

System Configuration

General information



User manual

for system providers and tenants

7/20/2021

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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1

General information

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2 Introduction

2 Introduction

The application System Configuration is a browser-based application which allows configuring and administrating all system functionalities of the recording system. You can start the application System Configuration locally on the recording server or via a browser from any computer within the network, see [chapter "Start application", p. 8](#).

It depends on your function rights and the available licenses which system functionalities are available and to which extent you can configure them.

3 Licenses

3 Licenses

You do not need additional licenses to use the application System Configuration.

4 Start application

Start the browser and enter the [URL](#) of the application server in the address bar.
After you have entered the [URL](#), the following login screen is displayed.

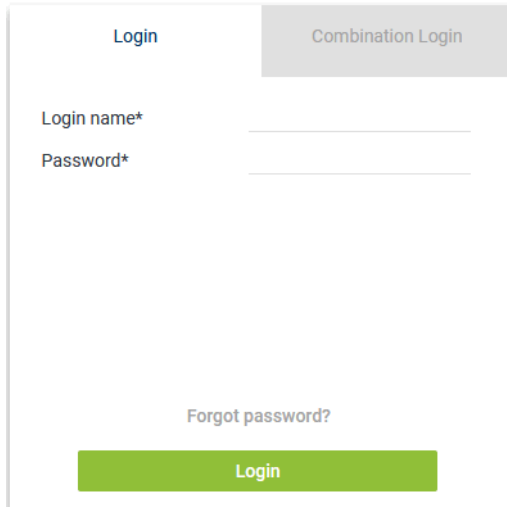
The screenshot shows a login window with two tabs: 'Login' (active) and 'Combination Login'. Under the 'Login' tab, there are two input fields: 'Login name*' and 'Password*'. Below these fields is a link that says 'Forgot password?'. At the bottom of the form is a green button labeled 'Login'.

Fig. 1: Login window

In general, there are the following login options:

- Single login = normal user login (see [chapter "Single login", p. 8](#))
- Combination login (see [chapter "Combination login", p. 9](#))
- Superadmin login (see [chapter "Superadmin login", p. 10](#))



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

4.1 Single login

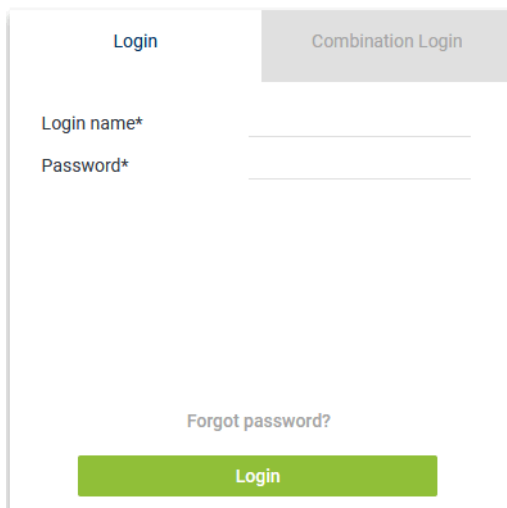
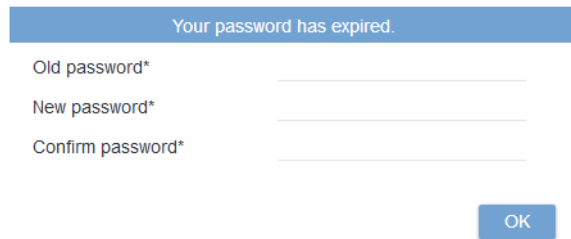
This screenshot is identical to the one in Fig. 1, showing the 'Login' window with the 'Login' tab selected, input fields for 'Login name*' and 'Password*', a 'Forgot password?' link, and a green 'Login' button.

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.

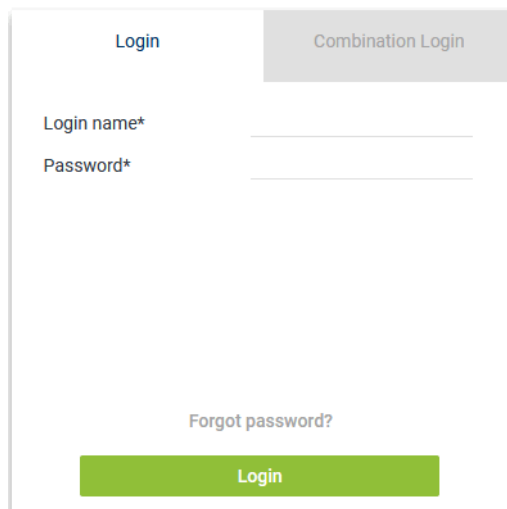
4.2

Combination login

For safety reasons, it may be sensible to assign a combination user to a user.

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*

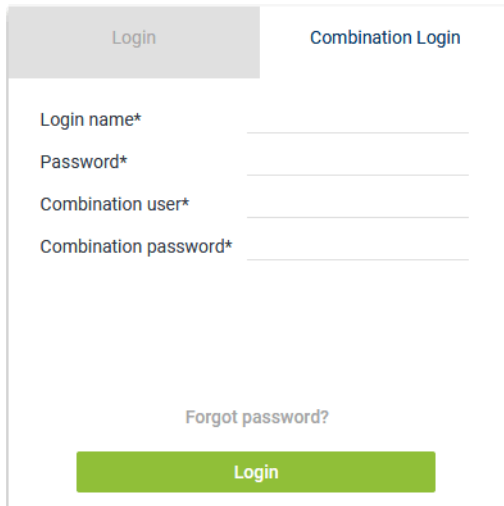
Password*

Forgot password?

Login

Fig. 4: Login

2. The window *Combination Login* appears.



The image shows a web form for 'Combination Login'. It has two tabs at the top: 'Login' (selected) and 'Combination Login'. Below the tabs are four input fields: 'Login name*', 'Password*', 'Combination user*', and 'Combination password*'. Each field has a corresponding input line. Below these fields is a link 'Forgot password?'. At the bottom is a green button labeled 'Login'.

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*.

4.3

Superadmin login



Superadmin rights are only available in a Cloud environment and have to be activated when needed.

To access applications from a computer via the web as a superadmin, there are the following login possibilities:

Logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
https://<System-IP>/<Application>/index.jsf?tenantName=<nameOfTenant>
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
5. Press the [Enter] key.
⇒ The login screen appears.
6. Enter your user name and the password in the login screen.
7. Click on the button *Login*.
⇒ The main window of the application appears.

Logging in after selecting a tenant from a list of available tenants:

1. Start the browser and enter the following URL in the address bar:
https://<System-IP>/<Application>/index.jsf?showTenantSelection=true
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Press the [Enter] key.

- ⇒ The login screen appears.
- 5. Enter your user name and the password in the login screen.
- 6. Select the tenant name from the drop-down list.
- 7. Click on the button *Login*.
- ⇒ The main window of the application appears.

Logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?tenantName=<nameOfTenant>&show-TenantSelection=true`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
5. Press the [Enter] key.
- ⇒ The login screen appears.
6. Enter your user name and the password in the login screen.
7. Click on the button *Login*.
- ⇒ The main window of the application appears.

Directly logging in to the system of a tenant that the superadmin had been logged in to previously:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfUser> in the URL with the user name.
5. Replace the parameter<passwordOfUser> in the URL with the password.
6. Press the [Enter] key.
- ⇒ The main window of the application appears.

Directly logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>&tenantName=<nameOfTenant>`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfUser> in the URL with the user name.
5. Replace the parameter<passwordOfUser> in the URL with the password.
6. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
7. Press the [Enter] key.
- ⇒ The main window of the application appears.

Logging in to the system of a certain tenant with a predefined user name and password:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>&tenantName=<nameOfTenant>&showTenantSelection=true`
2. Replace the parameter `<System-IP>` in the URL with the IP address of the system.
3. Replace the parameter `<Application>` in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter `<nameOfUser>` in the URL with the user name.
5. Replace the parameter `<passwordOfUser>` in the URL with the password.
6. Replace the parameter `<nameOfTenant>` in the URL with the name of the tenant.
7. Press the [Enter] key.
 - ⇒ The login screen appears.
 User name, password, and tenant name have already been entered in the login screen.
8. Click on the button *Login*.
 - ⇒ The main window of the application appears.

Login for last connected tenant (single login):

1. Start the browser and enter the [URL](#) of the application server in the address bar.
2. Press the [Enter] key.
 - ⇒ The login screen appears.
3. Enter your user name and the password in the login screen.
4. Click on the button *Login*.
 - ⇒ The main window of the application appears.



A combination login is not possible for superadmins.

4.4
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?*

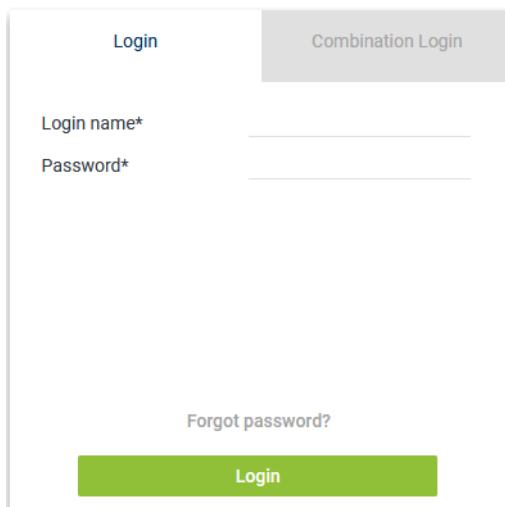


Fig. 6: Login window

2. The window *Forgot password?* appears.

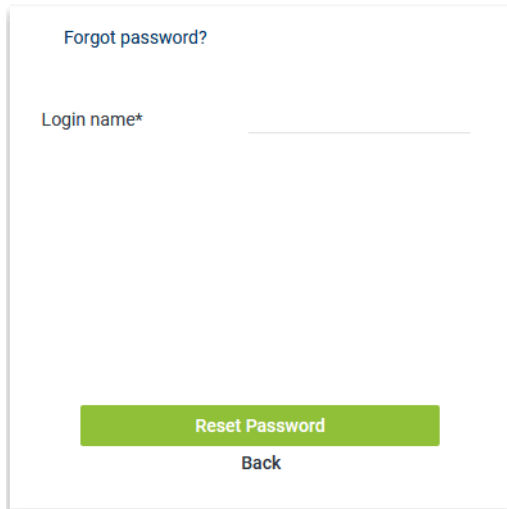


Fig. 7: Request password

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*.

4.5

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:

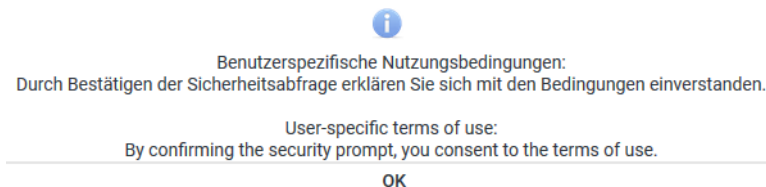


Fig. 8: Accept terms of use (example)

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

5 User interface

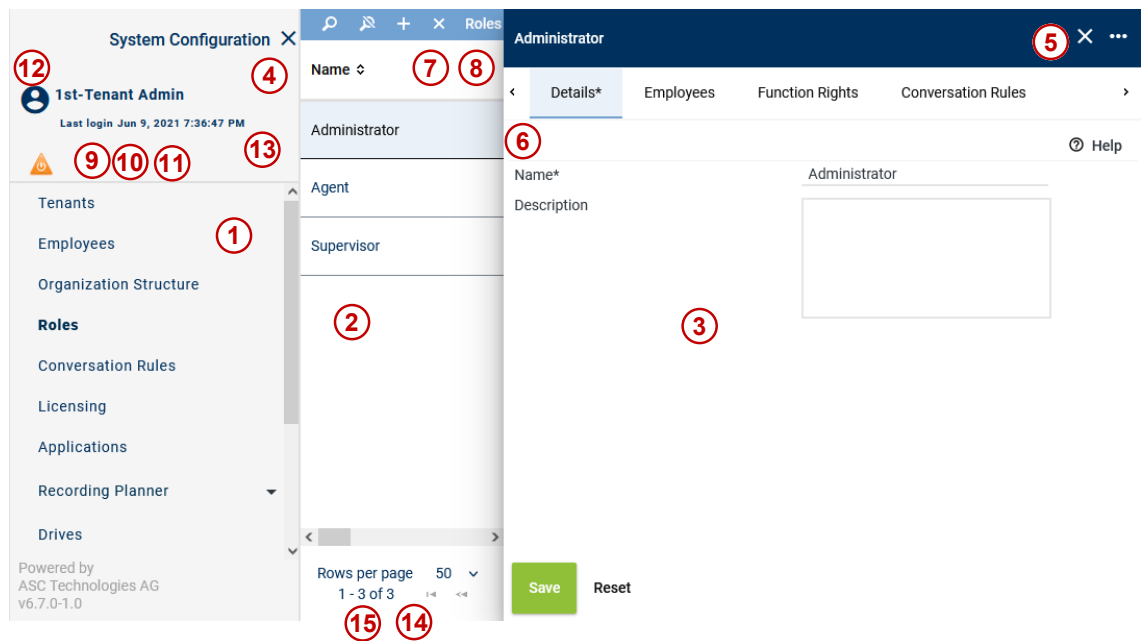













Fig. 9: Welcome screen

1	Navigation bar	Contains the individual menu items (function modules), see chapter "Navigation bar", p. 16 .
2	Main view	Contains an overview of the most important information about the selected module, see chapter "Main view", p. 19 .
3	Detail view	Contains detailed information about as well as functions and setting options of the selected element of the main view, see chapter "Detail view", p. 22 .
4	 (Collapse)	Icon which allows collapsing or reducing the viewing areas.
	 (Expand)	Icon which allows expanding or opening the viewing areas.
5	 (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.
6	 	Icons which allow expanding and collapsing or enlarging and reducing display areas.
7	Toolbar	Contains icons and menu items with functions for the elements in the main view. It depends on the selected module which icons and menu items are displayed. The separate icons and menu items are explained in the descriptions of the respective modules.
8	General Print	Menu item which allows printing the table of the main view, see chapter "Print", p. 28 .

	<i>Adjust Table</i>	Opens the window Table Configuration, see chapter "Adjust table" , p. 21.
	<i>Search</i>	Opens the window Search, see chapter "Search" , p. 29.
	<i>Reset Search</i>	Resets all manually entered search criteria. The search is started without manual filter settings.
	<i>General Help</i>	By clicking on the menu item General Help, a description of the application you are currently viewing is opened, see chapter "Call up online help" , p. 27.
	<i>Module Help</i>	By clicking on the menu item Module Help, a description of the module you are currently viewing is opened, see chapter "Call up online help" , p. 27.
9		Shows the date when your password expires. To hide the icon, click on the button <i>Okay</i> .
10	 (Your latest login has failed. Please use the correct password.)	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.
11	 (Your last logoff was not correct. Please use the logoff button.)	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.
12	 (Logged in as).	<i>Change Password</i> Menu item which allows changing your password, see chapter "Change password" , p. 27.
	<i>Navigation Bar</i>	Menu item which allows changing the way the navigation bar is displayed, see chapter "Change navigation bar" , p. 27.
	<i>Language</i>	Menu item which allows selecting the language of the user interface, see chapter "Change language" , p. 25. You can only select languages which have been installed during the installation.
	<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. 25.
	<i>Create Tenant</i>	Menu item which allows changing the tenant, see chapter "Change tenant" , p. 26. Only a user with superadmin rights can see this icon.
	<i>Logoff</i>	Menu item which allows logging off from the application.
13	<i>Last login date/ Name of the tenant</i>	Shows the date of the last login. Users with superadmin rights will see the name of the connected tenant instead.
14		Buttons which allow browsing the pages of the main view. This function is not available in all modules.

15 *Last filtered on ...;
Number of
records: ...*

Buttons which allow browsing the pages of the main view.


This information is not available in all modules.



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.

5.1

Navigation bar

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

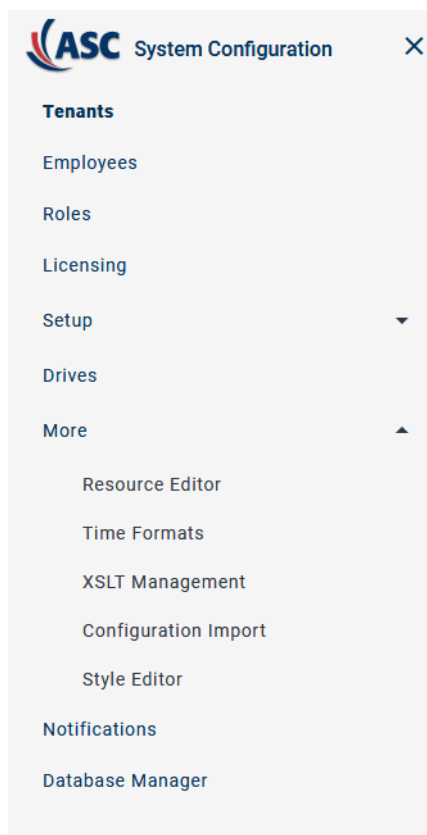




Fig. 10: Navigation bar (example)

Modules which contain sub-menus are marked with an arrow icon.

Click on the module name to display an overview including a description of all sub-menus. Click on the arrow icon to display or hide the sub-menus of a module.

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

5.1.1 Short description of the modules

Module name	Sub-menus	Description
Tenants		<ul style="list-style-type: none"> Creation and administration of tenant data (only the administrator of the system provider can create data)
Employees		<ul style="list-style-type: none"> Creating and administrating employee data Assignment of individual access rights
Organization Structure		<ul style="list-style-type: none"> Creation and administration of organization structures Assignment of access authorization for organization units
Roles		<ul style="list-style-type: none"> Creation and assignment of role profiles
Conversation Rules		<ul style="list-style-type: none"> Creation of rules to filter conversations
Licensing		<ul style="list-style-type: none"> Administrating licenses
Applications		<ul style="list-style-type: none"> Configuration of the default settings for the applications <i>CLIENT_{command}</i>, <i>POWER_{play} Go</i>, <i>POWER_{play} Instant</i>, <i>POWER_{play} Web for Xpert</i>, and <i>Salesforce</i>. Configuration of audio analysis
Setup		<ul style="list-style-type: none"> Configuration of recording solutions
	Servers	<ul style="list-style-type: none"> Configuration and administration of the installed servers
	Recording Architectures	<ul style="list-style-type: none"> Installation and configuration of the required recording architectures
	PHONE _{app}	<ul style="list-style-type: none"> Configuration of the phone applications for the different phone types
	PBX	<ul style="list-style-type: none"> Installation and configuration of the used PBXs
	Phones	<ul style="list-style-type: none"> Installation and configuration of the phones and their functions
	TDM Hardware ASC	<ul style="list-style-type: none"> Configuration of the hardware recording channels when using ASC recording cards
	TDM Hardware Others	<ul style="list-style-type: none"> Configuration of the hardware recording channels when using recording cards of third-party providers
	Integrations	<ul style="list-style-type: none"> Assignment and configuration of the recording architecture, locations, features, CTI connection data, monitor points, and recorder configuration
	Recording Import	<ul style="list-style-type: none"> Import of conversations
	Additional Data	<ul style="list-style-type: none"> Configuration of the display and the availability of additional call data
	Activity Guard	<ul style="list-style-type: none"> Creation of alarm jobs
Recording Planner		<ul style="list-style-type: none"> Creating and administrating recording profiles
	Compliance	<ul style="list-style-type: none"> Creation and administration of recording profiles for compliance purposes
	Quality Management	<ul style="list-style-type: none"> Creation and administration of recording profiles for quality assurance purposes

Module name	Sub-menus	Description
Drives		<ul style="list-style-type: none"> Administration and configuration of drives
Conversations		<ul style="list-style-type: none"> Archiving, reconstruction, export and import of conversations
	Archiving	<ul style="list-style-type: none"> Archiving of conversations
	Media Pool	<ul style="list-style-type: none"> Reconstruction of archiving media
	Export	<ul style="list-style-type: none"> Export of conversations
More		<ul style="list-style-type: none"> Additional modules
	Resource Editor	<ul style="list-style-type: none"> Creation and administration of texts for the user interface
	Time Formats	<ul style="list-style-type: none"> Setting the date format and the time format in all available languages
	Rating Schemes	<ul style="list-style-type: none"> Creation and administration of rating schemes for evaluations and quizzes
	Configuration Import	<ul style="list-style-type: none"> Import of configuration data from external sources (importable configuration data are employee data, organization structures, shift schedules, phone configurations, etc.)
	XSLT Management	<ul style="list-style-type: none"> Management of XSLT files which define the mapping of external data to the data structure of the <i>neo</i> system when importing configuration data
	Style Editor	<ul style="list-style-type: none"> Editing graphic elements of the user interface to adjust it to the corporate identity
Notifications		<ul style="list-style-type: none"> Configuration of system notifications which are supposed to be sent automatically
SCREEN _{miner} Rules		<ul style="list-style-type: none"> Creation of reference processes for work items
Database Manager		<ul style="list-style-type: none"> Initiating failover operation Manually activating/deactivating an app server

Tab. 1: Module descriptions



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

5.2 Main view

The main view offers an overview of the data administrated in the module.

The content of the main view depends on the selected module. A description of the module-specific content can be found in the manual of the respective module.

In general, the main view consists of a table which contains the data sets of the selected module.

In the most modules, you can change the sort sequence and order of the columns arbitrarily, see [chapter "Change sort sequence", p. 19](#) and [chapter "Adjust table", p. 21](#). In these modules, you can adjust the column width by clicking on the right margin of the field containing the column headline, holding the mouse key down, and dragging the column to the required width.

In addition, the main view contains a toolbar with all functions which can be used for the elements of the main view. The different toolbars are explained in the descriptions of the respective modules.

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

51 - 100 of 298 ◀ ◀ ▶ ▶

Fig. 11: 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.

In other modules, you can navigate through the main view by means of the scrollbars.

5.2.1 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. 2: 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.

5.2.2 Filter table view

Below their column headlines, some tables contain fields which allow you to filter the table entries.

Employee Number ↕	First Name ↕	Last Name ↕	Login Name ↕	Date of Entry ↕
1000	10.	Agent		
900	9.	Agent		

Fig. 12: Filter table view (example)

1. If you would like to filter only the content of one individual column, enter the character string you would like to filter by in the filter field of this column.
⇒ The table only displays the entries in this column which contain the entered character string.

Example:

You would like to display only employees whose employee ID starts with the digits 95; consequently you enter the numerical sequence 95 in the filter field of the column *Employee ID*:

Agents ▾ General ▾				
Employee Number ▾	First Name ▾	Last Name ▾	Login Name ▾	Date of Entry ▾
10				
1000	10.	Agent		
100	1.	Agent		

< >

Rows per page 50 ▾ 1 - 2 of 2 << >> >>>

Fig. 13: Filter table view - 1 criterion

2. If you would like to filter the content of several columns at the same time, enter the character string you would like to filter by in all the filter fields of these columns.
⇒ The table only displays the entries which match all entered filter criteria.

Example:

You would like to display only employees whose employee ID starts with the digits 95 and whose last name begins with the letter H; consequently you enter the numerical sequence 95 in the filter field of the column *Employee ID* and the character H in the filter field of the column *Last name*:

Agents ▾ General ▾				
Employee Number ▾	First Name ▾	Last Name ▾	Login Name ▾	Date of Entry ▾
10		A		
1000	10.	Agent		
100	1.	Agent		

< >

Rows per page 50 ▾ 1 - 2 of 2 << >> >>>

Fig. 14: Filter table view - several criteria

5.2.3 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.

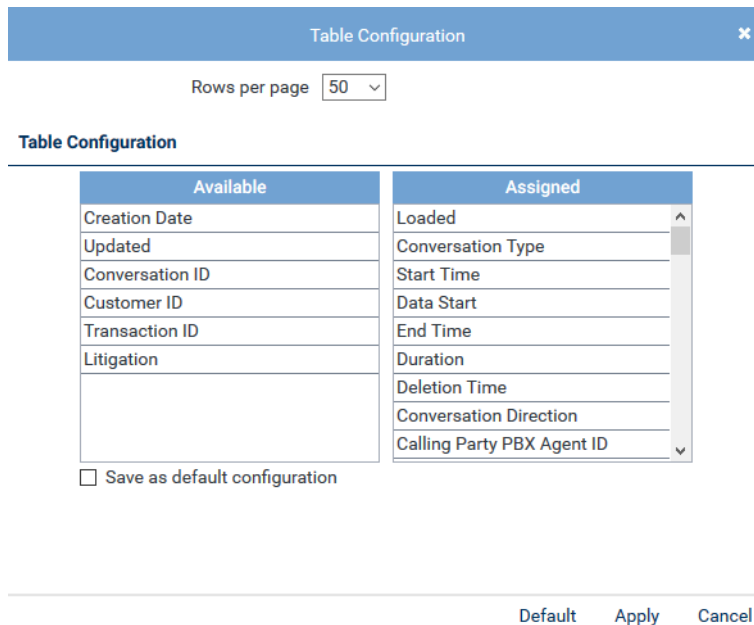



Fig. 15: Adjust table of the main view (example)


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.
<i>Save as default configuration</i>	<p>If this check box is activated, the table configuration is saved as default for the employees of the tenant upon applying the changes.</p> <p>NOTICE! The option is only displayed if you have the respective right for this function.</p>
Default	Resets the configuration in the window <i>Table Configuration</i> to the default settings and closes the window.
Apply	<p>Saves all changes and closes the window <i>Table Configuration</i>.</p> <p>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>.</p> <p>Yes</p> <p>The current table configuration is saved as default for the tenant. All table configurations existing for this module are deleted from the database.</p> <p>When opening the module, the employees of the tenant see the new table configuration that has been saved.</p>

	<p><i>No</i></p> <p>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.</p>
	<p>Closes the window <i>Table Configuration</i> without applying the changes.</p>

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 .

5.2.3.1 Change column width of the table

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

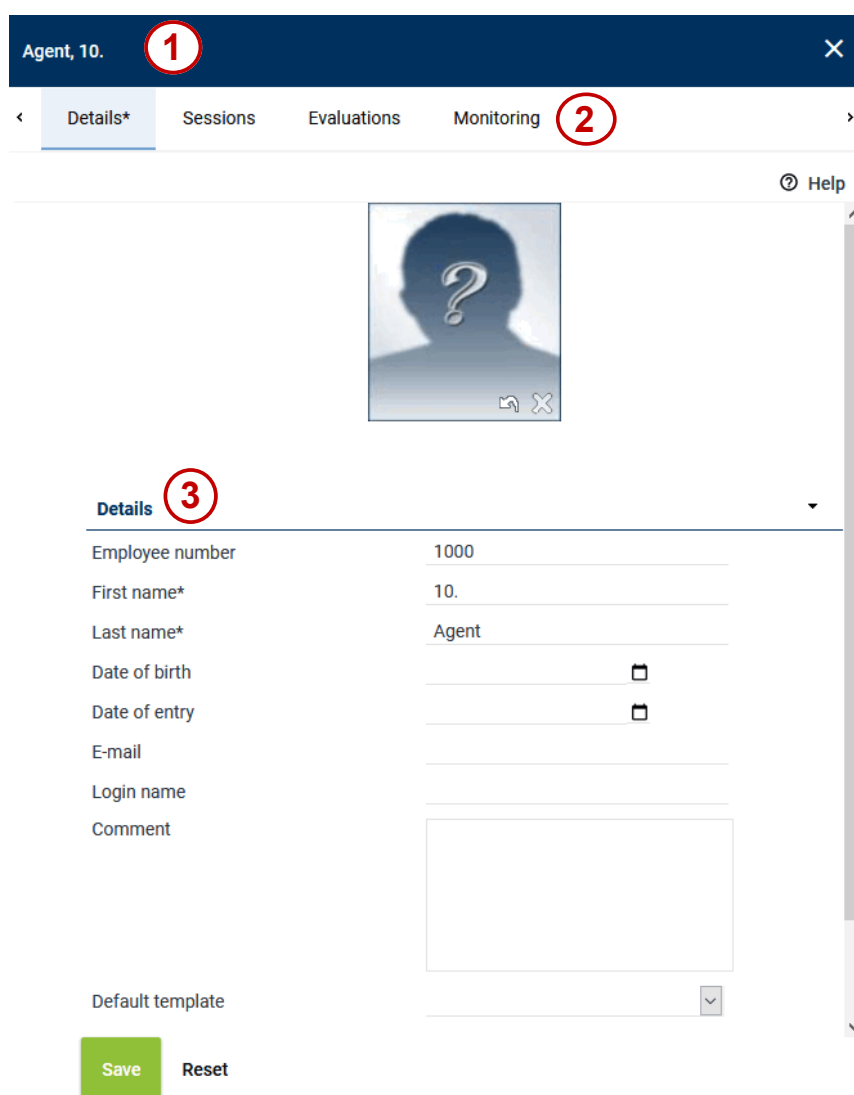
1. Left-click on the column of the header, hold the mouse key down, and drag the column to the respective width.

5.3 Detail view

The detail view contains detailed information about as well as functions and setting options of the selected element of the main view.

The content of the detail view depends on the selected module. A description of the module-specific content can be found in the manual of the respective module.

The different detail views may be divided in tabs and group fields.



Agent, 10.

Details* Sessions Evaluations Monitoring

Help

Details

Employee number 1000

First name* 10.

Last name* Agent

Date of birth

Date of entry

E-mail

Login name

Comment

Default template


Save Reset

Fig. 16: Detail view (example)

- | | |
|---|-------------------------------------|
| 1 | Description of the selected element |
| 2 | Tabs |
| 3 | Group field |

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.

The fields marked with " * " are mandatory fields. These fields have to be filled out.

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

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

5.3.1 Text entry fields

There are 2 different fields for text entries:

Single-row entry fields

Maximum text length: 255 characters

Login name

A single horizontal line representing a text entry field.

Fig. 17: Single-row entry field (example)

Multi-row entry fields

Maximum text length: 1500 characters

Comment

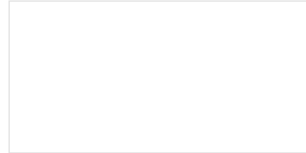
A rectangular box representing a multi-row text entry field.

Fig. 18: Multi-row entry field (example)

6 General functionalities

The functionalities described below are available in general or in most modules.

6.1 Change language



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






Fig. 19: 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.

6.2 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. 3: 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. 20: Installed Product Versions

- 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.

Additional Information

License Information

System ID: 2322891
Order ID: 66666666

Close

Fig. 21: Additional Information

6.3

Change tenant

- Click on the menu item  (Logged in as) > *Change Tenant* in the user interface.

⇒ The following window appears:

Tenant Selection

Available Tenants

System

1st-Tenant

t0

t1

t10

t100

t101

OK

Cancel


Fig. 22: Tenant selection

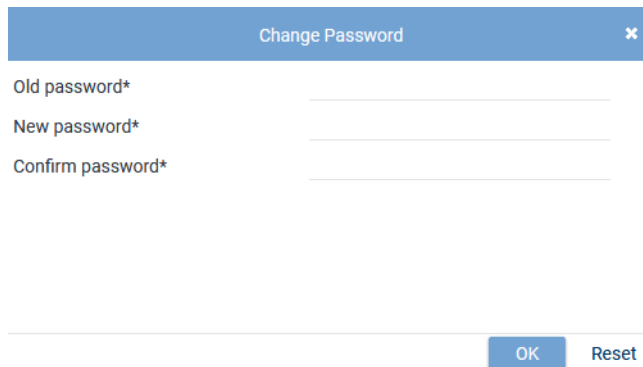
2. Select one of the available tenants from the list.
3. Click on the button *OK*.
 - ⇒ The tenant is changed and displayed in the top left corner of the user interface.

6.4 Change password




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

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




The dialog box titled "Change Password" has a close button (x) in the top right corner. It contains three input fields labeled "Old password*", "New password*", and "Confirm password*". At the bottom, there are two buttons: "OK" and "Reset".


Fig. 23: Change password

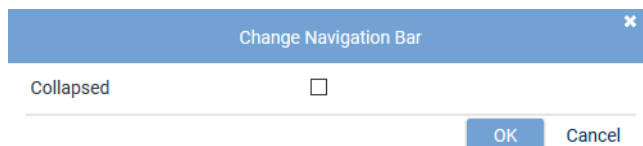
2. Enter your old password.
3. Enter your new password and confirm it.
4. To save the change of the password, click on the button *OK*.
 To delete the entries without saving them, click on the button *Reset*.
 To cancel the change of the password, click on the icon  in the top right corner of the window.

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 navigation bar

1. Click on the menu item  (*Logged in as*) > *Navigation Bar* in the user interface.
 - ⇒ The window *Change Navigation Bar* appears.
 2. Activate the check box to collapse the navigation bar.
- ⇒ The setting is saved permanently. Upon logging in the next time, the application is opened with this settings.

You can expand the navigation bar again by clicking on the icon  (Expand) in the top left corner.




The dialog box titled "Change Navigation Bar" has a close button (x) in the top right corner. It contains a checkbox labeled "Collapsed". At the bottom, there are two buttons: "OK" and "Cancel".

Fig. 24: Change navigation bar

6.6 Call up online help

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

Menu item / Button	Location	Result
General	Toolbar of the main view	Select whether you would like to open the <i>General Help</i> or the <i>Module Help</i> .
 Help	Detail view / Additional window	A topic-specific help opens referring to the tab or the additional window you are currently viewing.

Tab. 4: Call up online help

By clicking on the menu item *General*, you can select one of the following options:

<i>General Help</i>	The help about the general functions of the application is opened.
<i>Module Help</i>	A description of the module you are currently viewing opens.

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

6.7

Print

This function allows printing the table of the main view.

- ✓ Print default in the browser under *File > Page Setup*: Page orientation has been set to landscape.
 - ✓ Additionally when using the browser Mozilla Firefox:
Print default in the browser under *File > Page Setup*: Scaling has been set to 110 %.
- In the menu *General* of the toolbar, click on the menu item *Print*.
⇒ The print preview appears.
 - To cancel the printing process, click on the button *Cancel*.
To continue the printing process, click on the button *Print*.
⇒ The window *Print* appears.

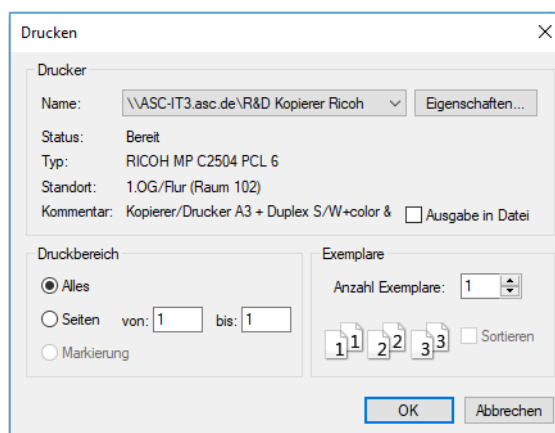



Fig. 25: Print (example)

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

6.8 Search

The function *Search* allows search for selected criteria systematically. Every search query can be saved to be used again.



The icon  is displayed whenever the search has been adjusted by means of a filter.



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.

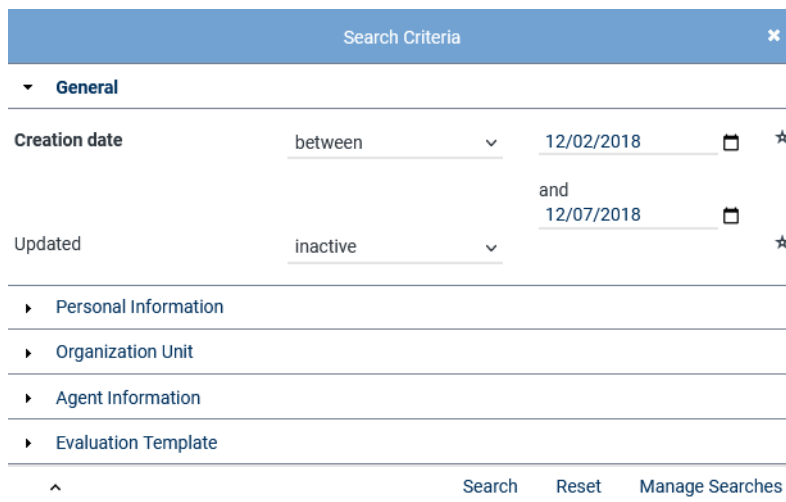









Fig. 26: Search criteria (example)

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.
	Hides the content of the window.
	Shows the content of the window.
Search	Starts the search.
Reset	Resets all manually entered search criteria.
Manage Searches	Enables you to save and load search procedures.
	Closes the window <i>Search Criterion</i> .

6.8.1 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.

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 in the entry field via the keyboard and click on the icon  on the right of the entry field.
To remove a value from the list, click on the icon  on the right of the value.
- If different values are displayed in combination with a check box, select a value by marking the respective check box.
- If entering a date is required, enter the date directly via the keyboard or via the icon .

6.8.2 Run a search

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears directly, see [Fig. 28, p. 31](#).
 - ⇒ If saved searches exist, the window *Search* appears.

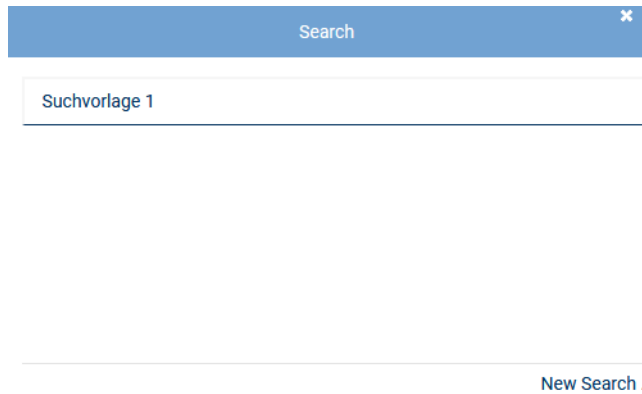


Fig. 27: Window Search (example)

2. If you would like to use one of the saved searches, click on the line with the name of the saved search.
 - ⇒ The search is initiated directly.
 - ⇒ The found results are displayed in the main view.
3. If you do not want to use a saved search but define new search criteria instead, click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

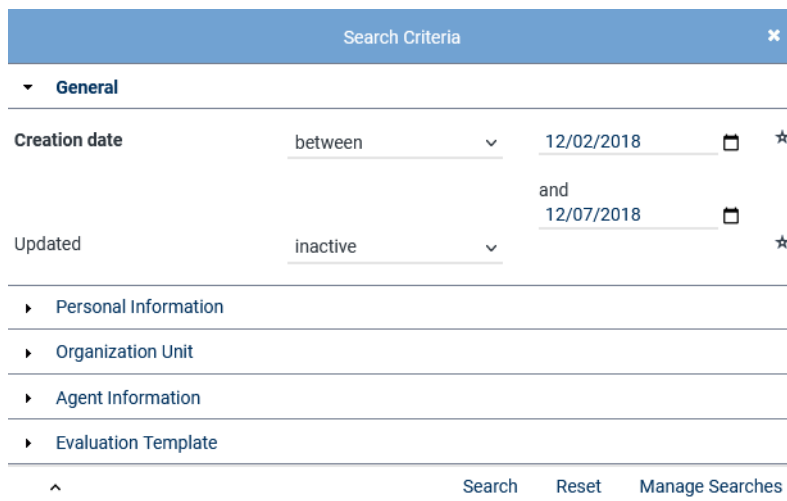



Fig. 28: Window Search Criteria (example)

4. Set the respective search criteria, see [chapter "Search criteria", p. 29](#).
5. Click on the button *Search*.
 - ⇒ The found results are displayed in the main view.
6. To save the set search criteria, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 31](#).
 To reset all manually entered search criteria, click on the button *Reset*.
 To close the window *Search Criteria*, click on the icon .

6.8.3 Save search

You can save previously defined search settings.

The names of the saved search settings are displayed directly upon calling up the search function, see [chapter "Run a search", p. 30](#).

1. Set the respective search criteria, see [chapter "Search criteria", p. 29](#).

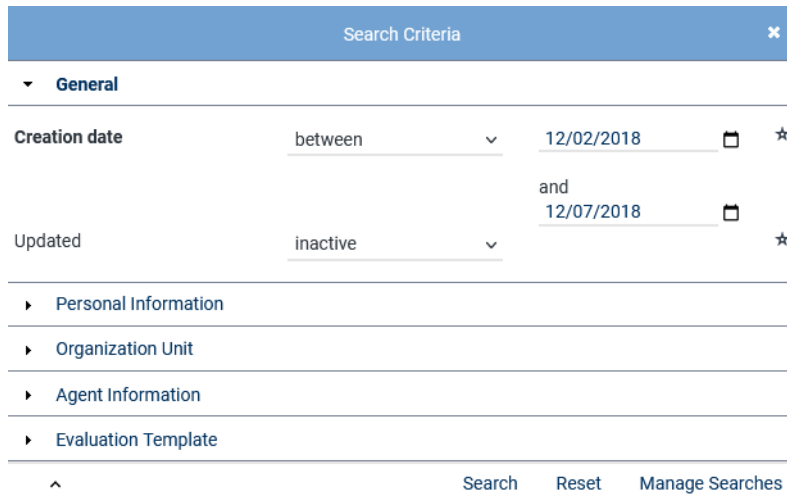


Fig. 29: Enter search criteria (example)

2. Click on the button *Manage Searches* > menu item *Save as...*
3. Enter a name for the search in the entry field *Name*.

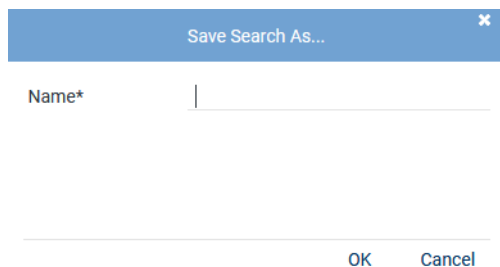


Fig. 30: Save search

4. To save the search, click on the button *OK*.
To cancel the saving process, click on the button *Cancel*.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

6.8.4

Edit saved search

1. Click on the menu item *General* > *Search* in the toolbar.
⇒ The window *Search* appears.

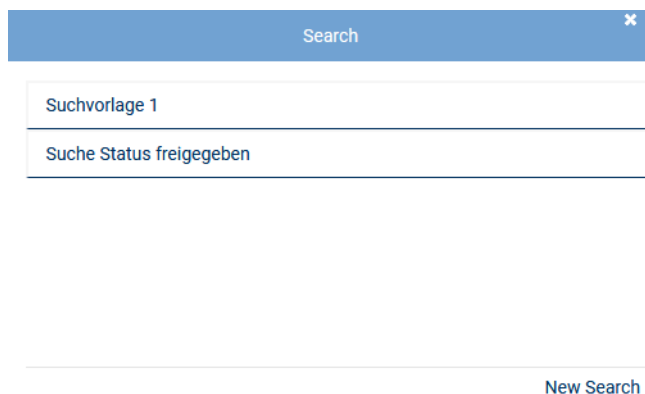


Fig. 31: Window Search (example)

2. Click on the button *New Search*.
⇒ The window *Search Criteria* appears.

Search Criteria

General

Creation date

inactive

☆

Updated

inactive

☆

Evaluation Information

Agent Information

Template Information

Evaluator Information

Search

Reset

Manage Searches

Fig. 32: Window Search Criteria (example)

- Click on the button *Manage Searches* > menu item *Saved Searches*.
⇒ The window *Saved Searches* appears.

Saved Searches

Search Query Name

Suchvorlage 1

Suche Status freigegeben

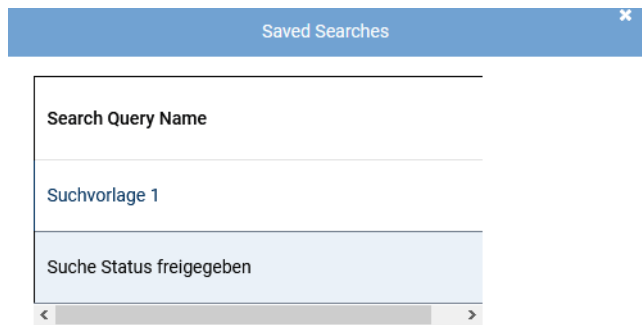
Load

Delete

Close

Fig. 33: Saved Searches (example)

- Select the saved search you would like to edit.



Load Delete Close

Fig. 34: Edit saved search (example)

5. Click on the button *Load*.

⇒ The saved search settings are loaded in the window *Search Criteria*.

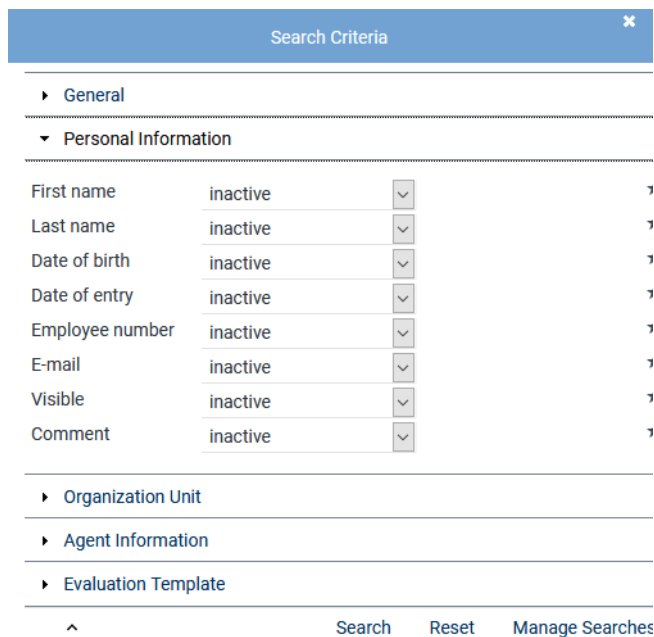


Fig. 35: Search Criteria (example)

6. Adjust the search criteria according to your requirements.
7. To save the edited search under the same name, click on the button *Manage Searches* > menu item *Save*.
To save the edited search under a different name, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 31](#).

6.8.5 Search via saved search

If you have saved search settings (see [chapter "Save search", p. 31](#)), you can quickly search for the saved search criteria.

1. Click on the menu item *General* > *Search* in the toolbar.

⇒ The window *Search* appears.

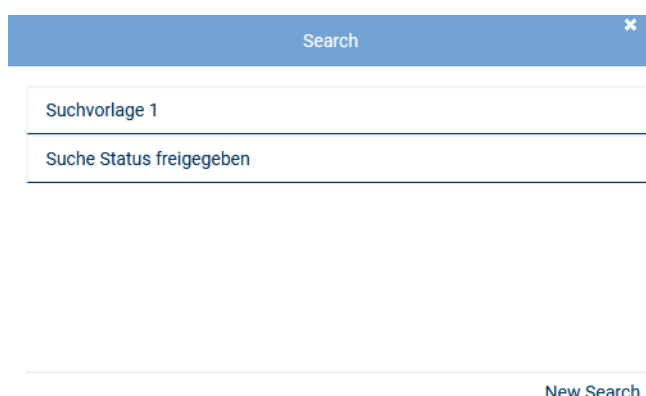


Fig. 36: Search (example)

2. Click on the name of the saved search you would like to use for the search.
 - ⇒ The found results are displayed in the main view.

6.8.6

Delete saved search

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ The window *Search* appears.

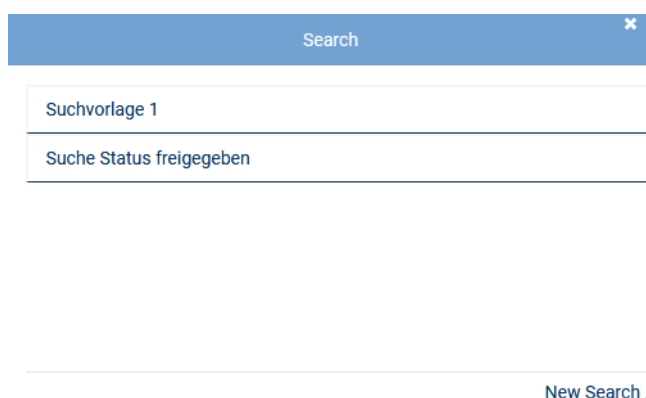


Fig. 37: Window Search (example)

2. Click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

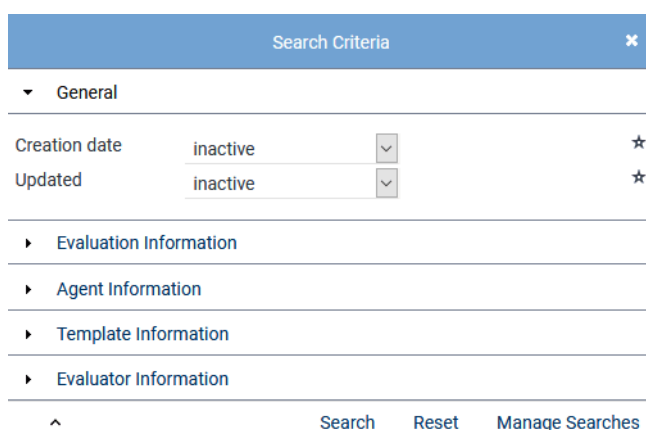


Fig. 38: Window Search Criteria (example)

3. Click on the button *Manage Searches > menu item Saved Searches*.
 - ⇒ The window *Saved Searches* appears.

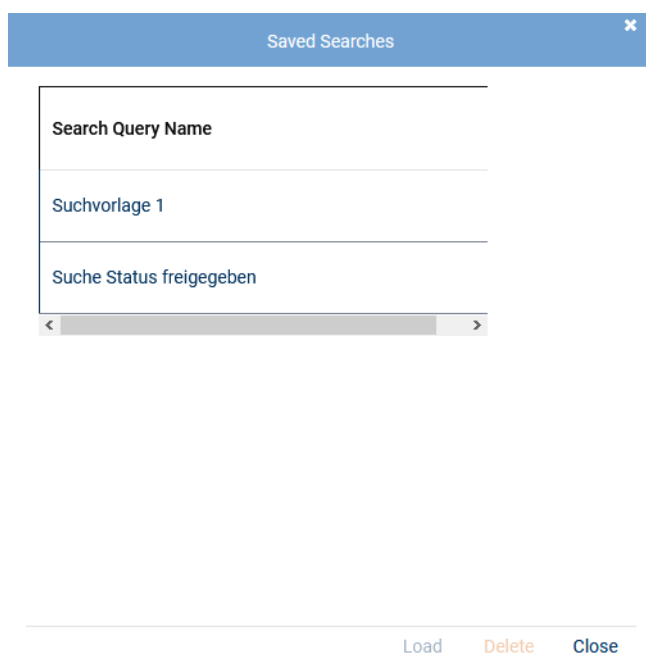


Fig. 39: Saved Searches (example)

4. Select the search you would like to delete.

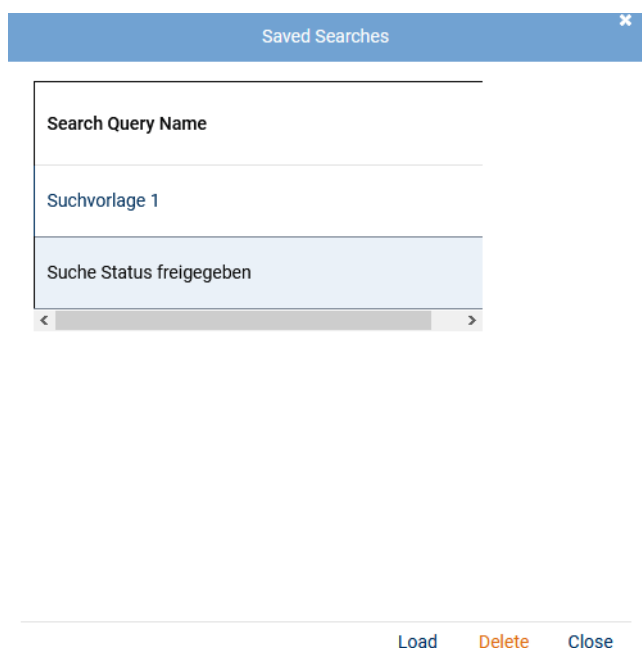


Fig. 40: Delete saved search (example)

5. Click on the button *Delete*.
6. To really delete the search, confirm the security prompt.

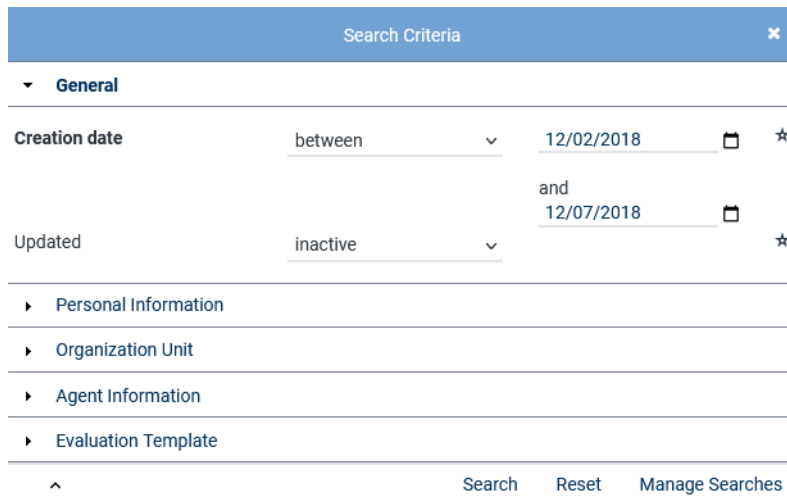
6.8.7 Create search favorite

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.

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears.

- ⇒ If saved searches exist, the window *Search* appears.
Open a saved search, see *Edit saved search*, or open the window *Search Criteria* by clicking on the button *New Search*.

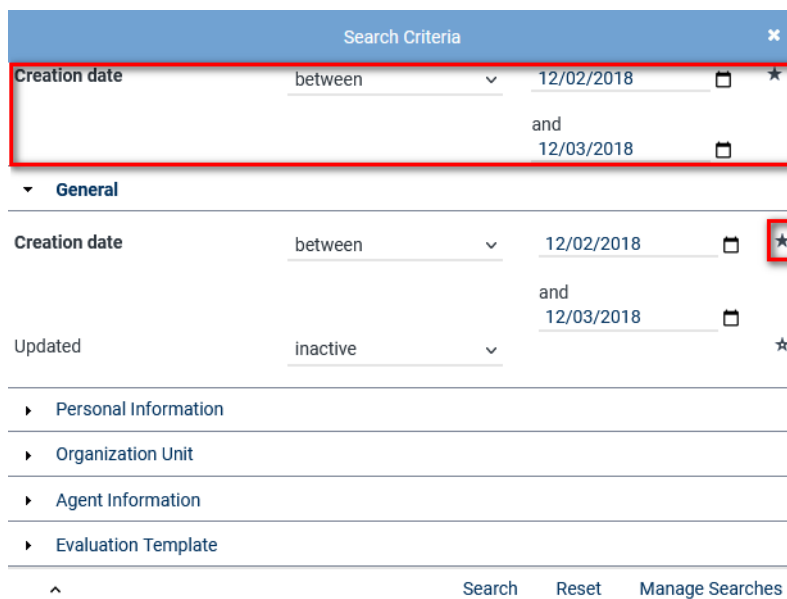
2. Set the respective search criteria, see [chapter "Search criteria", p. 29](#).



The screenshot shows the 'Search Criteria' window with a blue header and a close button (X). The 'General' tab is selected, indicated by a downward arrow. Below the tab, there are two main criteria sections. The first section, 'Creation date', has a dropdown menu set to 'between', with two date pickers: '12/02/2018' and '12/07/2018', separated by the word 'and'. The second section, 'Updated', has a dropdown menu set to 'inactive'. Both criteria sections have a star icon to their right. Below these sections are four expandable categories: 'Personal Information', 'Organization Unit', 'Agent Information', and 'Evaluation Template'. At the bottom of the window are three buttons: 'Search', 'Reset', and 'Manage Searches'.

Fig. 41: Enter search criteria (example)

3. 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 ★ .



This screenshot is similar to Fig. 41, but the first criterion, 'Creation date', is highlighted with a red rectangular box. Additionally, a star icon (★) is now visible to the right of the 'Creation date' section, indicating it has been tagged as a favorite. The rest of the interface, including the 'Updated' section and the bottom buttons, remains the same.

Fig. 42: Search criterion tagged as favorite (example)

4. 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.

Search Criteria					×
▼ General					
Creation date	between	▼	12/02/2018	📅 ☆	
			and		
Updated	inactive	▼	12/07/2018	📅 ☆	
▶ Personal Information					
▶ Organization Unit					
▶ Agent Information					
▶ Evaluation Template					
^		Search Reset Manage Searches			

Fig. 43: Search criterion not tagged as favorite (example)

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Glossary

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)