

System Configuration

Configuration WEBcommand



Administration manual for tenants

5/19/2022

Product line Neo, version 7.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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2 Introduction

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 play Web	1 per concurrent user	License for the usage of POW-ER play Web.
WEB command system license	1 per system	License for the usage of WEB- command .
WEB command software li- cense	1 per concurrent user	License for the usage of WEB- command .

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:

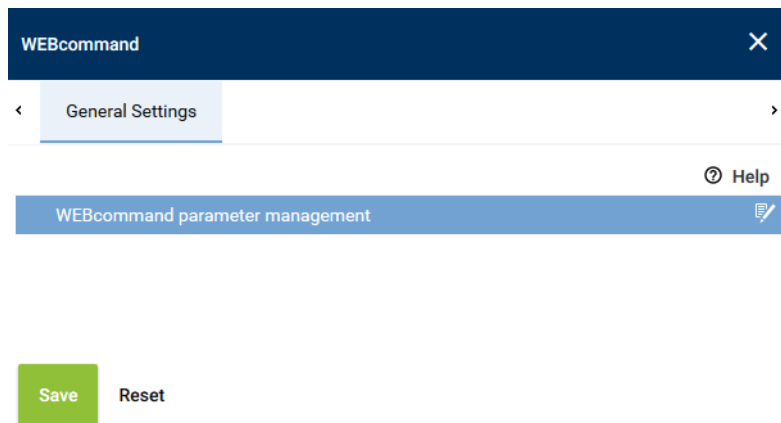



Fig. 1: Applications module - detail view WEBcommand

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.

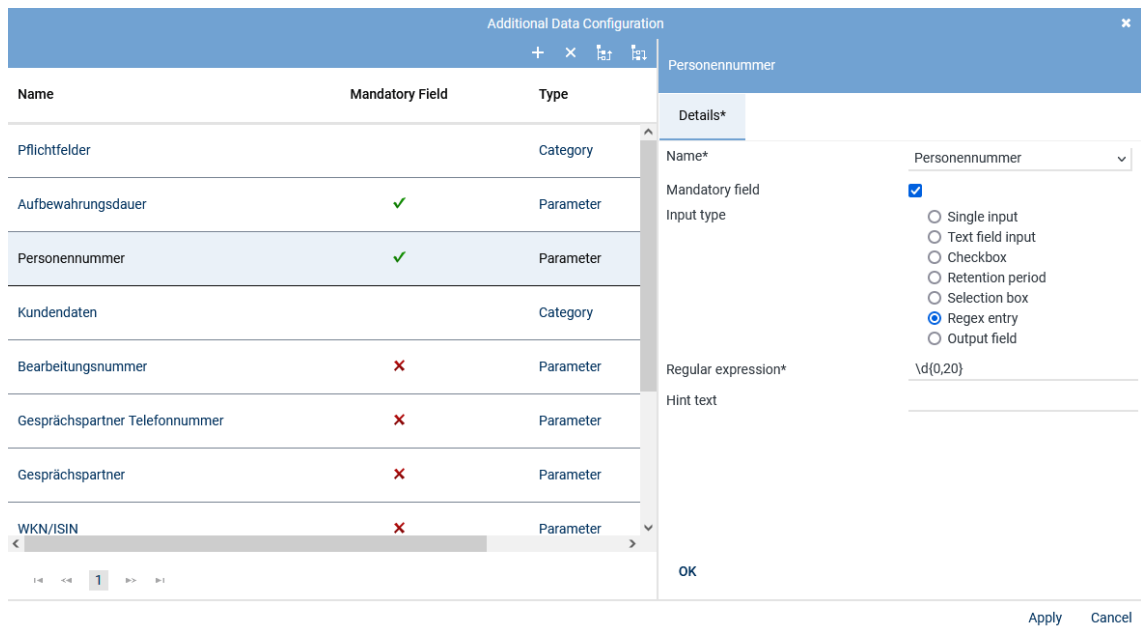











Fig. 2: Additional Data Configuration (example)

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

Name	Select an additional date from the drop-down list.
Mandatory field	Define whether the additional date is supposed to be a mandatory field which is obligatory to complete for the user of the application WEBcommand .
Input type	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)

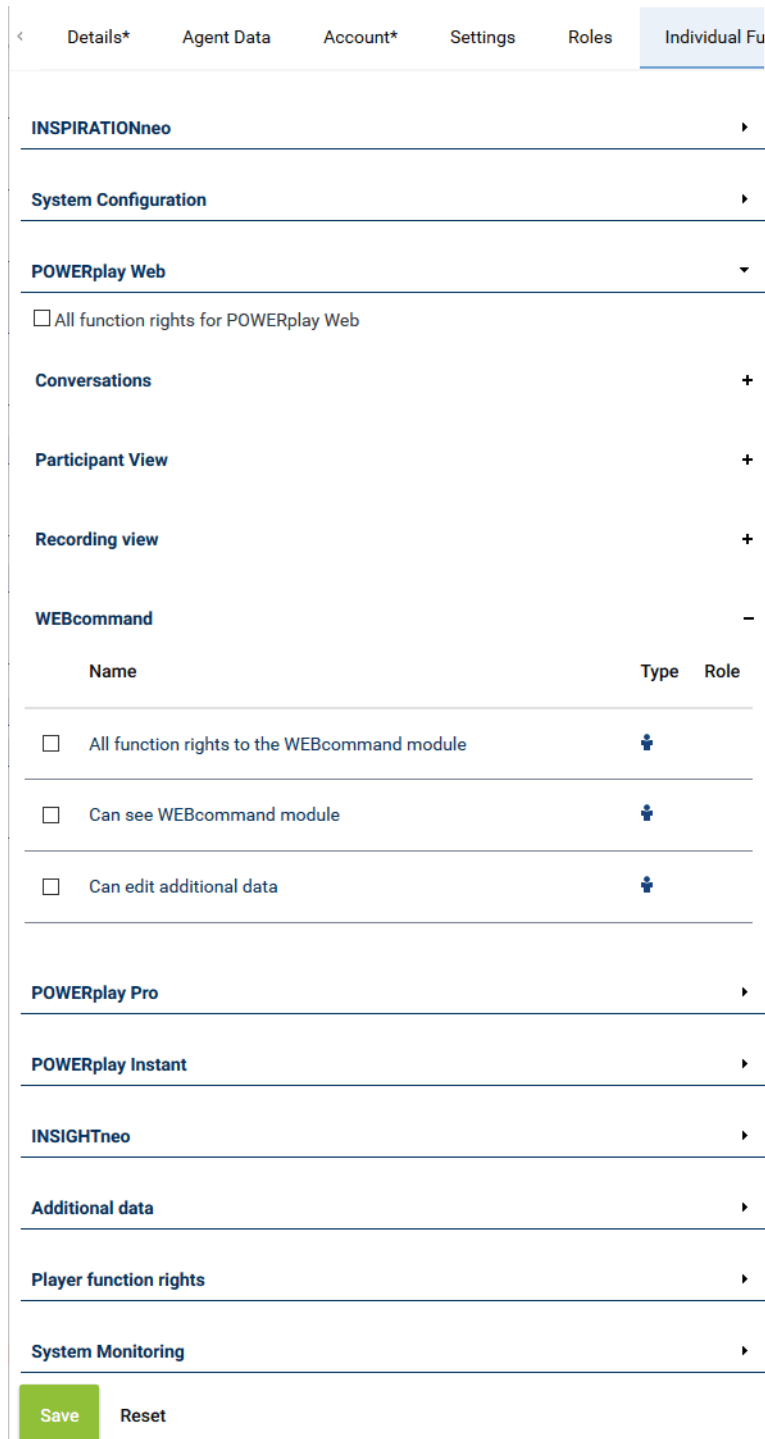


Information about using regular expressions can be found online, e. g. at https://blog.securityinnovation.com/blog/2011/03/input_validation_using_regular_expressions.html.

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*.



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)*.

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
	<input type="text" value="0"/> Year(s)
	<input type="text" value="0"/> Month(s)
	<input type="text" value="0"/> Day(s)
	<input type="text" value="0"/> Hour(s)
	<input type="text" value="0"/> Minute(s)

Wrap-up Time

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

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