

POWERplay Web



User manual

10/13/2021

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>.

Copyright © 2021 ASC Technologies AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. VMware® is a registered trademark of VMware, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

1	General information	6
2	Introduction	7
3	System requirements.....	8
4	Licenses	9
5	Start application	10
5.1	Single login.....	10
5.2	Combination login	11
5.3	Login with Replay via phone number	12
5.4	Request new password.....	13
5.5	Accept terms of use	14
6	User interface and general functions.....	15
6.1	Navigation bar	17
6.2	Change language.....	18
6.3	Call up info	18
6.4	Change password	19
6.5	Change replay server.....	19
6.6	Player settings.....	20
6.7	Change navigation bar	20
6.8	Call up online help.....	20
7	WEBcommand module	22
7.1	Main view	22
7.1.1	Toolbar	23
7.1.2	Load selected conversation	24
7.2	Detail view	24
7.2.1	Enter additional data	25
8	Conversation View module and Participant View module	26
8.1	Main view	26
8.1.1	Search bar of the main view.....	30
8.1.1.1	Configure search.....	30
8.1.1.2	Search criteria	32
8.1.1.3	Configure search favorite	33
8.1.1.4	Change saved search	34
8.1.1.5	Delete saved searches.....	35
8.1.1.6	Start search, count results	36
8.1.2	Toolbar of the main view	36
8.1.2.1	Load selected conversation	38
8.1.2.2	Export conversation	39
8.1.2.3	Add litigation hold.....	41

8.1.2.4	Remove litigation hold	41
8.1.2.5	Export as CSV	42
8.1.2.6	Adjust table	43
8.1.3	Change sort sequence	45
8.2	Detail view	45
8.2.1	Tab Details	46
8.2.2	Tab Participants	47
8.2.3	Tab Additional Data	48
8.2.3.1	Enter or change additional data	48
9	Recording View module	49
9.1	Main view	49
9.1.1	Search bar	51
9.1.2	Toolbar	51
9.1.2.1	Load selected recording	52
9.1.2.2	Export recording	53
9.1.3	Change sort sequence	54
9.2	Detail view	55
9.2.1	Tab Details	56
9.2.2	Tab Participants	57
9.2.3	Tab Additional Data	58
9.2.3.1	Enter or change additional data	58
10	Replay module	60
10.1	Replay bar	60
10.1.1	Full view	61
10.1.2	Compressed view	62
10.1.3	Display of the loading states	62
10.1.4	Display of detected emotions	63
10.1.5	Displaying spotted keywords	64
10.2	Functionality bar	64
10.2.1	Icons	64
10.2.2	Export all loaded elements	67
10.2.3	Create new bookmark	68
10.2.3.1	Create bookmarks with replay comment	69
10.2.3.2	Edit bookmarks with replay comment	70
10.2.3.3	Delete bookmarks with replay comment	70
10.2.4	Create new mute notification	71
10.2.4.1	Mute conversation section	71
10.2.4.2	Edit muted conversation section	72
10.2.4.3	Delete muted conversation section	73
10.2.5	Mark replay loop	73
10.3	Video Viewer	73

10.3.1	Option bar	75
10.3.2	Replay bar.....	75
10.4	Message Viewer.....	76
10.4.1	Main view	77
	List of figures	79
	List of tables	82
	Glossary	83

1 General information

In the context of this document ASC represents ASC Technologies AG, its subsidiaries, branch offices, and distributors. An up-to-date overview of the aforementioned entities can be found at <https://www.asctechnologies.com>

ASC assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in the manuals.

ASC regularly checks the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded. Necessary revisions are included in subsequent editions.

Some aspects of the ASC technology are described in general terms to protect the ownership and the confidential information or trade secrets of ASC.

The software programs and the manuals of ASC are protected by copyright law. All rights on the manuals are reserved including the rights of reproduction and multiplication of any kind, be it photo mechanical, typographical or on digital data media. This also applies to translations. Copying the manuals, completely or in parts, is only allowed with written authorization of ASC.

Representative, if not defined otherwise, is the technical status at the time of the delivery of the software, the devices and the manuals of ASC. Technical changes without specified announcements are reserved. Previous manuals lose their validity.

The general conditions of sales and delivery of ASC in their latest version apply.

2 Introduction

2 Introduction

The application POWER~~play~~ Web is a browser-based software for searching and replaying conversations which have been saved in the recording system. Users can search and replay conversations on every computer with an installed browser and a network connection to the replay server.

To ensure the necessary safety during search and replay of the recordings, an encrypted connection ([SSL/TLS](#)) is used.

3 System requirements

3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

License name	Number	Description
POWER <u>play</u> Web	1 per concurrent user	License for the usage of POWER <u>play</u> Web.

Tab. 1: Licenses of ASC

License name	Number	Description
WEB <u>command</u> system license	1 per system	License for the usage of WEB- <u>command</u> .
WEB <u>command</u> software license	1 per concurrent user	License for the usage of WEB- <u>command</u> .

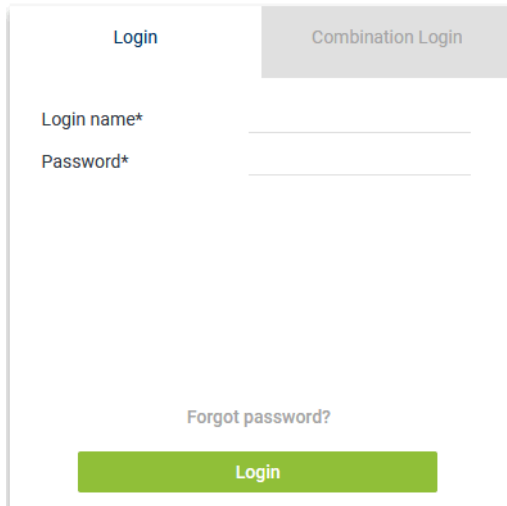
Tab. 2: Optional license of ASC

5

Start application

Start the browser and enter the [URL](#) of the application server in the address bar. Your system administrator will inform you about the [URL](#) for accessing the application.

After you have entered the URL, the following login screen is displayed:



The login screen features two tabs at the top: 'Login' (active) and 'Combination Login'. Below the tabs are two input fields labeled 'Login name*' and 'Password*'. A 'Forgot password?' link is positioned above a green 'Login' button.

Fig. 1: Login screen

In general, there are the following login options:

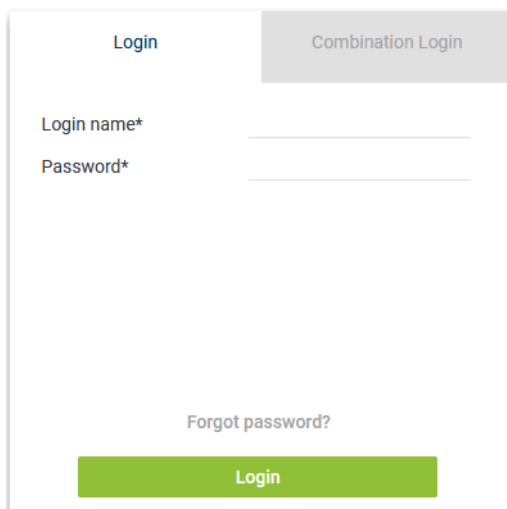
- Single login = normal user login, see [chapter "Single login", p. 10](#)
- Combination login, see [chapter "Combination login", p. 11](#)



Your system administrator will tell you which login you have to use.

5.1

Single login

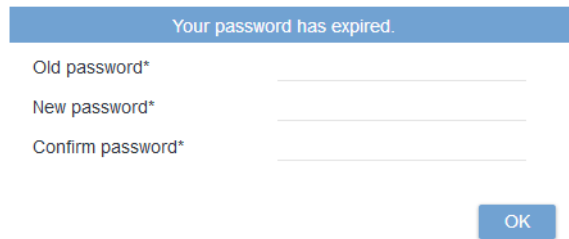


This screen is identical to the general login screen, showing the 'Login' tab, input fields for 'Login name*' and 'Password*', a 'Forgot password?' link, and a green 'Login' button.

Fig. 2: Single login

1. Enter your user name and the password.
 2. Click on the button -> *Login*.
- ⇒ The welcome screen of the application appears.

If you have forgotten your password and requested a new one upon your last login, the following window appears:



Your password has expired.

Old password*

New password*

Confirm password*

OK

Fig. 3: Your password has expired

3. In the entry field *Old password*, enter your new password you have received by e-mail.
4. In the entry field *New password*, enter your new, modified password.
5. In the entry field *Confirm password*, repeat your new, modified password.
6. Click on the button *OK*.
 - ⇒ The welcome screen of the application appears.

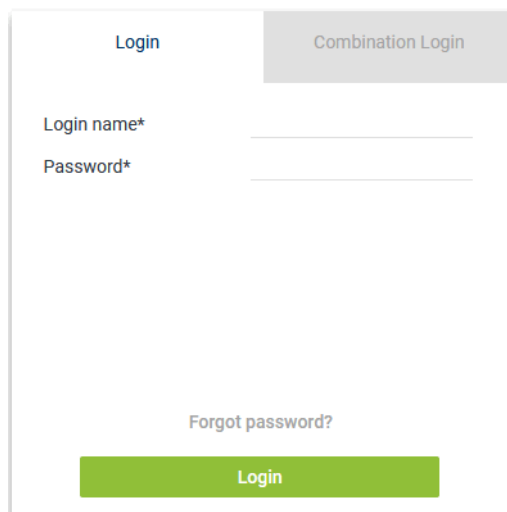
5.2

Combination login

For safety reasons, it may be sensible to assign a combination user to a user. That way it can be ensured for instance that a supervisor only accesses recorded conversations when a member of the work council is present.

If a combination user has been defined, the actual user is only allowed to log in when the combination user has logged in, too. If entering the login data of a combination user is required, proceed as follows:

1. In the login window, click on the button *Combination Login*.



Login Combination Login

Login name*

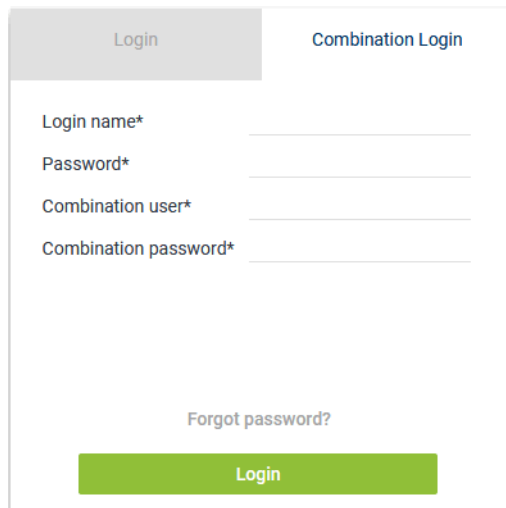
Password*

Forgot password?

Login

Fig. 4: Login

2. The window *Combination Login* appears.



The form has two tabs: 'Login' (selected) and 'Combination Login'. Under the 'Login' tab, there are four input fields: 'Login name*', 'Password*', 'Combination user*', and 'Combination password*'. Below these fields is a link 'Forgot password?'. At the bottom is a green 'Login' button.

Fig. 5: Combination login

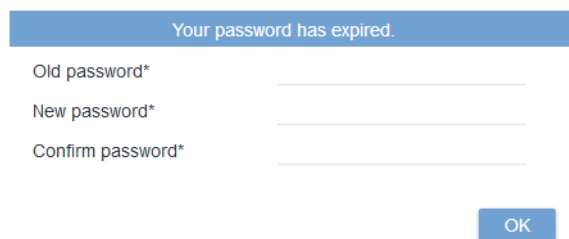
3. Enter your user name and your password as well as the user name and password of your combination user.

4. Click on the button -> *Login*.

⇒ The welcome screen of the application appears.

To change to the normal login, if required, click on the button *Login*.

If you have forgotten your password and requested a new one upon your last login, the following window appears:



A blue header bar says 'Your password has expired.' Below it are three input fields: 'Old password*', 'New password*', and 'Confirm password*'. At the bottom right is a blue 'OK' button.

Fig. 6: Your password has expired

5. In the entry field *Old password*, enter your new password you have received by e-mail.

6. In the entry field *New password*, enter your new, modified password.

7. In the entry field *Confirm password*, repeat your new, modified password.

8. Click on the button *OK*.

⇒ The welcome screen of the application appears.

5.3 Login with Replay via phone number

Users of the feature *Replay via phone* can enter their phone number for replay via phone when logging in if this option has been activated in the system.

To enable users of the feature *Replay via phone* to enter a user-defined phone number for replay upon logging in, the system provider must activate the option *Replay via phone number input field* in the application System Configuration in the Tenants module in the *General Settings* of the system.

For more information about the configuration refer to the administration manual *System Configuration - User management (for system providers)*.



POWERplay Web

Login

Combination Login

Login name*

Password*

Replay via phone
number

Forgot password?

Login

Fig. 7: Login with Replay via phone number

1. Enter your user name and the password.
 2. Enter the phone number that is supposed to be used for the feature *Replay via phone*. **NOTICE!** The phone number entered in the Employees module in the employee's data as address for replay via phone is overwritten for this session.
 3. Click the button *Login*.
- ⇒ The welcome screen of the application appears.

5.4 Request new password

If you have forgotten your password, you can request a new one via the function *Forgot password?* in the different login windows.

1. Click on the text *Forgot password?*

Login

Combination Login

Login name*

Password*

Forgot password?

Login

Fig. 8: Login window

2. The window *Forgot password?* appears.

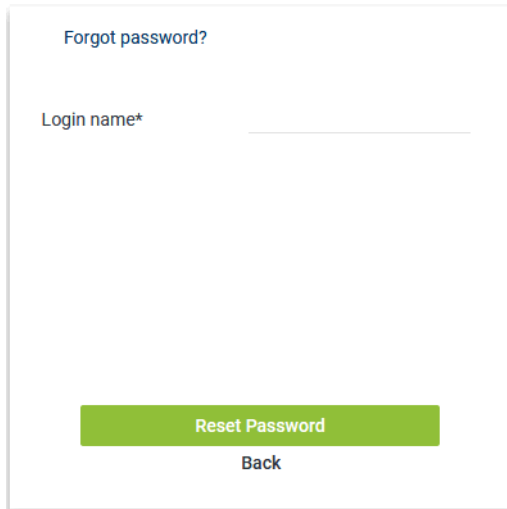


Fig. 9: Request password

3. Enter your user name.
4. Click on the button -> *Reset Password*.
⇒ You will receive an e-mail containing your new password.



For this function, your administrator has to have configured a corresponding e-mail server. Contact your system administrator if you do not receive an e-mail after this step.

5. To return to the login, click on the text *Back*.

5.5

Accept terms of use

The system provider of the tenant may subject the usage of the application to the user's previous consent to customer-specific terms of use. To do so, there is a dedicated entry field in the Tenants module of the application System Configuration. If your system provider has made use of this opportunity, a page with the customer-specific terms of use is displayed after logging in:

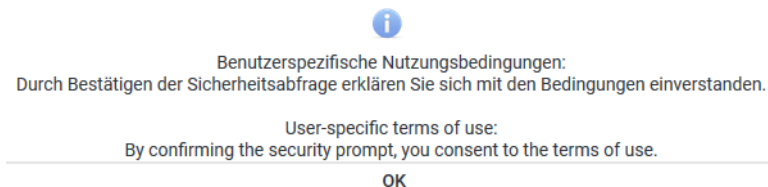


Fig. 10: Accept terms of use (example)

To log in to the application, accept the terms of use by clicking on the button *OK*.

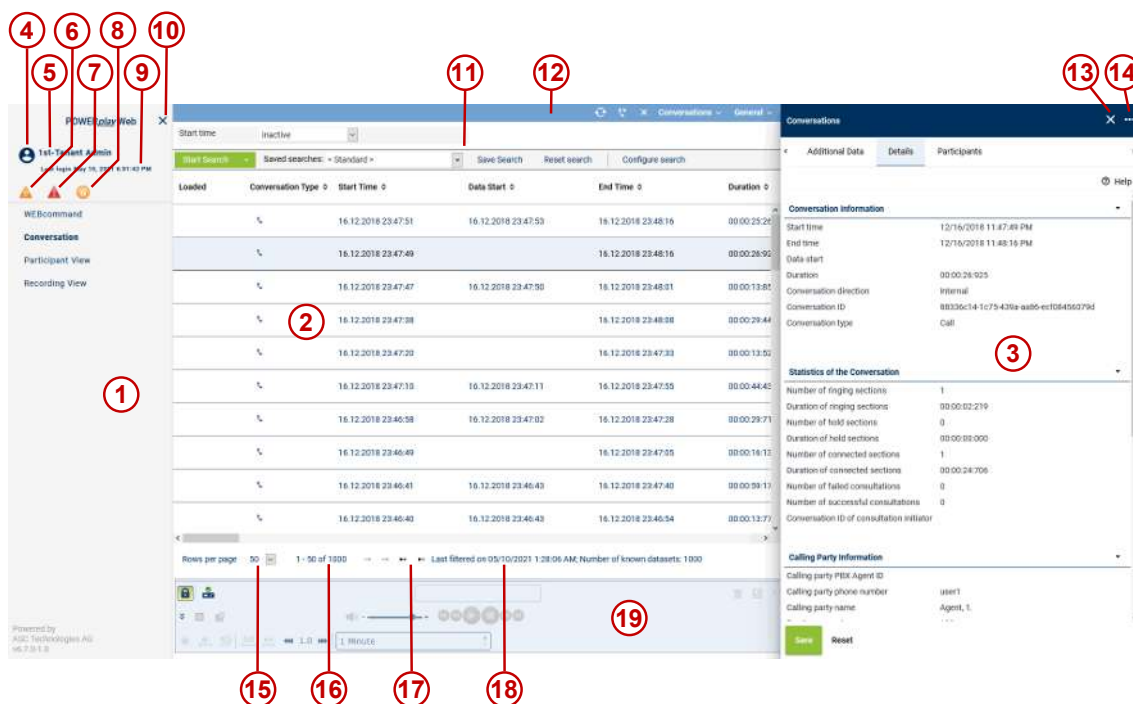












Fig. 11: Welcome screen

1	Navigation bar	Contains the individual modules, see chapter "Navigation bar" , p. 17.
2	Main view	Displays all recorded conversations with the most important information in a list.
3	Detail view	Contains detailed information about the element selected in the main view.
4	 <i>Change Password</i> (Logged in as).	Menu item which allows changing your password, see chapter "Change password" , p. 19.
	<i>Change Replay Server</i>	Menu item which allows changing the replay server, see chapter "Change replay server" , p. 19.
	<i>Player Settings</i>	Menu item which allows changing the player settings, see chapter "Player settings" , p. 20.
	<i>Navigation Bar</i>	Menu item which allows changing the way the navigation bar is displayed, see chapter "Change navigation bar" , p. 20.
	<i>Language</i>	Menu item which allows selecting the language of the user interface, see chapter "Change language" , p. 18.
	<i>Resource String View</i>	Menu item which allows changing between the resource string view and the default view. This view is only available ASC-internally.
	<i>Info</i>	Menu item which allows calling up information about the version of the ASC software, see chapter "Call up info" , p. 18.
	<i>Logoff</i>	Menu item which allows logging off from the application.
5	User	Name of the logged-in user


6	 (For safety reasons please always use the logoff function.)	Indicated that you have not logged off correctly when leaving the application the last time. Click on the warning icon to delete the error message. Always use the logoff icon to log off from the application.
7	 (Your latest login has failed.)	Shows that the latest attempt to log in to the application was not successful. Click on the warning icon to delete the error message. Always use the correct password to log in to the application.
8		Shows the date when your password expires. To hide the icon, click on the button <i>Okay</i> .
9	Last login date	Shows the date of the last login.
10	 (Collapse)	Icon which allows collapsing or reducing the displayed area.
	 (Expand)	Icon which allows expanding or opening the displayed area.
11	Search bar	Contains functions to search for certain search criteria, see chapter "Search bar of the main view", p. 30 .
12	Toolbar	Contains functions for the elements in the main view.
13	 (Collapse)	Icon which allows closing the displayed area of the detail view.
14	 (Collapse)	Icon which allows collapsing or reducing the displayed area of the detail view so that only this icon remains visible at the right margin.
	 (Expand)	Icon which allows expanding or opening the displayed area of the detail view again.
15	Rows per page 50 ▾	Shows the number of rows per page In the drop-down list, select how many rows per page are supposed to be displayed. You can choose 10, 20, 50 or 100 rows per page.
16	Range of the displayed sets of data	Shows the range of the displayed sets of data on the current page of the main view.
17		Buttons which allow browsing the pages of the main view.
18	Last filtered on ...; Number of records: ...	Shows the time of the last filtering (search) and the number of data sets. Up to 1000 data sets are determined according to the current list of search results and displayed in the main view. If available, further data sets are displayed when reaching the last page of the list of search results. The exact number can be determined by means of the function  > <i>Count results</i> . It counts all data sets meeting the criteria selected in the search.
19		Shows the Replay module for controlling the replay, see chapter "Replay module", p. 60 .



If the session has been inactive for a longer period of time, the application is closed automatically. Default value for the timeout: 30 minutes. The value can be adjusted by the administrator, see administration manual *System Configuration - User Management*.



To close the application, always use the logoff function.

 (Logged in as) > Logoff.

6.1

Navigation bar

The individual modules of the application are displayed in the navigation bar.

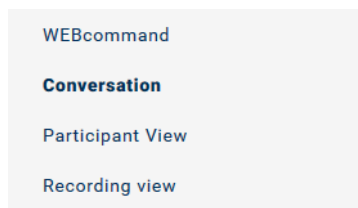




Fig. 12: Navigation bar

You can hide the navigation bar by clicking in the icon  and expand it again by clicking on the icon .

Short description of the modules

Module name	Description
<i>WEBcommand</i>	This module serves to control the recording (start or stop the recording). Additionally, users can view the current status of the deployed extension, replay the latest conversations, and add additional data.
<i>Conversation</i>	This module opens all recorded conversations in a list. The list of conversations combines the recording of the end device of the caller and the recording of the end device of the called person in one list entry.
<i>Participant View</i>	This module opens all recorded conversations in a list. The conversation list displays the recording of the end device of the caller and the recording of the end device of the called person as separate list entries.
<i>Recording View</i>	This module is only available with an Airbus PBX. This module opens the recordings of all active participants in a table. A recording is a conversation segment that 1 participant actively participates in. Exclusively those conversation segments are considered that have taken place from the moment on a connection has been established between the participants (connect section). I. e. for two conversation participants two recordings (one for the calling party and one for the called party) are displayed in the table. These recordings have the same section ID but different active participants.

Tab. 3: Module descriptions



If a conversation is interrupted by consultations of other participants, it may be possible that additional list entries are displayed in the conversation list for these consultation conversation.



It depends on your function rights which of the described modules are available.

6.2 Change language



- Click on the menu item  (Logged in as) > *Language* in the user interface.
⇒ The following window appears:






Fig. 13: Change language

- Select the language from the drop-down list. Only languages that you have installed during the installation can be selected.
⇒ The texts of the user interface are displayed in the selected language.


6.3 Call up info

- Click on the menu item  (Logged in as) > *Info* in the user interface.
⇒ The window *Installed Product Versions* appears. It contains information about the version of the neo software.

The following information is displayed:

Column Name	Description
<i>Server Name</i>	Name of the server. Click on the arrow  to display the history. In the history, the servers have been sorted by installation date beginning at the top with the first installation date.
<i>Connected</i>	The icon  indicates that the core is used in the current application.
<i>Product Version</i>	Information about the current product version
<i>EC Version</i>	Information about the current Enterprise Core version
<i>Last Start</i>	Date and time of the last system start
<i>Last Stop</i>	Date and time of the last system stop
<i>Installation Date</i>	Date and time of the installation Click on the arrow  in the column <i>Server Name</i> to display the information.

Tab. 4: Information

Installed Product Versions						
Server Name	Connected	Product Version	EC Version	Last Start	Last Stop	Installation Date
▶ CTI-01		6.0.0-0.0	60.1.0	11/19/2018 10:32:09 AM	11/19/2018 10:34:55 AM	
▼ REC-01		6.0.0-10.0	60.16.0	02/11/2019 7:31:46 AM	02/07/2019 10:42:18 AM	
REC-01		6.0.0-0.0	60.1.0			11/12/2018 10:47:18 AM
REC-01		6.0.0-1.0	60.2.0			11/19/2018 11:25:43 AM
REC-01		6.0.0-4.0	60.5.0			12/05/2018 11:17:53 AM
REC-01		6.0.0-8.0	60.10.0			01/09/2019 12:09:12 PM
REC-01		6.0.0-9.0	60.15.0			01/29/2019 12:30:27 PM
REC-01		6.0.0-10.0	60.16.0			02/07/2019 10:51:29 AM

Additional Information Close

Fig. 14: Installed Product Versions

2. To obtain additional information about the system, click on the button [Additional Information](#) in the bottom right corner of the window.
- ⇒ The window *Additional Information* appears. It contains information about the license.




Fig. 15: Additional Information

6.4

Change password



If you use the function *Last Call Repeat*, the password must consist of numbers only.

1. Click on the menu item  *Logged in as* > *Change Password* in the user interface.
- ⇒ The following window appears:

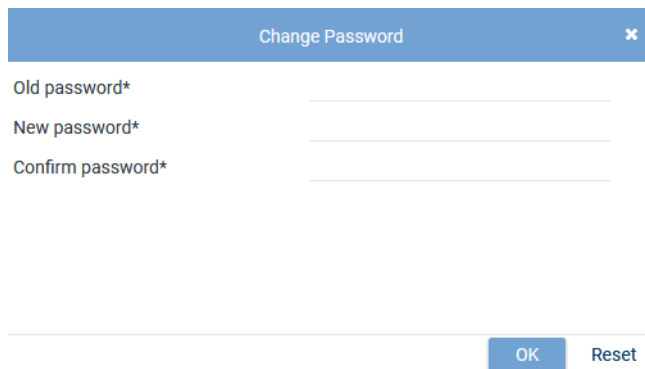




Fig. 16: Change password

2. Enter your old password.
3. Enter your new password and confirm it.
4. To save the change of the password, click on the button *OK*.
To delete the entries without saving them, click on the button *Reset*.
To cancel the change of the password, click on the icon  in the top right corner of the window.

Once you have successfully saved the changed password, you have to enter the new password upon opening the application the next time.

6.5

Change replay server

1. Click on the menu item  (*Logged in as*) > *Change Replay Server* in the user interface.
- ⇒ The following window appears:

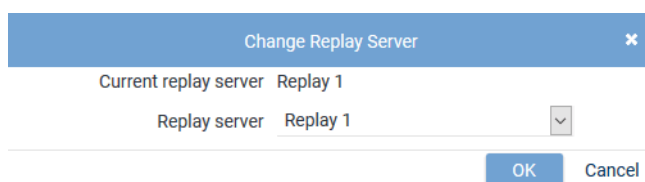



Fig. 17: Change replay server

2. Select the replay server from the drop-down list.

3. To save the change, click on the button *OK*.
To discard the change, click on the button *Cancel*.

6.6 Player settings

To be able to directly replay conversations by double-clicking on the conversation, carry out the following configuration:

1. Click on the menu item  (*Logged in as*) > *Player Settings* in the user interface.
⇒ The following window appears:

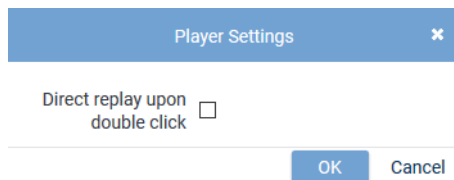



Fig. 18: Player settings

2. Activate the check box *Direct replay upon double click*.
☒ = Direct replay upon double click has been activated.
☐ = Direct replay upon double click has been deactivated.
3. To save the change, click on the button *OK*.
To discard the change, click on the button *Cancel*.

6.7 Change navigation bar

To collapse the navigation bar by default, carry out the following configuration:

1. Click on the menu item  (*Logged in as*) > *Navigation Bar* in the user interface.
⇒ The following window appears:

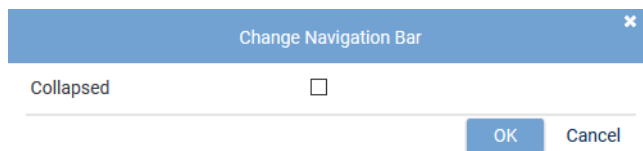



Fig. 19: Change navigation bar

2. Activate the check box *Collapsed*
☒ = The collapsed navigation bar has been activated.
☐ = The collapsed navigation bar has been deactivated.
3. To save the change, click on the button *OK*.
To discard the change, click on the button *Cancel*.

6.8 Call up online help

An online help is available at different locations in the application. You can call up the online help as follows:

Menu / Button	Menu item	Location	Result
<i>General</i>	<i>General Help</i>	Toolbar of the main view	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened.
	<i>Module Help</i>	Toolbar of the main view	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened.

Menu / Button	Menu item	Location	Result
 Help		Detail view / Additional window	A topic-specific help opens referring to the tab or the additional window you are currently viewing.

Tab. 5: Call up online help

There are the following options to navigate in the online help:

- Navigation bar on the left of the window
- Contents (via the menu item *Contents* in the header)
- Cross reference to additional information at the bottom of the page

7

WEBcommand module

The WEBcommand module displays the current status of the deployed extension to control the recording (start/stop recording) of currently running conversations. In the WEBcommand module, you can replay the latest conversations and add additional data.



For information about the configuration of the WEBcommand module refer to the administration manual for tenants *System Configuration - Configuration WEBcommand*.

7.1

Main view

The main view displays the current status of the deployed extension of the user.

When opening the module, the last 10 data sets are displayed automatically. At the top, the status of the deployed extension is displayed. In the remaining rows (a maximum of 10 rows are available), the latest conversations are displayed.



If conversation rules (view filters) apply for the logged-in user, then the main view only contains those entries which comply with these conversation rules.




WEBcommand ▾ General ▾						
Ldd.	Start Time	Duration	Conversation Partner	Additional Data Complete	Extension	Recording ID
					6300	
					6301	
					6302	
	08/28/2019 4:09:08 PM	00:00:45:452		✗	6301	42cc9d21-45de-4a82-be46-daef3666e37b
	08/28/2019 4:07:54 PM	00:00:24:141		✗	6301	c265450c-a664-4b4f-8c2a-f150b1815c09
	08/28/2019 4:07:20 PM	00:02:26:880		✗	6302	22f87440-9042-4864-a0c9-61a6432febb7
	08/28/2019 4:05:22 PM	00:00:27:411		✗	6301	d2fff0d5-94ef-46f0-974b-f316c0eb2d66
	08/28/2019 4:04:35 PM	00:02:19:906		✗	6300	5335c72e-ead5-4b2c-b055-c99a5fb3998e
	08/28/2019 2:15:47 PM	00:00:51:884		✗	6301	cd04bde0-36d5-4be2-9fb6-450ba90ae
	08/28/2019 2:15:18 PM	00:01:18:761		✗	6300	939162fe-3350-4c4d-ad7d-9cbd396c95e3









Fig. 20: Main view WEBcommand (example)



If a conversation is interrupted by consultations of other participants, it may be possible that additional list entries are displayed in the conversation list for these consultation conversation.

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

Loaded	Shows whether the conversation has been loaded in the Replay module.
<input type="checkbox"/>	= Conversation has not been loaded.

	 = Conversation has been loaded. The loaded conversation is assigned one of the colors from a predefined color palette. The order of the colors has been predetermined. If all colors from the color palette have been used in several loaded conversations, color assignment start over again. In the Replay module, the loaded conversation is displayed in the same color.
Status	Displays the current status of the deployed extension to control the recording (start/stop recording) of currently running conversations.  (Start recording) No conversation is currently active on the deployed extension. No recording can be started.  (Start recording) A conversation is currently active on the deployed extension. The recording of the conversation can be started.  (Recording is running) A conversation is currently active on the deployed extension. The conversation is being recorded.  (Stop recording) No conversation is currently active on the deployed extension. The recording of the conversation cannot be stopped.  (Stop recording) A conversation is currently active on the deployed extension. The conversation is being recorded and the recording can be stopped..
Start Time	Shows when the conversation was started.
Duration	Shows the duration of the conversation.
Conversation Partner Number	Shows the phone number of the conversation partner.
Additional Data Complete	Shows whether the mandatory fields for the additional data have been completed.  = Mandatory fields have been completed.  = Mandatory fields have not been completed. The mandatory fields in the detail view of the conversation are marked with a " * ". These fields must be completed.
Extension	Shows the number of the extension.
Recording ID	Shows the recording ID.

For information about the configuration of the table see [chapter "Adjust table", p. 43](#).

The toolbar of the main view contains further functions which can be used for the elements of the main view, see [chapter "Toolbar", p. 23](#).

7.1.1 Toolbar

The toolbar of the main view is located in the center window and offers different functions.

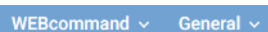


Fig. 21: Toolbar WEBcommand

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

<i>WEBcommand</i>	<i>Hide Conversations with Completed Additional Data</i>	Hides the conversations for which additional data have been completed from the table in the main view.
	<i>Display Conversations with Completed Additional Data</i>	Displays the latest conversations regardless of the condition of the additional data.
<i>General</i>	<i>Adjust Table</i>	Opens the window <i>Table Configuration</i> , see chapter "Adjust table" , p. 43.
	<i>General Help</i>	Via the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help" , p. 20.
	<i>Module Help</i>	Via the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help" , p. 20.

7.1.2 Load selected conversation

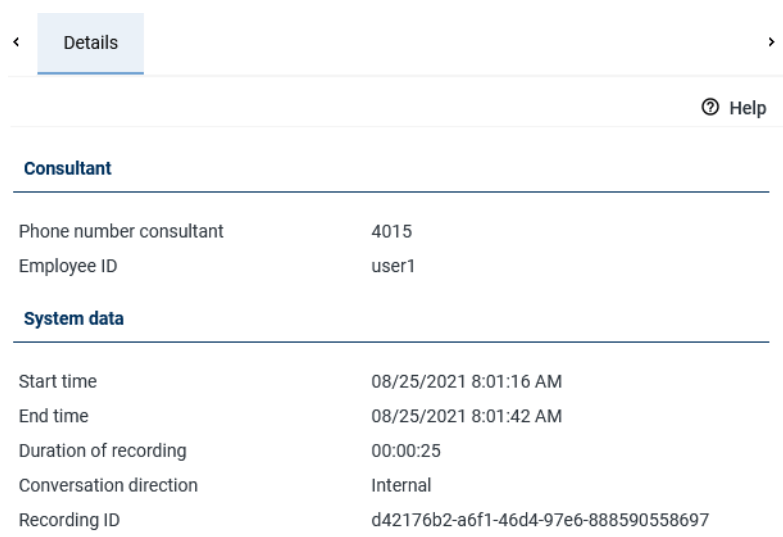
This function allows loading a conversation into the Replay module and replaying it there.

1. In the main view, double-click on the conversations you would like to replay.
- ⇒ The conversation is loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module"](#), p. 60.

If a conversation is no longer displayed in the WEBcommand module, change to the Conversation module. There, you can view all conversations, select the respective conversation, load it into the Replay module and replay it there. See [chapter "Load selected conversation"](#), p. 38.

7.2 Detail view

The detail view displays detailed information about the conversation selected in the main view.



Details		Help
Consultant		
Phone number consultant	4015	
Employee ID	user1	
System data		
Start time	08/25/2021 8:01:16 AM	
End time	08/25/2021 8:01:42 AM	
Duration of recording	00:00:25	
Conversation direction	Internal	
Recording ID	d42176b2-a6f1-46d4-97e6-888590558697	

Fig. 22: Detail view (example)

Consultant	
<i>Phone number consultant</i>	Shows the phone number of the consultant.
<i>Employee ID</i>	Shows the employee ID of the consultant.

System data	
<i>Start time</i>	Shows the start time of the conversation.
<i>End time</i>	Shows the end time of the conversation.
<i>Duration of recording</i>	Shows the duration of the conversation.
<i>Conversation direction</i>	Shows the conversation direction, whether this is an inbound or an outbound call. <ul style="list-style-type: none"> • Inbound - Customer calls agent, externally incoming • Outbound - Agent calls customer, externally outgoing • Internal - Agent calls agent
<i>Recording ID</i>	Shows the recording ID.

7.2.1

Enter additional data

1. To add additional data for a conversation, select the conversation in the main view.
2. Enter the additional data in the detail view.
Additional data fields marked with a “*” are mandatory fields. These fields must be completed.
3. To save the entries, click on the button **Save**.

If a conversation is no longer displayed in the WEBcommand module, change to the Conversation module. There, you can see all conversations and enter additional data for a conversation, too. To do so, proceed as follows:

4. In the main view, click on the conversations for which you would like to enter additional data.
5. Enter the additional data in the detail view.
Additional data fields marked with a “*” are mandatory fields. These fields must be completed.
6. To save the entries, click on the button **Save**.

8 Conversation View module and Participant View module

The Conversation module opens all recorded conversations in a list. The list of conversations combines the recording of the end device of the caller and the recording of the end device of the called person in one list entry.

The Participant View module opens all recorded conversations in a list. The conversation list displays the recording of the end device of the caller and the recording of the end device of the called person as separate list entries.

8.1 Main view

The main view shows all recorded conversations in a list.

When opening the module, a search filter is set automatically so that only data sets of the last 14 days are displayed.



If you would like to configure this default search filter, refer to the administration manual Administration guideline for information.

The function *Reset Search* does not deactivate this filter!

Click on the button *Configure Search* to adjust the search filter to your requirements.



If conversation rules (view filters) apply for the logged-in user, then the main view only contains those entries which comply with these conversation rules.









Conversations - General						
Start time	Period	Last 14 Days				
Start Search	Saved searches: < Standard >	Save Search	Reset search	Configure search		
Loaded	Conversation Type	Start Time	Data Start	End Time	Duration	Deletion Time
		11/19/2018 8:45:15 PM	11/19/2018 8:45:38 PM	11/19/2018 8:47:14 PM	00:01:58:219	12/30/9999 1:00:00 PM
		11/19/2018 8:46:01 PM	11/19/2018 8:46:04 PM	11/19/2018 8:46:27 PM	00:00:26:231	12/30/9999 1:00:00 PM
		11/19/2018 8:45:58 PM	11/19/2018 8:46:06 PM	11/19/2018 8:46:26 PM	00:00:28:070	12/30/9999 1:00:00 PM
		11/19/2018 8:46:41 PM	11/19/2018 8:46:44 PM	11/19/2018 8:47:10 PM	00:00:28:534	12/30/9999 1:00:00 PM
		11/19/2018 8:46:38 PM	11/19/2018 8:46:44 PM	11/19/2018 8:47:47 PM	00:01:08:949	12/30/9999 1:00:00 PM
		11/19/2018 8:47:17 PM	11/19/2018 8:47:41 PM	11/19/2018 8:49:00 PM	00:01:43:004	12/30/9999 1:00:00 PM
		11/19/2018 8:48:38 PM	11/19/2018 8:48:46 PM	11/19/2018 8:49:00 PM	00:00:22:528	12/30/9999 1:00:00 PM
		11/19/2018 8:51:18 PM	11/19/2018 8:51:22 PM	11/19/2018 8:51:46 PM	00:00:28:108	12/30/9999 1:00:00 PM
Rows per page 50 1 - 50 of 1000 Last filtered on 06/20/2021 5:49:53 PM; Number of known datasets: 1000						

Fig. 23: Main view





If a conversation is interrupted by consultations of other participants, it may be possible that additional list entries are displayed in the conversation list for these consultation conversation.





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

General

Participant View ID Shows the participant view ID.

<i>Loaded</i>	<p>Shows whether the conversation has been loaded in the Replay module.</p> <p> = Conversation has not been loaded.</p> <p> = Conversation has been loaded.</p> <p>The loaded conversation is assigned one of the colors from a predefined color palette. The order of the colors has been predetermined. If all colors from the color palette have been used in several loaded conversations, color assignment start over again. In the Replay module, the loaded conversation is displayed in the same color.</p>
---------------	---

Conversation Information

<i>Conversation ID</i>	Shows the conversation view ID.
<i>Start Time</i>	Shows when the conversation was started.
<i>Data Start</i>	Shows when the data part of the conversation starts.
<i>End Time</i>	Shows when the conversation was ended.
<i>Creation Date</i>	Shows when the conversation was created.
<i>Updated</i>	Shows when the conversation was updated for the last time.
<i>Duration</i>	Shows the duration of the conversation.
<i>Conversation ID of Consultation Initiator</i>	If this conversation arose from a consultation within another conversation, this field displays the conversation ID of the original conversation.
<i>DTMF sequence</i>	Shows the DTMF sequence. This information is not available when a FIGER license has been installed.
<i>Conversation Direction</i>	<p>The conversation direction shows whether this is an inbound or an outbound call.</p> <ul style="list-style-type: none"> • Inbound - Customer calls agent, externally incoming • Outbound - Agent calls customer, externally outgoing • Internal - Agent calls agent
<i>Call Direction</i>	<p>Shows the call direction:</p> <ul style="list-style-type: none"> • Incoming • Outgoing • Transferred
<i>Archived</i>	<p>Shows whether the conversation has been archived.</p> <p> = archived</p> <p> = not archived</p> <p>This information is not available when a FIGER license has been installed.</p>
<i>Expanded</i>	<p>Shows whether the conversation has been saved on the storage expansion.</p> <p> = Saved on storage expansion</p> <p> = Not saved on storage expansion</p>
<i>Comment</i>	Shows the comment.
<i>Conversation Type</i>	<p>Displays the type of the conversation.</p> <p>Call = call/video call</p> <p>Work item = work item (screen)</p> <p>Call and screen recording = call and screen</p>

	Text = SMS/SDS Chat = chat
<i>Deletion Time</i>	Shows when the conversation is deleted automatically. <i>Litigation Hold</i> = Conversation can neither be deleted automatically nor manually. This information is not available when a FIGER license has been installed.
<i>Customer ID</i>	Shows the customer ID.
<i>Transaction ID</i>	Shows the transaction ID.
<i>Expanded</i>	Shows whether the conversation has been expanded. ✓ = Expanded ✗ = Not expanded
<i>Litigation</i>	Shows the litigation hold ID. If there are several litigation hold IDs, they are displayed separated by a semicolon.

Statistics of the Conversation

<i>Number of Ringing Sections</i>	Shows the number of ringing sections.
<i>Duration of Ringing Sections</i>	Shows the duration of the ringing sections.
<i>Number of Hold Sections</i>	Shows the number of hold sections.
<i>Duration of Hold Sections</i>	Shows the duration of the hold sections.
<i>Number of Connected Sections</i>	Shows the number of connected sections.
<i>Duration of Connected Sections</i>	Shows the duration of the connected sections.
<i>Number of Failed Consultations</i>	Shows the number of failed consultations.
<i>Number of Successful Consultations</i>	Shows the number of successful consultations.

Calling Party Information

<i>Calling Party Name</i>	Shows the name of the calling party (last name, first name).
<i>Calling Party PBX Agent ID</i>	Shows the PBX Agent ID of the calling party.
<i>Calling Party Phone Number</i>	Shows the phone number of the calling party.
<i>Calling Party Employee Number</i>	Shows the employee number of the calling party.
<i>Calling Party Device Name</i>	Shows the device name of the turret or of the phone of the calling party.

Called Party Information

<i>Called Party Name</i>	Shows the name of the called party (last name, first name).
<i>Called Party PBX Agent ID</i>	Shows the PBX Agent ID of the called party.

<i>Called Party Phone Number</i>	Shows the phone number of the called party.
<i>Called Party Employee Number</i>	Shows the employee number of the called party.
<i>Called Party Device Name</i>	Shows the device name of the turret or of the phone of the called party.

1st-Connected Participant Information

<i>1st-Connected Name</i>	Shows the name of the 1st connected (last name, first name).
<i>1st-Connected PBX Agent ID</i>	Shows the PBX Agent ID of the 1st connected.
<i>1st-Connected Phone Number</i>	Shows the phone number of the 1st connected.
<i>1st-Connected Employee Number</i>	Shows the employee number of the 1st connected.
<i>1st-Connected Device Name</i>	Shows the device name of the turret or of the phone of the first connected.

Participant Information

<i>Participant Name</i>	Shows the name of the participant (last name, first name).
<i>PBX Agent ID</i>	Shows the PBX Agent ID.
<i>Participant Phone Number</i>	Shows the phone number of the participant.
<i>Participant Employee Number</i>	Shows the employee number of the participant.
<i>Device Name</i>	Shows the device name of the turret or of the phone of the participant.

Additional Data

<i>Display Name Additional Data</i>	<p>Shows the additional conversation data.</p> <p>You have to have the respective rights to be able to display the additional data.</p> <p>For information about the configuration of the additional data refer to the administration manual <i>System Configuration - Additional Data module</i>.</p>
-------------------------------------	--

Information about the configuration of the table can be found in [chapter "Adjust table", p. 43](#).




The toolbar of the main view contains all functions which can be used for the elements of the main view, see [chapter "Toolbar of the main view", p. 36](#).


The sort sequence of the conversations can be adjusted arbitrarily, see [chapter "Change sort sequence", p. 45](#).

At the bottom edge of the main view, buttons allow you to browse the pages of the main view and indicate which page you are on.

51 - 100 of 298 ◀ ◀ ▶ ▶

Fig. 24: Changing pages

	Jumps to the first page of the main view.
	Jumps to the previous page of the main view.
51 - 100 of 298	Shows the range of the displayed sets of data on the current page of the main view.
	Jumps to the next page of the main view.

 Jumps to the last page of the main view.

On the pages of the main view, you can navigate by using the scrollbars.

8.1.1 Search bar of the main view

The search bar is located directly above the main view and offers functions to search for certain search criteria. Every configuration of search criteria can be saved to be used again.

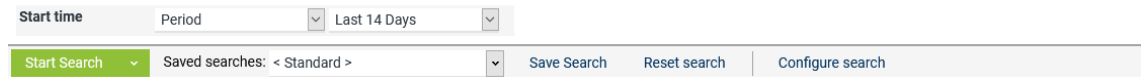








Fig. 25: Search bar (example)

At the top of the search bar, the configured search criteria are displayed that are searched for. If required, the displayed search criteria can be changed here directly. To save the changes made for the displayed search criteria, click on the button *Save Search*.

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

	Starts searching for data sets which meet the configured search criteria.
 <i>Count results</i>	Determines the number of data sets according to the current list of search results in the main view. The number of data sets is displayed at the bottom of the main view, see pos. 18 in Fig. 11, p. 15 .
Saved searches: < Standard > 	<p>Displayed the saved search which is used.</p> <p>Configure the saved search. The following saved searches are available by default:</p> <ul style="list-style-type: none"> < Default > < Tenant Default > This option is only available for the administrator of the tenant (e. g. 1st-tenant-admin). <p>You can save your own searches here to be displayed in the selection of saved searches.</p>
	Saves the changes of the displayed search criteria.
	Resets all changes of the search criteria which have not been saved.
	Opens the window of the search criteria. Configuring search criteria allows searching systematically for sets of data which meet these criteria. See chapter "Configure search", p. 30 .

8.1.1.1 Configure search



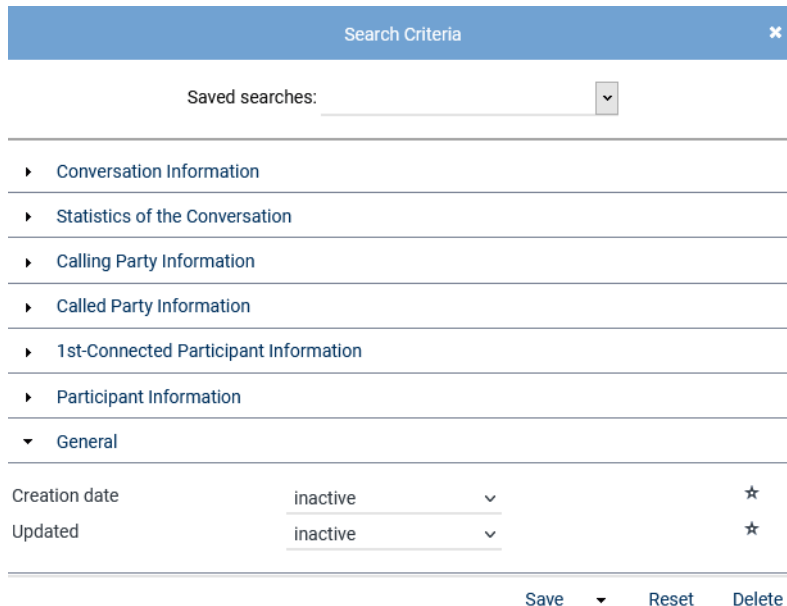
If conversation rules (view filters) apply for the logged-in user, then predefined search settings are displayed in the search criteria which comply with these conversation rules. You cannot delete these user-specific filter settings or search settings: however, you can add new ones and thus additionally filter the displayed entries in the main view.



Search in the Conversations module:

When searching for participant information using the search criteria *first name*, *last name*, or *employee number*, only those participants will be searched for who have been created in the Employees module. The search will not find participants who have not been created in the Employees module.

1. Click on the button *Configure Search* in the search bar.
⇒ The window of the search criteria appears.














The screenshot shows a window titled "Search Criteria" with a close button (X) in the top right corner. Below the title bar, there is a "Saved searches:" label followed by a text input field and a dropdown arrow. The main content area is divided into several sections, each with a header and a list of search criteria:


- Conversation Information**
- Statistics of the Conversation**
- Calling Party Information**
- Called Party Information**
- 1st-Connected Participant Information**
- Participant Information**
- General** (expanded section):
 - Creation date: inactive (dropdown arrow) ★
 - Updated: inactive (dropdown arrow) ★


At the bottom right, there are three buttons: "Save" (with a dropdown arrow), "Reset", and "Delete".

Fig. 26: Search criteria (example)

The following functions are available:

	Shows the content of the search category.
	Hides the content of the search category.
	Adds the search criterion to the list of favorites.
	Removes the search criterion from the list of favorites.
	Indicates that the configured search criterion has been tagged as favorite automatically.
	The drop-down list displayed options.
	By clicking on the button <i>Save</i> , the configured search criteria are saved. The icon  allows saving the configured search criteria <i>As default search</i> or <i>As tenant default search</i> . This option is only available for the administrator of the tenant (e. g. 1st-tenant-admin).
	Resets all changes of the search criteria which have not been saved.
	Deletes the saved searches.
	Closes the window <i>Search Criterion</i> .

2. Set the respective search criteria, see [chapter "Search criteria", p. 32](#).
3. If you would like to save the configured search criteria, enter a name for the search in the entry field *Saved searches*.
4. To save the configured search criteria, click on the button *Save*.
To save the configured search criteria as default search or as tenant default search, click on the icon  on the right of the button *Save* and select the option *As default search* or *As tenant default search*.

5. To reset the changed search criteria which have not yet been saved, click on the button *Reset*.
6. To close the window *Search Criteria*, click on the icon .

8.1.1.2 Search criteria

For the search, different search criteria are available which are divided in several search categories. It depends on the respective module which search criteria are available.

For all search criteria, you can select different comparison parameters from a drop-down list. In general, the following comparison parameters are available:

<i>inactive</i>	The search criterion is ignored for the search.
<i>between</i>	A search is made for all objects within the entered range. The initial and the final values are included in the search result.
<i>Period (indiv.)</i>	A search is made for all objects in the selected period of time. In the entry field, enter the period in the following format: <i>month-day-hours-minutes</i> . As an example, the entry <i>03-05-15-20</i> means that a search is made for conversations from the last 3 months, 5 days, 15 hours, and 20 minutes.
<i>Period</i>	A search is made for all objects in the selected period of time. Different periods are available. The period starts with the current date. <i>Last week</i> thus refers to the past 7 days, <i>last month</i> to the past 30 days starting today.
<i>equal</i>	A search is made for all objects which exactly match the entered value.
<i>not equal</i>	A search is made for all objects which do not match the entered value.
<i>greater or equal</i>	A search is made for all objects the value of which is greater than or equal to the entered value.
<i>greater than</i>	A search is made for all objects the value of which is greater than the entered value.
<i>smaller or equal</i>	A search is made for all objects the value of which is smaller than or equal to the entered value.
<i>smaller than</i>	A search is made for all objects the value of which is smaller than the entered value.
<i>starts with</i>	A search is made for all objects which start with the entered value.
<i>doesn't start with</i>	A search is made for all objects which do not start with the entered value.
<i>ends with</i>	A search is made for all objects which end with the entered value.
<i>doesn't end with</i>	A search is made for all objects which do not end with the entered value.
<i>contains</i>	A search is made for all objects which contain the entered value.
<i>doesn't contain</i>	A search is made for all objects which do not contain the entered value.
<i>in</i>	One or several values are entered which are supposed to be searched for. The search displays all entries which match one of these values.
<i>not in</i>	One or several values are entered which are supposed to be searched for. The search displays all entries which do not match one of these values.
<i>in selection</i>	A search is made for all objects which correspond to the selected value. If no value has been selected, an unrestricted search without filter is made.

Depending on the search criterion, there are different options to enter or select comparison values:

- If only one entry field is displayed, enter the value directly into the entry field via the keyboard.
- If a drop-down list is displayed, select the value from the drop-down list.
- If a rotating field is displayed, click on one of the arrows to increase or decrease the value.
- If several values can be entered, enter the value directly into the entry field via the keyboard. To display an additional entry field, click on the icon **+** below the entry field. To remove a value from the list, select the entry field with the value and click on the icon **-** below the entry field.
- If different values are displayed in combination with a check box, select a value by marking the respective check box.
- If different values are displayed in the list, click on the value to select it. To select several values, click on the respective entries while holding the [Ctrl] key down.
- If entering a date is required, enter the date directly via the keyboard or via the icon **📅**.



Activated search attributes as well as the category they belong to are highlighted in bold. This makes it easy to spot whether and where the search filter has been adjusted even when the menu has been collapsed.

8.1.1.3 Configure search favorite

You can tag individual search criteria as favorites. Search favorites are displayed additionally in the upper area of the window *Search Criteria* and thus continue to be visible even if all criteria areas have been closed. Additionally, the search favorites are displayed at the top of the search bar directly above the main view.

Configured search criteria are automatically tagged as search favorite **★**. If you do not want to use a search criterion automatically tagged as favorite as a favorite anymore, the search criterion must be configured as *inactive*.

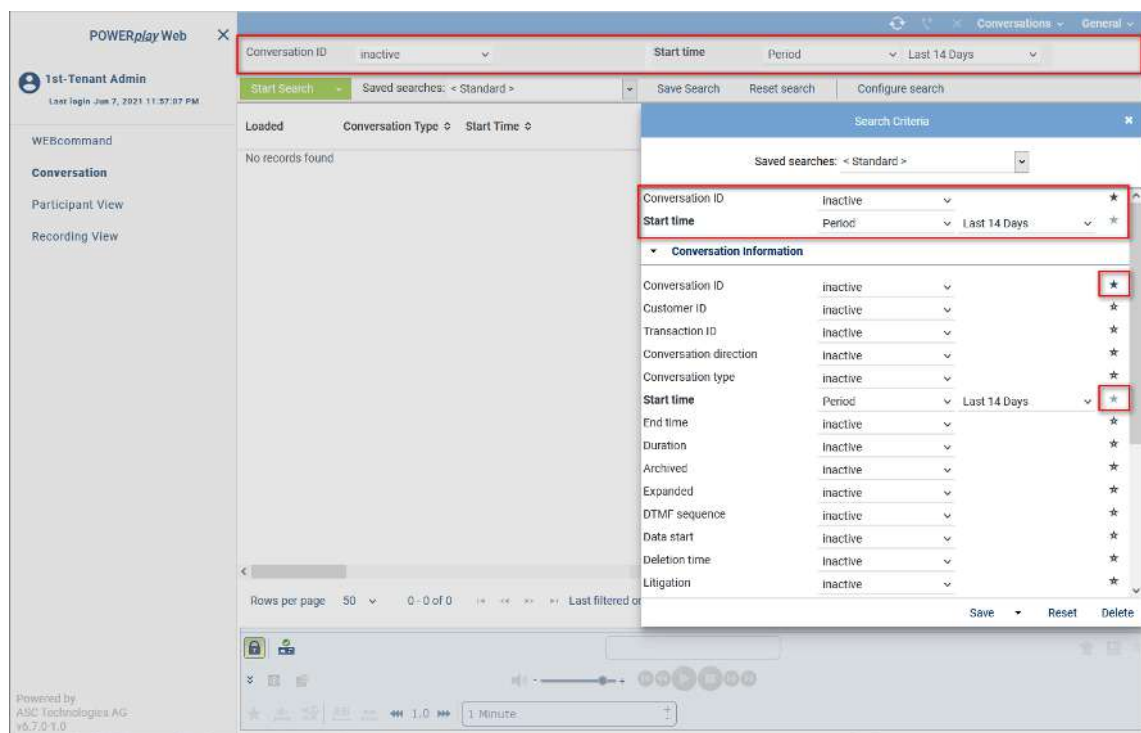


Fig. 27: Search criteria tagged as search favorite (example)

1. Click on the button *Configure Search* in the search bar.

- ⇒ The window with the search criteria appears.
- 2. To tag one criterion as favorite, click on the icon ★ .
 - ⇒ The criterion tagged as favorite is displayed additionally in the upper area of the window and marked with the icon ★ .
- 3. If you do not want to use a criterion tagged as favorite as a favorite anymore, click on the icon ★ .
 - ⇒ The criterion which is now no longer tagged as favorite is marked with the icon ★ .
 - ⇒ The criterion is no longer displayed in the upper area of the window.

8.1.1.4 Change saved search

Possibility 1

At the top of the search bar, the search criteria are displayed which have been configured for the saved search and that are searched for.

If required, the displayed search criteria can be changed here directly. To save the changes made for the displayed search criteria, click on the button *Save Search*.

1. Select the respective search in the drop-down list *Saved searches* in the search bar.
 - ⇒ At the top of the search bar, the configured search criteria are displayed.



Fig. 28: Search bar (example)

2. Change the displayed search criteria, see [chapter "Search criteria", p. 32](#).
3. To save the configured search criteria, click on the button *Save*.
To reset the changed search criteria which have not yet been saved, click on the button *Reset*.

Possibility 2

1. Click on the button *Configure Search* in the search bar.
 - ⇒ The window with the search criteria appears.


Search Criteria
✕

Saved searches: Chat ▼

Conversation type	equal	▼	Chat	▼	★
End time	inactive	▼			★
▼ Conversation Information					
Conversation ID	inactive	▼			★
Customer ID	inactive	▼			★
Transaction ID	inactive	▼			★
Conversation direction	inactive	▼			★
Conversation type	equal	▼	Chat	▼	★
Start time	inactive	▼			★
End time	inactive	▼			★
Duration	inactive	▼			★
Archived	inactive	▼			★
Expanded	inactive	▼			★
DTMF sequence	inactive	▼			★
Data start	inactive	▼			★
Deletion time	inactive	▼			★
Litigation	inactive	▼			★

Save ▼ Reset Delete

Fig. 29: Search criteria (example)

2. Select the respective search in the drop-down list *Saved searches*.
3. Configure the search criteria according to your requirements, see [chapter "Search criteria", p. 32](#).
4. To save the configured search criteria, click on the button *Save*.
To reset the changed search criteria which have not yet been saved, click on the button *Reset*.
5. To close the window *Search Criteria*, click on the icon .

8.1.1.5 Delete saved searches

The saved search < *Default* > cannot be deleted.

Instead of deleting the saved search < *Default* >, it can be reset to the organization-wide default (< *tenant default* >).



The saved search < *Tenant default* > cannot be deleted.

Instead of deleting the saved search < *Tenant default* >, it can be reset to the organization-wide system default.

1. Click on the button *Configure Search* in the search bar.
⇒ The window with the search criteria appears.

Search Criteria
✕

Saved searches: Chat ▼

Conversation type	equal	▼	Chat	▼	★
End time	inactive	▼			★
▼ Conversation Information					
Conversation ID	inactive	▼			★
Customer ID	inactive	▼			★
Transaction ID	inactive	▼			★
Conversation direction	inactive	▼			★
Conversation type	equal	▼	Chat	▼	★
Start time	inactive	▼			★
End time	inactive	▼			★
Duration	inactive	▼			★
Archived	inactive	▼			★
Expanded	inactive	▼			★
DTMF sequence	inactive	▼			★
Data start	inactive	▼			★
Deletion time	inactive	▼			★
Litigation	inactive	▼			★

Save ▼ Reset Delete

Fig. 30: Search criteria (example)

2. Select the respective search in the drop-down list *Saved searches*.
3. Click on the button *Delete*.
4. Confirm the security prompt with *Yes*.
 - ⇒ The saved search is deleted.

8.1.1.6 Start search, count results

Start search

1. Check the configured search criteria in the search bar. There are the following possibilities to search for different search criteria:
 Adjust the search criteria directly in the search bar.
 Select the respective search in the drop-down list *Saved searches* in the search bar.
 Click on the button *Configure Search* and configure the search criteria according to your requirements, see [chapter "Search criteria", p. 32](#).
2. Click on the button *Start Search* in the search bar.
 - ⇒ In the main view, the search results are displayed.

Count results

1. Click on the button ▼ > *Count results* to count the number of data sets according to the current list of search results in the main view.
 - ⇒ The number of data sets is displayed at the bottom of the main view, see pos. 18 in [Fig. 11, p. 15](#).




8.1.2 Toolbar of the main view

The toolbar of the main view is located in the center window and contains different functions.



Fig. 31: Toolbar of the main view

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


	<i>Refresh</i>	Refreshes the conversation table in the main view.
	<i>Load selected conversation</i>	Loads a selected conversation into the Replay module for replay, see chapter "Load selected conversation" , p. 38.
	<i>Delete</i>	Deletes a selected conversation. If a recording is deleted from the Conversation module, all corresponding recordings from the Participant View module as well as the corresponding session are deleted.
<i>Conversations</i>	<i>Export</i>	Saves the audio data of the selected conversation as WAVE or MP3 file and the corresponding additional conversation data as CSV file on the hard disk of your computer, see chapter "Export conversation" , p. 39.
	<i>Repeat Last Conversation</i>	Loads the conversation most recently saved in the database into the Replay module.
	<i>Add Litigation Hold</i>	Sets the selected conversations to litigation hold mode so that they can neither be deleted automatically nor manually. See chapter "Add litigation hold" , p. 41 This function serves to retain conversations as evidence in case of legal disputes. As a conversation may be piece of evidence in more than one law suit, it is possible to add several litigation holds with different litigation hold IDs. NOTICE! This feature is not suitable when using large amounts of data. In this case, performance issues could arise.
	<i>Remove Litigation Hold</i>	Removes selected conversations from the litigation hold mode. See chapter "Remove litigation hold" , p. 41 Several litigation holds with different litigation hold IDs can be applied to the conversations. Once all litigation holds have been removed from the conversations, the conversations may be deleted automatically or manually.
	<i>Export as CSV</i>	Saves the conversation data as CSV file on the hard disk of your computer, see chapter "Export as CSV" , p. 42.
<i>General</i>	<i>Adjust Table</i>	Opens the window <i>Table Configuration</i> , see chapter "Adjust table" , p. 43.
	<i>General Help</i>	Via the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help" , p. 20.
	<i>Module Help</i>	Via the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help" , p. 20.



It depends on your function rights which of the described functions are available.

8.1.2.1 Load selected conversation

This function allows loading conversations into the Replay module and replaying them there.

- In the main view, select the element you would like to replay.
To select several elements or to revoke the selection, click on the respective line while holding the [Ctrl] key down.
NOTICE! If you would like to select several elements, the earliest start time and the latest end time must not be more than 24 hours apart.
- Click on the icon  (*Load selected conversation*).

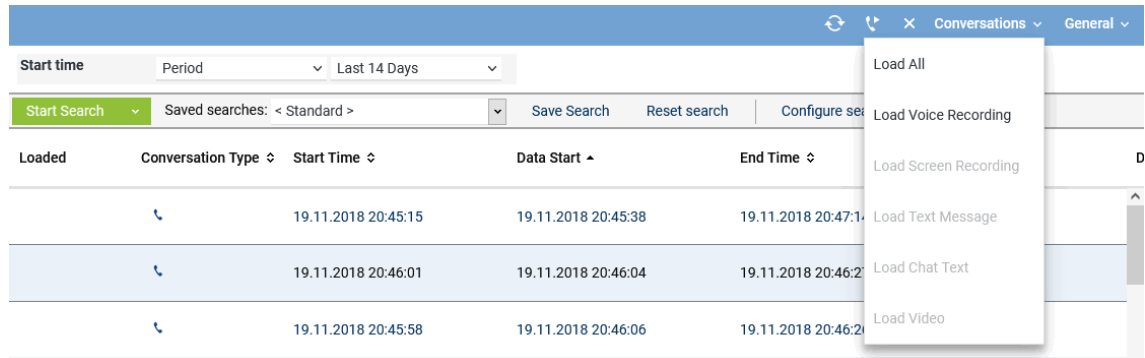


Fig. 32: Load selected conversations

- Select one of the following options:

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

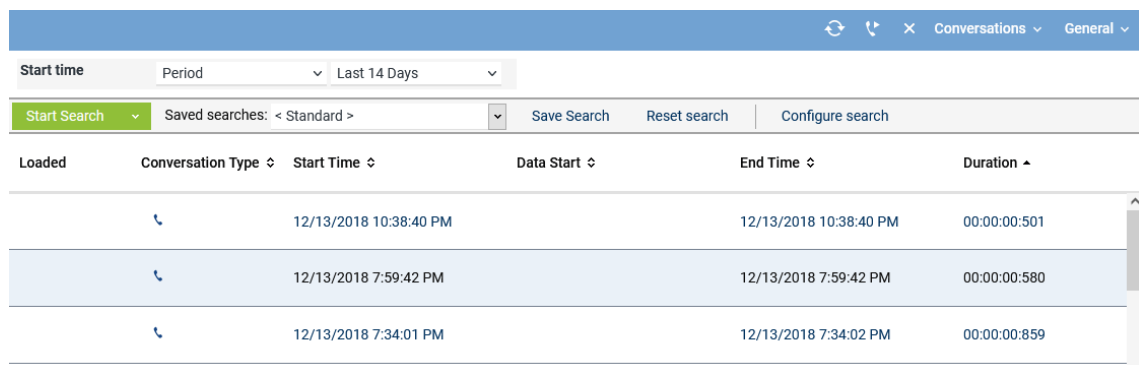
- The conversations are loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module", p. 60](#).



A conversation can be loaded into the Replay module and replayed there by double-clicking on the element in the main view.

8.1.2.2 Export conversation

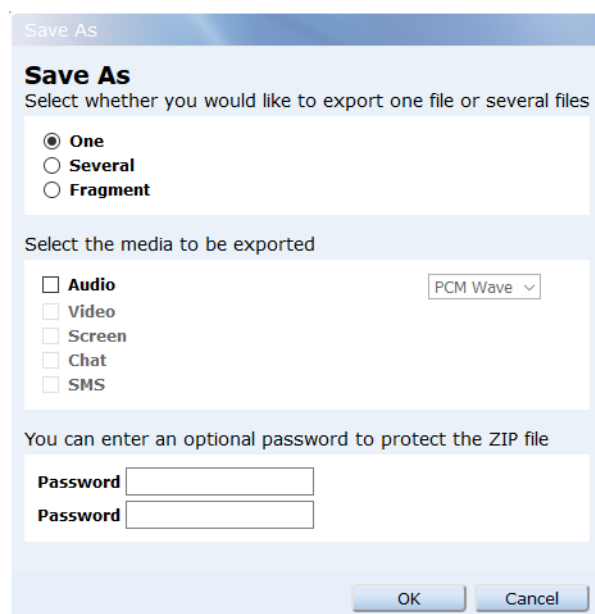
- In the main view, select the conversations you would like to export.
To select several conversations or to cancel a selection, hold the [Ctrl] key down and click on the respective line.



Loaded	Conversation Type	Start Time	Data Start	End Time	Duration
<input checked="" type="checkbox"/>	📞	12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501
<input checked="" type="checkbox"/>	📞	12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580
<input checked="" type="checkbox"/>	📞	12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859

Fig. 33: Select conversations

- Click on the menu item *Conversations > Export* in the toolbar of the main view.
⇒ The following window appears:



Save As
Select whether you would like to export one file or several files

☒ **One**
☐ **Several**
☐ **Fragment**

Select the media to be exported

☐ **Audio** PCM Wave
☐ **Video**
☐ **Screen**
☐ **Chat**
☐ **SMS**

You can enter an optional password to protect the ZIP file

Password
Password

OK Cancel

Fig. 34: Save as

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

Single

Mixes all recordings of one or several conversations in one file.

NOTICE! If you select several conversations, the gap between them is filled with silence. Selecting conversations with a large gap between them results in very large **WAVE** files. Therefore, make sure to only select conversations which are not separated by a large gap.

Several

Creates its own file for each recording to be saved.

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

- Click on the button **OK**.
⇒ The following window appears:

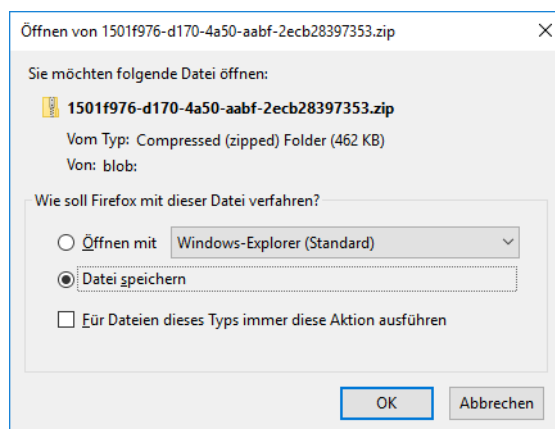
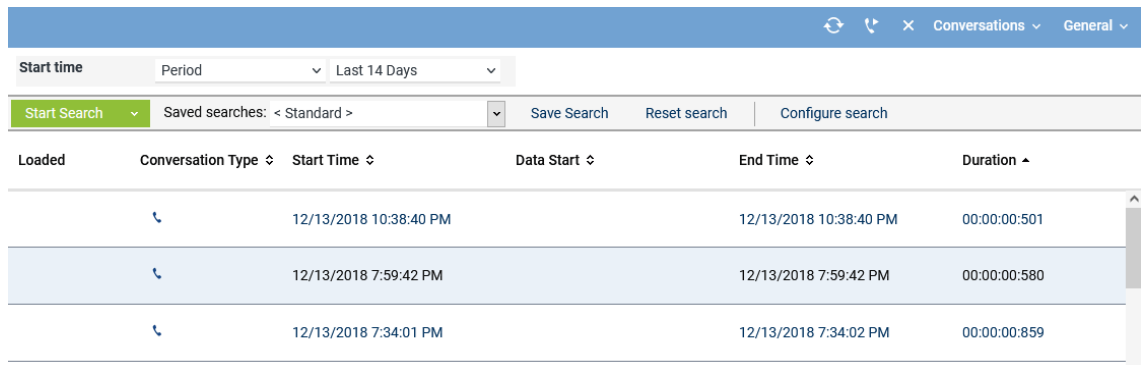


Fig. 35: Save conversations

- Select the option **Save File**.
- Click on the button **OK**.
⇒ The elements are exported to the local download directory in a ZIP file.
The ZIP file contains the following files:
The audio data is saved as **WAVE** or **MP3** file(s).
Audio data and screen recordings are saved as **MP4** file(s).
Video data is saved as **MP4** file(s).
Screen data is saved as **MP4** file(s).
The corresponding meta data is saved in the same directory as **CSV** file(s) under the same file name.
Chat texts are saved as **XML** file(s).
SMS data is saved as **XML** file(s).

8.1.2.3 Add litigation hold

- In the main view, select the conversations you would like to set to litigation hold mode. To select several conversations or to cancel a selection, hold the [Ctrl] key down and click on the respective line.



Loaded	Conversation Type	Start Time	Data Start	End Time	Duration
<input checked="" type="checkbox"/>	📞	12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501
<input checked="" type="checkbox"/>	📞	12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580
<input checked="" type="checkbox"/>	📞	12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859

Fig. 36: Select conversations

- Click on the menu item *Conversations > Add Litigation Hold* in the toolbar of the main view.
⇒ The following window appears:

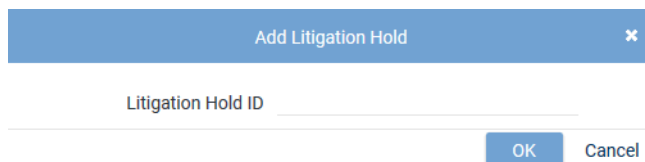
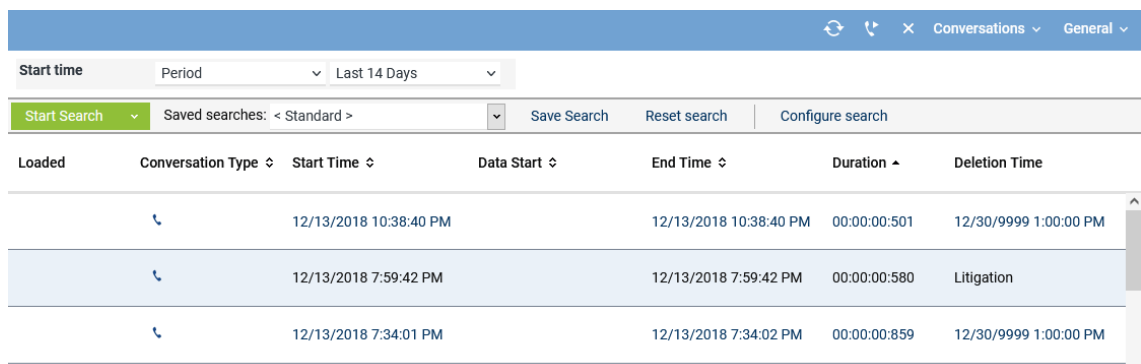


Fig. 37: Add litigation hold

- Enter a name for the litigation hold mode in the entry field *Litigation Hold ID*. This name that is used to lock the conversation is necessary to remove the litigation hold.
- Click on the button *OK*.
⇒ The selected conversations are set to litigation hold mode and can neither be deleted automatically nor manually.
The status *Litigation* is displayed in the main view in the column *Deletion Time*.



Loaded	Conversation Type	Start Time	Data Start	End Time	Duration	Deletion Time
<input checked="" type="checkbox"/>	📞	12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501	12/30/9999 1:00:00 PM
<input checked="" type="checkbox"/>	📞	12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580	Litigation
<input checked="" type="checkbox"/>	📞	12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859	12/30/9999 1:00:00 PM

Fig. 38: Display of a conversation in litigation hold mode



Several litigation holds with different litigation hold IDs can be applied to the conversations.

8.1.2.4 Remove litigation hold

- In the main view, select the conversations you would like to remove from the litigation hold. To select several conversations or to cancel a selection, hold the [Ctrl] key down and click on the respective line.

<div> <div>Start time</div> <div>Period</div> <div>Last 14 Days</div> </div> <div> <div>Start Search</div> <div>Saved searches: < Standard ></div> <div>Save Search</div> <div>Reset search</div> <div>Configure search</div> </div>						
Loaded	Conversation Type	Start Time	Data Start	End Time	Duration	Deletion Time
		12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501	12/30/9999 1:00:00 PM
		12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580	Litigation
		12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859	12/30/9999 1:00:00 PM

Fig. 39: Select conversations

- Click on the menu item *Conversations > Remove Litigation Hold* in the toolbar of the main view.

⇒ The following window appears:

Remove Litigation Hold

×

Litigation Hold ID

OK

Cancel

Fig. 40: Remove litigation hold

- Enter the name for the litigation hold mode in the entry field *Litigation Hold ID*.
- Click on the button *OK*.

⇒ The selected conversations are remove from litigation hold mode.



Several litigation holds with different litigation hold IDs can be applied to the conversations. Once all litigation holds have been removed from the conversations, the conversations may be deleted automatically or manually.

8.1.2.5 Export as CSV

- Select the conversations you would like to export as CSV file in the main view.
To select several conversations or to cancel a selection, hold the [Ctrl] key down and click on the respective line.
If you would like to export a whole page or the entire list of search results as CSV file, you do not have to select individual conversations.

<div> <div>Start time</div> <div>Period</div> <div>Last 14 Days</div> </div> <div> <div>Start Search</div> <div>Saved searches: < Standard ></div> <div>Save Search</div> <div>Reset search</div> <div>Configure search</div> </div>						
Loaded	Conversation Type	Start Time	Data Start	End Time	Duration	
		12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501	
		12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580	
		12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859	

Fig. 41: Select conversations

- Click on the menu item *Conversations > Export as CSV* in the toolbar of the main view.
⇒ The following window appears:

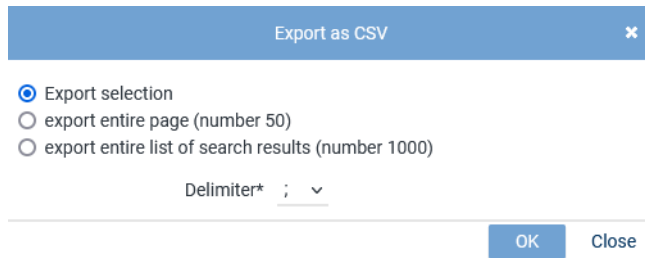


Fig. 42: Export as CSV

3. Select the respective options in the window *Export as CSV*.

<i>Export selection</i>	Exports selected conversations from the list of search results.
<i>export entire page (number 50)</i>	Exports the entire page of the list of search results. According to the configuration of the <i>Rows per page</i> , 10, 20, 50, or 100 search results are exported.
<i>export entire list of search results (number 1000)</i>	Exports the entire list of search results.
<i>Delimiter*</i>	Select the column delimiter from the drop-down list: <ul style="list-style-type: none"> • , = comma • ; = semicolon

4. Click on the button **OK**.
⇒ The following window appears:

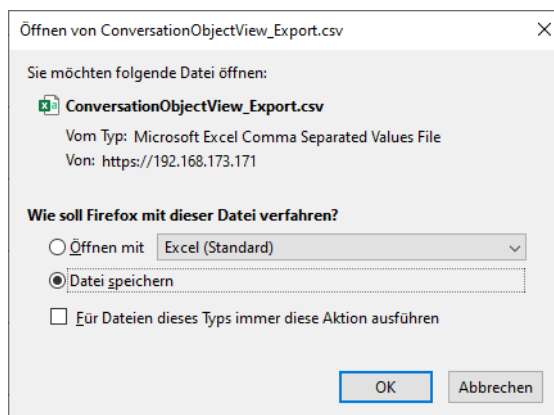


Fig. 43: Save CSV file

5. Select the option *Save File*.
6. Click on the button **OK**.
⇒ The conversations from the list of search results are saved in a CSV file.

8.1.2.6 Adjust table



The changes made only apply for the logged-in user. They are a matter of personal settings.

This function allows adjusting the order of the columns in the table of the main view.

1. Click on the menu item *General > Adjust Table* in the toolbar of the main view.
⇒ The window *Table Configuration* appears.

Table Configuration
✕

Rows per page 50

Table Configuration

Available	Assigned
Creation Date	Loaded
Updated	Conversation Type
Conversation ID	Start Time
Customer ID	Data Start
Transaction ID	End Time
Litigation	Duration
	Deletion Time
	Conversation Direction
	Calling Party PBX Agent ID

☐ Save as default configuration

Default Apply Cancel


Fig. 44: Adjust table of the main view (example)

The different columns can be moved within a list or from one list to the other by dragging them to and dropping them in the required position. Double-clicking on one column moves the column to the end of the opposite list.

The following functions are available:

Rows per page 50	Number of rows per page.
Save as default configuration	If this check box is activated, the table configuration is saved as default for the employees of the tenant upon applying the changes. NOTICE! The option is only displayed if you have the respective right for this function.
Default	Resets the configuration in the window <i>Table Configuration</i> to the default settings and closes the window.
Apply	Saves all changes and closes the window <i>Table Configuration</i> . If the check box <i>Save as default configuration</i> has been activated, a dialog window appears upon applying the changes. In the dialog window click on the button <i>Yes</i> or <i>No</i> . Yes The current table configuration is saved as default for the tenant. All table configurations existing for this module are deleted from the database. When opening the module, the employees of the tenant see the new table configuration that has been saved. No The current table configuration is saved as default for the tenant. When opening the module, the employees of the tenant see the new table configuration that has been saved if no other individual configuration has been saved.
✕	Closes the window <i>Table Configuration</i> without applying the changes.

In the list *Available*, all columns which are currently not used are displayed. In the list *Assigned*, all columns used in the main view are displayed. The entries arranged from top to bottom correspond to the columns arranged from left to right in the main view.

2. Configure the column view according to your requirements.
3. In the drop-down list, select how many rows per page are supposed to be displayed.
⇒ You can choose 10, 20, 50 or 100 rows per page.
4. To apply the changes in the current view, click on the button *Apply*.
To discard the changes and close the window, click on the icon .



8.1.2.6.1 Change column width of the table

To change the column width of the table in the main view individually, proceed as follows:

1. Left-click on the column of the header, hold the mouse key down, and drag the column to the respective width.

8.1.3 Change sort sequence

In their column headlines, some tables contain arrows which indicate the sort sequence and which allow you to change the sort sequence:

	No sorting
	Descending sort sequence
	Ascending sort sequence

Tab. 6: Main view - change sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

8.2 Detail view

The detail view contains detailed information about the selected conversation in the main view.

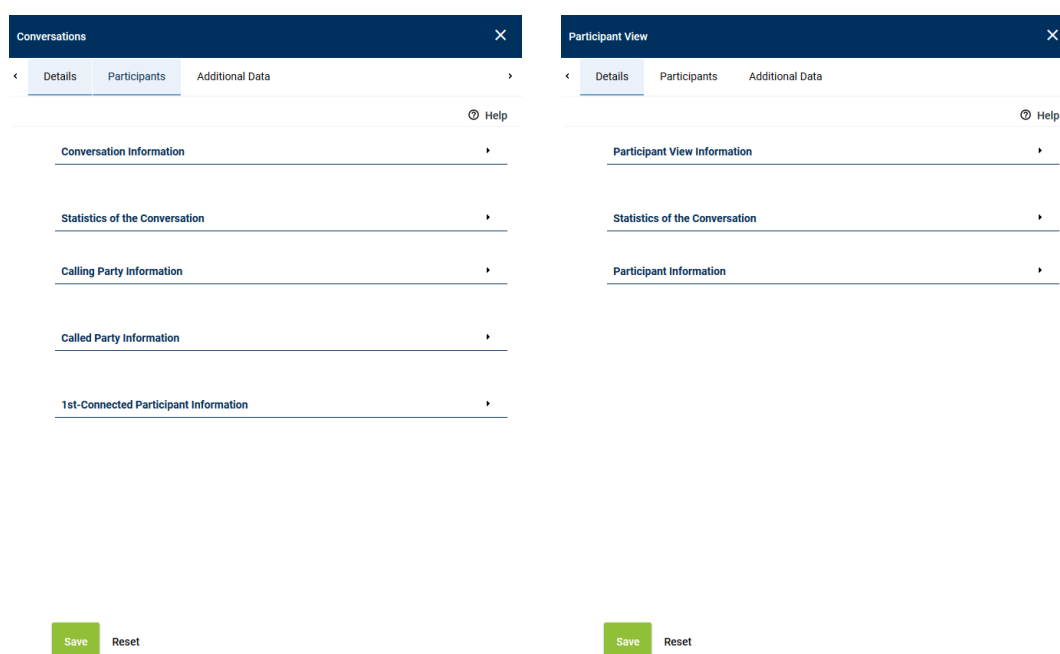


Fig. 45: Detail view (example)

The detail view consists of the following tabs:

- **Details**
Shows detailed information about the selected conversation.

See [chapter "Tab Details", p. 46](#)

- *Participants*

Shows participant information about the selected conversation.

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

- *Additional Data*

Here, you can enter and edit additional data of the selected conversation.

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

The displayed information depend on the conversation type and on the selected module.

To change tabs, click on the tab you would like to display.

To open a group field, click on the arrow ► next to the name of the group field.

To hide a group field, click on the arrow ▼ next to the name of the group field.

When making changes, you can change tabs without buffering without risking the loss of the changes you have made.

To save changes, click on the button *Save*.

To discard the changes which have not yet been saved, click on the button *Reset*.

8.2.1 Tab Details

Shows detailed information about the selected conversation.

Details	Participants	Additional Data
Help		
Conversation Information		
Start time	11/20/2018 11:33:36 AM	
End time	11/20/2018 11:34:01 AM	
Data start	11/20/2018 11:33:39 AM	
Duration	00:00:24:784	
Conversation direction	Unknown	
Conversation ID	1d0e313a-188c-45b5-939a-87404ab66373	
DTMF sequence		
Conversation type	Call	
Archived	No	
Delete time	12/31/9999 12:00:00 AM	
Statistics of the Conversation		
Number of ringing sections	1	
Duration of ringing sections	00:00:01:410	
Number of hold sections	0	
Duration of hold sections	00:00:00:000	
Number of connected sections	1	
Duration of connected sections	00:00:23:374	
Number of failed callbacks	0	
Number of successful callbacks	0	
Conversation ID of callback request		
Calling Party Information		
Calling party PBX Agent ID		
Calling party phone number	user5	
Calling party name	Agent, 5.	
Employee number	500	
Device name		
Called Party Information		
Called party PBX Agent ID		
Called party phone number		
Called party name		
Employee number		
Device name		
1st-Connected Participant Information		
1st-connected PBX Agent ID		
1st-connected phone number		
1st-connected name		
Employee number		
Device name		

Fig. 46: Tab Details (example)

A description of the displayed information can be found in [chapter "Main view", p. 26](#). The displayed information in the detail view depends on the configuration of the columns in the main view.

8.2.2



Tab Participants

Shows participant information about the selected conversation.

Details	Participants	Additional Data
Help		
Participant View Information		
Start time	11/20/2018 11:33:36 AM	
End time	11/20/2018 11:34:01 AM	
Data start	11/20/2018 11:33:39 AM	
Duration	00:00:24:784	
Call direction	Outgoing	
Comment		
Conversation ID	1d0e313a-188c-45b5-939a-87404ab66373	
Participant view ID	80980f91-34ca-4c14-b288-de1209228008	
DTMF sequence		
Conversation type	CALL	
Delete time	12/31/9999 12:00:00 AM	
Statistics of the Conversation		
Number of ringing sections	1	
Duration of ringing sections	00:00:01:410	
Number of hold sections	0	
Duration of hold sections	00:00:00:000	
Number of connected sections	1	
Duration of connected sections	00:00:23:374	
Number of failed callbacks	0	
Number of successful callbacks	0	
Conversation ID of callback request		
Participant Information		
PBX Agent ID		
Participant phone number	user5	
Participant name	Agent, 5.	
Device name		

Fig. 47: Tab Participants (example)

The following functions are available:

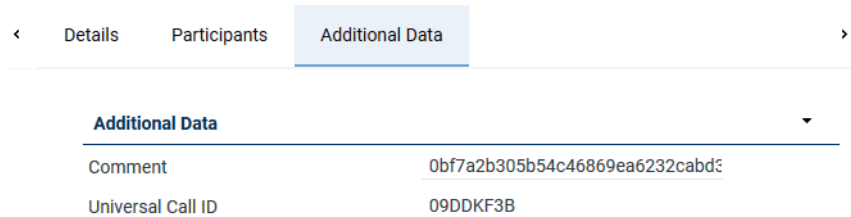
	No sorting
	Descending sort sequence

Ascending sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

8.2.3 Tab Additional Data

Here, you can enter and edit additional data of the selected conversation.

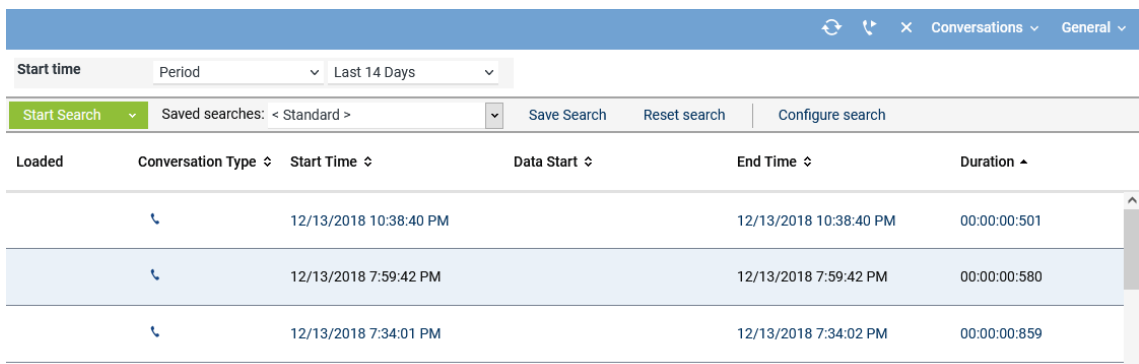


Additional Data	
Comment	0bf7a2b305b54c46869ea6232cabd3
Universal Call ID	09DDKF3B

Fig. 48: Tab Additional Data (example)

8.2.3.1 Enter or change additional data

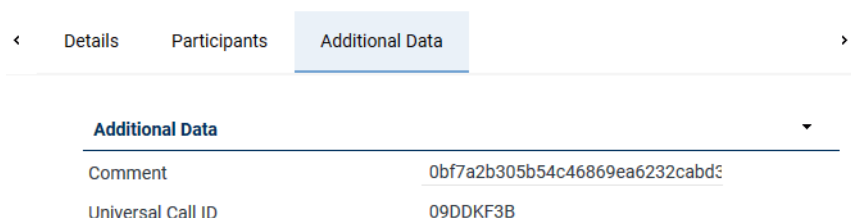
1. Select the respective conversation in the main view.



Loaded	Conversation Type	Start Time	Data Start	End Time	Duration
		12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501
		12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580
		12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859

Fig. 49: Select conversation (example)

2. Click on the tab *Additional data* in the detail view.



Additional Data	
Comment	0bf7a2b305b54c46869ea6232cabd3
Universal Call ID	09DDKF3B

Fig. 50: Tab Additional Data (example)

3. Enter the additional data for the conversation in an editable entry field, e. g. in the entry field *Comment*.
4. Click on the button **Save**.
 - ⇒ Depending on the configuration of the columns, information is displayed in the main view:

9

Recording View module

The Recording View module is only available with an Airbus PBX.

The Recording View module opens the recordings of all active participants in a table. A recording is a conversation segment that 1 participants actively participates in. Exclusively those conversation segments are considered that have taken place from the moment on a connection has been established between the participants (connect section). I. e. for two conversation participants two recordings (one for the calling party and one for the called party) are displayed in the table. These recordings have the same section ID but different active participants.

9.1

Main view

The main view of the Recording View module shows all recordings.

When opening the module, a search filter is set automatically so that only data sets of the last 14 days are displayed.



If you would like to configure this default search filter, refer to the administration manual Administration guideline for information.

The function *Reset Search* does not deactivate this filter!

Click on the button *Configure Search* to adjust the search filter to your requirements.



If conversation rules (view filters) apply for the logged-in user, then the main view only contains those entries which comply with these conversation rules.


Recording View - General				
Start time	Period	Last 14 Days		
Start Search	Saved searches: < Standard >	Save Search	Reset search	Configure search
Loaded	Section ID	Start Time	End Time	Duration
	5961669a-ba5b-44bd-bb29-2b4148eefbfb	16.12.2018 23:47:53	16.12.2018 23:48:16	00:00:23:237
	5961669a-ba5b-44bd-bb29-2b4148eefbfb	16.12.2018 23:47:53	16.12.2018 23:48:16	00:00:23:237
	1b2385ec-dec7-4312-8a22-48f80bb8576f	16.12.2018 23:47:50	16.12.2018 23:48:01	00:00:11:116
	1b2385ec-dec7-4312-8a22-48f80bb8576f	16.12.2018 23:47:50	16.12.2018 23:48:01	00:00:11:116
	de3acf46-df84-401c-8ea7-36555fbc76e6	16.12.2018 23:47:15	16.12.2018 23:47:55	00:00:39:746
	de3acf46-df84-401c-8ea7-36555fbc76e6	16.12.2018 23:47:15	16.12.2018 23:47:55	00:00:39:746
	de3acf46-df84-401c-8ea7-36555fbc76e6	16.12.2018 23:47:15	16.12.2018 23:47:55	00:00:39:746
	de3acf46-df84-401c-8ea7-36555fbc76e6	16.12.2018 23:47:15	16.12.2018 23:47:55	00:00:39:746
	0f67d0bb-5c08-422f-9ab6-b1366b66f112	16.12.2018 23:47:14	16.12.2018 23:47:15	00:00:00:719
Rows per page 50 1 - 50 of 1000 Last filtered on 06/20/2021 5:54:29 PM; Number of known datasets: 1000				


Fig. 51: Main view Recording View (example)

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

General

Loaded Shows whether the recording has been loaded in the Replay module.

 = Recording has not been loaded.

 = Recording has been loaded.

The loaded recording is assigned a color from a defined color palette. The order of the colors has been predetermined. If all colors of a palette have been used for several recordings, the color assignment starts from the beginning again. In the Replay module, the loaded recording is displayed in the same color.

Conversation Information

<i>Section ID</i>	Shows the ID of the section that the recording belongs to.
<i>Start Time</i>	Shows when the section that the recording belongs to started.
<i>End Time</i>	Shows when the section that the recording belongs to ended.
<i>Creation Date</i>	Shows when the recording was created.
<i>Updated</i>	Shows when the recording was updated for the last time.
<i>Duration</i>	Shows the duration of the section.
<i>Deletion Time</i>	Shows when the recording is deleted automatically.

Statistics of the Conversation

<i>Number of Connected Sections</i>	Shows the number of connected sections.
<i>Duration of Connected Sections</i>	Shows the duration of the connected sections.
<i>Number of Failed Consultations</i>	Shows the number of failed consultations.
<i>Number of Successful Consultations</i>	Shows the number of successful consultations.

Calling Party Information

<i>Calling Party Name</i>	Shows the name of the calling party (last name, first name).
<i>Calling Party PBX Agent ID</i>	Shows the PBX Agent ID of the calling party.
<i>Calling Party Phone Number</i>	Shows the phone number of the calling party.
<i>Calling Party Device Name</i>	Shows the device name of the turret or of the phone of the calling party.

Called Party Information

<i>Called Party Name</i>	Shows the name of the called party (last name, first name).
<i>Called Party PBX Agent ID</i>	Shows the PBX Agent ID of the called party.
<i>Called Party Phone Number</i>	Shows the phone number of the called party.
<i>Called Party Device Name</i>	Shows the device name of the turret or of the phone of the called party.

1st-Connected Participant Information

<i>1st-Connected Name</i>	Shows the name of the 1st connected (last name, first name).
---------------------------	--

<i>1st-Connected PBX Agent ID</i>	Shows the PBX Agent ID of the 1st connected.
<i>1st-Connected Phone Number</i>	Shows the phone number of the 1st connected.
<i>1st-Connected Device Name</i>	Filters for the device name of the turret or of the phone of the 1st connected.

Active Participant Information

<i>Active Participant Name</i>	Shows the name of the active participant (last name, first name).
<i>Active Participant PBX Agent ID</i>	Shows the PBX Agent ID of the active participant.
<i>Active Participant Phone Number</i>	Shows the phone number of the active participant.
<i>Active Participant Device Name</i>	Shows the device name of the turret or of the phone of the active participant.

Additional Data

<i>Display Name Additional Data</i>	Shows the additional conversation data. You have to have the respective rights to be able to display the additional data. For information about the configuration of the additional data refer to the administration manual <i>System Configuration - Additional Data module</i> .
-------------------------------------	--

Information about the configuration of the table can be found in [chapter "Adjust table", p. 43](#).





The toolbar of the main view contains all functions which can be used for the elements of the main view, see [chapter "Toolbar", p. 51](#).

The sort sequence of the table can be adjusted arbitrarily, see [chapter "Change sort sequence", p. 54](#).

At the bottom edge of the main view, buttons allow you to browse the pages of the main view and indicate which page you are on.

51 - 100 of 298    

Fig. 52: Changing pages

	Jumps to the first page of the main view.
	Jumps to the previous page of the main view.
51 - 100 of 298	Shows the range of the displayed sets of data on the current page of the main view.
	Jumps to the next page of the main view.
	Jumps to the last page of the main view.

On the pages of the main view, you can navigate by using the scrollbars.

9.1.1 Search bar

For a description of the search bar, see [chapter "Search bar of the main view", p. 30](#).



9.1.2 Toolbar

The toolbar of the main view is located in the center window and offers different functions.



Fig. 53: Toolbar Recording View

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

	<i>Refresh</i>	Refreshes the table in the main view.
	<i>Load selected recording</i>	Loads a selected recording into the Replay module for replay, see chapter "Load selected recording" , p. 52.
<i>Recording View</i>	<i>Export</i>	Saves the audio data of the selected recording as WAVE or MP3 file and the corresponding additional data as CSV file on the hard disk of your computer, see chapter "Export recording" , p. 53.
	<i>Export as CSV</i>	Saves the conversation data as CSV file on the hard disk of your computer, see chapter "Export as CSV" , p. 42.
<i>General</i>	<i>Adjust Table</i>	Opens the window <i>Table Configuration</i> , see chapter "Adjust table" , p. 43.
	<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help" , p. 20.
	<i>Module Help</i>	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help" , p. 20.




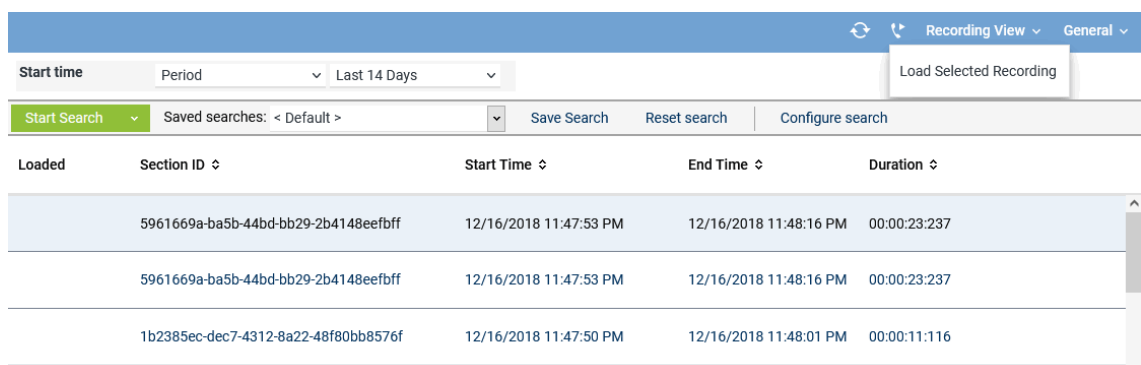
It depends on your function rights which of the described functions are available.

9.1.2.1

Load selected recording

This function allows loading recordings into the Replay module and replaying them there.

- In the main view, select the element you would like to replay.
To select several elements or to revoke the selection, click on the respective line while holding the [Ctrl] key down.
NOTICE! If you would like to select several elements, the earliest start time and the latest end time must not be more than 24 hours apart.
- Click on the icon  (*Load selected recording*).



Loaded	Section ID ↕	Start Time ↕	End Time ↕	Duration ↕
	5961669a-ba5b-44bd-bb29-2b4148eefbff	12/16/2018 11:47:53 PM	12/16/2018 11:48:16 PM	00:00:23:237
	5961669a-ba5b-44bd-bb29-2b4148eefbff	12/16/2018 11:47:53 PM	12/16/2018 11:48:16 PM	00:00:23:237
	1b2385ec-dec7-4312-8a22-48f80bb8576f	12/16/2018 11:47:50 PM	12/16/2018 11:48:01 PM	00:00:11:116

Fig. 54: Load selected recording

- Select the option *Load selected recording* to load the recording into the Replay module.
⇒ The recordings are loaded into the Replay module and can be replayed there.
For information about the functions of the Replay module see [chapter "Replay module"](#), p. 60.

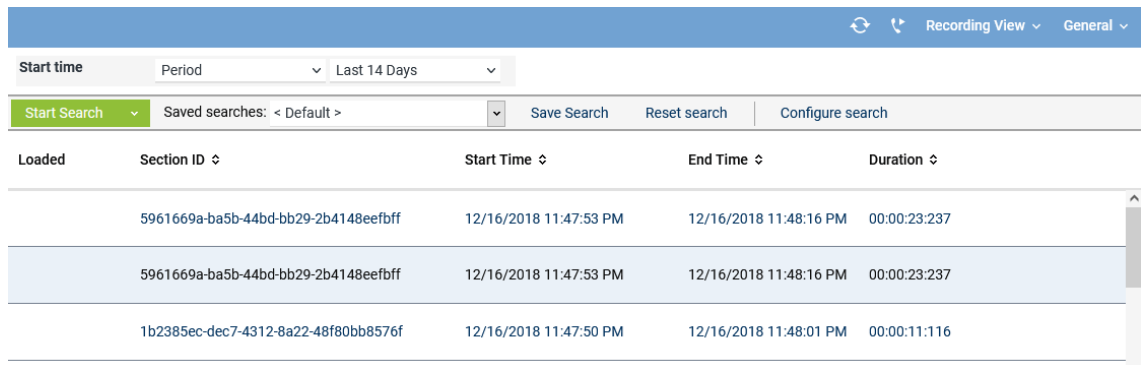


A recording can also be loaded into and replayed in the Replay module by double-clicking on the element in the main view.

9.1.2.2

Export recording

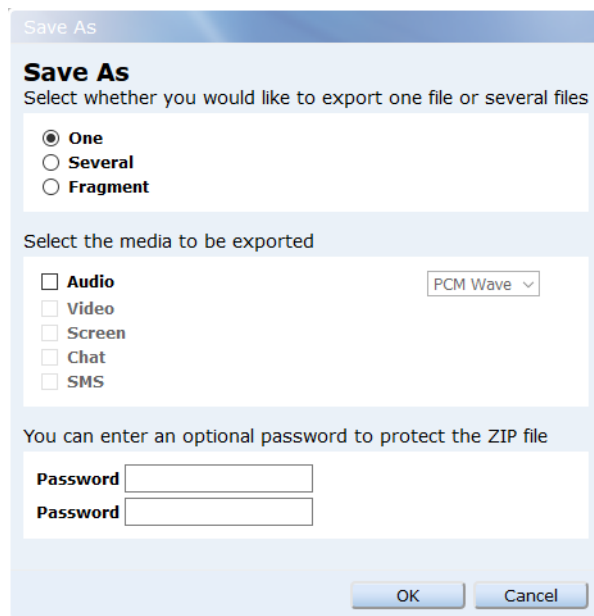
- In the main view, select the recording you would like to export.
To select several recording or to cancel a selection, hold the [Ctrl] key down and click on the respective line.



Loaded	Section ID ↕	Start Time ↕	End Time ↕	Duration ↕
	5961669a-ba5b-44bd-bb29-2b4148eefbff	12/16/2018 11:47:53 PM	12/16/2018 11:48:16 PM	00:00:23:237
	5961669a-ba5b-44bd-bb29-2b4148eefbff	12/16/2018 11:47:53 PM	12/16/2018 11:48:16 PM	00:00:23:237
	1b2385ec-dec7-4312-8a22-48f80bb8576f	12/16/2018 11:47:50 PM	12/16/2018 11:48:01 PM	00:00:11:116

Fig. 55: Select recording

- Click on the menu item *Conversations > Export* in the toolbar of the main view.
⇒ The following window appears:



Save As

Select whether you would like to export one file or several files

☒ One
☐ Several
☐ Fragment

Select the media to be exported

☐ Audio PCM Wave ▾
☐ Video
☐ Screen
☐ Chat
☐ SMS

You can enter an optional password to protect the ZIP file

Password
 Password

OK Cancel

Fig. 56: Save as

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

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

Select the audio format from the drop-down list:

- *PCM Wave*

With **PCM**, the output file is not compressed and can be replayed by almost any player. This method requires a lot of storage capacity.

- *MP3*

With **MP3**, the output file is compressed and can be replayed by almost any player. When using **MP3**, less storage space is required for high-quality recordings than when exporting conversations in **WAVE** format.

Video	Saves the video data . Video is exported in MP4 format with video codec H.264. If the conversation contains more than one stream, only the first stream is exported.
Screen	Saves the screen recordings.
Chat	Saves the chat text.
SMS	Saves the SMS data.

Password Protects the ZIP file with a password.

- Click on the button **OK**.

⇒ The following window appears:

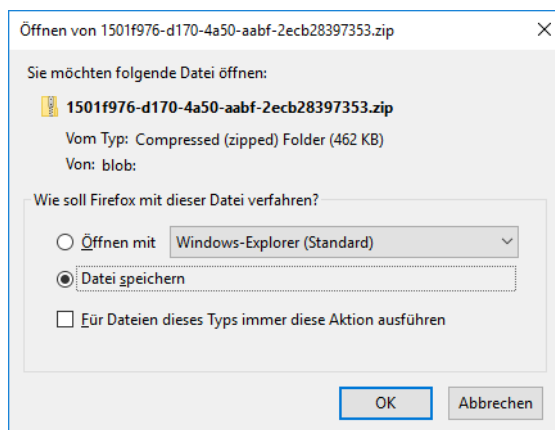


Fig. 57: Save conversations

- Select the option **Save File**.

- Click on the button **OK**.

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

The ZIP file contains the following files:

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

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

Video data is saved as **MP4** file(s).

Screen data is saved as **MP4** file(s).


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

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

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

9.1.3 Change sort sequence

In their column headlines, some tables contain arrows which indicate the sort sequence and which allow you to change the sort sequence:

 No sorting

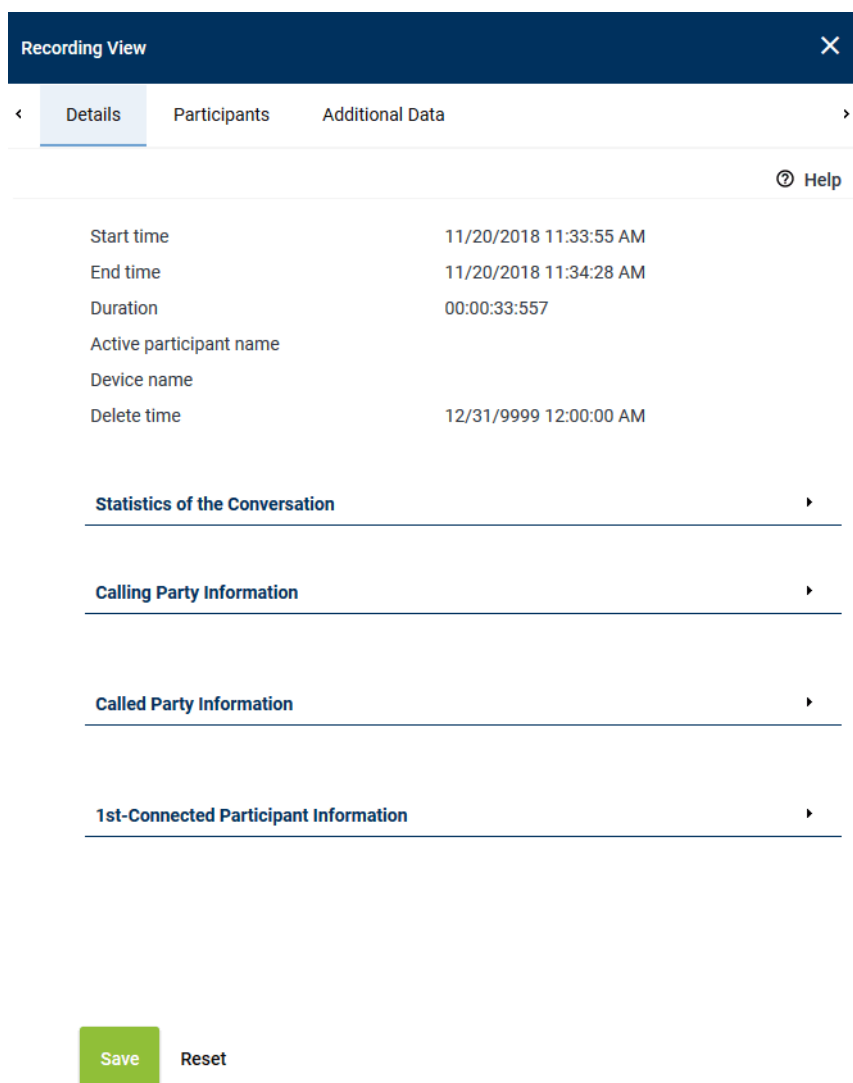
▼	Descending sort sequence
▲	Ascending sort sequence

Tab. 7: Main view - change sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

9.2 Detail view

The detail view contains detailed information about the selected recording in the main view.



The screenshot shows the 'Recording View' window with a dark blue header and a close button. Below the header are three tabs: 'Details' (selected), 'Participants', and 'Additional Data'. A 'Help' icon is visible in the top right corner. The 'Details' tab contains a table with the following data:

Start time	11/20/2018 11:33:55 AM
End time	11/20/2018 11:34:28 AM
Duration	00:00:33:557
Active participant name	
Device name	
Delete time	12/31/9999 12:00:00 AM

Below the table are four expandable sections, each with a right-pointing arrow:

- Statistics of the Conversation
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information

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

Fig. 58: Detail view (example)

The detail view consists of the following tabs:

- **Details**
Shows detailed information about the selected recording.
See [chapter "Tab Details", p. 56](#)
- **Participants**
Shows participant information about the selected recording.
See [chapter "Tab Participants", p. 57](#).
- **Additional Data**
Here, you can enter and edit additional data of the selected recording.

See [chapter "Tab Additional Data", p. 58](#)

To change tabs, click on the tab you would like to display.

To open a group field, click on the arrow ► next to the name of the group field.

To hide a group field, click on the arrow ▼ next to the name of the group field.

When making changes, you can change tabs without buffering without risking the loss of the changes you have made.

To save changes, click on the button *Save*.

To discard the changes which have not yet been saved, click on the button *Reset*.

9.2.1

Tab Details

Shows detailed information about the selected recording.

<div> <div><</div> <div>Details</div> <div>Participants</div> <div>Additional Data</div> </div>	
<div> <div>?</div> <div>Help</div> </div>	
Start time	11/20/2018 11:33:55 AM
End time	11/20/2018 11:34:28 AM
Duration	00:00:33:557
Active participant name	
Device name	
Delete time	12/31/9999 12:00:00 AM
<div> <div>Statistics of the Conversation</div> <div>▼</div> </div>	
Number of connected sections	1
Duration of connected sections	00:00:33:557
Number of failed callbacks	0
Number of successful callbacks	0
Conversation ID of callback request	
<div> <div>Calling Party Information</div> <div>▼</div> </div>	
Calling party PBX Agent ID	
Calling party phone number	user8
Calling party name	Agent, 8.
Device name	
<div> <div>Called Party Information</div> <div>▼</div> </div>	
Called party PBX Agent ID	
Called party phone number	user11
Called party name	
Device name	
<div> <div>1st-Connected Participant Information</div> <div>▼</div> </div>	
1st-connected PBX Agent ID	
1st-connected phone number	user11
1st-connected name	
Device name	

Fig. 59: Tab Details (example)

A description of the displayed information can be found in [chapter "Main view", p. 49](#). The displayed information in the detail view depends on the configuration of the columns in the main view.

9.2.2 Tab Participants

Shows participant information about the selected recording.

<div> <div><</div> <div>Details</div> <div>Participants</div> <div>Additional Data</div> <div>></div> </div>			
Type ↕	Phone Number ↕	PBX Agent ID ↕	Time Slot ID ↕
[👤]	user8		
[👤]	user11		

Fig. 60: Tab Participants (example)

The following functions are available:

↻	No sorting
▼	Descending sort sequence
▲	Ascending sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

9.2.3

Tab Additional Data

Here, you can enter and edit additional data of the selected recording.

<div> <div><</div> <div>Details</div> <div>Participants</div> <div>Additional Data</div> <div>></div> </div>	
Additional Data ▼	
Comment	0bf7a2b305b54c46869ea6232cabd5
Universal Call ID	09DDKF3B

Fig. 61: Tab Additional Data (example)

9.2.3.1

Enter or change additional data

1. Select the respective conversation in the main view.

<div> <div>↻</div> <div>🔍</div> <div>×</div> <div>Conversations ▼</div> <div>General ▼</div> </div>					
Start time	Period	▼	Last 14 Days	▼	
Start Search ▼	Saved searches: < Standard > ▼		Save Search	Reset search	Configure search
Loaded	Conversation Type ↕	Start Time ↕	Data Start ↕	End Time ↕	Duration ▲
	☎	12/13/2018 10:38:40 PM		12/13/2018 10:38:40 PM	00:00:00:501
	☎	12/13/2018 7:59:42 PM		12/13/2018 7:59:42 PM	00:00:00:580
	☎	12/13/2018 7:34:01 PM		12/13/2018 7:34:02 PM	00:00:00:859

Fig. 62: Select conversation (example)

2. Click on the tab *Additional data* in the detail view.

<

Details

Participants

Additional Data

>

Additional Data

Comment

0bf7a2b305b54c46869ea6232cabd3

Universal Call ID

09DDKF3B

Fig. 63: Tab Additional Data (example)

3. Enter the additional data for the conversation in an editable entry field, e. g. in the entry field *Comment*.
4. Click on the button *Save*.
 - ⇒ Depending on the configuration of the columns, information is displayed in the main view:

10 Replay module

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

If conversations with screen or camera recordings are loaded into the Replay module, the window of the Video Viewer opens automatically for replaying the [video recording](#), see [chapter "Video Viewer", p. 73](#). The replay functions are executed synchronously for the conversation in the Replay module and for the video recording in the Video Viewer.

If conversations with chat texts or text messages (SMS or SDS) are loaded into the Replay module, the window of the Message Viewer opens automatically for displaying the chat texts or the text messages recording, see [chapter "Message Viewer", p. 76](#).





Fig. 64: Welcome screen (example)

1	Replay bar	Shows the loaded conversations, see chapter "Replay bar", p. 60 .
2	Functionality bar	Contains functionalities for the loaded conversations in the replay bar, see chapter "Functionality bar", p. 64 .

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

10.1 Replay bar

The replay bar shows the loaded conversations.

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

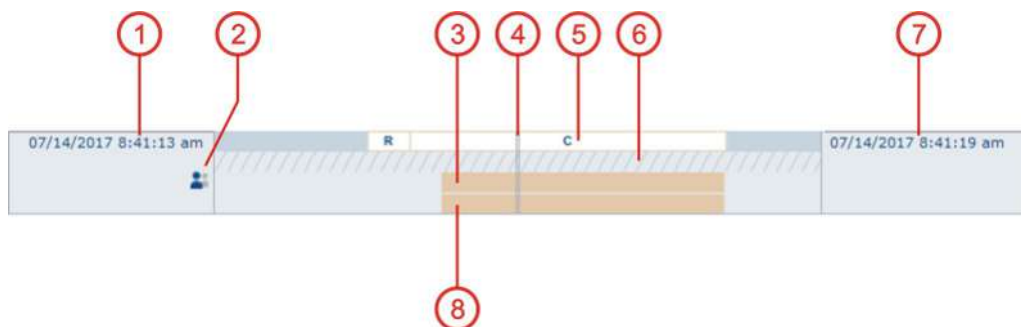


Fig. 65: Replay bar in the full view

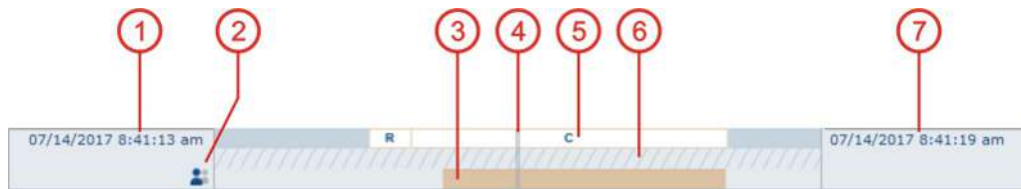







Fig. 66: Replay bar in compressed view

- 1 Shows the start time of the loaded conversation.
If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
- 2 Displays information about the conversation participants.
The information is only visible when the replay bar is displayed in full view.
 -  = internal participants
 -  = external participants
 -  = mixed track with internal and external participants
 -  = unknown participants
 -  = screen recording
 To display the phone numbers of the participants in one track, move the mouse cursor across the participants icon.
- 3 Displays track 1 of a loaded conversation. For further information see [chapter "Display of the loading states", p. 62](#).
- 4 Shows the replay position.
To change the current replay position of the loaded conversation, you have 2 possibilities:
 1. Click on the respective replay position.
 2. Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
- 5 Shows the sections of the conversation.
The following sections are possible:
 - R = Ringing (a connection is being established)
 - C = Connected (at least 2 participants are calling each other)
 - H = Hold (a participant is on hold)
 - Q = Queued (a participant has been queued)
 - W = Wrap-up (wrap-up time)
- 6 Shows tagging and audio analysis data (e. g. found keywords).
The line is only displayed if information is available.
- 7 Shows the end time of the loaded conversation.
If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.
- 8 Displays track 2 of a loaded conversation. For further information see [chapter "Display of the loading states", p. 62](#).

10.1.1 Full view

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

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

10.1.2 Compressed view

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

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

10.1.3 Display of the loading states

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

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

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



Fig. 67: Meta data loaded completely

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



Fig. 68: Meta data for the recording is missing

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



Fig. 69: Defective packet in the meta data of the recording (full view)

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

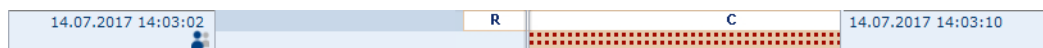


Fig. 70: Missing packet in the meta data of the recording (full view)

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



Fig. 71: Defective or missing packet in the meta data of the recording (compressed view)

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

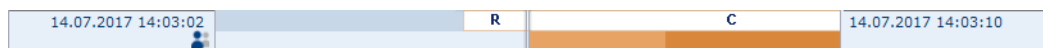


Fig. 72: Data buffer empty/loading

7. Red = Data buffer not loaded completely.

⇒ The conversation is defective and cannot be replayed.

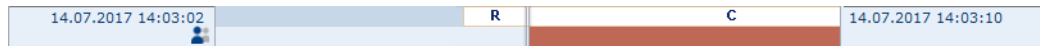


Fig. 73: Data buffer not loaded completely

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

Red = Data buffer not loaded completely.

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

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

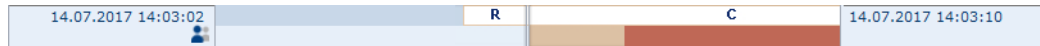


Fig. 74: Data buffer not loaded completely

9. Purple = Packet is muted during the recording.

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

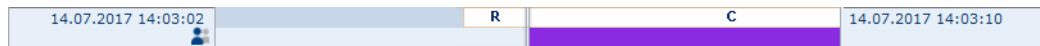


Fig. 75: Packet is muted during the recording

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

Purple, light = Conversation section muted

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



Fig. 76: Conversation section muted

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

⇒ The conversation cannot be replayed.

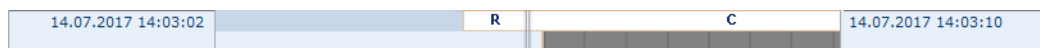


Fig. 77: The recording contains data which is not supported.

10.1.4 Display of detected emotions

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



Fig. 78: Emotions detected in a conversation (example)

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

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

10.1.5 Displaying spotted keywords

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



Fig. 79: Spotted keywords in a conversation (example)

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

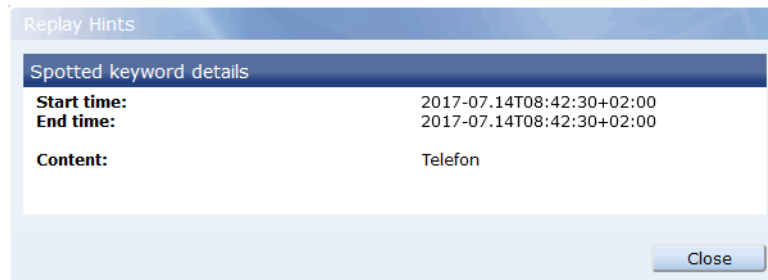










Fig. 80: Replay information with details of spotted keyword (example)







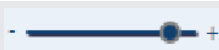





10.2 Functionality bar







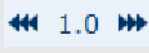





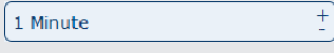

The functionality bar contains functionalities for the loaded conversations in the replay bar.

10.2.1 Icons

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



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

		Note: In principle, you can load several video recordings into the Video Viewer. However, you can only replay one of them at any given moment.
		Shows that the lock for the Replay module has been activated. As a result, only one conversation can be loaded into the Replay module.
	<i>Reconnect to the replay component</i>	Refreshes the server connection.
	<i>Display video window</i>	Shows the Video Viewer in the main view of the application.
	<i>Hide video window</i>	Shows the main view of the application. The Video Viewer integrated into the main view is hidden.
	<i>Detach Video Viewer</i>	Displays the Video Viewer in its own window.
	<i>Attach Video Viewer</i>	Closes the window of the Video Viewer.
	<i>Unmute/Mute</i>	Shows that the speaker for the conversation has been activated.
		Shows that the speaker for the conversation has been deactivated.
	<i>Volume</i>	Adjusts the general replay volume. To change the volume, click on the slider, hold the mouse key down and move the slider to the left or to the right.
	<i>Clear playlist</i>	Removes all loaded conversations from the Replay module.
	<i>Export all loaded elements</i>	Saves the audio data of the loaded conversations as WAVE or MP3 file and the corresponding additional conversation data as CSV file on the hard disk of your computer, see chapter "Export all loaded elements", p. 67 .
	<i>Create new bookmark</i>	Sets a bookmark or marks the beginning of a conversation section at the current replay position, see chapter "Create new bookmark", p. 68 .
		Sets a bookmark or marks the end of a conversation section at the current replay position. You can enter a comment for the marked area between the 2 associated bookmarks, see chapter "Create new bookmark", p. 68 .
	<i>Create new mute notification</i>	Marks the beginning of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 71 .



		Marks the end of a conversation section at the current replay position in order to mute selected participants, see chapter "Create new mute notification", p. 71.
	<i>Loop</i>	Marks the beginning of a replay loop at the current replay position, see chapter "Mark replay loop", p. 73.
		Marks the end of a replay loop at the current replay position, see chapter "Mark replay loop", p. 73.
		Removes the taggings of the replay loop, see chapter "Mark replay loop", p. 73.
	<i>Skip silence</i>	Shows that the automatic skipping of times of silence sections in a conversation and of mute sections between individual conversations has been deactivated.
		Shows that the automatic skipping of times of silence sections in a conversation and of mute sections between individual conversations has been activated. The silence sections found by an emotion detection job are skipped during the replay of the conversation. If several conversations are loaded into the Replay module, then the mute sections between the individual conversations are skipped during replay, too.
		Shows the current replay speed. The replay speed can be adjusted between 0.5 and 2.0. To reduce the replay speed, click on the icon  <i>Reduce replay speed.</i> To increase the replay speed, click on the icon  <i>Increase replay speed.</i>
	<i>Replay via phone</i>	Shows that the conversation replay via phone has been deactivated.
		Shows that the conversation replay via phone has been activated. To replay loaded conversations, click on the icon  (Play).
		Shows the time window for the loaded conversations. You can enter the time window in 25 steps from 1 second to 14 days. There are 2 possibilities to change the time window: 1. On the right in the time window, click on + or -. 2. Turn the mouse wheel while the mouse cursor is located above the replay track.
		Shows the current replay position. Click into the display field to switch from absolute to relative time display and vice versa. The absolute time display shows the date and the time

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

Icons in the functionality bar on the right

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

Icons in the functionality bar on the left

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



Not all described icons exist in every module and application.

10.2.2 Export all loaded elements

1. Click on the icon  (*Export all loaded elements*).

⇒ The following window appears:

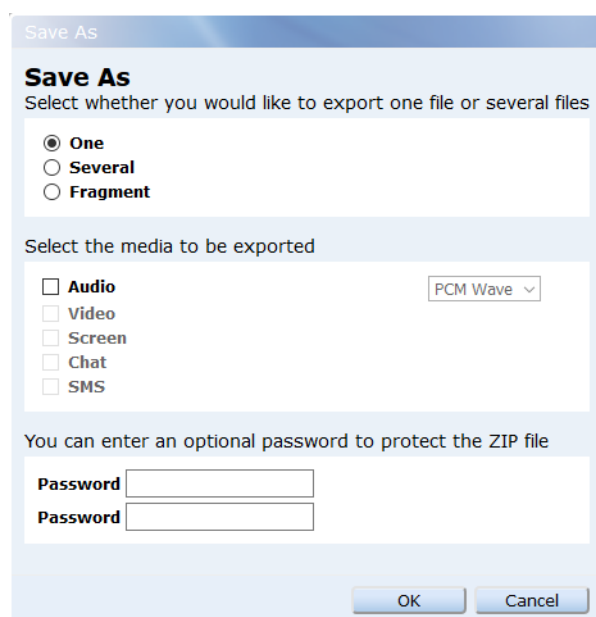


Fig. 81: Save as

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

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

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

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

⇒ The following window appears:

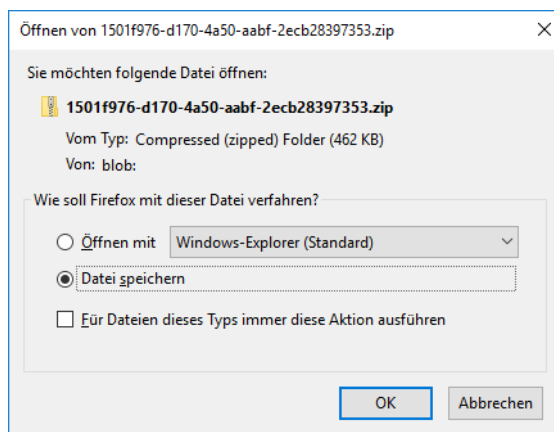


Fig. 82: Save conversations

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

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

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

The ZIP file contains the following files:

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

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

Video data is saved as MP4 file(s).

Screen data is saved as MP4 file(s).

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

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

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

10.2.3 Create new bookmark

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

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





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

10.2.3.1

Create bookmarks with replay comment



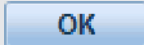

The current replay position has to be located within the conversation.

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

⇒ The following window appears:



Fig. 83: Tagging editor

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

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



Fig. 84: Tagging editor with entered comment (example)

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



Fig. 85: Conversation with tagged conversation section (example)

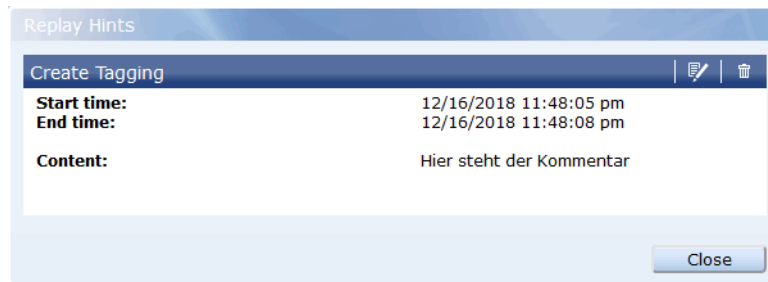


Fig. 86: Displayed information details (example)

10.2.3.2 Edit bookmarks with replay comment

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

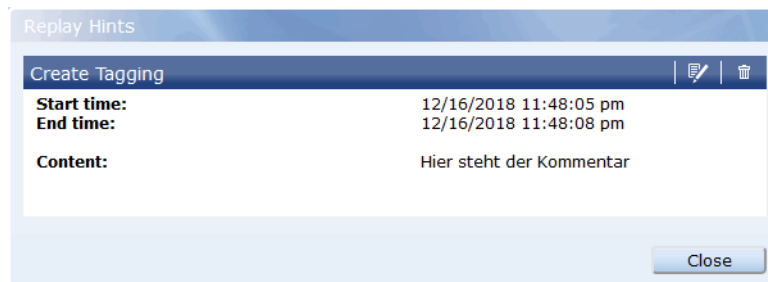



Fig. 87: Displayed information details (example)

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

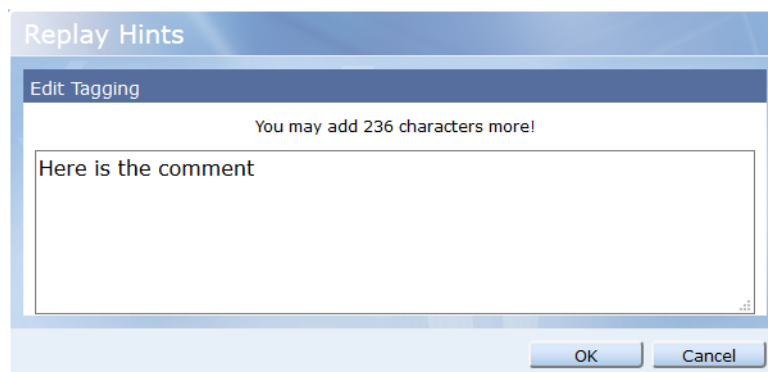
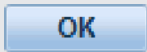



Fig. 88: Edit tagging (example)

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

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

10.2.3.3 Delete bookmarks with replay comment

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

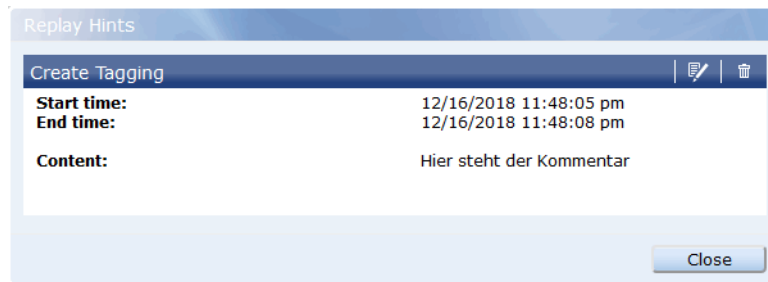



Fig. 89: Displayed information details (example)

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

10.2.4 Create new mute notification

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

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





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

10.2.4.1 Mute conversation section



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

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

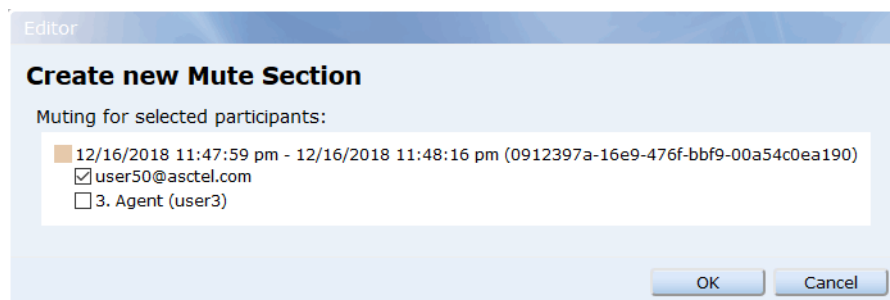
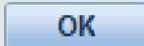



Fig. 90: Muting for selected participants (example)

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

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

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

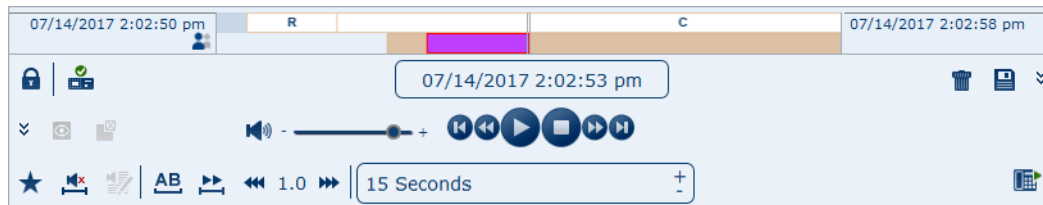


Fig. 91: Conversation with muted conversation section (example)

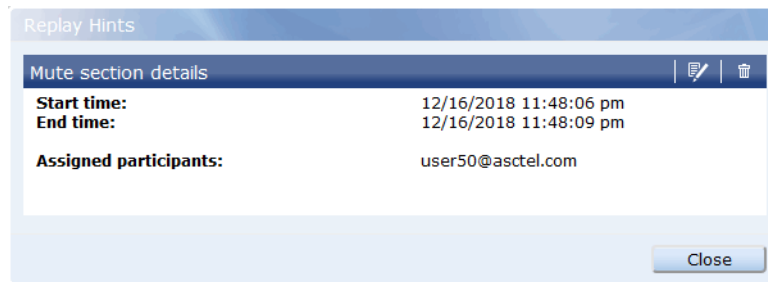


Fig. 92: Displayed mute section details (example)

10.2.4.2 Edit muted conversation section

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

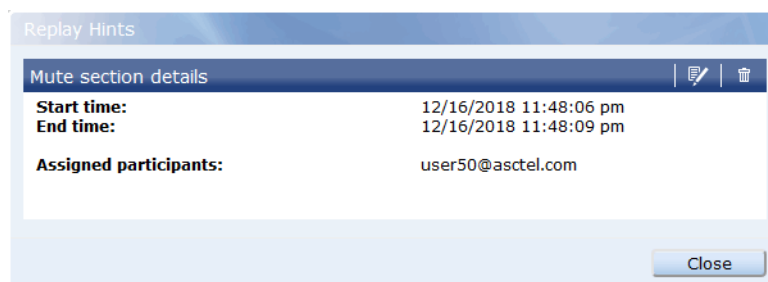



Fig. 93: Mute Section Details (example)

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

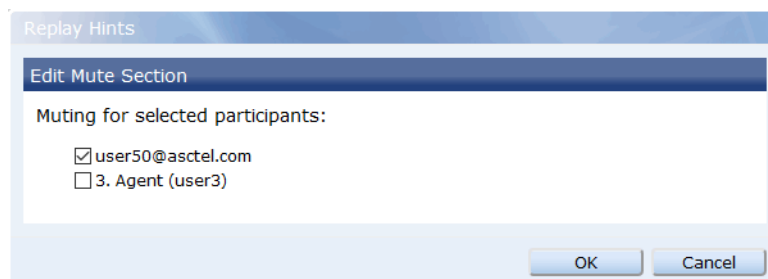
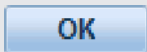



Fig. 94: Edit mute section (example)

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

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

10.2.4.3 Delete muted conversation section

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

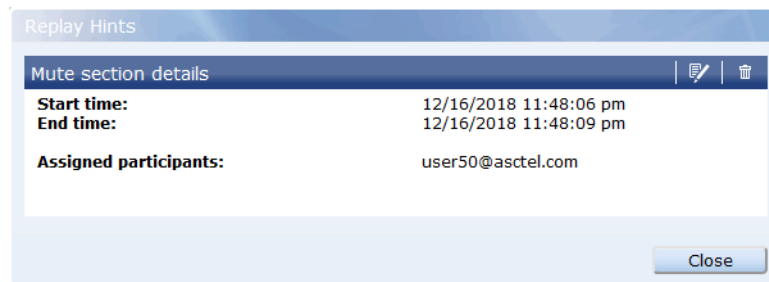






Fig. 95: Mute Section Details (example)

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

10.2.5 Mark replay loop

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

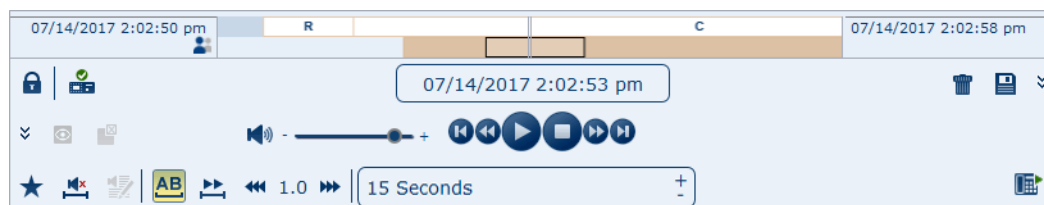


Fig. 96: Conversation with replay loop

10.3 Video Viewer




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




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



Fig. 97: Video Viewer (example)

1	Option bar	Contains settings for displaying video recordings, see chapter "Option bar", p. 75 .
2	Main view	Shows the Video recording .
3	Replay bar	Shows the loaded video recordings, see chapter "Replay bar", p. 75 .
4	Functionality bar	Contains functionalities for the loaded conversations in the replay bar, see chapter "Icons", p. 64 . In the Video Viewer, not all icons of the Replay module are available.
5	 (Minimize)	Minimizes the on-screen display to the program icon in the taskbar.
6	 (Maximize)	Maximizes the on-screen display to full-screen size.
	 (Reconstruct)	Reduces the on-screen display to the most recently selected reduced window size.

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

10.3.1 Option bar

The option bar contains settings for displaying video recordings.



Fig. 98: Option bar

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

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

10.3.2 Replay bar

The replay bar shows the loaded video recordings.

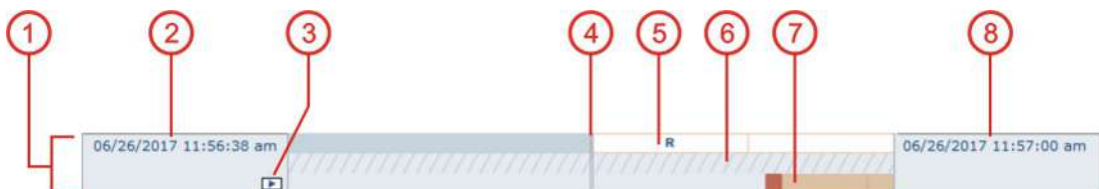


Fig. 99: Replay bar

- Shows the track of a loaded [video recording](#).
- Shows the start time of the loaded conversation.
If several conversations have been loaded in 1 track, the start time of the earliest conversation is displayed here.
- Shows that this is the track of a [video recording](#).
- Shows the replay position.
To change the current replay position of the loaded conversation, you have 2 possibilities:
 - Click on the respective replay position.
 - Click on a track, hold the mouse key down and drag the cursor to the left or to the right.
- Shows the sections of the conversation.
The following sections are possible:
 - R = Ringing (a connection is being established)

	<ul style="list-style-type: none">• C = Connected (at least 2 participants are calling each other)• H = Hold (a participant is on hold)• Q = Queued (a participant has been queued)• W = Wrap-up (wrap-up time)
6	Shows tagging and audio analysis data (e. g. found keywords). The line is only displayed if information is available.
7	Shows the conversation. For further information see chapter "Display of the loading states", p. 62.
8	Shows the end time of the loaded conversation. If several conversations have been loaded in 1 track, the end time of the last conversation is displayed here.

10.4 **Message Viewer**

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

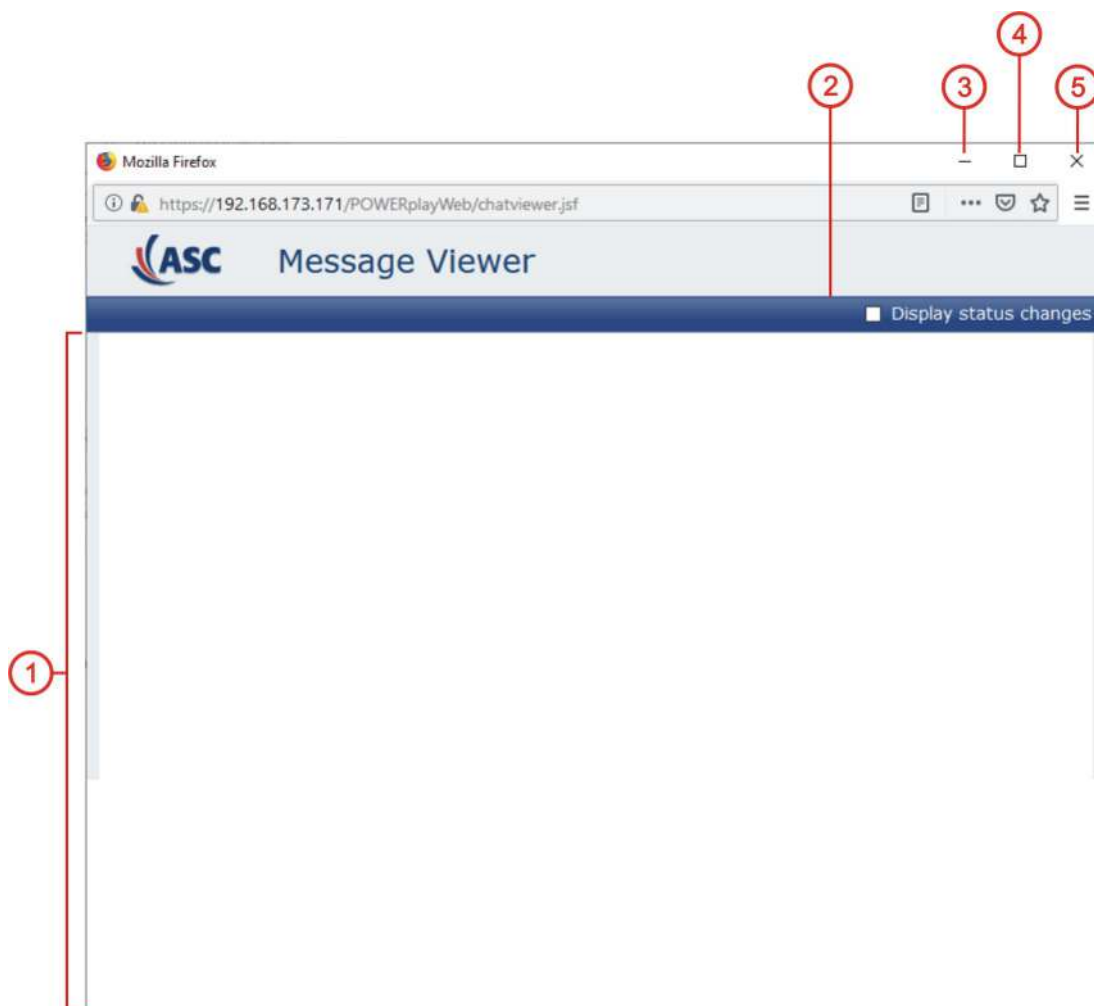






Fig. 100: Message Viewer

1	Main view	Displayed chat texts or text messages. See chapter "Main view", p. 77.
2	<i>Display status changes</i>	<input checked="" type="checkbox"/> = Displays the status changes. <input type="checkbox"/> = Does not displays the status changes.
3		Minimizes the on-screen display to the program icon in the taskbar.

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

10.4.1 Main view

The main view displays chat texts or text messages.

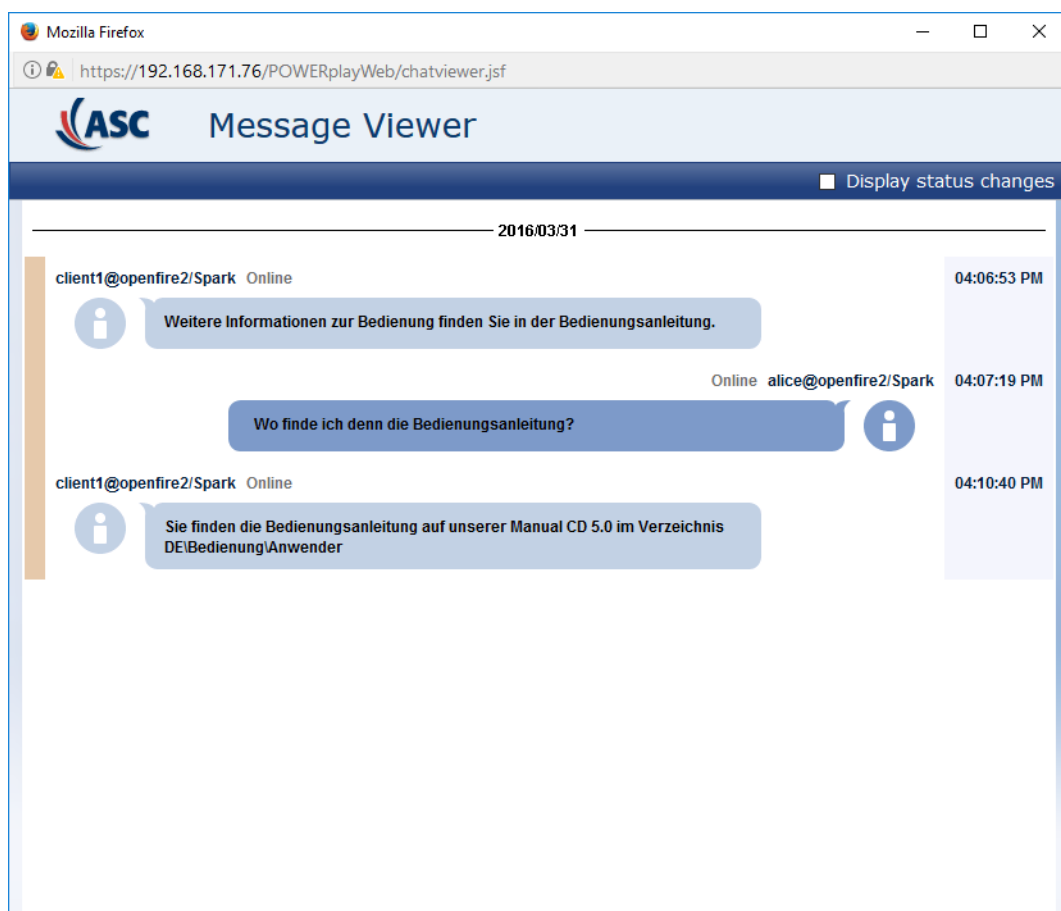


Fig. 101: Message Viewer without the display of the status changes (example)

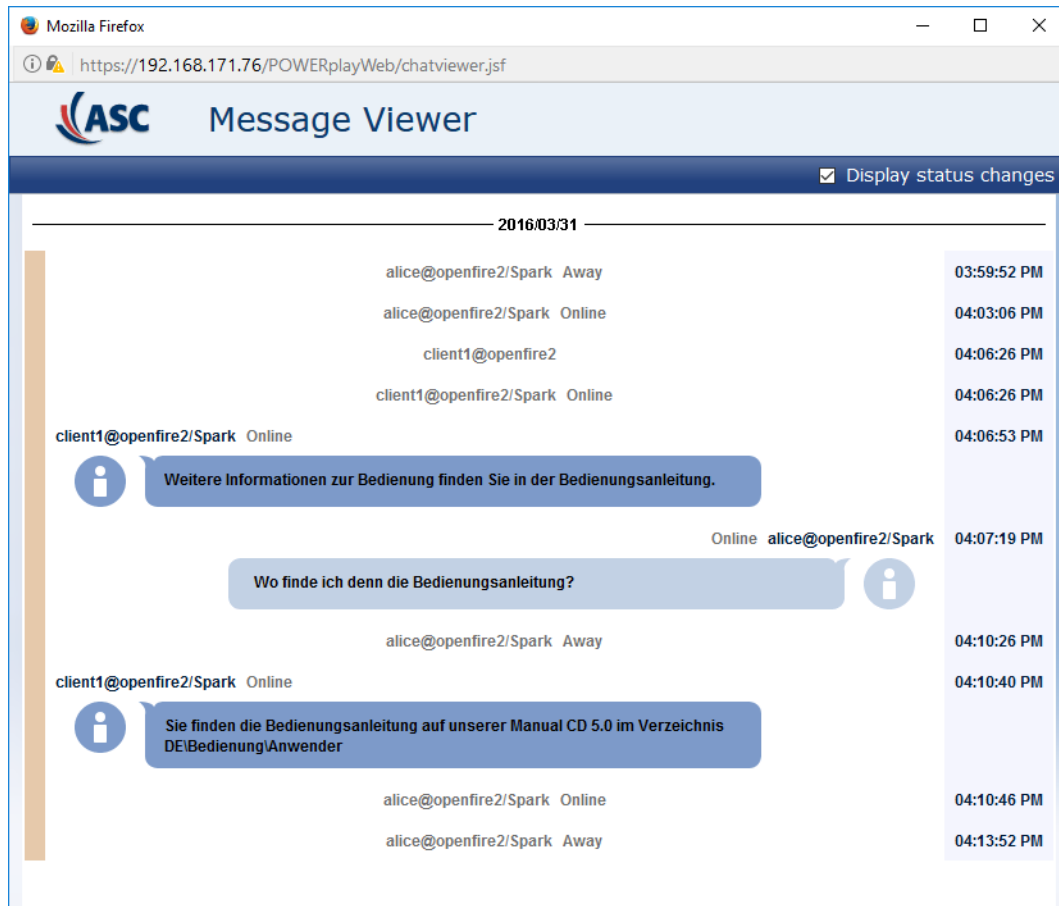


Fig. 102: Message Viewer with the display of the status changes (example)

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

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

List of figures

Fig. 1	Login screen.....	10
Fig. 2	Single login.....	10
Fig. 3	Your password has expired.....	11
Fig. 4	Login	11
Fig. 5	Combination login	12
Fig. 6	Your password has expired.....	12
Fig. 7	Login with Replay via phone number	13
Fig. 8	Login window	13
Fig. 9	Request password	14
Fig. 10	Accept terms of use (example)	14
Fig. 11	Welcome screen	15
Fig. 12	Navigation bar	17
Fig. 13	Change language.....	18
Fig. 14	Installed Product Versions	18
Fig. 15	Additional Information	19
Fig. 16	Change password	19
Fig. 17	Change replay server.....	19
Fig. 18	Player settings.....	20
Fig. 19	Change navigation bar	20
Fig. 20	Main view WEBcommand (example)	22
Fig. 21	Toolbar WEBcommand	23
Fig. 22	Detail view (example).....	24
Fig. 23	Main view	26
Fig. 24	Changing pages	29
Fig. 25	Search bar (example).....	30
Fig. 26	Search criteria (example).....	31
Fig. 27	Search criteria tagged as search favorite (example).....	33
Fig. 28	Search bar (example).....	34
Fig. 29	Search criteria (example).....	35
Fig. 30	Search criteria (example).....	36
Fig. 31	Toolbar of the main view	37
Fig. 32	Load selected conversations.....	38
Fig. 33	Select conversations	39
Fig. 34	Save as	39
Fig. 35	Save conversations	40
Fig. 36	Select conversations	41
Fig. 37	Add litigation hold.....	41
Fig. 38	Display of a conversation in litigation hold mode	41
Fig. 39	Select conversations	42
Fig. 40	Remove litigation hold.....	42
Fig. 41	Select conversations	42

Fig. 42	Export as CSV.....	43
Fig. 43	Save CSV file.....	43
Fig. 44	Adjust table of the main view (example)	44
Fig. 45	Detail view (example).....	45
Fig. 46	Tab Details (example).....	47
Fig. 47	Tab Participants (example)	47
Fig. 48	Tab Additional Data (example).....	48
Fig. 49	Select conversation (example).....	48
Fig. 50	Tab Additional Data (example).....	48
Fig. 51	Main view Recording View (example)	49
Fig. 52	Changing pages	51
Fig. 53	Toolbar Recording View.....	52
Fig. 54	Load selected recording.....	52
Fig. 55	Select recording	53
Fig. 56	Save as	53
Fig. 57	Save conversations.....	54
Fig. 58	Detail view (example).....	55
Fig. 59	Tab Details (example).....	57
Fig. 60	Tab Participants (example)	58
Fig. 61	Tab Additional Data (example).....	58
Fig. 62	Select conversation (example).....	58
Fig. 63	Tab Additional Data (example).....	59
Fig. 64	Welcome screen (example)	60
Fig. 65	Replay bar in the full view	60
Fig. 66	Replay bar in compressed view	61
Fig. 67	Meta data loaded completely	62
Fig. 68	Meta data for the recording is missing	62
Fig. 69	Defective packet in the meta data of the recording (full view).....	62
Fig. 70	Missing packet in the meta data of the recording (full view)	62
Fig. 71	Defective or missing packet in the meta data of the recording (compressed view)	62
Fig. 72	Data buffer empty/loaded.....	62
Fig. 73	Data buffer not loaded completely	63
Fig. 74	Data buffer not loaded completely	63
Fig. 75	Packet is muted during the recording.....	63
Fig. 76	Conversation section muted.....	63
Fig. 77	The recording contains data which is not supported.....	63
Fig. 78	Emotions detected in a conversation (example)	63
Fig. 79	Spotted keywords in a conversation (example)	64
Fig. 80	Replay information with details of spotted keyword (example)	64
Fig. 81	Save as	67
Fig. 82	Save conversations.....	68
Fig. 83	Tagging editor	69

Fig. 84	Tagging editor with entered comment (example).....	69
Fig. 85	Conversation with tagged conversation section (example).....	69
Fig. 86	Displayed information details (example)	70
Fig. 87	Displayed information details (example)	70
Fig. 88	Edit tagging (example)	70
Fig. 89	Displayed information details (example)	71
Fig. 90	Muting for selected participants (example)	71
Fig. 91	Conversation with muted conversation section (example).....	72
Fig. 92	Displayed mute section details (example).....	72
Fig. 93	Mute Section Details (example)	72
Fig. 94	Edit mute section (example).....	72
Fig. 95	Mute Section Details (example)	73
Fig. 96	Conversation with replay loop	73
Fig. 97	Video Viewer (example).....	74
Fig. 98	Option bar	75
Fig. 99	Replay bar.....	75
Fig. 100	Message Viewer.....	76
Fig. 101	Message Viewer without the display of the status changes (example).....	77
Fig. 102	Message Viewer with the display of the status changes (example).....	78

List of tables

Tab. 1	Licenses of ASC.....	9
Tab. 2	Optional license of ASC	9
Tab. 3	Module descriptions	17
Tab. 4	Information	18
Tab. 5	Call up online help.....	20
Tab. 6	Main view - change sort sequence.....	45
Tab. 7	Main view - change sort sequence.....	54

Glossary

CSV

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

DTMF

Dialed Dual Tone Multi Frequency keys represent dialing signals on the analog connecting cable of the telephone. This is a method to transmit the phone number to the telephone network or to a PBX.

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)

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)

SSL

Secure Socket Layer

TLS

Transport Layer Security, former name Secure Sockets Layer (SSL), is a hybrid encryption protocol for secure data transmission on the Internet.

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

Video data

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

Video recording

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

WAVE

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

XML

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