

System Configuration

Additional Data module



Administration manual

for system providers

7/15/2021

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	4
2	Introduction	5
3	Main view	6
3.1	Toolbar	7
4	Detail view	8
4.1	Change Display Name	8
4.2	Availability	10
5	Assignment in the integration	11
6	Activate additional data for employees	13
7	Display in POWERplay Web	14
8	Display in POWERplay Pro	15
	List of figures	16
	List of tables	17
	Glossary	18

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

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



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



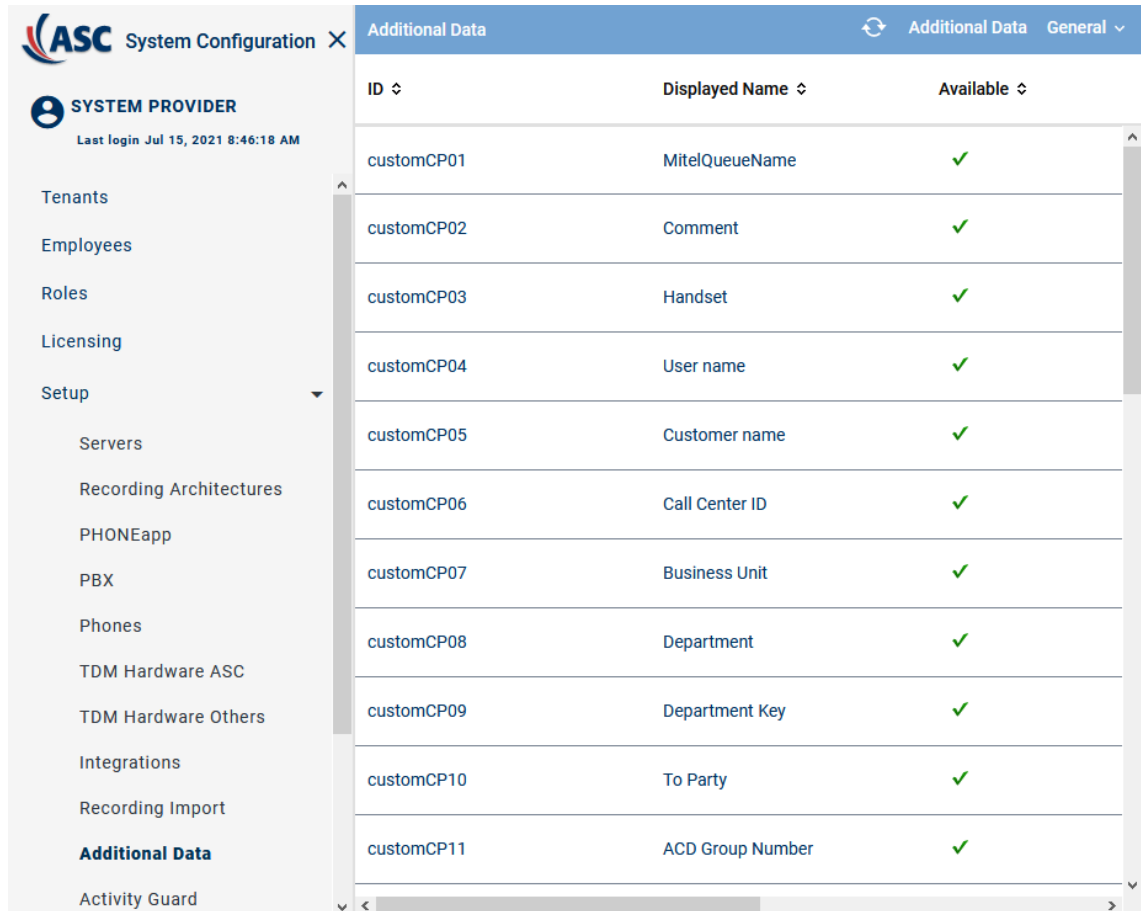
Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

3

Main view

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

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



ID ↕	Displayed Name ↕	Available ↕
customCP01	MitelQueueName	✓
customCP02	Comment	✓
customCP03	Handset	✓
customCP04	User name	✓
customCP05	Customer name	✓
customCP06	Call Center ID	✓
customCP07	Business Unit	✓
customCP08	Department	✓
customCP09	Department Key	✓
customCP10	To Party	✓
customCP11	ACD Group Number	✓

Fig. 1: Additional Data - main view

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

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

Updated

This date is updated with every new change.

3.1**Toolbar**

The toolbar offers the following functions.

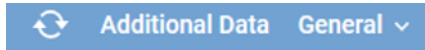



Fig. 2: Toolbar

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



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

4

Detail view

The detail view displays the information you can configure.

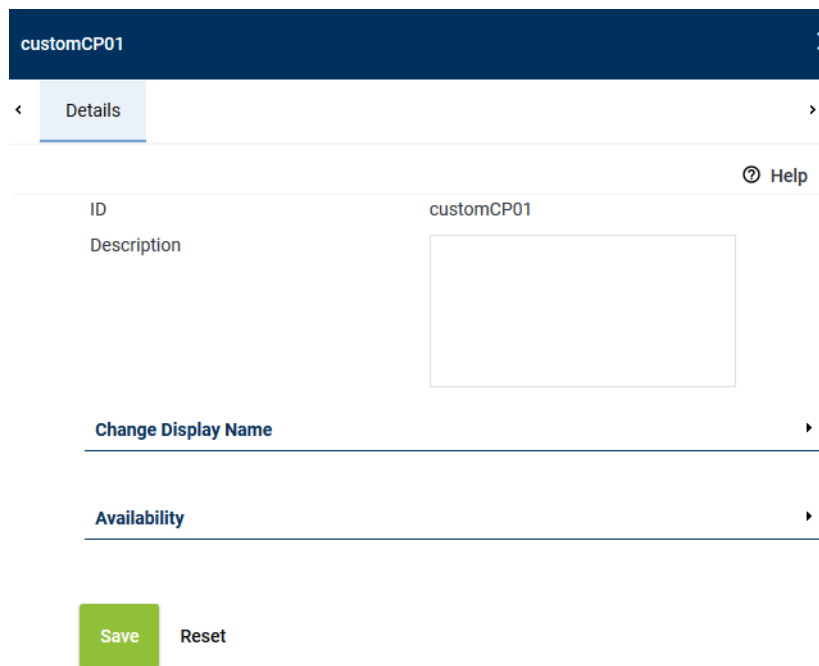


Fig. 3: Additional Data - detail view

- *ID*

The ID is an internal identification which cannot be changed.

- *Description*

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

The detail view consists of another 2 group fields:

- *Change Display Name*

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

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

- *Availability*

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

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

4.1

Change Display Name

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

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










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

Fig. 4: Detail view - change display name

The following languages are available:

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

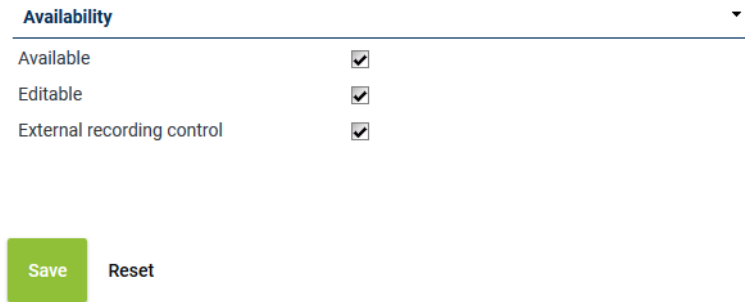
4.2

Availability

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

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

⇒ The following parameters appear:



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

Save Reset

Fig. 5: Detail view - configure availability

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

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



5

Assignment in the integration

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



It is not mandatory to assign customCP fields to an integration to have them filled and to be able to use them in the players.


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

Additional Data

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

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

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

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


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

Fig. 6: Additional Data (example)

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



Arbitrary assignment

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

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

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

Fig. 7: Arbitrary assignment of the additional data

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

6

Activate additional data for employees

To enable employees to use additional data which has been assigned to an integration, it must be activated for usage for the employees by the system provider of the tenant in the Employees module in the tab *Individual Function Rights*.

1. Log in to the application System Configuration as 1st-tenant-admin and select the menu item *Employees* in the navigation bar.
2. In the main view, select the employee for whom you would like to activate the additional data.
3. In the detail view, select the tab *Individual Function Right* and open the group field *Additional Data*.

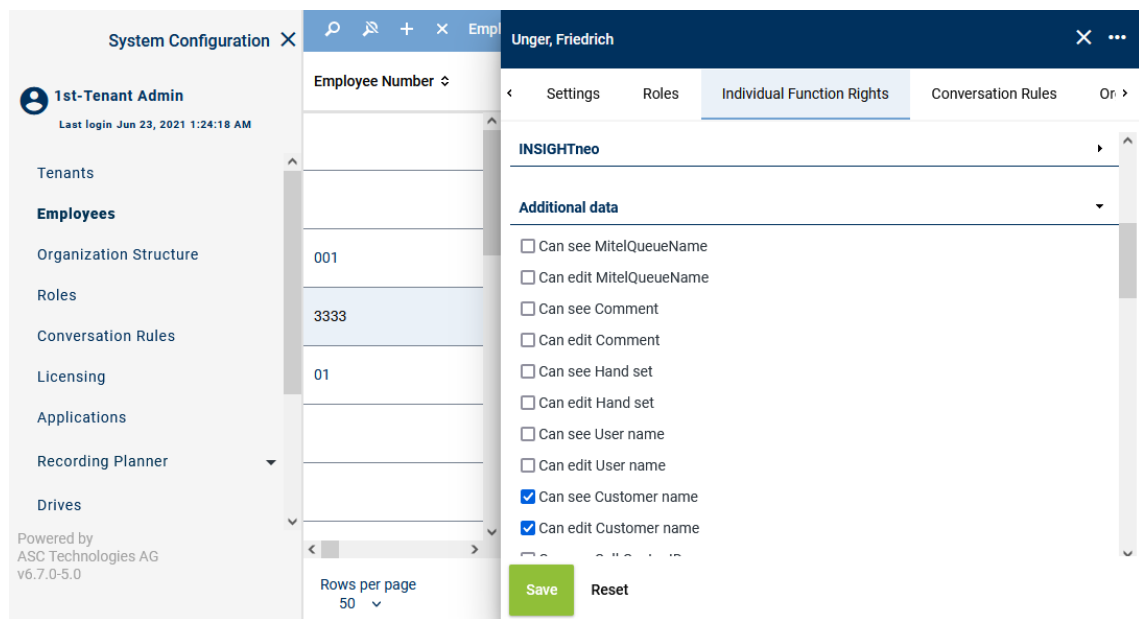


Fig. 8: Activate additional data for employee (example)

4. Activate the additional data which is supposed to be available to the employee.
5. Click on the button *Save* in the detail view to save the entries.



Only the tenant can check where the data is displayed. To do so, the tenant must log off from the replay application POWERplay Web and log in again.

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

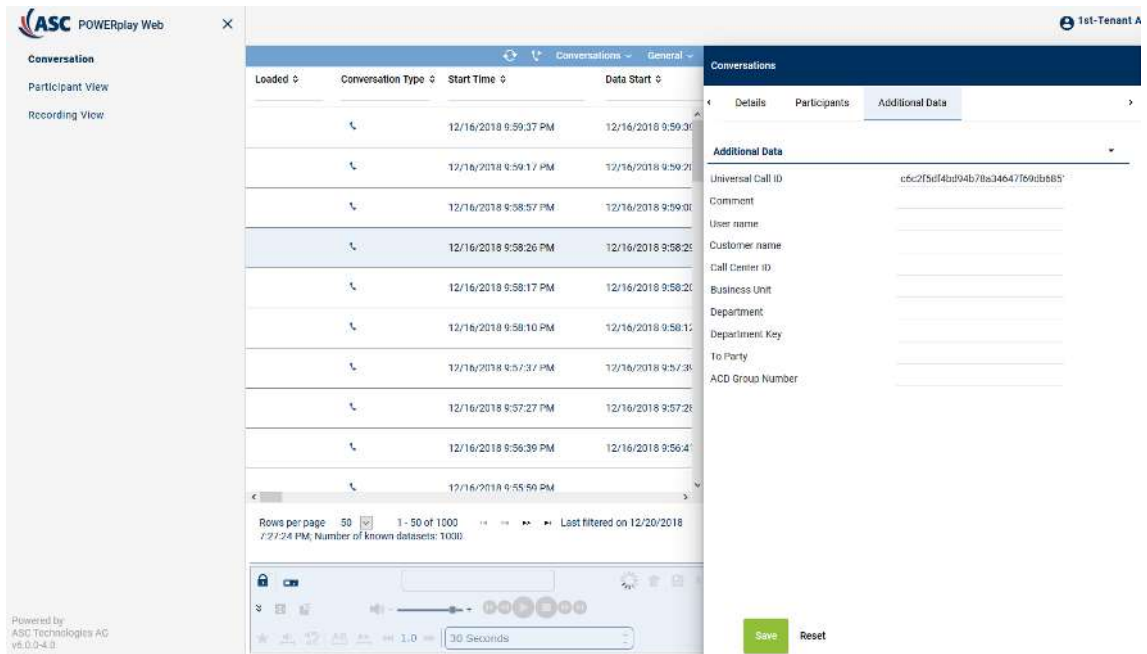


Fig. 9: Additional data in POWERplay Web



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

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



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

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

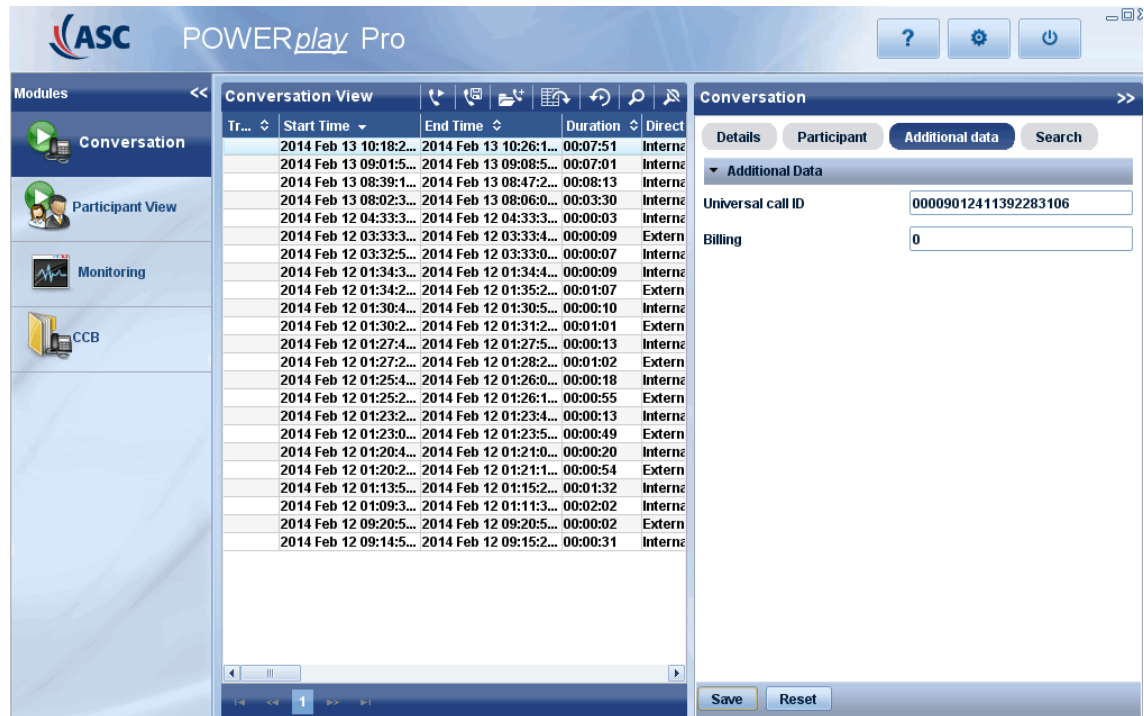


Fig. 10: Additional data in POWERplay Pro



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

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

List of figures

Fig. 1	Additional Data - main view.....	6
Fig. 2	Toolbar	7
Fig. 3	Additional Data - detail view.....	8
Fig. 4	Detail view - change display name.....	9
Fig. 5	Detail view - configure availability	10
Fig. 6	Additional Data (example).....	11
Fig. 7	Arbitrary assignment of the additional data.....	12
Fig. 8	Activate additional data for employee (example)	13
Fig. 9	Additional data in POWERplay Web	14
Fig. 10	Additional data in POWERplay Pro.....	15

List of tables

Glossary