date format in xml</i>	<p>Select the format of the date and of the time from the drop-down list. When exporting recordings, the information is saved in this format in an XML file.</p> <p>The following formats are available:</p> <ul style="list-style-type: none"> • yyyy-MM-dd'T'HH:mm:ss.SSS'Z' • yyyy-MM-dd HH:mm:ss.SSS • yyyy-MM-dd'T'HH:mm:ss'Z' • yyyy-MM-dd HH:mm:ss
<i>Activate voice disguising</i>	<p>If this check box is activated, the voices of the call participants are distorted during replay in order to render them unrecognizable while the content continues to be intelligible. Voice disguising only affects the replay, not the source data.</p>
<i>Cutoff of the calls (beginning)</i>	<p>If this check box is activated, the beginning of the call is cut off so that e. g. the welcome and the introduction are not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the beginning of the call. Cutoff only affects the replay, not the source data.</p>
<i>Cutoff of the calls (end)</i>	<p>If this check box is activated, the end of the call is cut off so that e. g. the goodbye is not replayed. In the entry field, enter how many milliseconds are supposed to be cut off at the end of the call. Cutoff only affects the replay, not the source data.</p>
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

7.3.2

Tab Schedule

In this tab, you can display and edit the settings of the schedule.

<
Details*
Schedule
Criteria
Drives*
>

Execution

☒ Interval
 ☐ Series

Period of Time

Interval

Series

Fig. 62: Tab Schedule

Execution	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> • <i>Interval</i> The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>. • <i>Series</i> The job is executed on certain serial dates. These dates are defined in the group field <i>Series</i>.
------------------	---

7.3.2.1 Group field Period of Time

Define the period of time in which the job is supposed to be executed.

Period of Time

Start

☒ Immediately
☐ 05/11/2021 17:52:42

End

☒ Never
☐ 05/11/2021 17:52:42

Activate period of time

☒

Start



13:00

End

13:00

Job is executed every minute within the configured interval.

Fig. 63: Schedule - period of time

Start	<ul style="list-style-type: none"> • <i>Immediately</i> The job is started immediately. • <i>Entered date</i> The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or by clicking on the icon .
End	<ul style="list-style-type: none"> • <i>Never</i> The job never ends. • <i>Entered date</i> The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or by clicking on the icon .
Activate period of time	<p>You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.</p> <p>Enter the period of time during which the job is supposed to be carried out.</p>

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by x 1/2 hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 4:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.3.2.2 Group field Interval

This group field is only active if the execution type *Interval* has been selected.
Define the interval in which the job is supposed to be repeated.

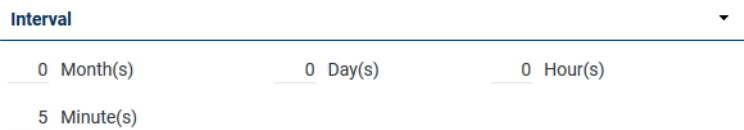


Fig. 64: Schedule - Interval

You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.

Activate period of time Enter the period of time during which the job is supposed to be carried out.

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by $x \frac{1}{2}$ hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 16:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.3.2.3 Group field Series

This group field is only active if the execution type *Series* has been selected.
Define at which points in time the job is supposed to be repeated.

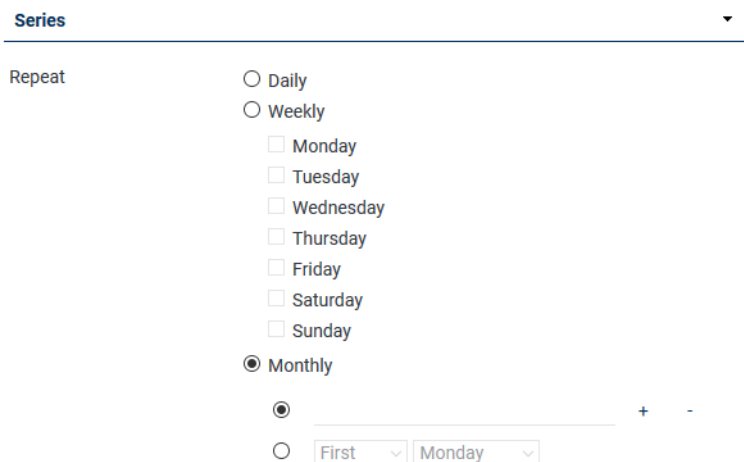


Fig. 65: Schedule - Series

Repeat Days on which the job is supposed to be executed.
Daily = The job is repeated daily at the entered time.
Weekly = The job is repeated on the selected days at the entered time. You can select one or several weekdays.

Monthly = The job is repeated on the selected days at the entered time. You can either select particular dates or certain days. See [chapter "Configure monthly repetition on fixed dates", p. 51](#) and [chapter "Configure monthly repetition on fixed days", p. 51](#).

7.3.2.3.1 Configure monthly repetition on fixed days

1. Select the lower option:

☒ Monthly
☐ _____ + -
☒ First Monday

Fig. 66: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

7.3.2.3.2 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly
☒ _____ + -
☐ First Monday

Fig. 67: Configure fixed dates

2. Click on the button + to select dates in a calendar.


Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

_____ + -

Fig. 68: Select dates

3. Click on all dates on which the job is supposed to be executed.
To revoke a selection, click on the selected date once again. The selection is deleted.
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .
Adjust the dates according to the description.

6. If you would like to delete all selected dates, click on the button .
- ⇒ All dates in the entry field are deleted.

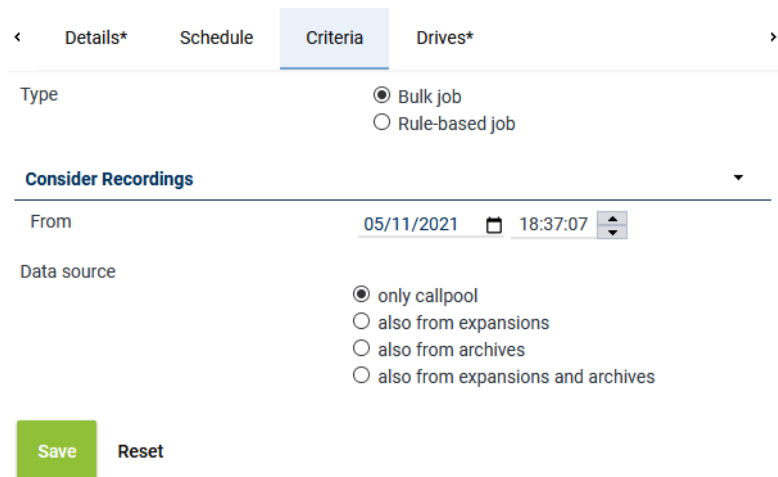
7.3.3 Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

Type	<p>Define whether the job is supposed to be rule-based or a bulk job.</p> <ul style="list-style-type: none"> • Bulk job The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay. • Rule-based job The job type <i>rule-based</i> enables the selection of conversations according to rules defined by the user. You can define several criteria in the different group fields for the rule creation.
-------------	---

7.3.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives* >

Type ☒ Bulk job ☐ Rule-based job

Consider Recordings ▼

From 05/11/2021 18:37:07

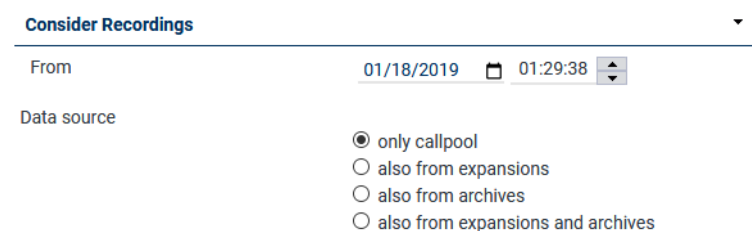
Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Save Reset

Fig. 69: Configure criteria for the bulk job

7.3.3.1.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings ▼

From 01/18/2019 01:29:38


Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 70: Criteria - Consider recordings

From	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.
-------------	--

	You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.3.3.1.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (Create) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

- ☒ only callpool
- ☐ also from expansions
- ☐ also from archives
- ☐ also from expansions and archives

Fig. 71: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.



Consider Recordings Once

From	07/13/2020	08:04:57
To	07/14/2020	08:04:57
Data source	<div><input checked="" type="radio"/> only callpool</div> <div><input type="radio"/> also from expansions</div> <div><input type="radio"/> also from archives</div> <div><input type="radio"/> also from expansions and archives</div>	

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 72: Criteria - table with information about completed job

7.3.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.

<
Details*
Schedule
Criteria
Drives*

Type

☐ Bulk job
☒ Rule-based job

Consider Recordings

From

05/11/2021

18:37:07

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Agents

Conversation Direction

Duration

Calling Party Phone Number

Called Party Phone Number

PBX

Additional Data

Save

Reset

Fig. 73: Configure criteria for rule-based job

7.3.3.2.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.

Consider Recordings

From

01/18/2019


01:29:38

Data source


☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 74: Criteria - Consider recordings

From	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.
------	--

	You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.3.3.2.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 75: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 76: Criteria - table with information about completed job

7.3.3.2.3 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.

Agents ▼

☒ Activated

⋮+

⋮-

Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 77: Criteria - Agents

Activated

☒ = Only conversations of the assigned agents are considered.

☐ = Conversations of all agents are considered. The list of the selected agents is ignored.

<div>⋮+</div>	Add	Opens a window in which you can select and add agents (see chapter "Add agent", p. 57).
<div>⋮-</div>	Remove	Removes the selected agent from the list (see chapter "Delete agent assignment", p. 58).

Add agent

1. In the tab *Criteria*, open the group field *Agents*.
2. To assign an agent, click on the icon

⋮+

 (*Add*).

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 78: Criteria - add agent

- Select one or several agents from the list.
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents					
Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕
1000	10.	Agent			
900	9.	Agent			
800	8.	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 20 1 - 10 of 10

Add Cancel

Fig. 79: Criteria - select agent


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

Delete agent assignment

- Open the group field *Agents* in the tab *Criteria*.

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 80: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

7.3.3.2.4 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

Conversation Direction	
Activated	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Inbound <input checked="" type="checkbox"/> Outbound <input checked="" type="checkbox"/> Internal <input checked="" type="checkbox"/> Unknown

Fig. 81: Criteria - Conversation direction

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

7.3.3.2.5 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

Duration	
min. (\geq)	<input checked="" type="checkbox"/> <div> <input type="text" value="0"/> Hour(s) <input type="text" value="45"/> Minute(s) <input type="text" value="0"/> Second(s) </div>
max. (\leq)	<input checked="" type="checkbox"/> <div> <input type="text" value="2"/> Hour(s) <input type="text" value="0"/> Minute(s) <input type="text" value="0"/> Second(s) </div>

Fig. 82: Criteria - Duration

min. (\geq)	Threshold value for the minimum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
max. (\leq)	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

7.3.3.2.6 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

Calling Party Phone Number ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 83: Criteria - Calling Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment




Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.3.3.2.7 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

Called Party Phone Number ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 84: Criteria - Called Party Phone Number

Activated	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

Phone number assignment

Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.3.3.2.8 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

PBX ▼

☐ Activated

PBX SIP passive ▼

Fig. 85: Criteria - PBX

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected PBX are considered. <input type="checkbox"/> = Conversations of all PBXs are considered. A possibly selected PBX is ignored.
PBX	Select the respective PBX from the drop-down list if it is supposed to be considered.

7.3.3.2.9 Group field Additional Data

Define whether and which additional data is supposed to be considered for this job.

Additional Data ▼

☒ Activated

Arbitrary assignment +

<input type="text"/>	Kommentar	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 86: Criteria - additional Data

Activated	Activate the check box to limit the export to the selected additional data. <input type="checkbox"/> = All conversations are exported. <input checked="" type="checkbox"/> = Only conversations with the selected additional data are considered for the export. From the drop-down list, select the additional data which is supposed to be considered.
------------------	---



Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

7.3.4 Tab Drives

In this tab, you can display and select the export drive.

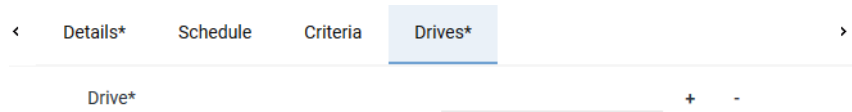




Fig. 87: Tab Drives

	Opens a window in which you can select a drive, see chapter "Assign drive", p. 62.
	Deletes the entry from the entry field.



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.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



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

7.3.4.1 Assign drive

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

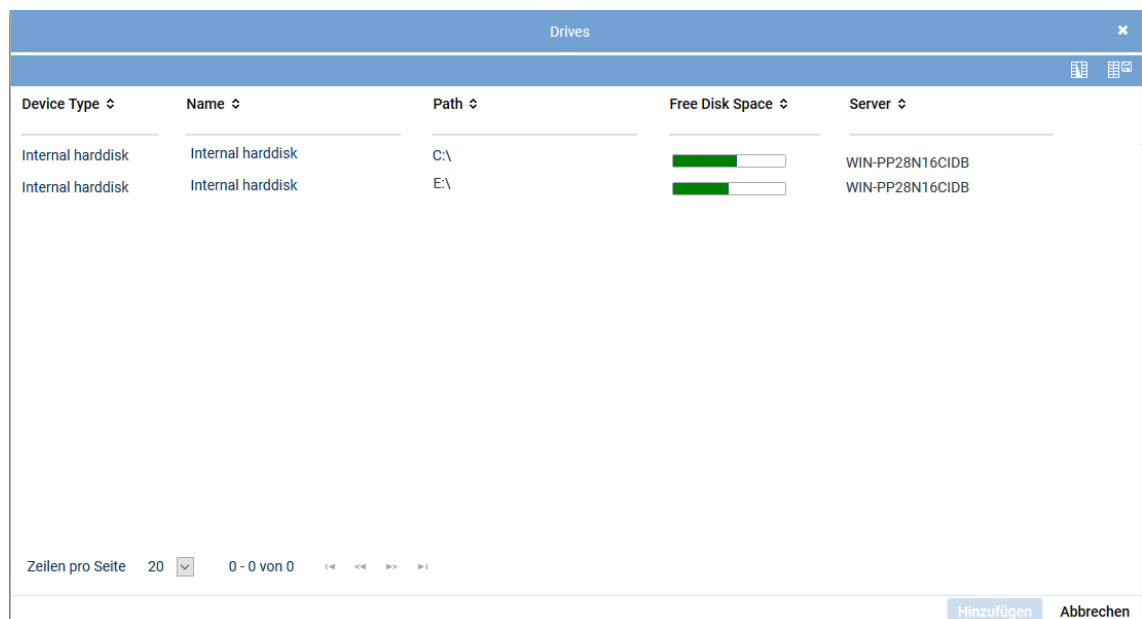


Fig. 88: Add drive

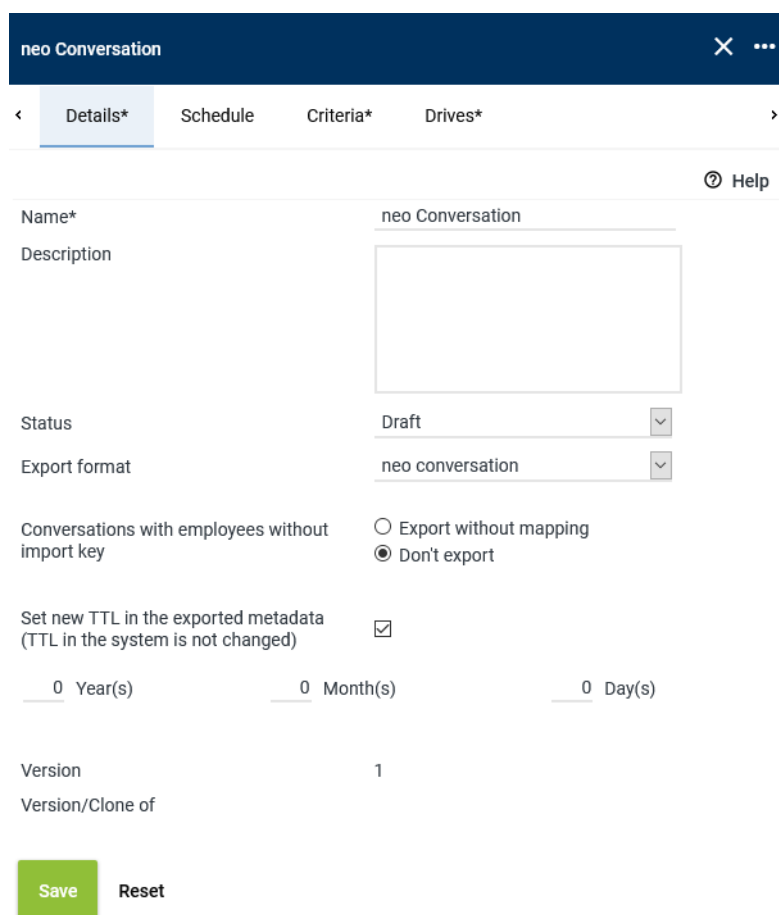
3. To apply the selection, click on the button **Add**.
To discard the selection and close the window, click on the button **Cancel**.

7.4 Configure export job for neo Conversation

7.4.1 Tab Details

1. Click on the tab *Details* to start configuring.

⇒ The following parameters appear:



neo Conversation

< Details* Schedule Criteria* Drives* >

Help

Name* neo Conversation

Description

Status Draft

Export format neo conversation

Conversations with employees without import key ☐ Export without mapping ☒ Don't export

Set new TTL in the exported metadata (TTL in the system is not changed) ☒

0 Year(s) 0 Month(s) 0 Day(s)

Version 1

Version/Clone of

Save Reset

Fig. 89: Tab Details - Export in *neo* Conversation format

Name	Enter the name of the job configuration.
Description	Here, you can enter a description for the job configuration.
Status	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> • Draft Select this status if you would like to be able to continue editing the job configuration. • Released Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. NOTICE! A released job configuration cannot be edited anymore. • Deactivated (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job.

NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.	
<i>Export format</i>	<p>To export recordings, select the format <i>\$neo\$ Conversation</i> from the drop-down list.</p> <p>For information about the available formats see chapter "Supported export formats", p. 7.</p>
<i>Conversations with employees without import key</i>	<p>Define whether conversations without a mapping are supposed to be exported.</p> <p><input checked="" type="radio"/> Export without mapping</p> <p>The conversations are exported without a mapping and thus cannot be mapped to an agent. As no additional data is available, only users who can see all recordings can see the recordings after an export.</p> <p><input type="radio"/> Don't export</p> <p>Only conversations with a mapping are exported. A subsequent mapping of the exported conversations after an import can only take place if the agents are identical in the destination system.</p>
<i>Set new TTL in the exported metadata (TTL in the system is not changed)</i>	<p>Activate this check box to define a period of time after which the exported data is supposed to be deleted on the destination system. This does not change the deletion time of the data in the source system.</p> <p>The following entry fields become active and can be configured:</p> <ul style="list-style-type: none"> • <i>Year(s)</i> • <i>Month(s)</i> • <i>Day(s)</i>
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

7.4.2

Tab Schedule

In this tab, you can display and edit the settings of the schedule.

<
Details*
Schedule
Criteria
Drives*
>

Execution

☒ Interval
☐ Series

Period of Time

Interval

Series

Fig. 90: Tab Schedule

<i>Execution</i>	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> • <i>Interval</i> <p>The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>.</p>
------------------	--

- *Series*

The job is executed on certain serial dates. These dates are defined in the group field *Series*.

7.4.2.1 Group field Period of Time



Define the period of time in which the job is supposed to be executed.

Period of Time ▼

Start ☒ Immediately
☐ 11/16/2018 08:10:46

End ☒ Never
☐ 11/16/2018 08:10:46

Fig. 91: Schedule - Period of Time

Start	<ul style="list-style-type: none"> • <i>Immediately</i> The job is started immediately. • <i>Entered date</i> The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .
End	<ul style="list-style-type: none"> • <i>Never</i> The job never ends. • <i>Entered date</i> The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or via the icon .

7.4.2.2 Group field Interval

This group field is only active if the execution type *Interval* has been selected.

Define the interval in which the job is supposed to be repeated.

Interval ▼

Month(s)
 Day(s)
 Hour(s)
 Minute(s)

Fig. 92: Schedule - Interval

You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.

Activate period of time Enter the period of time during which the job is supposed to be carried out.



Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by $x \frac{1}{2}$ hours.

Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 16:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.4.2.3

Group field Series

This group field is only active if the execution type *Series* has been selected.

Define at which points in time the job is supposed to be repeated.

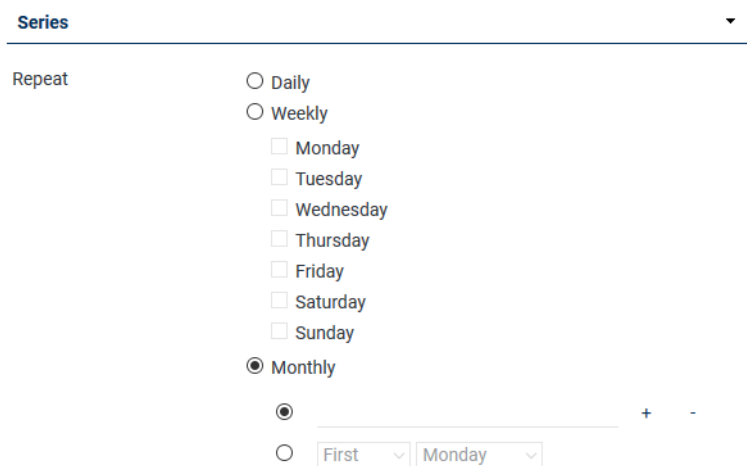


Fig. 93: Schedule - Series

Repeat	Days on which the job is supposed to be executed.
	<i>Daily</i> = The job is repeated daily at the entered time.
	<i>Weekly</i> = The job is repeated on the selected days at the entered time. You can select one or several weekdays.
	<i>Monthly</i> = The job is repeated on the selected days at the entered time. You can either select particular dates or certain days. See chapter "Configure monthly repetition on fixed dates" , p. 67 and chapter "Configure monthly repetition on fixed days" , p. 66.

7.4.2.3.1

Configure monthly repetition on fixed days

1. Select the lower option:

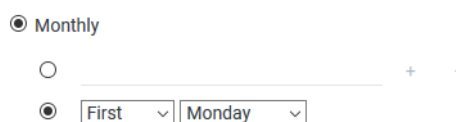


Fig. 94: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

7.4.2.3.2 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly
☐

Fig. 95: Configure fixed dates

2. Click on the button **+** to select dates in a calendar.

Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

☒ ☐

Fig. 96: Select dates

3. Click on all dates on which the job is supposed to be executed.
To revoke a selection, click on the selected date once again. The selection is deleted.
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button **+**.
Adjust the dates according to the description.
6. If you would like to delete all selected dates, click on the button **-**.
⇒ All dates in the entry field are deleted.

7.4.3 Tab Criteria

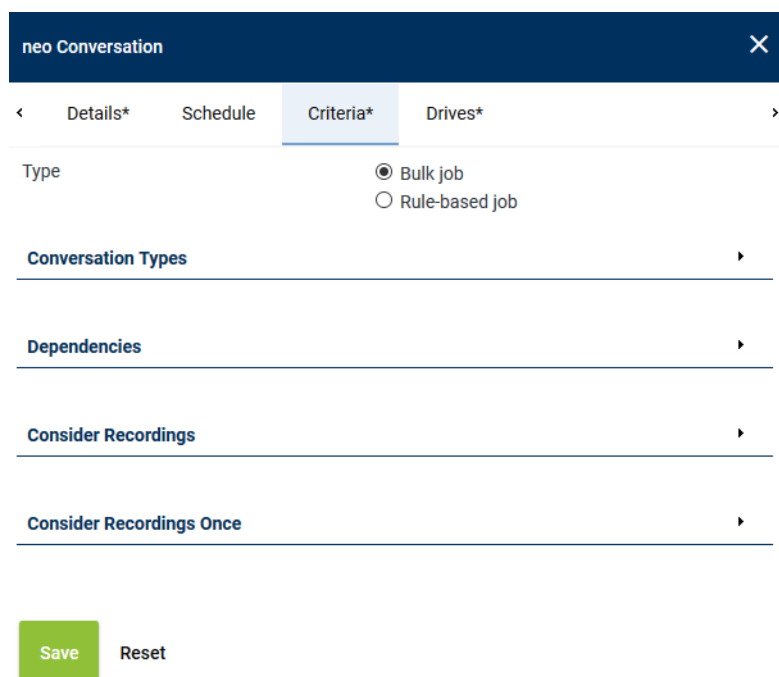
In this tab, you can display and edit different criteria for the selected job configuration.

General

Type	<p>Define whether the job is supposed to be rule-based or a bulk job.</p> <ul style="list-style-type: none"> • <i>Bulk job</i> The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay. • <i>Rule-based job</i> The job type <i>rule-based</i> enables the selection of conversations according to rules defined by the user. You can define several criteria in the different group fields for the rule creation.
------	---

7.4.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



The screenshot shows a configuration window titled "neo Conversation" with a close button (X). It has four tabs: "Details*", "Schedule", "Criteria*", and "Drives*". The "Criteria*" tab is active. It contains the following fields:

- Type:** Radio buttons for "Bulk job" (selected) and "Rule-based job".
- Conversation Types:** A dropdown menu with a right arrow.
- Dependencies:** A dropdown menu with a right arrow.
- Consider Recordings:** A dropdown menu with a right arrow.
- Consider Recordings Once:** A dropdown menu with a right arrow.

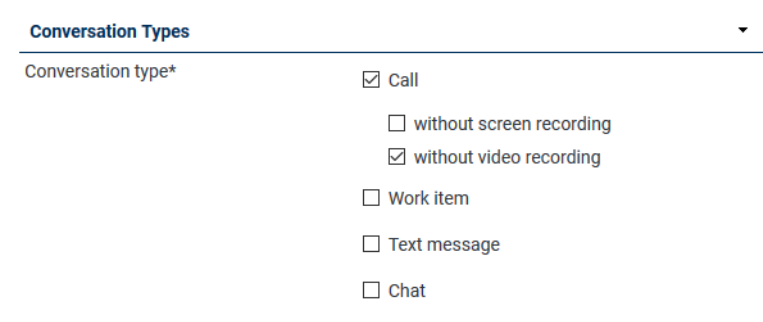
At the bottom, there are two buttons: "Save" (green) and "Reset".

Fig. 97: Configure criteria for the bulk job

7.4.3.1.1 Group field Conversation Types

This group field is only available for the export format *neo* Conversation as only this export format allows exporting different conversation types.

Define which type of recordings is supposed to be considered.



The screenshot shows a configuration field titled "Conversation Types" with a dropdown arrow. Below the title, the label "Conversation type*" is followed by a list of options with checkboxes:

- ☒ Call
 - ☐ without screen recording
 - ☒ without video recording
- ☐ Work item
- ☐ Text message
- ☐ Chat

Fig. 98: Criteria - conversation types

- *Call*
Conversations with screen recordings (audio with screen or video call)
 - *Call without screen recording*
Only video calls
 - *Call without video recording*
Only calls with screen recording
- *Call + Call without screen recording + Call without video recording*
Mere call recordings (only audio)
- *Work item*
Mere screen recording (only video)
- *Text message*

SMS recordings

- *Chat*

Recordings of chat messages

- *Call + Work item + Text message + Chat*

All recordings regardless of the conversation type.

7.4.3.1.2 Group field Dependencies

Select the cases in which recordings are supposed to be exported.



Fig. 99: Criteria - dependencies

- *Export without compression, too*

☒ = Even uncompressed recordings are exported.

☐ = Only compressed recordings are exported.

NOTICE! This feature only works if you have licensed and activated compression. After an update, you must save the settings of this parameter again to ensure that only the compressed recordings are continued to be considered during an export.

7.4.3.1.3 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.

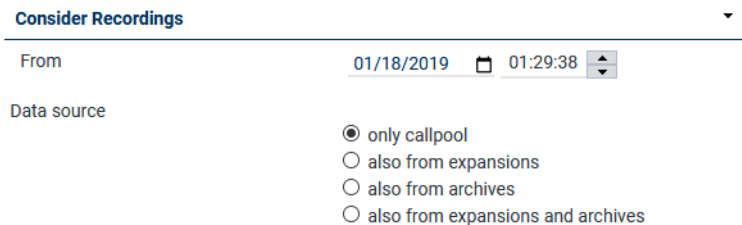




Fig. 100: Criteria - Consider recordings

<i>From</i>	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.4.3.1.4 Group field Consider Recordings Once

This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.

Consider Recordings ▼

From 01/18/2019 01:29:38 ⌵

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 101: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon ⌵ or via the arrow keys.	
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon ⌵ or via the arrow keys.	
<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

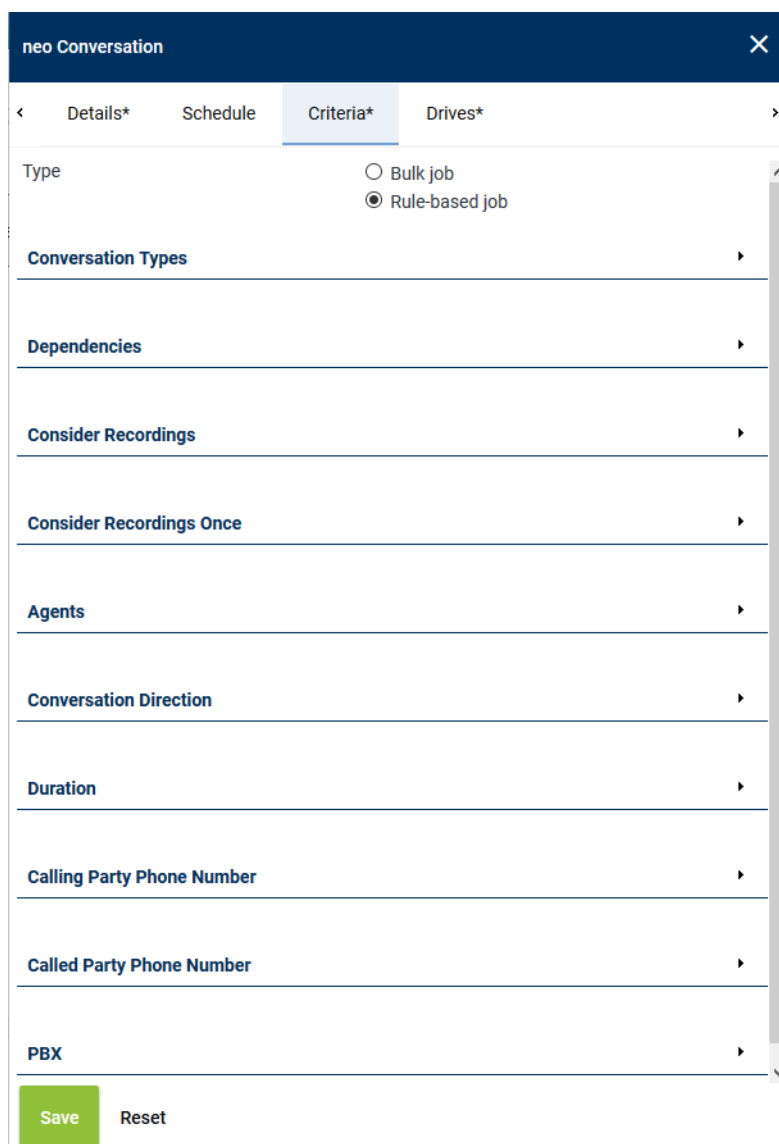
Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼		
From	07/13/2020	08:04:57
To	07/14/2020	08:04:57
Data source	<input checked="" type="radio"/> only callpool <input type="radio"/> also from expansions <input type="radio"/> also from archives <input type="radio"/> also from expansions and archives	
Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 102: Criteria - table with information about completed job

7.4.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.



neo Conversation

< Details* Schedule Criteria* Drives* >

Type ☐ Bulk job ☒ Rule-based job

Conversation Types ▶

Dependencies ▶

Consider Recordings ▶

Consider Recordings Once ▶

Agents ▶

Conversation Direction ▶

Duration ▶

Calling Party Phone Number ▶

Called Party Phone Number ▶

PBX ▶

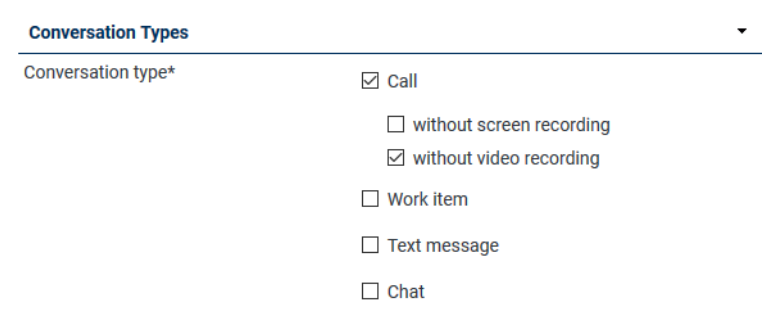
Save Reset

Fig. 103: Configure criteria for rule-based job

7.4.3.2.1 Group field Conversation Types

This group field is only available for the export format neo Conversation as only this export format allows exporting different conversation types.

Define which type of recordings is supposed to be considered.



Conversation Types ▼

Conversation type*

☒ Call

☐ without screen recording

☒ without video recording

☐ Work item

☐ Text message

☐ Chat

Fig. 104: Criteria - conversation types

- *Call*
Conversations with screen recordings (audio with screen or video call)
 - *Call without screen recording*
Only video calls
 - *Call without video recording*
Only calls with screen recording
- *Call + Call without screen recording + Call without video recording*
Mere call recordings (only audio)
- *Work item*
Mere screen recording (only video)
- *Text message*
SMS recordings
- *Chat*
Recordings of chat messages
- *Call + Work item + Text message + Chat*
All recordings regardless of the conversation type.

7.4.3.2.2 Group field Dependencies

Select the cases in which recordings are supposed to be exported.

Dependencies ▼

Export without compression, too ☒

Fig. 105: Criteria - dependencies

- *Export without compression, too*
☒ = Even uncompressed recordings are exported.
☐ = Only compressed recordings are exported.
NOTICE! This feature only works if you have licensed and activated compression. After an update, you must save the settings of this parameter again to ensure that only the compressed recordings are continued to be considered during an export.

7.4.3.2.3 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.


Consider Recordings ▼

From 01/18/2019 01:29:38 ▼

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 106: Criteria - Consider recordings

<i>From</i>	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.4.3.2.4 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.

Agents ▼

☒ Activated



+

-


Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 107: Criteria - Agents

<i>Activated</i>	<input checked="" type="checkbox"/> = Only conversations of the assigned agents are considered. <input type="checkbox"/> = Conversations of all agents are considered. The list of the selected agents is ignored.
------------------	---

	<i>Add</i>	Opens a window in which you can select and add agents (see chapter "Add agent", p. 73).
	<i>Remove</i>	Removes the selected agent from the list (see chapter "Delete agent assignment", p. 74).

Add agent

1. In the tab *Criteria*, open the group field *Agents*.
2. To assign an agent, click on the icon  (*Add*).

Agents ▼

☒ Activated

→

-

Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 108: Criteria - add agent

3. Select one or several agents from the list.
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents
✕

📄
🔍

Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕
1000	10.	Agent			
900	9.	Agent			
800	8.	Agent			
700	7.	Agent			
600	6.	Agent			
500	5.	Agent			
400	4.	Agent			

Rows per page 20 ▾
1 - 10 of 10
⏪ ⏩ ⏴ ⏵

Add
Cancel

Fig. 109: Criteria - select agent

4. To add the selected agents, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Delete agent assignment

1. Open the group field *Agents* in the tab *Criteria*.


Agents
▾

☒ Activated

⋮

Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 110: Criteria - Delete agent assignment

2. To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

7.4.3.2.5 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

Conversation Direction
▾

☒ Activated

☒ Inbound
☒ Outbound
☒ Internal
☒ Unknown

Fig. 111: Criteria - Conversation direction

Activated ☒ = Only conversations of the selected directions are considered.

☐ = Conversations of all directions are considered. Possibly marked conversation directions are ignored.

Mark the conversation directions which are supposed be considered. The marks are only considered if the option *Activated* has been marked.

7.4.3.2.6 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

Duration		
min. (\geq)	<input checked="" type="checkbox"/>	0 Hour(s)
		45 Minute(s)
		0 Second(s)
	<input checked="" type="checkbox"/>	2 Hour(s)
max. (\leq)		0 Minute(s)
		0 Second(s)
	<input checked="" type="checkbox"/>	2 Hour(s)

Fig. 112: Criteria - Duration

<i>min. (\geq)</i>	<p>Threshold value for the minimum duration of conversations which are supposed to be considered.</p> <p><input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i>, <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration.</p> <p><input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i>, <i>Minute(s)</i> and <i>Second(s)</i> is not considered.</p>
<i>max. (\leq)</i>	<p>Threshold value for the maximum duration of conversations which are supposed to be considered.</p> <p><input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i>, <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration.</p> <p><input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i>, <i>Minute(s)</i> and <i>Second(s)</i> is not considered.</p>




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

7.4.3.2.7 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

Called Party Phone Number ▼

☐ Activated

Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)


Fig. 113: Criteria - Called Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment




Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.4.3.2.8 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

Calling Party Phone Number ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 114: Criteria - Calling Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment

Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.4.3.2.9 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

PBX ▼

☐ Activated

PBX ▼

Fig. 115: Criteria - PBX

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected PBX are considered. <input type="checkbox"/> = Conversations of all PBXs are considered. A possibly selected PBX is ignored.
PBX	Select the respective PBX from the drop-down list if it is supposed to be considered.


7.4.3.2.10 Group field Additional Data

Define whether and which additional data is supposed to be considered for this job.

Additional Data ▼

☒ Activated

Arbitrary assignment +

Kommentar ▼ 


Please select... ▼ 

Fig. 116: Criteria - additional Data

Activated	Activate the check box to limit the export to the selected additional data. <input type="checkbox"/> = All conversations are exported. <input checked="" type="checkbox"/> = Only conversations with the selected additional data are considered for the export. From the drop-down list, select the additional data which is supposed to be considered.
------------------	---



Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

7.4.4 Tab Drives

In this tab, you can display and select the export drive.

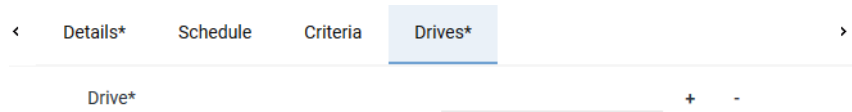




Fig. 117: Tab Drives

	Opens a window in which you can select a drive, see chapter "Assign drive", p. 62.
	Deletes the entry from the entry field.



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.



If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



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

7.5 Configure export job for Recording Insights

- Configuration in the Azure Cloud environment of the customer

Recording Insights requires an Azure Blob storage and a Key Vault in the customer *Tenant*. In the Key Vault, a Secret with the name *EncryptionKey* and the value as Base64 string must be created. Currently, the name of the Secret cannot be selected arbitrarily as it has been predefined in *neo*. For Recording Insights, the customer must assign the access rights "Get, Set und List" for the app "ASC Recording Insights Live" in the access policies of the Key Vault.

For *neo*, the customer must create a new app registration (e. g. *neoTransferApp*) with corresponding Secret in its Azure tenant. Then the access rights "Get und List" must be assigned for in the access policies of the Key Vault for the previously created app. Assigning a role in the customer Tenant is neither required for the app "ASC Recording Insights Live" nor for the registration of the app.

A virtual container in the Azure Cloud is required for the transfer of the data.

The transferred data is encrypted and saved.

- Configuration in Recording Insights:
In the administration area of the respective customer/Tenant, only Key Vault URL, Key Vault Secret Name for the encryption key and the information about the encryption algorithm for the Encryption Key Value is required. In addition, Key Rotation can be configured.
- Configuration in *neo*:
In *neo*, a drive with the new drive type must be configured for the transfer. In addition to the Blob storage data, the Key Vault Name, the app or the Client ID and Secret of the app previously created in the customer Tenant (e .g. *neoTransferApp*) must be configured.

7.5.1 Tab Details

1. Click on the tab *Details* to start configuring.
 - ⇒ The following parameters appear:

<
Details*
Schedule
Criteria
Drives*

Name*
Recording Insights
Description
Status
Draft
Export format
Recording Insights
Set deletion time after export
Version
1
Version/Clone of
Save
Reset

Fig. 118: Tab Details - Export in Recording Insights format

Name	Enter the name of the job configuration.
Description	Here, you can enter a description for the job configuration.
Status	<p>Enter the processing status of the job configuration. Possible options:</p> <ul style="list-style-type: none"> • <i>Draft</i> Select this status if you would like to be able to continue editing the job configuration. • <i>Released</i> Select this status if you have finished editing the job configuration. This status activates the job configuration. The job is automatically started at the point in time defined in the schedule. NOTICE! A released job configuration cannot be edited anymore. • <i>Deactivated</i> (Precondition: job configuration has been released) Select this status to deactivate the job configuration and thus the job. NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.
Export format	<p>To export recordings, select the format <i>Recording Insights</i> from the drop-down list.</p> <p>For information about the available formats see chapter "Supported export formats", p. 7.</p>

<i>Set delete time after export</i>	<p>Activate this check box to define a period of time after which the exported data is supposed to be deleted. This does not change the deletion time in the source system. The following entry fields become active and can be configured:</p> <ul style="list-style-type: none"> • <i>Year(s)</i> • <i>Month(s)</i> • <i>Day(s)</i> • <i>Hour(s)</i> • <i>Minute(s)</i>
<i>Version</i>	Version number of the job configuration.
<i>Version/Clone of</i>	Job configuration from which the job configuration has been copied or cloned.

7.5.2

Tab Schedule

In this tab, you can display and edit the settings of the schedule.

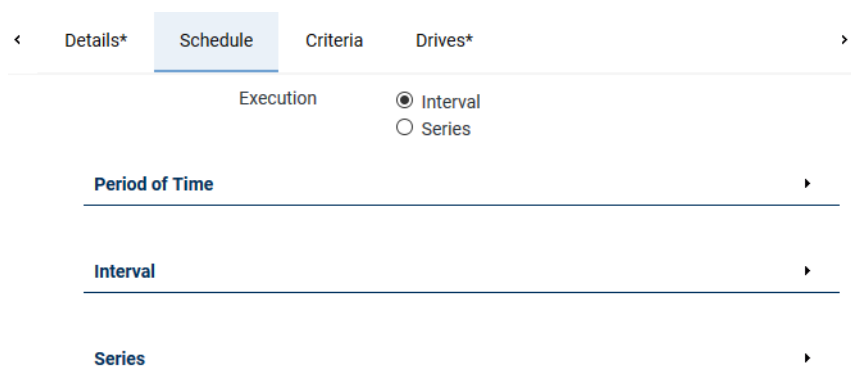


Fig. 119: Tab Schedule

<i>Execution</i>	<p>Select whether the job is supposed to be executed in specified intervals or as a series.</p> <ul style="list-style-type: none"> • <i>Interval</i> The job is repeated in specified intervals. The interval is defined in the group field <i>Interval</i>. • <i>Series</i> The job is executed on certain serial dates. These dates are defined in the group field <i>Series</i>.
------------------	---

7.5.2.1 Group field Period of Time

Define the period of time in which the job is supposed to be executed.

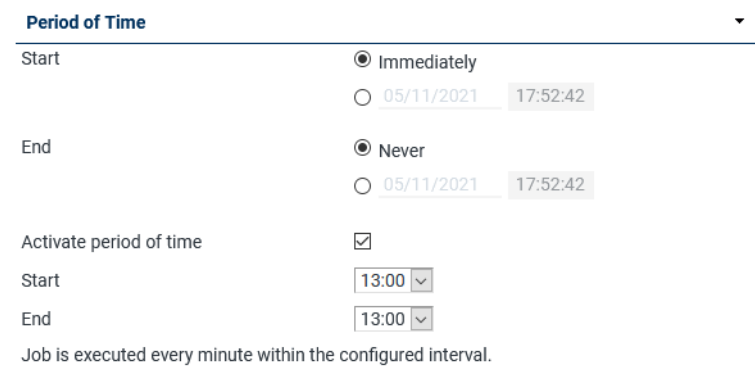




Fig. 120: Schedule - period of time

Start	<ul style="list-style-type: none"> Immediately The job is started immediately. Entered date The start is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or by clicking on the icon .
End	<ul style="list-style-type: none"> Never The job never ends. Entered date The end is defined by the entered date. You can enter the date directly in both entry fields via the keyboard or by clicking on the icon .
Activate period of time	<p>You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.</p> <p>Enter the period of time during which the job is supposed to be carried out.</p>

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by x 1/2 hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 4:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.5.2.2 Group field Interval

This group field is only active if the execution type *Interval* has been selected.

Define the interval in which the job is supposed to be repeated.

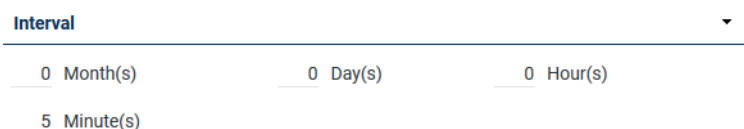


Fig. 121: Schedule - Interval

You can define a certain period of time during which the job is supposed to be carried out. This offers the possibility to run export jobs during night time only, for instance.

Activate period of time Enter the period of time during which the job is supposed to be carried out.

Keep in mind that due to technical reasons those periods can only be configured on the top of the hour; half-hours are adjusted upward. This has an impact if the server containing the data to be exported is located in a time zone which differs from Coordinated Universal Time (UTC) by x 1/2 hours.



Example: Recorded data is supposed to be transferred from the export server in India (UTC + 5 1/2) to a target server in Germany during 8 pm and 10 pm Indian local time. This corresponds to 2:30 pm and 16:30 pm UTC. By adjusting the half-hour upward, the period for the export is translated into 3 pm to 5 pm which corresponds to Indian local time of 8:30 pm to 10:30 pm.

7.5.2.3

Group field Series

This group field is only active if the execution type *Series* has been selected.

Define at which points in time the job is supposed to be repeated.

Series ▼

Repeat

☐ Daily
☐ Weekly
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday
☒ Monthly
☒ + -
☐

Fig. 122: Schedule - Series

Repeat	<p>Days on which the job is supposed to be executed.</p> <p>Daily = The job is repeated daily at the entered time.</p> <p>Weekly = The job is repeated on the selected days at the entered time. You can select one or several weekdays.</p> <p>Monthly = The job is repeated on the selected days at the entered time. You can either select particular dates or certain days. See chapter "Configure monthly repetition on fixed dates", p. 84 and chapter "Configure monthly repetition on fixed days", p. 84.</p>
---------------	--

7.5.2.3.1 Configure monthly repetition on fixed days

1. Select the lower option:

☒ Monthly
☐ + -
☒

Fig. 123: Configure fixed days

2. In the two drop-down lists, select the day of every month on which the job is supposed to be executed.

7.5.2.3.2 Configure monthly repetition on fixed dates

1. Select the upper option:

☒ Monthly
☒ + -
☐

Fig. 124: Configure fixed dates

2. Click on the button + to select dates in a calendar.

Selected days

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

+ -

Fig. 125: Select dates

3. Click on all dates on which the job is supposed to be executed.
To revoke a selection, click on the selected date once again. The selection is deleted.
⇒ The selected dates are inserted automatically into the entry field.
4. Click on a spot outside the calendar to apply the selected dates and close the calendar.
5. If you would like to correct the selection of the dates, you can open the calendar again by clicking on the button + .
Adjust the dates according to the description.
6. If you would like to delete all selected dates, click on the button - .
⇒ All dates in the entry field are deleted.

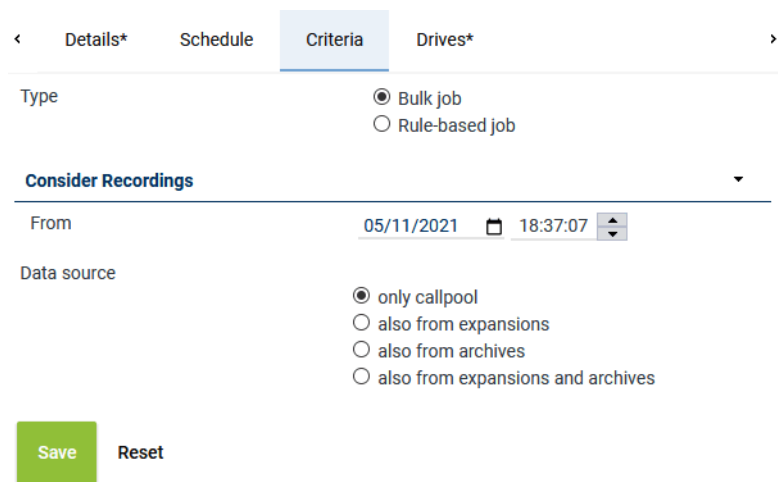
7.5.3 Tab Criteria

In this tab, you can display and edit different criteria for the selected job configuration.

<i>Type</i>	<p>Define whether the job is supposed to be a bulk job or a rule-based job.</p> <ul style="list-style-type: none"> • <i>Bulk job</i> The job type <i>bulk</i> selects all recordings of a definable period of time. You can only define a period of time and a starting delay. • <i>Rule-based job</i> The job type <i>rule-based</i> allows selecting conversations according to rules defined by the user. You can define several criteria in the different group fields to create individual rules.
-------------	--

7.5.3.1 Create bulk job

For a bulk job, you can configure the following criteria.



< Details* Schedule **Criteria** Drives* >

Type ☒ Bulk job ☐ Rule-based job

Consider Recordings

From 05/11/2021 18:37:07

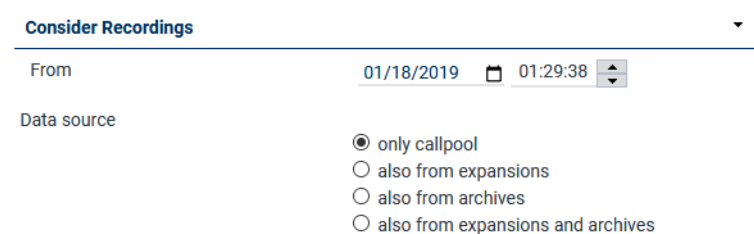
Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Save Reset

Fig. 126: Configure criteria for the bulk job

7.5.3.1.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.




Consider Recordings


From 01/18/2019 01:29:38

Data source ☒ only callpool ☐ also from expansions ☐ also from archives ☐ also from expansions and archives

Fig. 127: Criteria - Consider recordings

<i>From</i>	<p>Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.</p> <p>You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.</p>
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.5.3.1.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.

Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source



☒ only callpool

☐ also from expansions

☐ also from archives

☐ also from expansions and archives

Fig. 128: Criteria - Consider Recordings Once

From	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
To	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
Data source		
	only callpool	The path of the callpool is scanned.
	also from expansions	All system expansions are scanned including cloud storage.
	also from archives	All archives are scanned with the exception of removable media such as DVD or RDX.
	also from expansions and archives	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once

From	07/13/2020	08:04:57
To	07/14/2020	08:04:57
Data source	<input checked="" type="radio"/> only callpool <input type="radio"/> also from expansions <input type="radio"/> also from archives <input type="radio"/> also from expansions and archives	

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 129: Criteria - table with information about completed job

7.5.3.2 Create rule-based job

For a rule-based job, you can configure the following criteria.

<
Details*
Schedule
Criteria
Drives*

Type

☐ Bulk job
☒ Rule-based job

Consider Recordings

From

05/11/2021
18:37:07

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Agents

Conversation Direction

Duration

Calling Party Phone Number

Called Party Phone Number

PBX

Additional Data

Save
Reset

Fig. 130: Configure criteria for rule-based job

7.5.3.2.1 Group field Consider Recordings

Define the period of time that conversations are supposed to be selected from.

Consider Recordings

From


01/18/2019
01:29:38

Data source


☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 131: Criteria - Consider recordings

From	Enter a start date for the period of time in which the conversations are supposed to have taken place. When executing the job, only conversations from the starting date and onwards are considered. The end date is the current date.
------	--

	You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.
<i>Data source</i>	Select where the data of this job are supposed to come from.

7.5.3.2.2 Group field Consider Recordings Once



This group field appears in the detail view when selecting the option *Add New Period for Version* under the icon  (*Create*) in the toolbar.



This job can only be created on the basis of a released job and serves as a onetime search for data during a defined period of time. The menu item *Add New Period for Version* does not become active before an existing job has been released.

Define the period of time that conversations are supposed to be selected from.



Consider Recordings ▼

From 01/18/2019  01:29:38 

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Fig. 132: Criteria - Consider Recordings Once

<i>From</i>	Enter a start date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>To</i>	Enter an end date for the period of time in which the conversations which are supposed to be archived once again have taken place. You can enter the date directly in both entry fields via the keyboard, via the icon  or via the arrow keys.	
<i>Data source</i>		
	<i>only callpool</i>	The path of the callpool is scanned.
	<i>also from expansions</i>	All system expansions are scanned including cloud storage.
	<i>also from archives</i>	All archives are scanned with the exception of removable media such as DVD or RDX.
	<i>also from expansions and archives</i>	All 3 afore-mentioned storage locations are scanned.

Once the new version of the job is released, all versions of this job created with the function *Add New Period for Version* are displayed in a table as an overview here.

Consider Recordings Once ▼

From 07/13/2020 08:04:57

To 07/14/2020 08:04:57

Data source

☒ only callpool
☐ also from expansions
☐ also from archives
☐ also from expansions and archives

Version	Start Time	End Time
2	Jul 13, 2020 8:04:57 AM	Jul 14, 2020 8:04:57 AM

Fig. 133: Criteria - table with information about completed job

7.5.3.2.3 Group field Agents

Define whether only the conversations of certain agents are supposed to be considered.

Agents ▼

☒ Activated

⋮+



⋮-

Last Name ↕	First Name ↕
Agent	6.
Agent	5.


Fig. 134: Criteria - Agents

Activated

☒ = Only conversations of the assigned agents are considered.
☐ = Conversations of all agents are considered. The list of the selected agents is ignored.

	Add	Opens a window in which you can select and add agents (see chapter "Add agent", p. 90).
	Remove	Removes the selected agent from the list (see chapter "Delete agent assignment", p. 91).

Add agent

1. In the tab *Criteria*, open the group field *Agents*.
2. To assign an agent, click on the icon  (*Add*).

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 135: Criteria - add agent

- Select one or several agents from the list.
To revoke a selection, click on the respective line while holding the [Ctrl] key down.

Add Agents					
Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕	Date of Birth ↕
1000	10.	Agent			
900	9.	Agent			
800	8.	Agent			
700	7.	Agent			
600	6.	Agent			
500	5.	Agent			
400	4.	Agent			
300	3.	Agent			
200	2.	Agent			
100	1.	Agent			

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Add Cancel

Fig. 136: Criteria - select agent


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

Delete agent assignment

- Open the group field *Agents* in the tab *Criteria*.

Agents	
<input checked="" type="checkbox"/> Activated	
Last Name ↕	First Name ↕
Agent	6.
Agent	5.

Fig. 137: Criteria - Delete agent assignment

- To delete the assignment of an agent to a job, select the respective agent in the list and click on the icon  (*Remove*).

7.5.3.2.4 Group field Conversation Direction

Define whether only the conversations with a certain direction are supposed to be considered.

Conversation Direction	
Activated	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Inbound <input checked="" type="checkbox"/> Outbound <input checked="" type="checkbox"/> Internal <input checked="" type="checkbox"/> Unknown

Fig. 138: Criteria - Conversation direction

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected directions are considered. <input type="checkbox"/> = Conversations of all directions are considered. Possibly marked conversation directions are ignored.
	Mark the conversation directions which are supposed be considered. The marks are only considered if the option <i>Activated</i> has been marked.

7.5.3.2.5 Group field Duration

Define whether only the conversations with a certain duration are supposed to be considered.

Duration	
min. (\geq)	<input checked="" type="checkbox"/> <div> <input type="text" value="0"/> Hour(s) <input type="text" value="45"/> Minute(s) <input type="text" value="0"/> Second(s) </div>
max. (\leq)	<input checked="" type="checkbox"/> <div> <input type="text" value="2"/> Hour(s) <input type="text" value="0"/> Minute(s) <input type="text" value="0"/> Second(s) </div>

Fig. 139: Criteria - Duration

min. (\geq)	Threshold value for the minimum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at least the entered duration. <input type="checkbox"/> = The minimum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.
max. (\leq)	Threshold value for the maximum duration of conversations which are supposed to be considered. <input checked="" type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is considered. Only conversations are recorded which have at maximum the entered duration. <input type="checkbox"/> = The maximum duration entered in the fields <i>Hour(s)</i> , <i>Minute(s)</i> and <i>Second(s)</i> is not considered.




If you have activate the minimum duration as well as the maximum duration, only conversations are considered which lie between the threshold values.

7.5.3.2.6 Group field Calling Party Phone Number

Define whether only the conversations are supposed to be considered which have been initiated by certain phone numbers.

Calling Party Phone Number ▼

☐ Activated

Calling Party Phone Number	Edit
0602150010	
0602150012222	
060215013333	

[Add](#) [Delete](#)


Fig. 140: Criteria - Calling Party Phone Number

Activated

☒ = Only conversations with the assigned phone numbers are considered.

☐ = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.

Phone number assignment




Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.5.3.2.7 Group field Called Party Phone Number

Define whether only the conversations to certain destination phone numbers are supposed to be considered.

Called Party Phone Number ▼

☐ Activated


Called Party Phone Number	Edit
0602150014444	
0602150015555	
0602150016666	

[Add](#) [Delete](#)

Fig. 141: Criteria - Called Party Phone Number

Activated	<input checked="" type="checkbox"/> = Only conversations with the assigned phone numbers are considered. <input type="checkbox"/> = Conversations with all phone numbers are considered. The list of the phone numbers is ignored.
------------------	---

Phone number assignment

Add	Adds a new entry to the list. Open the new entry (<i>New Value</i>) to enter a new phone number, see Edit entry.
Delete	Deletes the selected phone number from the list.
	Opens the selected phone number for editing, see Edit entry.

7.5.3.2.8 Group field PBX

Define whether only the conversations of a certain **PBX** are supposed to be considered.

PBX ▼

☐ Activated

PBX SIP passive ▼

Fig. 142: Criteria - PBX

Activated	<input checked="" type="checkbox"/> = Only conversations of the selected PBX are considered. <input type="checkbox"/> = Conversations of all PBXs are considered. A possibly selected PBX is ignored.
PBX	Select the respective PBX from the drop-down list if it is supposed to be considered.

7.5.3.2.9 Group field Additional Data

Define whether and which additional data is supposed to be considered for this job.

Additional Data ▼

☒ Activated

Arbitrary assignment +

<input type="text"/>	Kommentar ▼	–
<input type="text"/>	Please select... ▼	–

Fig. 143: Criteria - additional Data

Activated	Activate the check box to limit the export to the selected additional data. <input type="checkbox"/> = All conversations are exported. <input checked="" type="checkbox"/> = Only conversations with the selected additional data are considered for the export. From the drop-down list, select the additional data which is supposed to be considered.
------------------	---



Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

7.5.4 Tab Drives

In this tab, you can display and select the export drive.

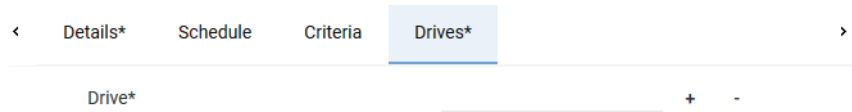




Fig. 144: Tab Drives

	Opens a window in which you can select a drive, see chapter "Assign drive", p. 62.
	Deletes the entry from the entry field.



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.




If the assigned drive is full during the execution of a job before the export job could copy all data to the drive, then the export job is paused automatically.

Information about the job status and about the status of the drive can be found in the application System Monitoring.



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

7.5.4.1 Assign drive - Azure blob storage

1. Click on the button  next to the entry field.
2. Select a drive from the list.






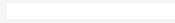
Drives 				
				
Device Type 	Name 	Path	Free Disk Space	Server 
Azure blob storage	ri importert driver 002	devtestnortheurope01asc		asc-vm-qam-01

Fig. 145: Add drive

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

8 Edit job configuration

1. In the main view, select the job configuration you would like to edit.
⇒ All settings for the selected job configuration are displayed in the detail view.



You can only edit a job configuration as long as it has the status *Draft*.

2. Adjust all necessary settings within the 4 tabs.
You can change tabs without buffering. The settings are not lost.
 - *Details*, see [chapter "Tab Details", p. 15](#)
 - *Criteria*, see [chapter "Tab Criteria", p. 20](#)
 - *Drives*, see [chapter "Tab Drives", p. 30](#)
 - *Schedule*, see [chapter "Tab Schedule", p. 16](#)
3. To save the settings, click on the button *Save*.
To reset all settings or changes in all tabs, click on the button *Reset*.
To cancel the editing of the job configuration, click on the main view and confirm the security prompt.

To start an export job, you can set the status in the tab *Details* to *Released*.

- *Draft*

This status has been set by default while creating a job. As long as the status is Draft you can edit the configuration.

- *Released*

Select this status if you have finished editing the job configuration. This status activates the job configuration.

The job is automatically started at the point in time defined in the schedule.

NOTICE! A released job configuration cannot be edited anymore.

- *Deactivated*

(Precondition: job configuration has been released)

Select this status to deactivate the job configuration and thus the job.

NOTICE! A deactivated job configuration cannot be activated again! To be able to edit or activate a deactivated job configuration, you have to create a new version of the job configuration.

1. To save the settings, click on the button *Save*.

To reset all settings or changes in all tabs, click on the button *Reset*.

To cancel the editing of the job configuration, click on the main view and confirm the security prompt.



When having activated the function *Post-compression* and having created an export job that is supposed to export the compressed data to a [NAS](#), you must create a new version of the export job after updating the [neo](#). It is not sufficient to only save the job again. If you do not create a new version of the export job, the data is not compressed before being exported.



If an export job fails, you are informed about this at the following locations in the [neo](#) system:

- In the application Portal, you receive a respective notification if the generation of such a notification has been activated in the Notifications module of the application System Configuration.

In the application System Monitoring, you receive information about the job status in the Jobs module.



For basic information about the Notifications module refer to the administration manual for tenants *Notifications module*.



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

10 Cancel export

Every export job is automatically stopped at the point in time defined in the schedule, see [chapter "Tab Schedule", p. 16](#).

Upon stopping an export job, the job configuration is set to the status *Deactivated*.

If you would like to stop an export job at a different time than defined in the schedule, you must manually set the job configuration to the status *Deactivated*, see [chapter "Tab Details", p. 15](#).

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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.

Codec

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

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)

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)

TTL

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

USB

Universal Serial Bus

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.