

System Configuration

Configuration **CLIENT**command



Administration manual for tenants

5/19/2022

Product line Neo, version 7.x

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

EVOIP^{neo}

EVOLUTION^{neo} / XXL / eco

INSPIRATION^{neo}

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1 General information

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2 Introduction

CLIENT`command` is an application which enables users to control the recording and add additional data to a call via hotkeys or via the Windows desktop.

CLIENT`command` offers 3 functions for recording control:

- Start or stop recording
- Keep or delete recording
- Mute or unmute recording

Furthermore, CLIENT`command` offers the following functions:

- Add additional data to call
- Start or stop coaching advisor session
- Display notifications
- Display conversation details

The configuration of the functions takes place in the Applications module of the application System Configuration, see [chapter "Configure application", p. 6](#).



Only users who have been added as agents and have been assigned an extension in the application System Configuration will be able to log in into the application successfully, see administration manual *System Configuration - User management for tenants*.

In order to make the *Free Seating* feature available for the agents, you have to carry out the respective configurations, see administration manual *Configuration Free Seating*.

Additional preconditions for the usage of the application

The **system provider** has to activate the external recording control and release the additional data to be used in the application.

Your system provider finds information about these topics in the following manuals:



- Activating external recording control: administration manual for system providers *Configuration servers and recording architectures*
- Releasing additional data: administration manual *System Configuration - Additional Data module*

Contact the administrator of your system provider to ensure that the required settings have been configured.



CLIENT`command` is a client application. It has to be installed on each client computer which is supposed to use it.



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

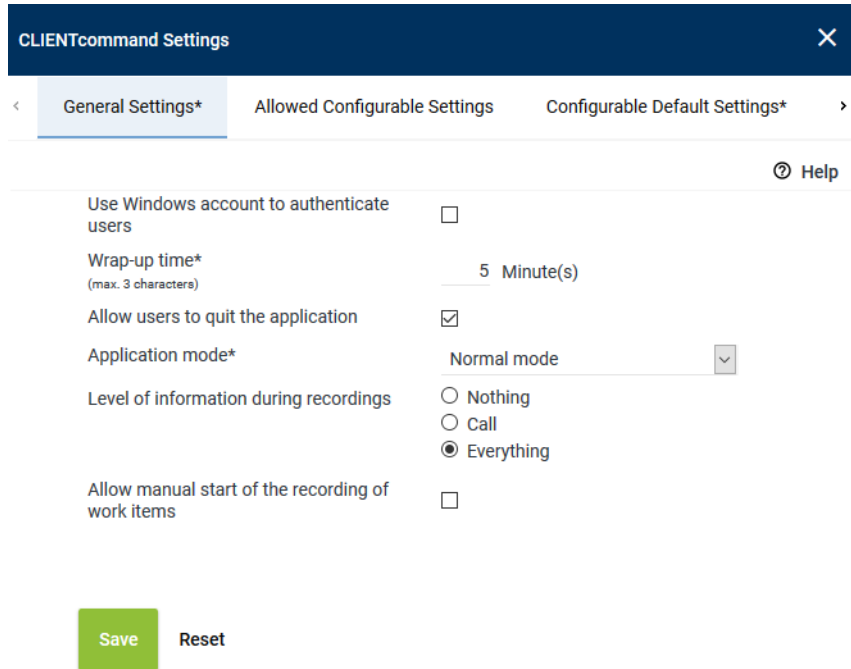
See also

- 📖 [Configure application \[p. 6\]](#)

3

Configure application

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



CLIENTcommand Settings [X]

< **General Settings*** Allowed Configurable Settings Configurable Default Settings* >

ⓘ Help

Use Windows account to authenticate users ☐

Wrap-up time* (max. 3 characters) 5 Minute(s)

Allow users to quit the application ☒

Application mode* Normal mode [v]

Level of information during recordings
☐ Nothing
☐ Call
☒ Everything

Allow manual start of the recording of work items ☐

Save **Reset**

Fig. 1: Configure application

The detail view consists of the following tabs:

- **General Settings**
See [chapter "Tab General Settings", p. 6.](#)
 - **Allowed Configurable Settings**
See [chapter "Tab Allowed Configurable Settings", p. 8.](#)
 - **Configurable Default Settings**
See [chapter "Tab Configurable Default Settings", p. 9](#)
 - **Additional Data**
See [chapter "Tab Additional Data", p. 11](#)
3. Adjust all necessary settings within the tabs.
You can change tabs without buffering without risking the loss of your settings.
 4. To save the settings, click on the button *Save*.
To reset all settings or changes in all tabs, click on the button *Reset*.

3.1

Tab General Settings

Here, you can display and edit the general settings.

< General Settings* Allowed Configurable Settings Configurable Default Settings* >

Help

Use Windows account to authenticate users	<input type="checkbox"/>
Allow users to quit the application	<input checked="" type="checkbox"/>
Application mode*	Normal mode <input type="button" value="v"/>
Level of information during recordings	<input type="radio"/> Nothing <input type="radio"/> Call <input checked="" type="radio"/> Everything
Allow manual start of the recording of work items	<input type="checkbox"/>

Fig. 2: Tab General Settings

<i>Use Windows account to authenticate users</i>	<p>To log in to the application, the Windows account can be used (SSO). Activate this option if SSO is supposed to be used.</p> <p><input checked="" type="checkbox"/> = SSO is used.</p> <p><input type="checkbox"/> = SSO is not used. Users have to enter their login data manually.</p> <p>To enable users to log in by means of SSO, the corresponding account information must have been entered for the user in the Employees module in the tab <i>Account</i>.</p>
<i>Allow users to quit the application</i>	<p>Activate this option if you would like to allow the user to decide whether to quit the application.</p> <p><input checked="" type="checkbox"/> = User can quit the application.</p> <p><input type="checkbox"/> = Application is always active.</p>
<i>Application mode</i>	<p>Select the application mode in the drop-down list. The following options are available:</p> <ul style="list-style-type: none"> • <i>Normal mode</i> = The application is visible for the user. The CLIENT<code>command</code> icon is displayed in the system tray. Calls of the user can be recorded. Hotkeys have been activated. • <i>Hidden mode</i> = The application is active in the background without the user noticing it. The CLIENT<code>command</code> icon is not displayed in the system tray. For the login to take place in the background, too, the login SSO should be used as well (see above). • <i>Privacy mode</i> = The user can tag calls as private. By right-clicking on the CLIENT<code>command</code> icon in the system tray, the user has the option to tag the current call as private. • <i>Toggle privacy mode</i> = The user can activate and deactivate the privacy mode throughout the call. By right-clicking on the CLIENT<code>command</code> icon in the system tray, the user has the option to tag the current call as private; a second right-click offers the option to deactivate the privacy mode again.
<i>Level of information during recordings</i>	<p>Select which information is shared with the user.</p> <ul style="list-style-type: none"> • <i>Nothing</i> The user does not receive any information. • <i>Call</i>

	<p>The user only receives the information whether a call takes place or not.</p> <ul style="list-style-type: none"> • <i>Everything</i> <p>The user receives all information about the recording status (e. g. <i>is muted, is recorded, etc.</i>).</p>
	<p>This setting has an impact on the display of notifications and the display of the CLIENT<code>command</code> icon in the system tray.</p>
<p><i>Allow manual start of the recording of work items</i></p>	<p>Activate this option if the user is supposed to be able to start the recording of work items manually.</p> <p><input checked="" type="checkbox"/> = User can start the recording of work items manually.</p> <p><input type="checkbox"/> = User cannot start the recording of work items.</p> <p>This setting has an impact on the display of notifications in the CLIENT<code>command</code> system tray.</p>



For information about the configuration of recording plans refer to the administration manual for tenants *System Configuration - Recording Planner*.

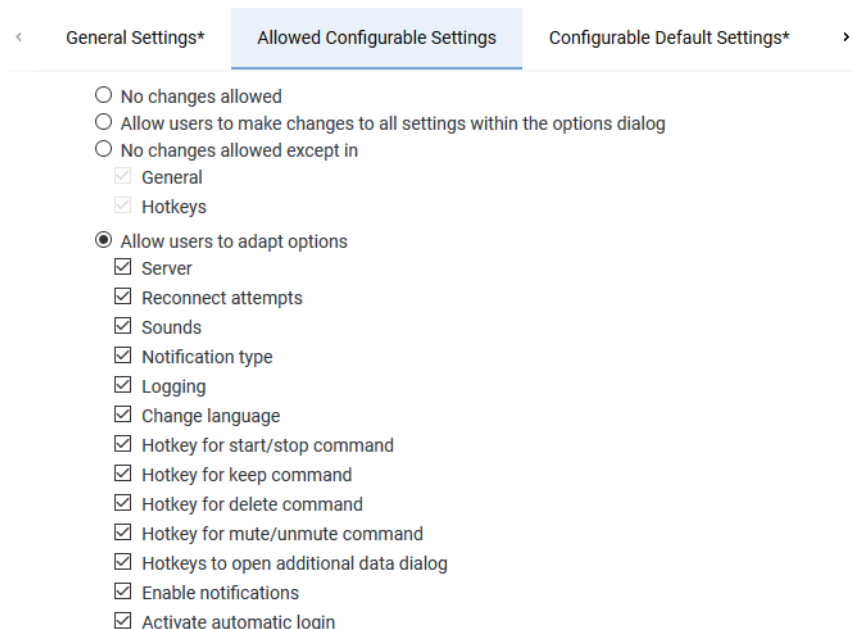


For information about the configuration of users refer to the administration manual for tenants *User management for tenants*.

3.2

Tab Allowed Configurable Settings

Here, you can display and edit how much influence users have on the settings of the application CLIENT`command` at their workplace. By adjusting these tabs, you determine which options the user can see and change in the option dialog of the application CLIENT`command`.



The screenshot shows the 'Allowed Configurable Settings' tab selected among three tabs: 'General Settings*', 'Allowed Configurable Settings', and 'Configurable Default Settings*'. The settings are organized into three radio button groups:

- ☐ No changes allowed
- ☐ Allow users to make changes to all settings within the options dialog
- ☐ No changes allowed except in
 - ☒ General
 - ☒ Hotkeys
- ☒ Allow users to adapt options
 - ☒ Server
 - ☒ Reconnect attempts
 - ☒ Sounds
 - ☒ Notification type
 - ☒ Logging
 - ☒ Change language
 - ☒ Hotkey for start/stop command
 - ☒ Hotkey for keep command
 - ☒ Hotkey for delete command
 - ☒ Hotkey for mute/unmute command
 - ☒ Hotkeys to open additional data dialog
 - ☒ Enable notifications
 - ☒ Activate automatic login

Fig. 3: Tab Allowed Configurable Settings

No changes allowed Users are not allowed to change any settings.

<i>Allow users to make changes to all settings within the options dialog</i>	<p>Activate this option if you would like to allow the users to adjust the options without restrictions.</p>
<i>No changes allowed except in</i>	<p>Activate this option if you would like to restrict changes of the settings to certain tabs.</p> <p>Upon activating this option, you can define via the respective check box which tab continues to be released for changes nonetheless.</p> <p><input checked="" type="checkbox"/> = Settings in the tab can be changed.</p> <p><input type="checkbox"/> = Settings in the tab cannot be changed.</p>
<i>Allow users to adapt options</i>	<p>Activate this option if you would like to restrict changes of the settings to selected functions.</p> <p>Upon activating this option, you can define via the respective check box which function is released for changes.</p> <p><input checked="" type="checkbox"/> = Setting of this function can be changed.</p> <p><input type="checkbox"/> = Setting of this function cannot be changed.</p>



The tab *Connection Options* in the context menu item *Options* is always available for changes to all users.

3.3

Tab Configurable Default Settings

Here, you can configure the default settings which are supposed to apply upon the first start of the application *CLIENTcommand*.

NOTICE! The settings configured here are only downloaded once upon the new installation of the application. Subsequent changes of the settings in this tab are not considered and will not be applied before the application is installed again!

Local settings are possible, though. They are user-dependent and can be adjusted on the local computer of the user, provided that the respective tab or function has been released for the user to make these changes, see [chapter "Tab Allowed Configurable Settings", p. 8](#).



For information about user-dependent changes of the settings and options within the application *CLIENTcommand* refer to the user manual for users *Usage CLIENTcommand*.

<

General Settings*

Allowed Configurable Settings

Configurable Default Settings

>

Log level

☐ Trace
☐ Debug
☒ Info
☐ Always
☐ Disabled

Number of reconnect attempts*

(max. 3 characters)

5 (0 for infinite loop)

Replay sound effects

☐

Display status messages as

☒ Taskbar
☐ Balloon

Activate hotkeys

☒

Hotkey for start/stop command*

(max. 1 characters)

s

Hotkey for starting/stopping work items*

(max. 1 characters)

w

Hotkey for keep command*

(max. 1 characters)

k

Hotkey for delete command*

(max. 1 characters)

d

Hotkey for mute/unmute command*

(max. 1 characters)

m

Hotkeys to open additional data dialog*

(max. 1 characters)

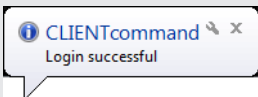
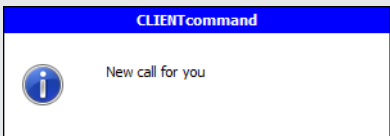
t

Show additional data dialog upon recording start

☐

Fig. 4: Tab Configurable Default Settings

Log level	<p>Controls which events for troubleshooting are recorded in the log file. Enter the log level for the log file.</p> <ul style="list-style-type: none"> DISABLED Event logging has been switched off completely. The log levels <i>ALWAYS</i>, <i>INFO</i>, <i>DEBUG</i>, <i>TRACE</i> in the aforementioned order represent an enhanced logging, while <i>ALWAYS</i> corresponds to a minimum logging and <i>TRACE</i> to the maximum logging possible. <p>The log file is located in the Windows user directory under <i>\AppData\Roaming\ASC\CLIENTcommand</i>. In the log file, all events of the configured log level are logged.</p>
Number of reconnect attempts*	<p>Define the maximum number of connection attempts to be carried out before an error message is displayed and no further automatic connection attempts are initiated.</p> <p>Enter the value 0 if you would like to prompt automatic connection attempts without restrictions until the connection could be established.</p>
Replay sound effects	<p>Activate this option if new notifications are supposed to be signaled with a tone.</p> <p><input checked="" type="checkbox"/> = Sound effect has been switched on.</p> <p><input type="checkbox"/> = Sound effect has been switched off.</p>
Display status changes as	<p>Select the layout of the system messages (e. g. success messages, messages about status changes).</p> <ul style="list-style-type: none"> Balloon tooltips New messages are displayed as balloon tooltips in the taskbar. Example:

	 <ul style="list-style-type: none"> • <i>Taskbar notifications</i> <p>New messages are displayed in a pop-up window in the taskbar. Example:</p> 
<i>Activate hotkeys</i>	<p>Activate this option if you would like to allow the usage of hotkeys.</p> <p>As soon as this option is activated, you can enter a default hotkey for the different functionalities in the particular entry field.</p>
<i>Show additional data dialog upon recording start</i>	<p>Select whether a window in which the user can enter additional data is supposed to open automatically when a recording starts.</p> <p><input checked="" type="checkbox"/> = The window to add additional data opens automatically when a recording starts.</p> <p><input type="checkbox"/> = No window to add additional data opens when a recording starts. The user can add additional data by opening the additional data window manually by clicking on the context menu.</p>

3.4 Tab Additional Data

Here, you can configure which additional data will be made available to the users in the application *CLIENTcommand* and how they will be displayed. Furthermore, you can activate that a comment field will be displayed so that users can add comments to the calls to be recorded.

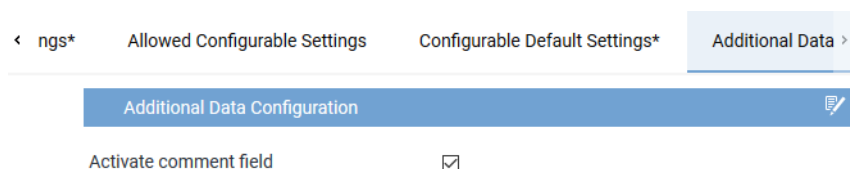



Fig. 5: Tab Additional Data

 (Open additional data configuration)	<p>Opens a window in which you can add new additional data to the additional data configuration or edit additional data already existing in the configuration, see chapter "Configure additional data", p. 12.</p>
<i>Activate comment field</i>	<p>Activate the check box to provide users of the application <i>CLIENTcommand</i> with a field to enter comments.</p> <p><input checked="" type="checkbox"/> = Function has been activated. A comment field is displayed in the application <i>CLIENTcommand</i>.</p> <p><input type="checkbox"/> = Function has been deactivated. No comment field is displayed in the application <i>CLIENTcommand</i>.</p>

All additional data which is supposed to be available for the users of an application must be made available explicitly for the respective application in the Additional Data module of the application System Configuration, see [chapter "Make additional data available", p. 14.](#)

If no explicit additional data has been configured for *CLIENTcommand* here in the additional data configuration, then all available additional data will be displayed as entry fields in the application *CLIENTcommand*.

3.4.1 Configure additional data

Here, you can add new additional data to the additional data configuration or edit additional data already existing in the configuration.

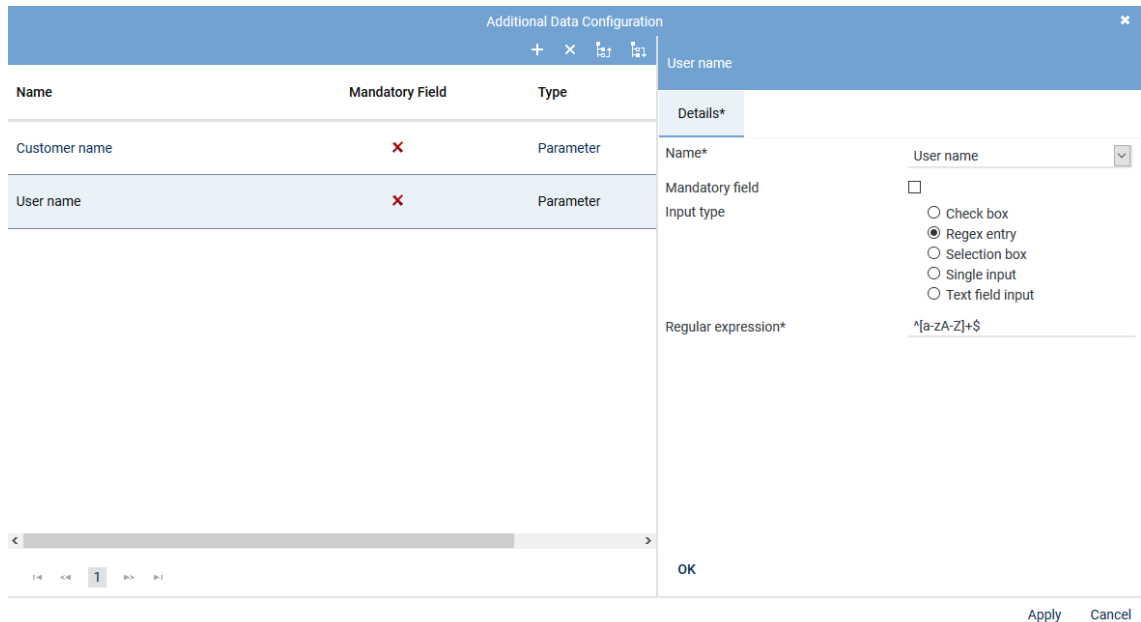






Fig. 6: Configure additional data (example)

	Create new	Create a new additional datum. By means of the option to select either a category or a parameter, you can structure the displayed additional data in the application <code>CLIENT<code>command</code></code> .
	(Delete)	Deletes the selected additional datum.
	(Move up)	Moves up the selected additional datum.
	(Move down)	Moves down the selected additional datum.

1. In the detail view on the right side in the window, configure the additional data according to your requirements:

Name	Enter a name for the additional date.
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 <code>CLIENT<code>command</code></code> .
Input type	Select how the additional date is supposed to be displayed in the GUI. <ul style="list-style-type: none"> • <i>Check box</i>: The additional date is displayed as a check box in the GUI of the application <code>CLIENT<code>command</code></code> to be activated and deactivated. • <i>Regex entry</i>: The additional date can be entered as a regular expression in the application <code>CLIENT<code>command</code></code>, see chapter "Configure regex entry", p. 13. • <i>Selection box</i>: The additional date can be entered in predefined selection boxes, see chapter "Configure selection box", p. 13. • <i>Single input</i>: A simple input field (single-line) is displayed in the application <code>CLIENT<code>command</code></code> to enter the additional date. • <i>Text field input</i>: A text field (multi-line) is displayed in the application <code>CLIENT<code>command</code></code> to enter the additional date.

- To buffer the changes, click on the button *OK*.
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*.

3.4.1.1 Configure regex entry

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

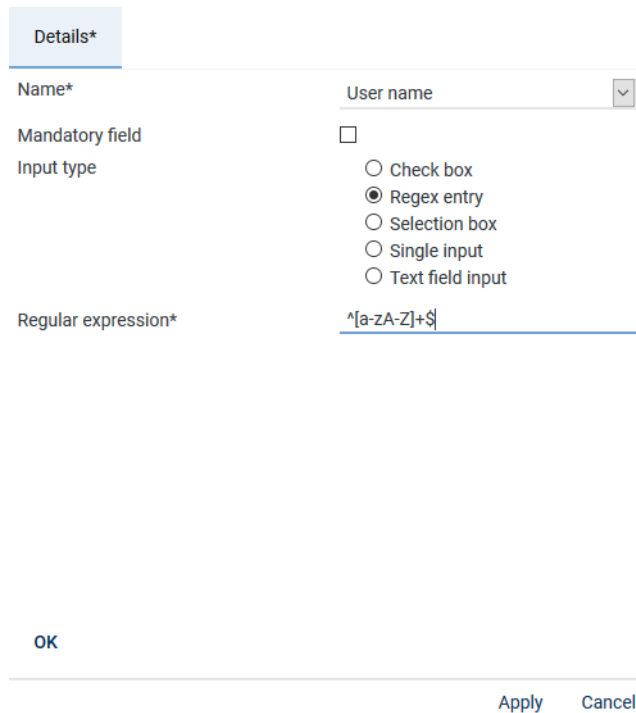



Fig. 7: Configure regex entry (example)



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.

3.4.1.2 Configure selection box

- To configure a selection box, click on the button *Create Value* and subsequently on the icon .
- Enter a label for the additional date that is supposed to be displayed in the application `CLIENTcommand`.

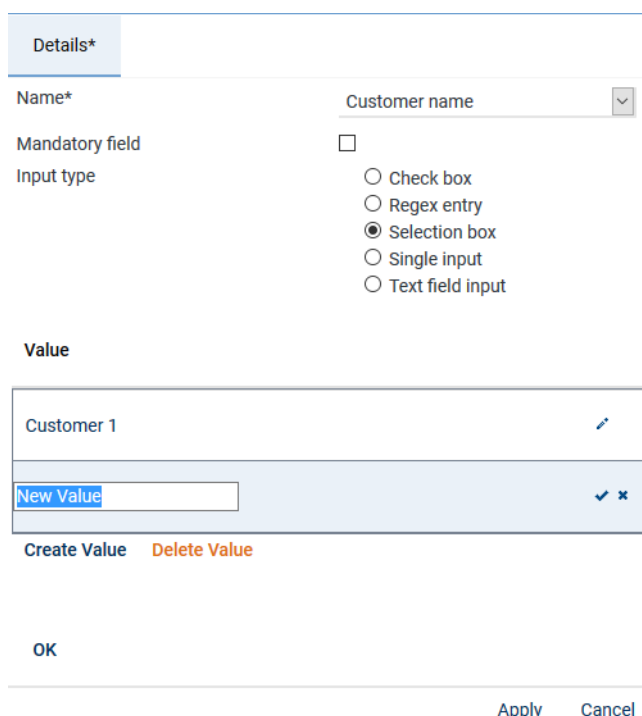




Fig. 8: Configure selection box (example)

- To save the changes, click on the icon  (Save).
To discard the changes, click on the icon  (Discard).

3.4.2 Make additional data available

All additional data which is supposed to be available for the users of an application has to be made available explicitly for the respective application in the Additional Data module of the application System Configuration.

To provide additional data for the application `CLIENTcommand`, proceed as follows:

- Open the Additional Data module by going to the menu item *Setup* in the navigation bar and clicking on the submenu item *Additional Data*.
- In the main view, select the additional data you would like to make available for usage in the application `CLIENTcommand`.
- Activate the check boxes behind *Available*, *Editable*, and *External recording control* in the detail view in the group field *Availability*.



Fig. 9: Make additional data available

- Click on the button *Save* to save the setting.
- If further additional data is supposed to be available in the application `CLIENTcommand`, repeat these steps.



A general description of the Additional Data module can be found in the administration manual for system providers *System Configuration - Additional Data module*.

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Glossary

SSO

Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.