

# System Configuration

## Configuration WEBcommand



## Administration manual for tenants

9/8/2021

### Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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

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## 2 Introduction

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### 2 Introduction

This manual describes the configuration of the application WEBcommand.

The application WEBcommand is a browser-based software integrated into POWERplay Web.

In the WEBcommand module, users have access to the following functions:

- *Recording control (starting and stopping the recording)*
- *Displaying the current status of the deployed extensions*
- *Replay of the latest conversations*
- *Adding additional data*

## 3 Licenses

License name	Number	Description
POWER <del>play</del> Web	1 per concurrent user	License for the usage of POW- ER <del>play</del> Web.
WEB <del>command</del> system license	1 per system	License for the usage of WEB- <del>command</del> .
WEB <del>command</del> software li- cense	1 per concurrent user	License for the usage of WEB- <del>command</del> .

Tab. 1: Licenses of ASC

### 4 Configure application



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

1. Start the application System Configuration.

#### 4.1 Applications module

1. Open the Applications module by clicking on the menu item *Applications* in the navigation bar.
2. Select the entry *WEBcommand* in the main view.  
⇒ The following detail view appears:

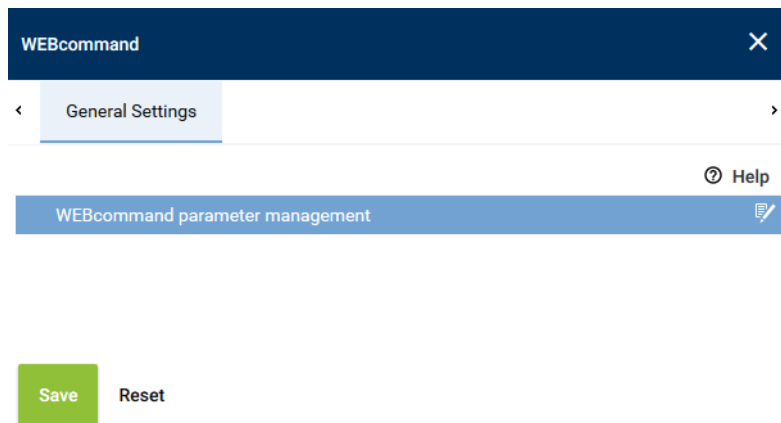



Fig. 1: Applications module - detail view WEBcommand

#### Administrate MiFID parameters



The available additional data is created and configured in the Additional Data module by the system provider. See administration manual for system providers *System Configuration - Additional Data module*.

1. To configure additional data for **MiFID**, click on the icon  (*Open MiFID Parameter Management*).  
⇒ The window *Additional Data Configuration* appears.

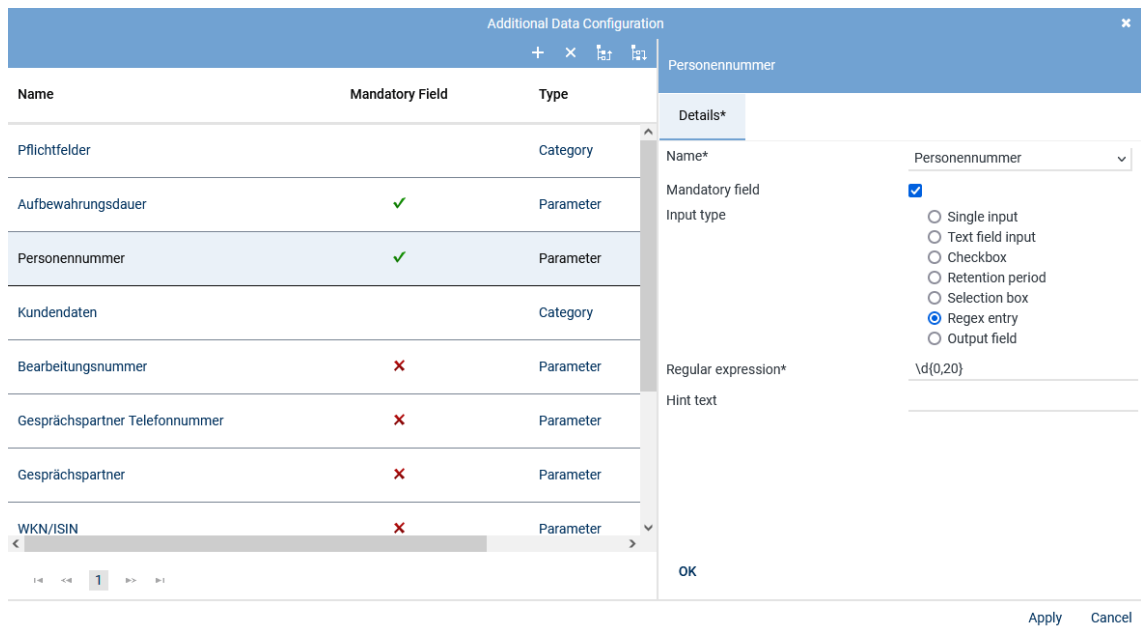








Fig. 2: Additional Data Configuration (example)




	<b>Create new</b>	Created a category or a parameter. Create category = group headline This option allows you to structure how the additional data in the application <b>WEBcommand</b> is displayed. Create parameter = additional date
	<b>Delete</b>	Deletes the selected category or the selected parameter.
	<b>Move up</b>	Moves up the selected category or the selected parameter.
	<b>Move down</b>	Moves down the selected category or the selected parameter.

- To create a category (group headline), click on the icon  (**Create New**).
- Select the option **Create Category**.
- In the detail view in the entry field **Name**, enter a name for the category.
- To buffer the changes, click on the button **OK**.
- To create a parameter (additional date), click on the icon  (**Create New**).
- Select the option **Create Category**.
- In the detail view in the drop-down list **Name**, select a parameter from the available additional data.
- In the detail view, configure the additional data according to your requirements.  
Here, you can define whether the additional date is supposed to be a mandatory field which is obligatory to complete for the user of the application **WEBcommand**, and which input type the additional date will have, i. e. how it will be displayed in the GUI (e. g. as a check box).


<b>Name</b>	Select an additional date from the drop-down list.
<b>Mandatory field</b>	Define whether the additional date is supposed to be a mandatory field which is obligatory to complete for the user of the application <b>WEBcommand</b> .
<b>Input type</b>	Select how the additional date is supposed to be displayed in the GUI.



- *Single input:*  
A simple input field (single-line) is displayed in the application WEBcommand to enter the additional date.
- *Text field input:*  
A text field (multi-line) is displayed in the application WEBcommand to enter the additional date.
- *Check box:*  
The additional date is displayed as a check box in the GUI of the application WEBcommand to be activated and deactivated.
- *Retention period*
- *Selection box:*  
The additional date can be entered in predefined selection boxes, see [chapter "Configure selection box", p. 9](#).
- *Regex entry:*  
Checks whether the additional date entered in the application WEBcommand complies with the saved regular expression, see [chapter "Configure regex entry", p. 10](#).
- *Output field:*  
The value is displayed in the GUI of the application WEBcommand and cannot be changed.

10. To buffer the changes, click on the button **OK**.
11. To delete a selected category or a selected parameter, click on the respective name in the main view and then on the icon  (**Delete**).
12. To move a selected category or a selected parameter, click on the respective name in the main view and then on the icon  (**Move up**) or  (**Move down**).  
The order corresponds to the layout in the application WEBcommand.
13. To save all changes and close the window *Additional Data Configuration*, click on the button **Apply**.  
To discard all changes and close the window *Additional Data Configuration*, click on the button **Cancel**.

#### 4.1.1 Configure selection box

1. To configure a selection box, click on the button *Create Value* and subsequently on the icon .
2. Enter a value which is supposed to be available to be selected for the additional date in the application WEBcommand.

Details\*

Name\*

Personennummer

Mandatory field

☒

Input type

☐ Single input  
☐ Text field input  
☐ Checkbox  
☐ Retention period  
☒ Selection box  
☐ Regex entry  
☐ Output field

Value

New Value

✓ ✕

Create Value



Delete Value

OK

Apply

Cancel

Fig. 3: Configure selection box (example)

- To save the changes, click on the icon .
- To discard the changes, click on the icon .

#### 4.1.2

#### Configure regex entry

- In the entry field *Regex entry*, enter a sequence of characters which meet your individual requirements in the additional date.

Details\*

Name\*

Personennummer

Mandatory field

☒

Input type

☐ Single input  
☐ Text field input  
☐ Checkbox  
☐ Retention period  
☐ Selection box  
☒ Regex entry  
☐ Output field

Regular expression\*

\d{0,20}

Hint text

OK

Apply

Cancel

Fig. 4: Configure regex entry (example)

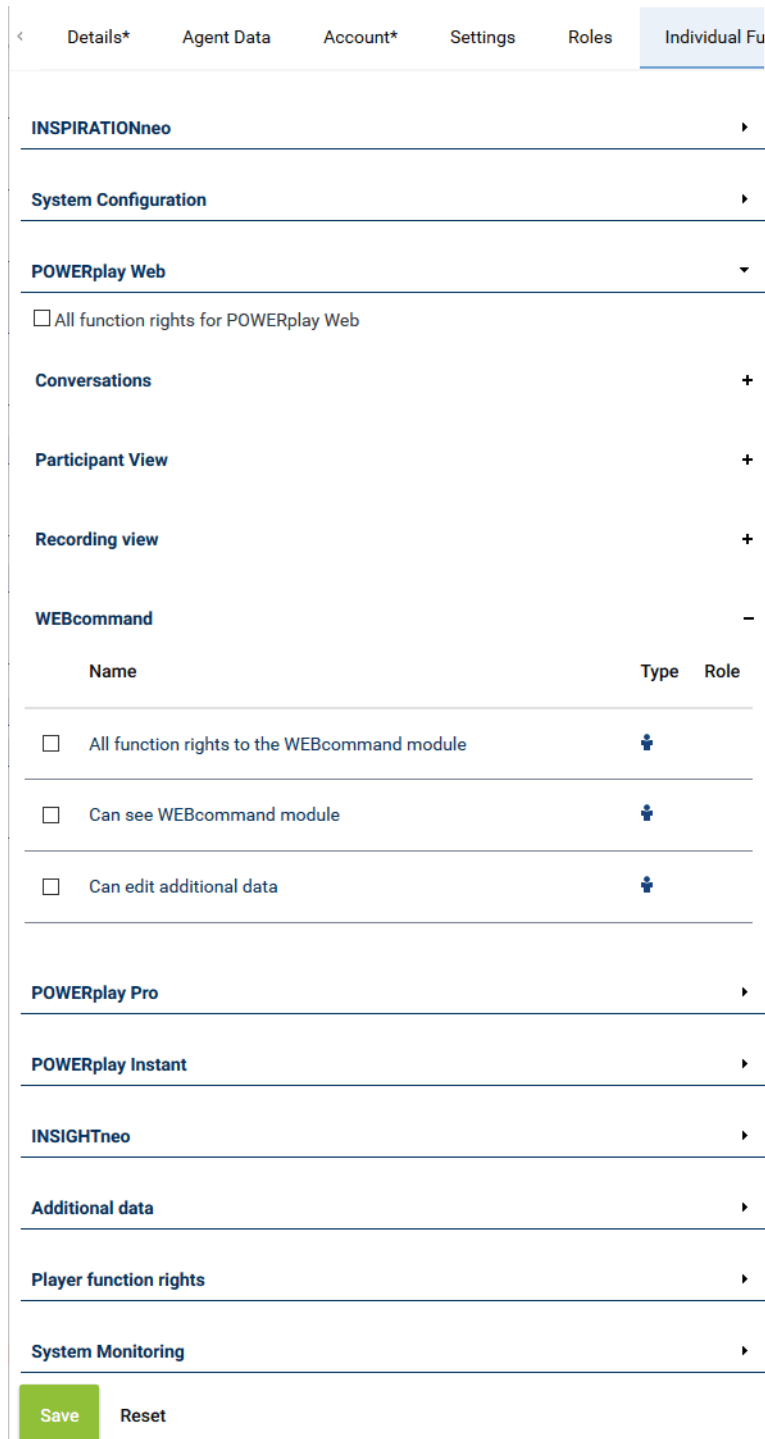


Information about using regular expressions can be found online, e. g. at [https://blog.securityinnovation.com/blog/2011/03/input\\_validation\\_using\\_regular\\_expressions.html](https://blog.securityinnovation.com/blog/2011/03/input_validation_using_regular_expressions.html).

## 4.2 Employees module

To assign an employee function rights for *WEBcommand*, proceed as follows:

1. Open the Employees module by clicking on the menu item *Employees* in the navigation bar.
2. Select the respective employee from the list in the main view.
3. In the detail view, click on the tab *Individual Function Rights*.
4. Open the group field *POWERplay Web*.
5. Open the details for *WEBcommand* by clicking on the icon “+” in the row *WEBcommand*.  
⇒ All function rights for this section are displayed.



Details\* Agent Data Account\* Settings Roles Individual Function Rights

INSPIRATIONneo ▶

System Configuration ▶

POWERplay Web ▼

☐ All function rights for POWERplay Web

Conversations +

Participant View +

Recording view +

WEBcommand -

Name	Type	Role
<input type="checkbox"/> All function rights to the WEBcommand module	+	
<input type="checkbox"/> Can see WEBcommand module	+	
<input type="checkbox"/> Can edit additional data	+	

POWERplay Pro ▶

POWERplay Instant ▶

INSIGHTneo ▶

Additional data ▶

Player function rights ▶

System Monitoring ▶

Save Reset

Fig. 5: Employees module - detail view, tab Individual Function Rights

6. To assign a function right for WEBcommand, activate the respective check box.  
The following function rights are available:
  - *All function rights to the WEBcommand module*
  - *Can see WEBcommand module*
  - *Can edit additional data*
7. Click on the button *Save*.



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The individual function rights can also be assigned to a role by means of an organization structure. For more information refer to the administration manual for tenants *System Configuration - User management (for tenants)*.

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### 4.3

#### Recording Planner module

To activate the application WEBcommand in the Recording Planner, proceed as follows:

1. Open the Recording Planner module by clicking on the menu item *Recording Planner* in the navigation bar.
2. Click on the menu item *Compliance*.
3. In the main view, click on the action node of the phone profile for which you would like to activate WEBcommand.  
⇒ The detail view opens:

Configuration
Details\*

Type	Record
Name*	Default

Recording Suppression

Suppress recording of external participants	<input type="checkbox"/>
Suppress recording of internal participants	<input type="checkbox"/>

Delete Recordings

Delete	<input checked="" type="radio"/> Never <input type="radio"/> After <div> 0 Year(s)  0 Month(s)  0 Day(s)  0 Hour(s)  0 Minute(s) </div>
--------	--

Wrap-up Time

Only with recording	<input type="checkbox"/>
Duration	0 Minute(s) 0 Second(s)

External Recording Control

Allowed clients	<input type="checkbox"/> API <input checked="" type="checkbox"/> CLIENTcommand <input checked="" type="checkbox"/> DTMF sequences <input type="checkbox"/> Function keys <input checked="" type="checkbox"/> PHONEapp <input type="checkbox"/> SCREENrec <input type="checkbox"/> WEBcommand
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Allowed Actions

Start recordings	<input checked="" type="checkbox"/>
Stop recordings	<input checked="" type="checkbox"/>
Stopped recordings	<input checked="" type="radio"/> Keep, if not externally deleted <input type="radio"/> Delete, if not externally kept
Keep recordings	<input checked="" type="checkbox"/>
Delete recordings	<input checked="" type="checkbox"/>
Suppress recordings	<input checked="" type="checkbox"/>
Unsuppress recordings	<input checked="" type="checkbox"/>

Save
Cancel

Fig. 6: Activate WEBcommand

- Open the group field *External Recording Control*.
- Under *Allowed clients*, activate the check box for *WEBcommand*.

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### Glossary

#### **MiFID II**

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Markets in Financial Instruments Directive; directive for the harmonized regulation for investment services across the member states of the European Economic Area.