

# INSIGHTneo

## General information



## User manual

8/9/2022

### Product line Neo, version 7.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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 <https://www.asctechnologies.com>.

Copyright © 2022 ASC Technologies AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. VMware® is a registered trademark of VMware, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.



## Contents

<b>1</b>	<b>General information.....</b>	<b>5</b>
<b>2</b>	<b>Introduction.....</b>	<b>6</b>
2.1	Exemplary creation process in detail .....	6
2.1.1	Creation of a report template .....	6
2.1.2	Creation of a report instance .....	8
2.1.3	Display the widget on the dashboard.....	8
<b>3</b>	<b>Licenses .....</b>	<b>13</b>
<b>4</b>	<b>Start application.....</b>	<b>14</b>
4.1	Single login .....	14
4.2	Combination login .....	15
4.3	Login with two-factor authentication .....	16
4.4	OAuth2 login .....	18
4.5	Request new password .....	18
4.6	Accept terms of use .....	19
<b>5</b>	<b>User interface.....</b>	<b>21</b>
5.1	Navigation bar.....	23
5.1.1	Short description of the modules .....	23
5.2	Main view.....	23
5.2.1	Change sort sequence.....	24
5.2.2	Filter table view .....	24
5.2.3	Adjust table .....	25
5.2.3.1	Change column width of the table .....	27
5.3	Detail view .....	27
5.3.1	Text entry fields .....	28
<b>6</b>	<b>General functionalities .....</b>	<b>29</b>
6.1	Change language .....	29
6.2	Call up info.....	29
6.3	Change password.....	30
6.4	Change navigation bar.....	31
6.5	Call up online help .....	31
6.6	Print .....	31
6.7	Search .....	32
6.7.1	Search criteria.....	33
6.7.2	Run a search .....	34
6.7.3	Save search.....	35
6.7.4	Edit saved search .....	36
6.7.5	Search via saved search .....	38
6.7.6	Delete saved search.....	38

---

6.7.7	Create search favorite .....	40
6.8	Change replay server .....	41
	<b>List of figures .....</b>	<b>43</b>
	<b>List of tables.....</b>	<b>45</b>
	<b>Glossary .....</b>	<b>46</b>

## General information

In the context of this document ASC represents ASC Technologies AG, its subsidiaries, branch offices, and distributors. An up-to-date overview of the aforementioned entities can be found at <https://www.asctechnologies.com>

ASC assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in the manuals.

ASC regularly checks the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded. Necessary revisions are included in subsequent editions.

Some aspects of the ASC technology are described in general terms to protect the ownership and the confidential information or trade secrets of ASC.

The software programs and the manuals of ASC are protected by copyright law. All rights on the manuals are reserved including the rights of reproduction and multiplication of any kind, be it photo mechanical, typographical or on digital data media. This also applies to translations. Copying the manuals, completely or in parts, is only allowed with written authorization of ASC.

Representative, if not defined otherwise, is the technical status at the time of the delivery of the software, the devices and the manuals of ASC. Technical changes without specified announcements are reserved. Previous manuals lose their validity.

The general conditions of sales and delivery of ASC in their latest version apply.

## 2 Introduction

The application INSIGHT<sub>neo</sub> is the central location for any type of reporting within the product line Neo. It allows you to upload your own report templates into the system or to import system report templates provided directly in the system and use them to generate different reports which are eventually displayed in the Dashboards module or in the Reports module. As an alternative, some reports are displayed to users with the respective rights in the application Portal in the dashboard and in the recording [widgets](#) or sent to them as an e-mail attachment.



For basic information about using the Portal refer to the user manual *Usage - Portal*.

The system report templates provided in the system can be divided into the two groups of reports and dashboards:

- Reports display the selected data in tables or in graphic reports in different levels of detail. They are the foundation of a permanent and transparent reporting which serve as the background for making well-informed operational and strategic decisions.
- - A dashboard widget displays the current evolution of a performance indicator in graphical form (e. g. bar charts or pie charts). Users can compile their customized dashboards including the performance indicators relevant for them from different dashboard widgets which grants them an overview of the status of decisive success factors or prioritized objective targets.

The application INSIGHT<sub>neo</sub> is divided into 4 modules which provide certain sub-functions. The procedure for the creation of a report looks as follows:

1. Importing a template into the Report Templates module either in form of a default system report template provided within the system or in form of a customer-specific report template.
2. Selecting the report template and specifying the report which is supposed to be generated (parameter values, execution date, visibility etc.) in the Report Instances module.
3. Displaying the generated report in the Reports module.
4. Displaying of the generated dashboard widget in the Dashboards module.

### 2.1 Exemplary creation process in detail

In the following, the process of importing a report template, creating a report instance, and displaying the report results is described on the exemplary basis of a recording dashboard.

#### 2.1.1 Creation of a report template

1. Open the Report Templates module by clicking on the menu item *Report Templates* in the navigation bar.

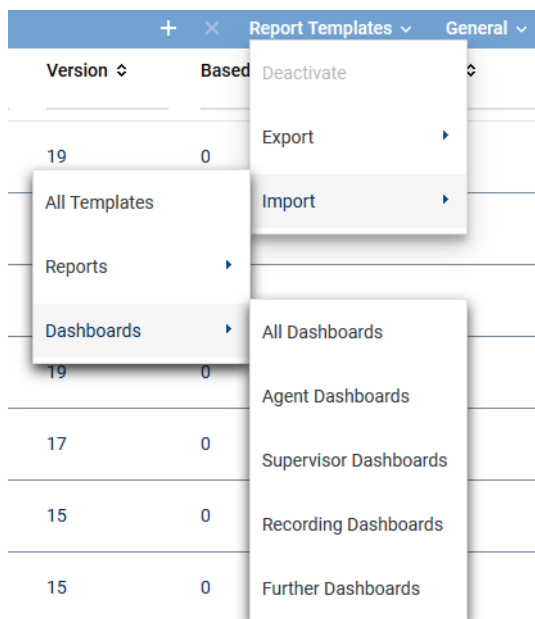


Fig. 1: Import of a recording dashboard template

2. Click on the menu item *Report Templates > Import* to import a system report template.
3. Select the options *Dashboards > Recording Dashboards*:


System Report Template Selection		
Name ▲	Version ◆	Language ◆
Anzahl aller Aufzeichnungen	7	German
Average call duration	5	English
Durchschnittliche Dauer aller Aufzeichnungen	5	German
Maximale Anzahl von gleichzeitigen Aufzeichnungen	8	German
Max number of concurrent recorded calls	6	English
Total number of calls	6	English

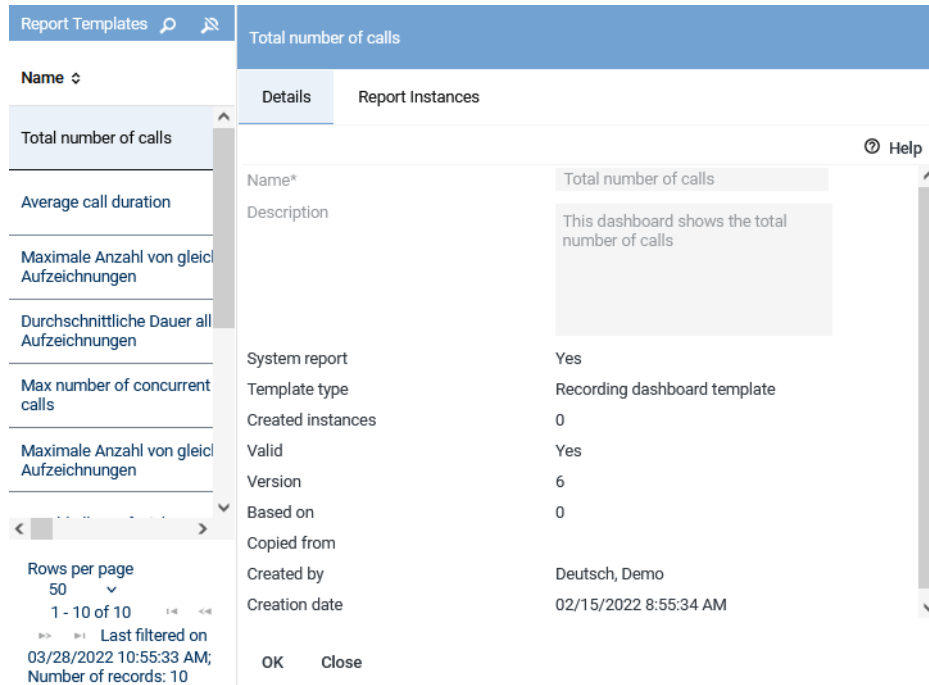
Import Cancel

Fig. 2: Import of a recording dashboard template

4. Select the system report template *Total number of calls* and click on the button *Import*.
5. Repeat the above steps for the system report templates *Average duration of all recordings* and *Maximum number of concurrent recordings*.
  - ⇒ The report templates *Total number of calls*, *Average duration of all recordings*, and *Maximum number of concurrent recordings* are displayed in the main view of the Report Templates module.

### 2.1.2 Creation of a report instance

1. Open the Report Instances module by clicking on the menu item *Report Instances* in the navigation bar.
2. Click on the icon  (*Create*) in the toolbar of the main view.
3. Select the options *Create New > Recording Dashboards*.




The screenshot shows a 'Create New' dialog box for 'Recording Dashboards'. The dialog has a left sidebar with a list of report templates, including 'Total number of calls', 'Average call duration', 'Maximale Anzahl von gleichzeitigen Aufzeichnungen', 'Durchschnittliche Dauer aller Aufzeichnungen', 'Max number of concurrent calls', and 'Maximale Anzahl von gleichzeitigen Aufzeichnungen'. The 'Total number of calls' template is selected. The main area shows the details for this template, including a description, system report status, template type, and creation date. The 'OK' button is visible at the bottom.

Field	Value
Name*	Total number of calls
Description	This dashboard shows the total number of calls
System report	Yes
Template type	Recording dashboard template
Created instances	0
Valid	Yes
Version	6
Based on	0
Copied from	
Created by	Deutsch, Demo
Creation date	02/15/2022 8:55:34 AM

Fig. 3: Create-recording-dashboard-instance

4. Select the instance *Total number of calls* and click on the button *OK*.
5. Configure all the settings you would like to change in the tabs of the detail view and complete all mandatory fields.
6. Click on the button *Save* to save the report instance.
7. Repeat the above steps for the instances *Average duration of all recordings* and *Maximum number of concurrent recordings*.
  - ⇒ The instances *Total number of calls*, *Average duration of all recordings*, and *Maximum number of concurrent recordings* are displayed in the main view of the Report Instances module.

### 2.1.3 Display the widget on the dashboard

1. Open the Dashboards module by clicking on the menu item *Dashboards* in the navigation bar.
2. Click on the icon  (*Create*) in the toolbar.
3. Select the option *Recording Widget*.
4. Enter a name for the widget:



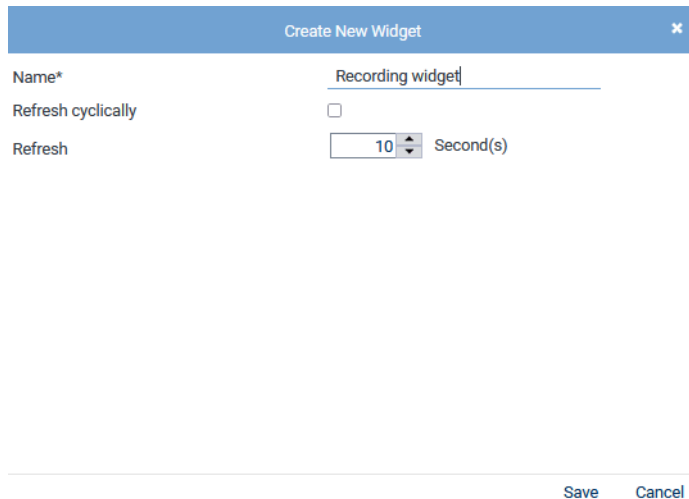



Fig. 4: Configure-recording-widget

5. Click on the button **Save**.  
 ⇒ The widget is displayed on the dashboard.

#### Configuration of the widget.

1. Click on the icon  (*Settings*) in the title bar of the [widget](#).
2. Select the menu item *Settings*.
3. Adjust the respective settings.

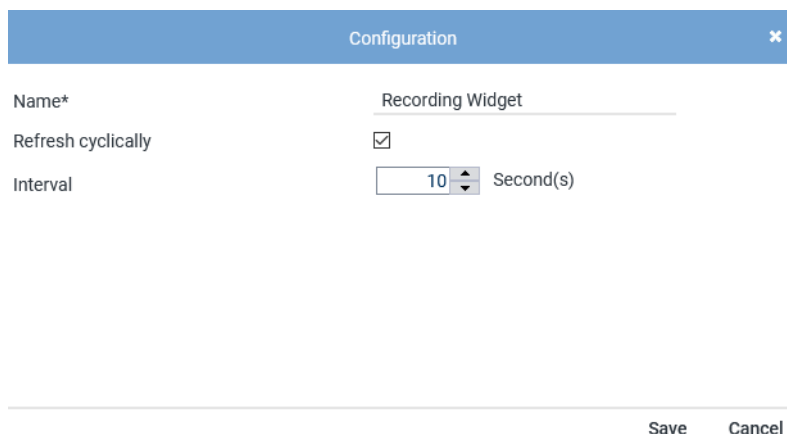



Fig. 5: Configure-recording-widget

<b>Name</b>	Name of the <a href="#">widget</a> . The name is displayed in the title bar of the widget.
<b>Refresh cyclically</b>	Select whether the information displayed in the widget is supposed to be refreshed cyclically. <input checked="" type="checkbox"/> = Widget is refreshed. <input type="checkbox"/> = Widget is not refreshed.
<b>Interval</b>	Refresh interval in which the widget will be refreshed cyclically if the option <i>Refresh cyclically</i> has been activated.  Set the value either with the arrow keys next to the entry field or by entering it directly into the entry field via keyboard.

4. To apply the settings, click on the button **Save**.  
 To discard the settings, click on the button **Cancel**.

### Selection of statistic values

1. In the title bar of the **widget**, click on the icon  (*Settings*).
2. Select the menu item *Statistic Values*.
3. Select one or several statistic values.

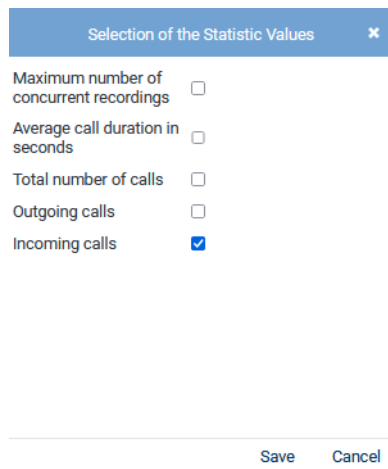



Fig. 6: Select statistic values

<i>Incoming calls</i>	The <b>widget</b> will display the total number of recorded calls with the call direction <i>incoming</i> during the considered period.
<i>Outgoing calls</i>	The <b>widget</b> will display the total number of recorded calls with the call direction <i>outgoing</i> during the considered period.
<i>Total number of calls</i>	The <b>widget</b> will display the total number of recorded calls regardless of the call direction during the considered period.
<i>Average call duration in seconds</i>	The <b>widget</b> will display the average duration of the recorded calls during the considered period. The average duration is displayed in seconds.
<i>Maximum number of concurrent recordings</i>	The <b>widget</b> will display the maximum number of concurrent recorded calls on basis of the deployed licenses.

4. To apply the selection, click on the button *Save*.  
To discard the selection and close the window, click on the button *Cancel*.

### Configuration dashboard parameters

1. In the title bar of the **widget**, click on the icon  (*Settings*).
2. Select the menu item *Dashboard Parameters*
3. Configure the respective settings.

Dashboard Parameters

Considered period This Month ▼

Show trend ☒

Save   Cancel

Fig. 7: Configuration dashboard parameters

<b>Considered period</b>	<p>Select the considered period from the drop-down list.</p> <p>The following options are available:</p> <ul style="list-style-type: none"> <li>• <i>Last Hour</i></li> <li>• <i>Last 12 Hours</i></li> <li>• <i>Today</i></li> <li>• <i>This Week</i></li> <li>• <i>This Month</i></li> <li>• <i>This Quarter</i></li> </ul>
<b>Show trend</b>	<p>Select whether a trend is supposed to be displayed.</p> <p><input checked="" type="checkbox"/> = Trend is displayed.</p> <p><input type="checkbox"/> = No trend is displayed.</p> <p>The trend comparison periods are available:</p> <ul style="list-style-type: none"> <li>• <i>Last Hour/Hour Before</i></li> <li>• <i>Last 12 Hours/12 Hours Before</i></li> <li>• <i>Today/Yesterday</i></li> <li>• <i>This Week/Last Week</i></li> <li>• <i>This Month/Last Month</i></li> <li>• <i>This Quarter/Last Quarter</i></li> </ul>

4. To apply the selection, click on the button **Save**.  
 To discard the selection and close the window, click on the button **Cancel**.

Upon saving your entries, the collected recording statistic values are displayed as icons in the recording widget:

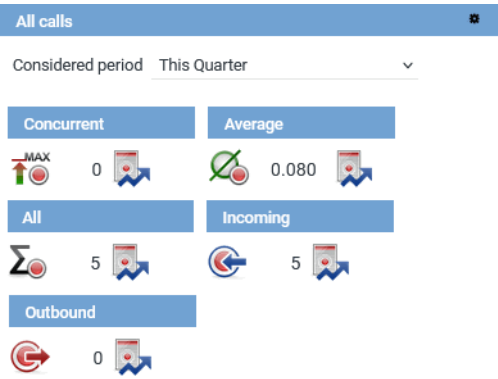


Fig. 8: Recording dashboard widget (example)

### 3 Licenses

---

#### 3 Licenses

You do not need additional licenses to use the application INSIGHT<sup>neo</sup>.

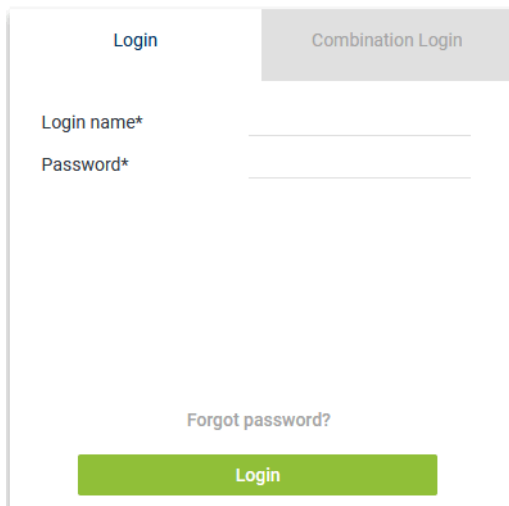
## 4 Start application

During the installation, a shortcut for the Neo programs is created on the computer desktop.

1. To start the application directly on the server, double-click on the shortcut **INSIGHT<sub>neo</sub>**.  
To access the application from a computer via the web, start the browser and enter the following **URL** in the address bar:

`http://<System-IP>/INSIGHTneo/index.jsf`

After you have entered the **URL**, the following login screen is displayed:



The login screen features two tabs at the top: 'Login' (active) and 'Combination Login'. Below the tabs are two input fields labeled 'Login name\*' and 'Password\*'. A 'Forgot password?' link is positioned above a green 'Login' button.

Fig. 9: Login screen

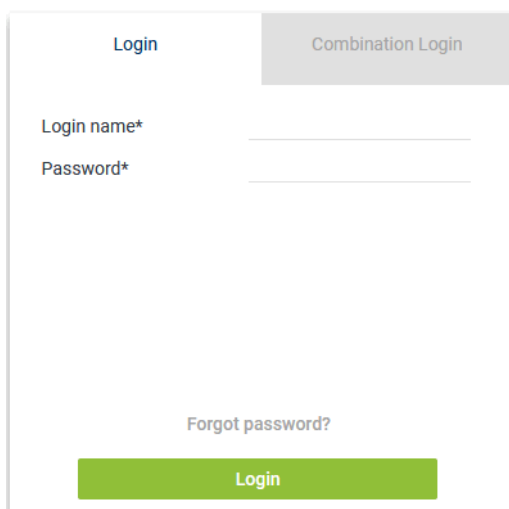
In general, there are the following login options:

- Single login = normal user login, see [chapter "Single login", p. 14](#)
- Combination login, see [chapter "Combination login", p. 15](#)
- Login with two-factor authentication, see [chapter "Login with two-factor authentication", p. 16](#).



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

### 4.1 Single login



This screen is identical to the general login screen, showing the 'Login' tab, input fields for 'Login name\*' and 'Password\*', a 'Forgot password?' link, and a green 'Login' button.

Fig. 10: 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:

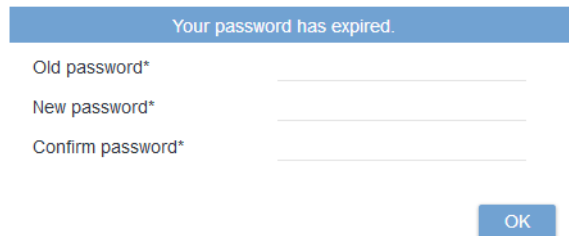


Fig. 11: Your password has expired

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. That way it can be ensured for instance that a supervisor only accesses recorded conversations when a member of the work council is present.

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*.

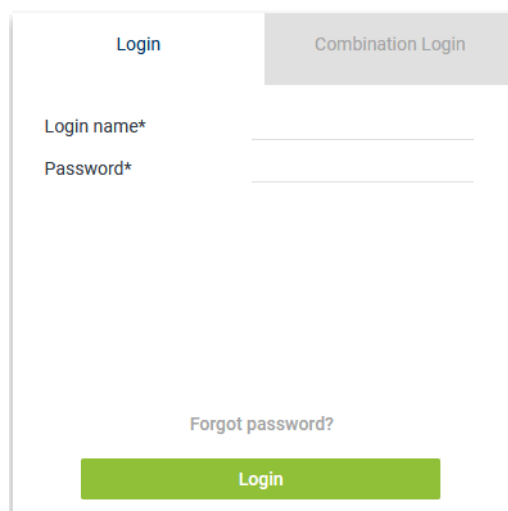
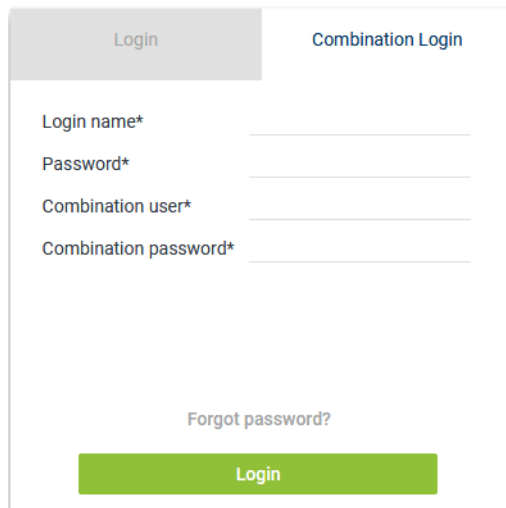


Fig. 12: Login

2. The window *Combination Login* appears.



The form is titled 'Combination Login' and has a 'Login' button on the left. It contains four input fields: 'Login name\*', 'Password\*', 'Combination user\*', and 'Combination password\*'. Below these fields is a 'Forgot password?' link and a green 'Login' button.

Fig. 13: Combination login

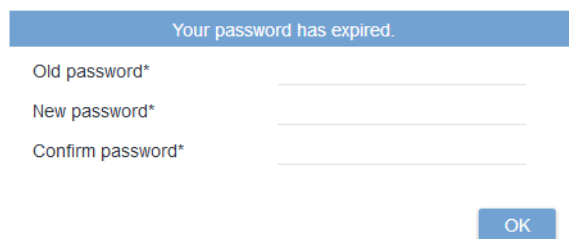
3. Enter your user name and your password as well as the user name and password of your combination user.

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*.

If you have forgotten your password and requested a new one upon your last login, the following window appears:



The form has a blue header bar that says 'Your password has expired.' Below it are three input fields: 'Old password\*', 'New password\*', and 'Confirm password\*'. At the bottom right is a blue 'OK' button.

Fig. 14: Your password has expired

5. In the entry field *Old password*, enter your new password you have received by e-mail.

6. In the entry field *New password*, enter your new, modified password.

7. In the entry field *Confirm password*, repeat your new, modified password.

8. Click on the button *OK*.

⇒ The welcome screen of the application appears.

### 4.3 Login with two-factor authentication

For maximum security and to protect the system against unauthorized access, an authentication app for two-factor authentication by providers such as Microsoft, Google or Apple can be used. After entering the [URL](#) and the default authentication by means of user name and password, the following login screen is displayed once to enter a code:



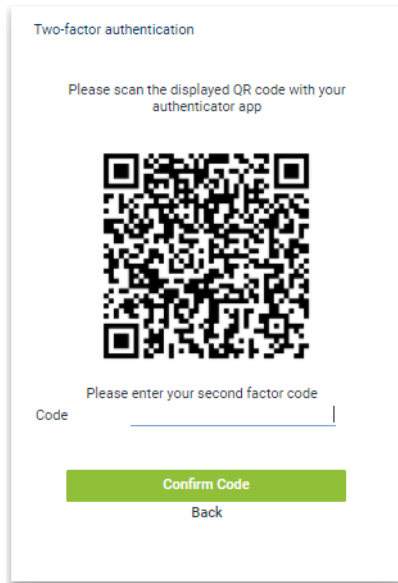


Fig. 15: Login two-factor authentication

1. Scan the QR code with the authentication app.
  2. Enter the six-digit code from the authentication app.
  3. To confirm the code, click on the button *Confirm Code*.  
To cancel the authentication process, click on the button *Back*.
- ⇒ Once you have confirmed the code, the welcome screen of the application appears.



For subsequent logins, scanning the QR code becomes redundant: the deployed authentication app generates authentication codes in 10-second intervals which can be used to log in.

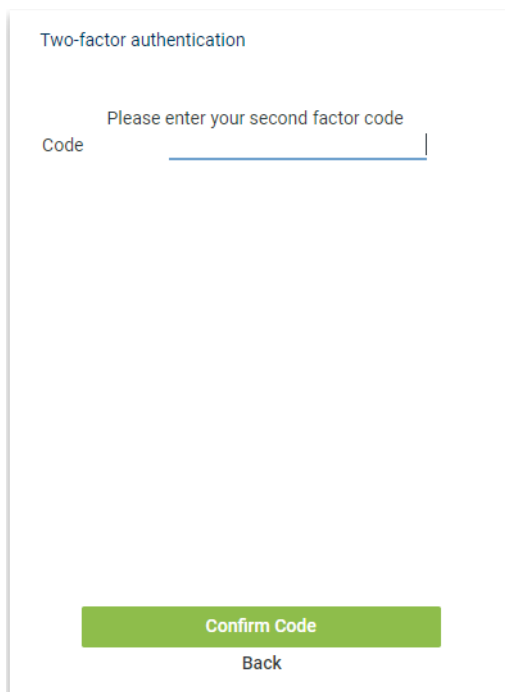


Fig. 16: Confirm code

#### 4.4 OAuth2 login

Neo supports login via the open default protocol [OAuth](#) 2.0 for secure [API](#) authorization. If your system provider has configured [OAuth](#) for Neo, Neo opens the [OAuth](#) authorization website configured in the application System Configuration in the default browser upon starting where users must then log in to Neo.

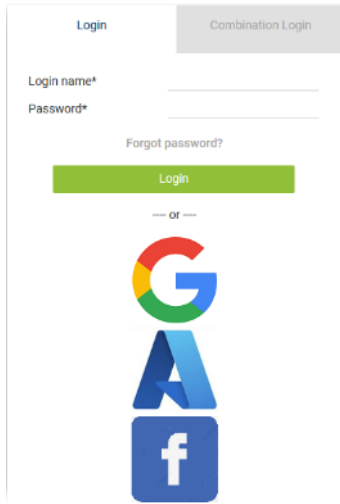


Fig. 17: OAuth login

1. Enter your user name and the password.
2. Click the button *Login*.
3. Alternatively click on the icon of the OAuth provider with which you would like to log in to Neo.

Depending on the OAuth provider, additional windows might follow in which you have to confirm that you agree with the process. In this case, follow the individual prompts on the screen:

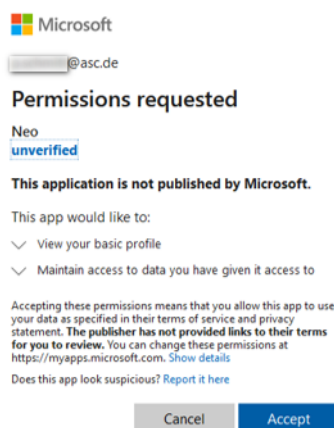


Fig. 18: Confirmation required (example Azure)

4. In the example of Azure, confirm the process by clicking on the button *Accept*.
  5. On the following login screen of the respective OAuth provider, login with your login data.
- ⇒ The welcome screen of the application appears.

#### 4.5 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?*

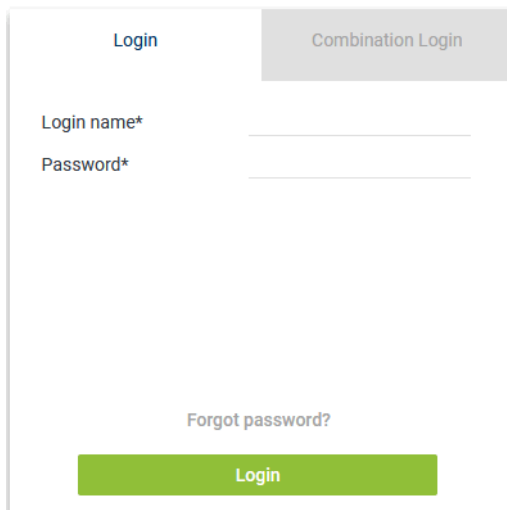
The image shows a login window with two tabs: 'Login' (active) and 'Combination Login'. Under the 'Login' tab, there are two input fields: 'Login name\*' and 'Password\*'. Below these fields is a link that says 'Forgot password?'. At the bottom of the window is a green button labeled 'Login'.

Fig. 19: Login window

2. The window *Forgot password?* appears.

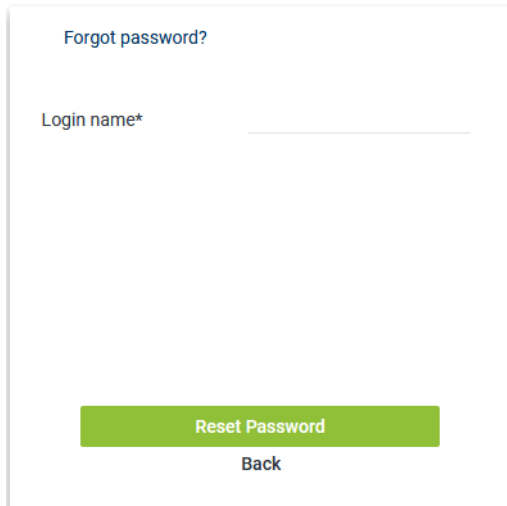
The image shows a 'Forgot password?' window. It has a title 'Forgot password?' and a single input field labeled 'Login name\*'. At the bottom, there is a green button labeled 'Reset Password' and a link labeled 'Back'.

Fig. 20: Request password

3. Enter your user name.
4. Click on the button -> *Reset Password*.
  - ⇒ You will receive an e-mail containing your new password.



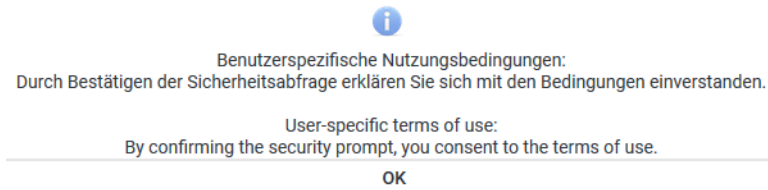
For this function, your administrator has to have configured a corresponding e-mail server. Contact your system administrator if you do not receive an e-mail after this step.

5. To return to the login, click on the text *Back*.

#### 4.6

##### 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. 21: 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

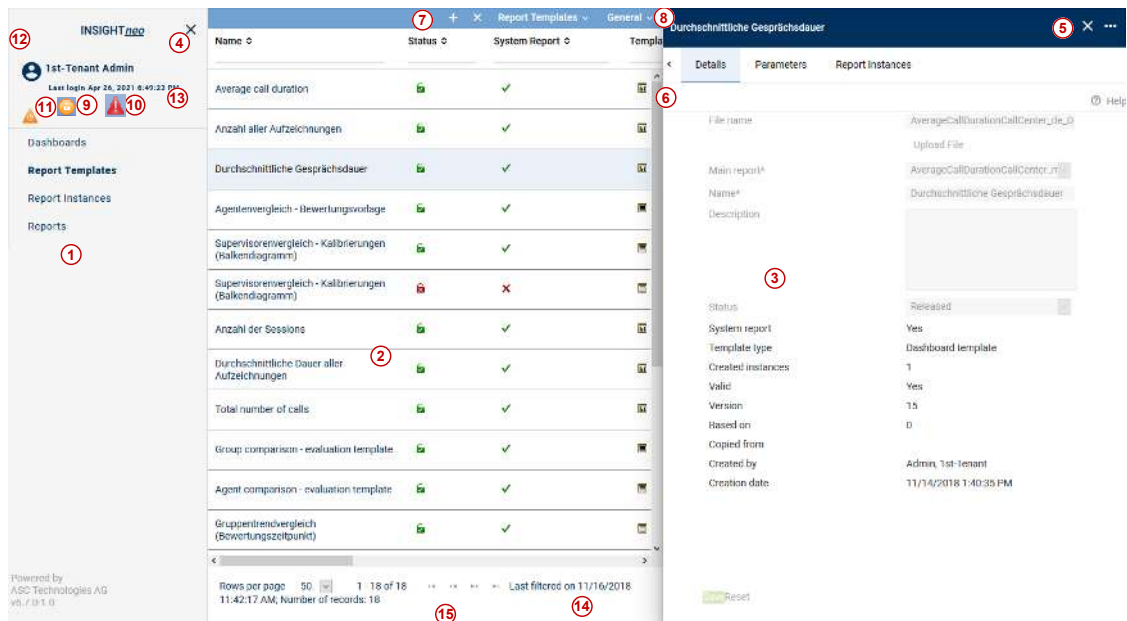










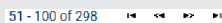


Fig. 22: Welcome screen

1	Navigation bar	Contains the individual menu items (function modules), see <a href="#">chapter "Navigation bar", p. 23</a> .
2	Main view	Contains an overview of the most important information about the selected module, see <a href="#">chapter "Main view", p. 23</a> .
3	Detail view	Contains detailed information about as well as functions and setting options of the element selected in the main view, see <a href="#">chapter "Detail view", p. 27</a> .
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	<i>General</i> <i>Print</i>	Menu item which allows printing the table of the main view, see <a href="#">chapter "Print", p. 31</a> .
	<i>Adjust Table</i>	Opens the window <i>Table Configuration</i> , see <a href="#">chapter "Adjust table", p. 25</a> .


	<i>Search</i>	Opens the window <i>Search</i> , see <a href="#">chapter "Search"</a> , p. 32.
	<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 <i>General Help</i> , a description of the application you are currently viewing is opened, see <a href="#">chapter "Call up online help"</a> , p. 31.
	<i>Module Help</i>	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened, see <a href="#">chapter "Call up online help"</a> , p. 31.
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 <a href="#">chapter "Change password"</a> , p. 30.
	<i>Navigation Bar</i>	Menu item which allows changing the way the navigation bar is displayed, see <a href="#">chapter "Change navigation bar"</a> , p. 31.
	<i>Language</i>	Menu item which allows selecting the language of the user interface, see <a href="#">chapter "Change language"</a> , p. 29. 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 <a href="#">chapter "Call up info"</a> , p. 29.
	<i>Logoff</i>	Menu item which allows logging off from the application.
13	Last login date	Shows the date of the last login.
14	Last filtered on ...; Number of records: ...	Shows the time of the last filtering (search) and the number of data sets according to the current list of search results in the main view.  This information is not available in all modules.
15		Buttons which allow browsing the pages of the main view.  (This function 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.

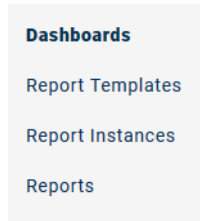




Fig. 23: Navigation bar (example)

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	Description
<i>Dashboards</i>	In the Dashboards module, <a href="#">widgets</a> are used to display graphical reports (dashboard <a href="#">widget</a> ), statistic values of the recording compiled every hour (recording <a href="#">widget</a> ) as well as reports with lists and tables (report <a href="#">widget</a> ).
<i>Report Templates</i>	In the Report Templates module, you can upload report templates that you have created yourself by means of a specific design tool or import default templates provided directly in the system.
<i>Report Instances</i>	In the Report Instances module, you can create one or several report instances for a report template. A report instance is the detailed configuration of the report template which defines which data is considered and displayed as parameter values in the report.
<i>Reports</i>	In the Reports module, you can view the reports that have already been created on basis of the templates and the corresponding instances.



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. 24](#) and [chapter "Adjust table", p. 25](#). 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. 24: 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. 1: 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. 25: Filter table view (example)

- 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. 26: Filter table view - 1 criterion

- 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. 27: 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.

- Click on the menu item *General > Adjust Table* in the toolbar of the main view.  
⇒ The window *Table Configuration* appears.

Table Configuration
✕

Rows per page 50

**Table Configuration**

Available	Assigned
Creation Date	Loaded
Updated	Conversation Type
Conversation ID	Start Time
Customer ID	Data Start
Transaction ID	End Time
Litigation	Duration
	Deletion Time
	Conversation Direction
	Calling Party PBX Agent ID

☐ Save as default configuration

Default Apply Cancel


Fig. 28: 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 <span style="border: 1px solid #ccc; padding: 2px 5px;">50</span>	Number of rows per page.
<i>Save as default configuration</i>	If this check box is activated, the table configuration is saved as default for the employees of the tenant upon applying the changes.  <b>NOTICE!</b> The option is only displayed if you have the respective right for this function.
<b>Default</b>	Resets the configuration in the window <i>Table Configuration</i> to the default settings and closes the window.
<b>Apply</b>	Saves all changes and closes the window <i>Table Configuration</i> .  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> .  <b>Yes</b> The current table configuration is saved as default for the tenant. All table configurations existing for this module are deleted from the database. When opening the module, the employees of the tenant see the new table configuration that has been saved.  <b>No</b> 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.
<b>✕</b>	Closes the window <i>Table Configuration</i> without applying the changes.

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:

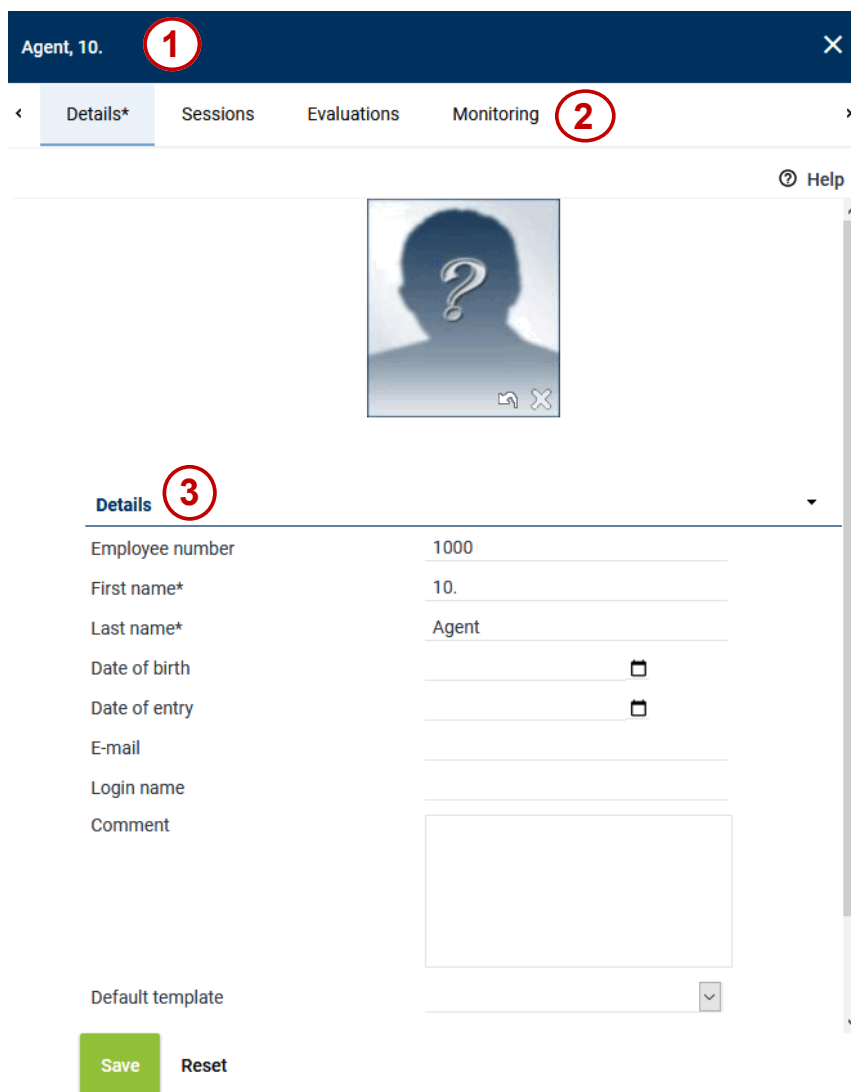
1. Left-click on the column of the header, hold the mouse key down, and drag the column to the respective width.

## 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. **1**

< Details\* Sessions Evaluations Monitoring **2** >

Help

**Details 3**

Employee number	1000
First name*	10.
Last name*	Agent
Date of birth	<input type="text"/>
Date of entry	<input type="text"/>
E-mail	<input type="text"/>
Login name	<input type="text"/>
Comment	<input type="text"/>
Default template	<input type="text"/>

**Save** **Reset**

Fig. 29: 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

*Fig. 30: Single-row entry field (example)*

### Multi-row entry fields

Maximum text length: 1500 characters

Comment

*Fig. 31: 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. 32: 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.






Once you have thus selected a language, it will be saved as default language for you as logged-in user for whenever you log in to Neo again.

## 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. 2: 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. 33: 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. 34: Additional Information

## 6.3

## Change password



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

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

Change Password

Old password\*


New password\*

Confirm password\*

OK


Reset


Fig. 35: Change password

- Enter your old password.
- Enter your new password and confirm it.
- 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.

#### 6.4 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.

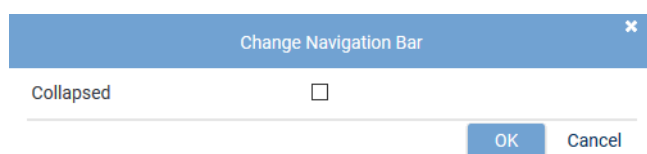



Fig. 36: Change navigation bar

#### 6.5 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> .
	Detail view / Additional window	A topic-specific help opens referring to the tab or the additional window you are currently viewing.

Tab. 3: 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

#### 6.6 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 %.
1. In the menu *General* of the toolbar, click on the menu item *Print*.

- ⇒ The print preview appears.
- 2. To cancel the printing process, click on the button *Cancel*.  
To continue the printing process, click on the button *Print*.
- ⇒ The window *Print* appears.

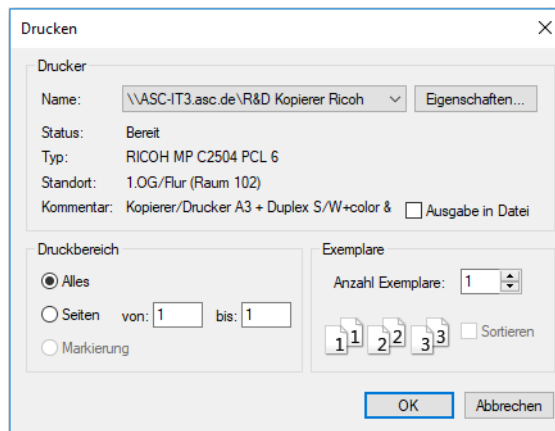


Fig. 37: Print (example)

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

## 6.7 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.

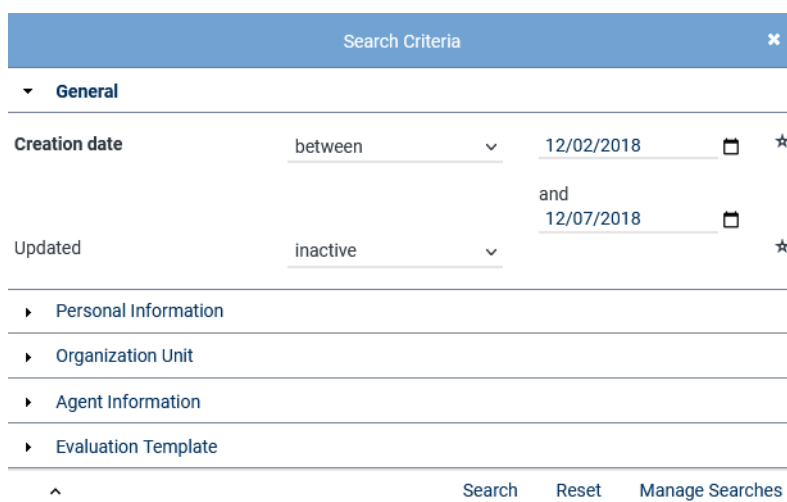




Fig. 38: Search criteria (example)

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> .

### 6.7.1 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 .

### 6.7.2 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. 40, p. 35](#).
  - ⇒ If saved searches exist, the window *Search* appears.

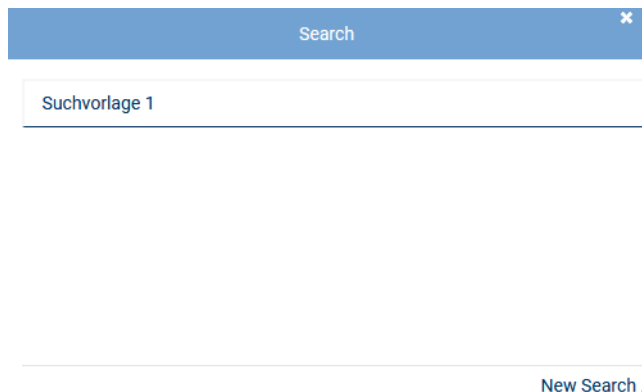


Fig. 39: Window Search (example)

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.

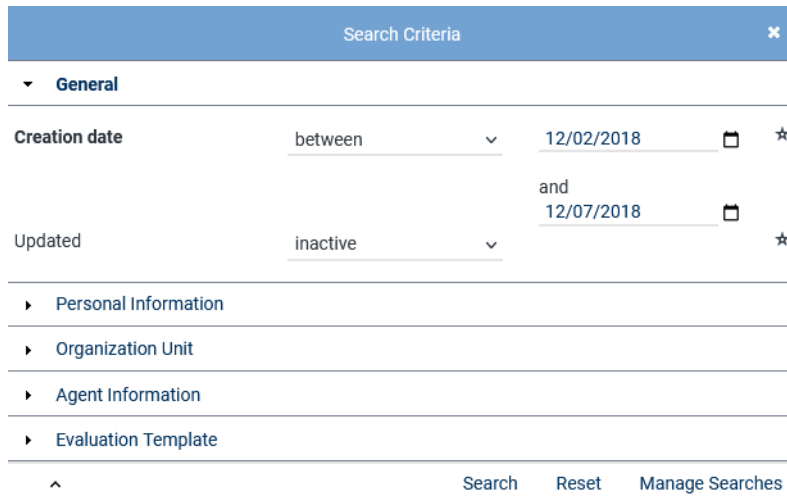



Fig. 40: Window Search Criteria (example)

4. Set the respective search criteria, see [chapter "Search criteria", p. 33](#).
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. 35](#).  
 To reset all manually entered search criteria, click on the button *Reset*.  
 To close the window *Search Criteria*, click on the icon .

### 6.7.3 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. 34](#).

1. Set the respective search criteria, see [chapter "Search criteria", p. 33](#).

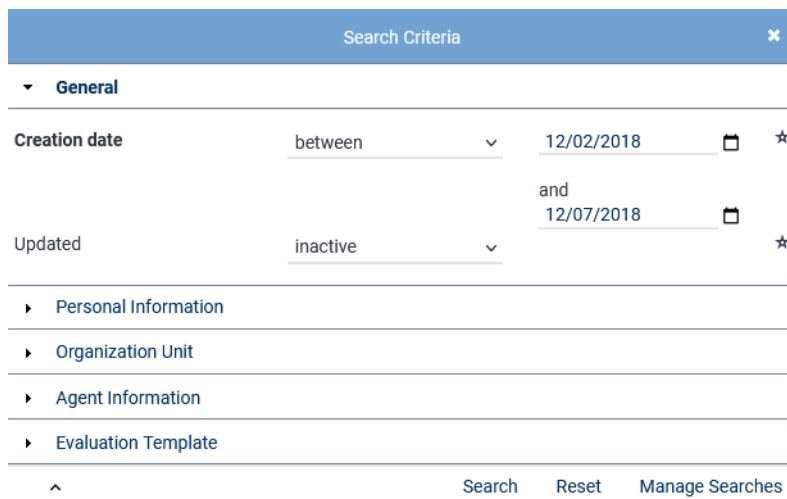
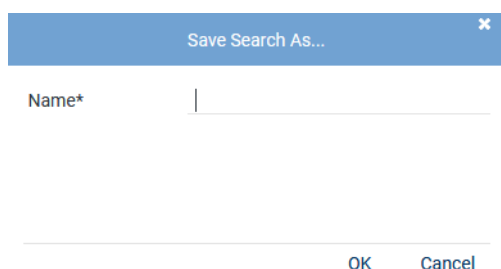


Fig. 41: Enter search criteria (example)

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



Save Search As... ✕

Name\* |

OK Cancel

Fig. 42: Save search

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

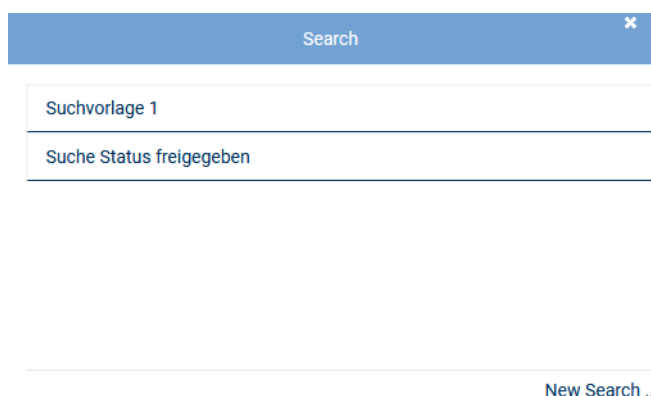


The fields marked with " \* " are mandatory fields. These fields have to be filled out.

#### 6.7.4

#### Edit saved search

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



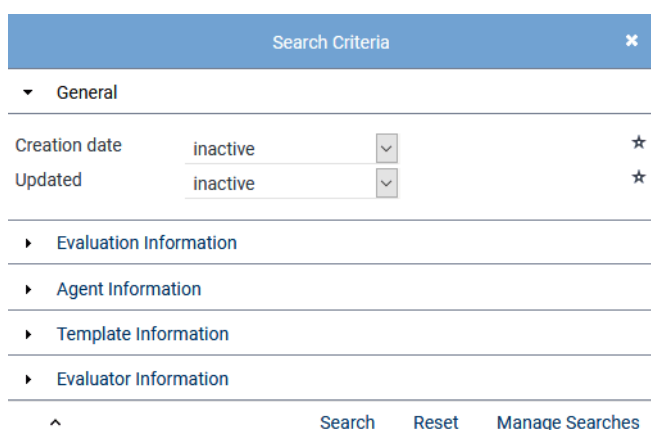
Search ✕

Suchvorlage 1
Suche Status freigegeben

New Search ..

Fig. 43: Window Search (example)

- 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. 44: Window Search Criteria (example)

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

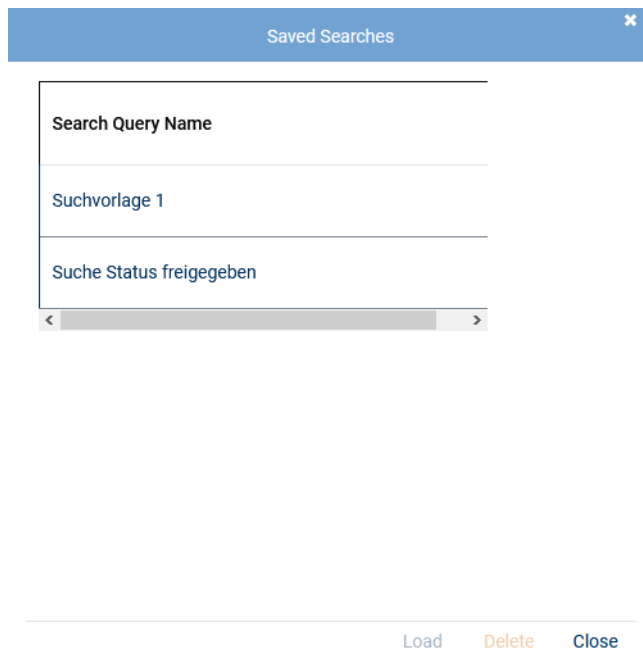


Fig. 45: Saved Searches (example)

4. Select the saved search you would like to edit.

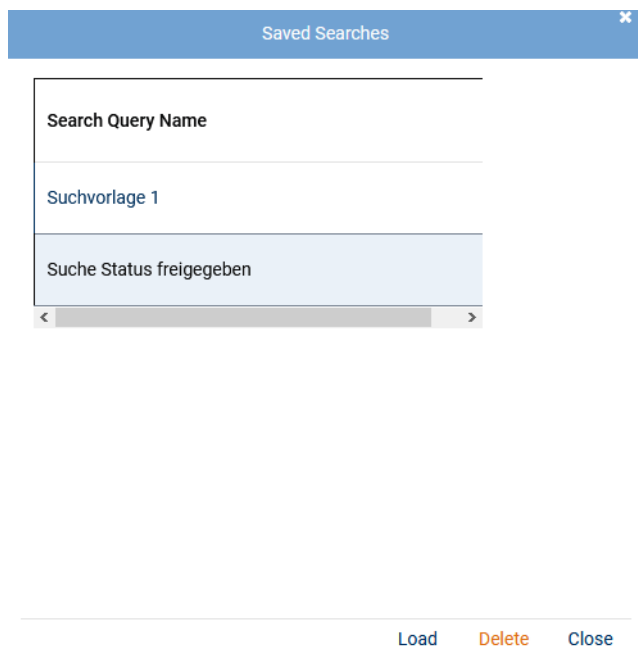
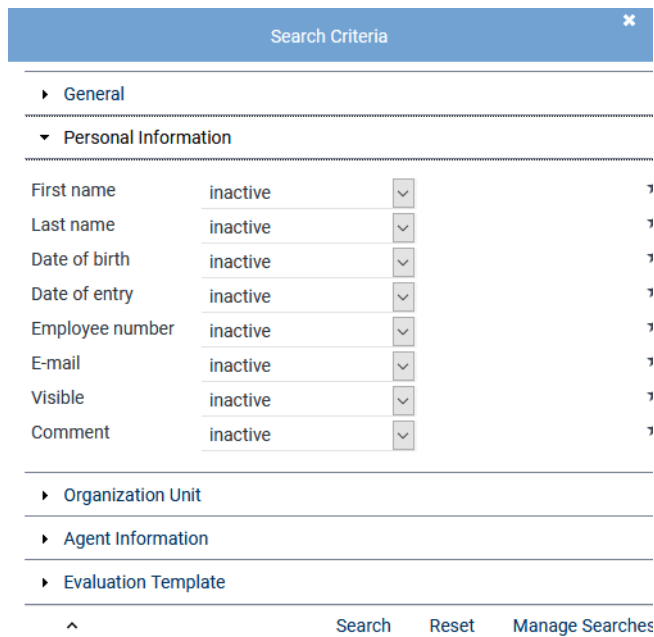


Fig. 46: Edit saved search (example)

5. Click on the button *Load*.
  - ⇒ The saved search settings are loaded in the window *Search Criteria*.



Search Criteria		
▶ General		
▼ Personal Information		
First name	inactive	🔍
Last name	inactive	🔍
Date of birth	inactive	🔍
Date of entry	inactive	🔍
Employee number	inactive	🔍
E-mail	inactive	🔍
Visible	inactive	🔍
Comment	inactive	🔍
▶ Organization Unit		
▶ Agent Information		
▶ Evaluation Template		
^      Search      Reset      Manage Searches		

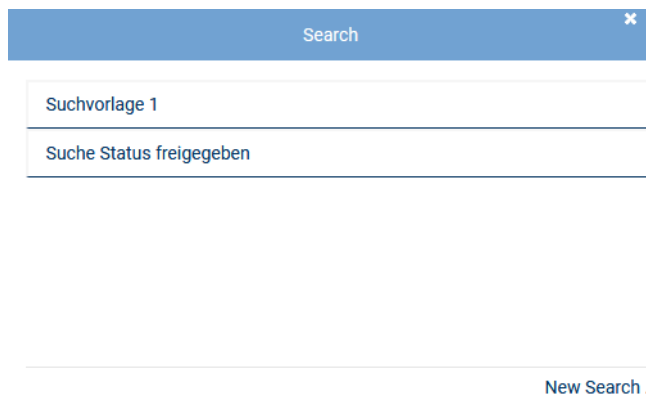
Fig. 47: Search Criteria (example)

- Adjust the search criteria according to your requirements.
- 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. 35](#).

### 6.7.5 Search via saved search

If you have saved search settings (see [chapter "Save search", p. 35](#)), you can quickly search for the saved search criteria.

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



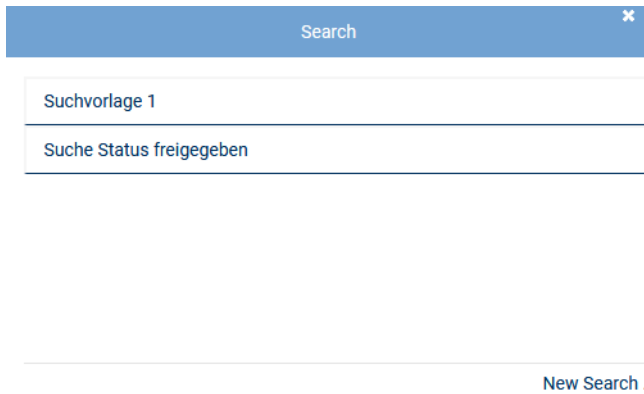
Search	
Suchvorlage 1	
Suche Status freigegeben	
New Search ..	

Fig. 48: Search (example)

- 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.

### 6.7.6 Delete saved search

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

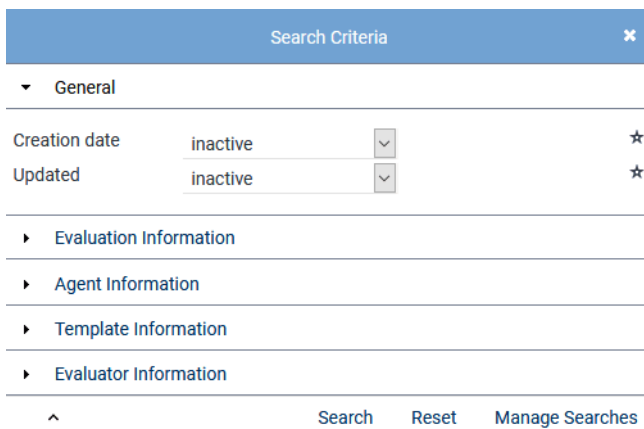


Search	
Suchvorlage 1	
Suche Status freigegeben	

New Search ..

Fig. 49: Window Search (example)

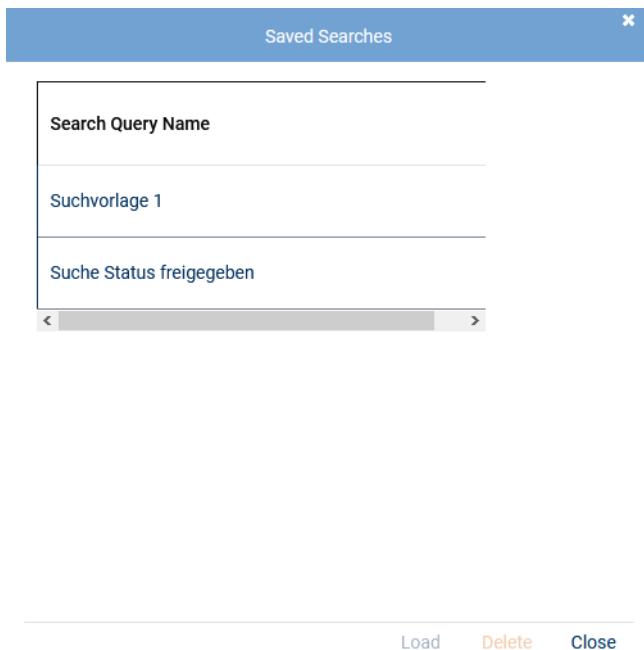
- Click on the button *New Search*.  
⇒ The window *Search Criteria* appears.



Search Criteria			
▼ General			
Creation date	inactive	▼	★
Updated	inactive	▼	★
▶ Evaluation Information			
▶ Agent Information			
▶ Template Information			
▶ Evaluator Information			
		Search	Reset   Manage Searches

Fig. 50: 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. 51: Saved Searches (example)

- Select the search you would like to delete.

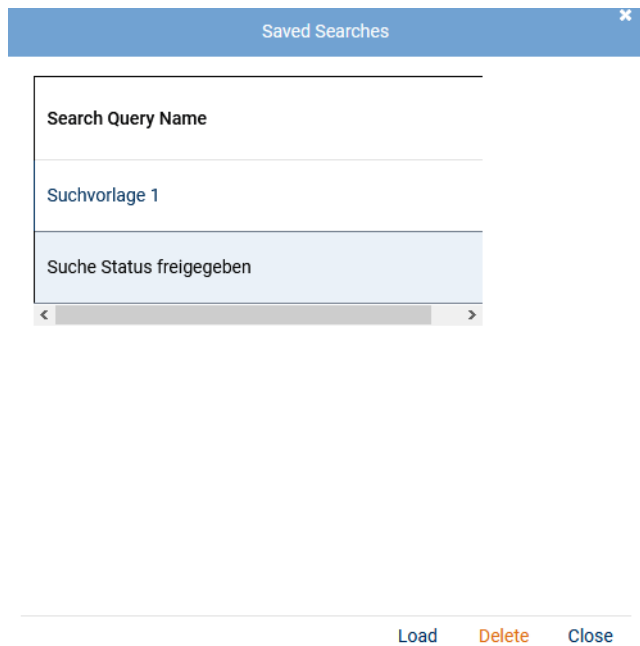


Fig. 52: Delete saved search (example)

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

### 6.7.7 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. 33](#).

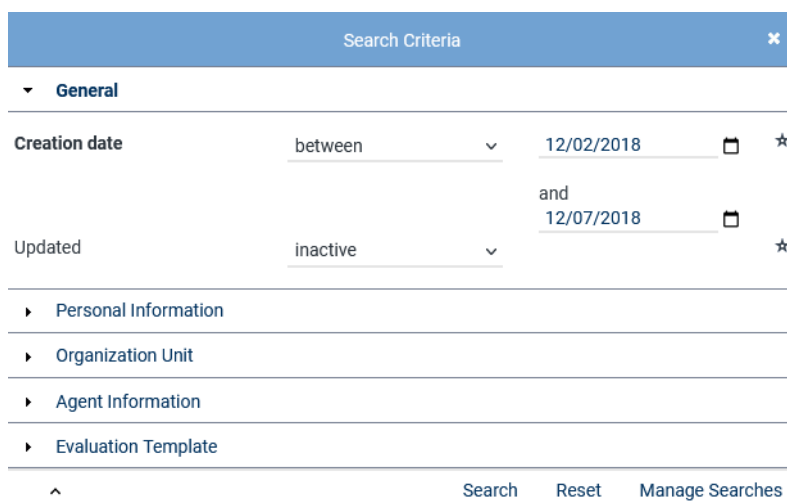
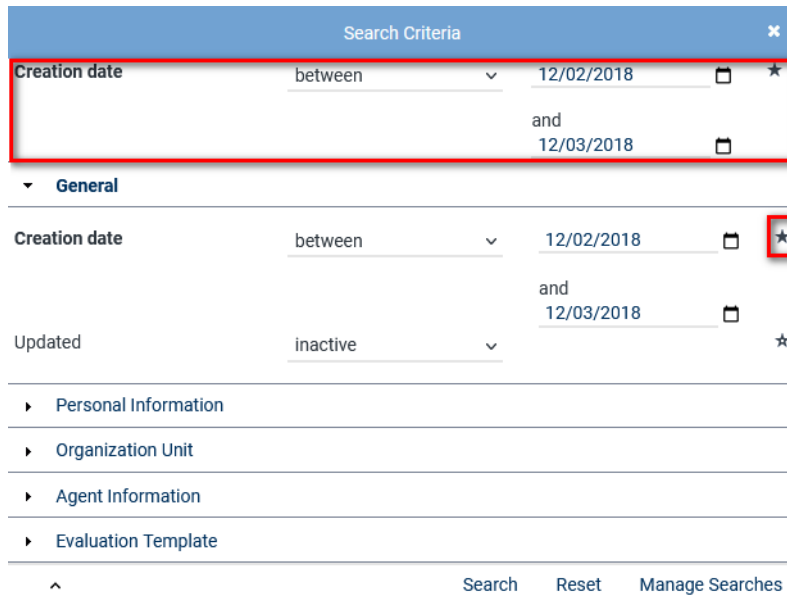


Fig. 53: Enter search criteria (example)

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 ★.

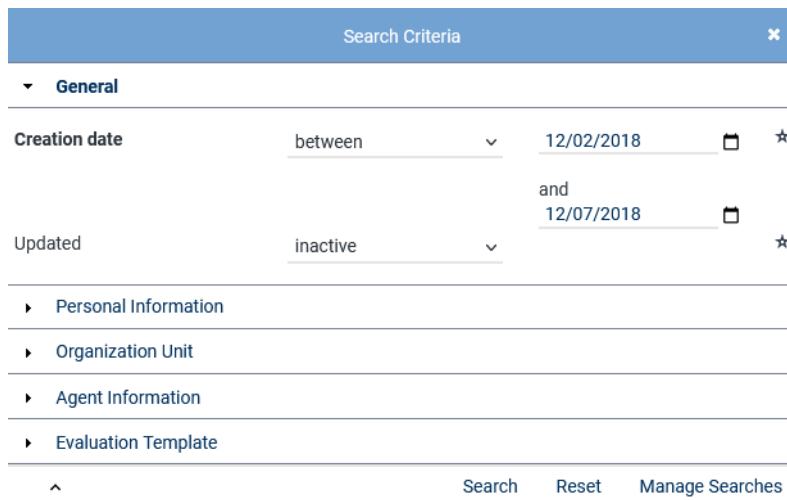




The screenshot shows a 'Search Criteria' window with a blue header and a close button. Under the 'General' section, there are two criteria. The first criterion, 'Creation date', is set to 'between' with dates '12/02/2018' and '12/03/2018'. It has a calendar icon and a star icon, which is highlighted with a red box. The second criterion, 'Updated', is set to 'inactive' and also has a star icon. Below the criteria are expandable sections for 'Personal Information', 'Organization Unit', 'Agent Information', and 'Evaluation Template'. At the bottom are buttons for 'Search', 'Reset', and 'Manage Searches'.

Fig. 54: 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.




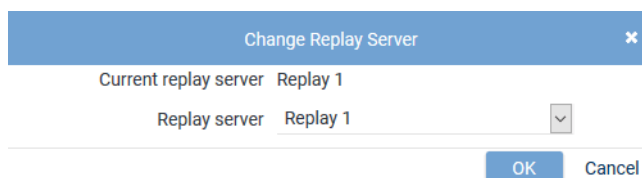
This screenshot is similar to Fig. 54 but shows a different set of criteria. The 'Creation date' criterion is still present with the same dates, but its star icon is not highlighted. The 'Updated' criterion is also present with the value 'inactive'. The layout and bottom buttons are identical to the previous figure.

Fig. 55: Search criterion not tagged as favorite (example)

## 6.8

### Change replay server

1. Click on the menu item  (Logged in as) > Change Replay Server in the user interface.
  - ⇒ The following window appears:



The 'Change Replay Server' dialog box has a blue header with a close button. It shows 'Current replay server' as 'Replay 1'. Below this, there is a label 'Replay server' followed by a drop-down menu currently showing 'Replay 1'. At the bottom are 'OK' and 'Cancel' buttons.

Fig. 56: Change replay server

2. Select the replay server from the drop-down list.

3. To save the change, click on the button *OK*.  
To discard the change, click on the button *Cancel*.

## List of figures

Fig. 1	Import of a recording dashboard template .....	7
Fig. 2	Import of a recording dashboard template .....	7
Fig. 3	Create-recording-dashboard-instance .....	8
Fig. 4	Configure-recording-widget .....	9
Fig. 5	Configure-recording-widget .....	9
Fig. 6	Select statistic values .....	10
Fig. 7	Configuration dashboard parameters .....	11
Fig. 8	Recording dashboard widget (example) .....	12
Fig. 9	Login screen .....	14
Fig. 10	Single login .....	14
Fig. 11	Your password has expired .....	15
Fig. 12	Login .....	15
Fig. 13	Combination login .....	16
Fig. 14	Your password has expired .....	16
Fig. 15	Login two-factor authentication .....	17
Fig. 16	Confirm code .....	17
Fig. 17	OAuth login .....	18
Fig. 18	Confirmation required (example Azure) .....	18
Fig. 19	Login window .....	19
Fig. 20	Request password .....	19
Fig. 21	Accept terms of use (example) .....	20
Fig. 22	Welcome screen .....	21
Fig. 23	Navigation bar (example) .....	23
Fig. 24	Changing pages .....	24
Fig. 25	Filter table view (example) .....	24
Fig. 26	Filter table view - 1 criterion .....	25
Fig. 27	Filter table view - several criteria .....	25
Fig. 28	Adjust table of the main view (example) .....	26
Fig. 29	Detail view (example) .....	27
Fig. 30	Single-row entry field (example) .....	28
Fig. 31	Multi-row entry field (example) .....	28
Fig. 32	Change language .....	29
Fig. 33	Installed Product Versions .....	30
Fig. 34	Additional Information .....	30
Fig. 35	Change password .....	30
Fig. 36	Change navigation bar .....	31
Fig. 37	Print (example) .....	32
Fig. 38	Search criteria (example) .....	32
Fig. 39	Window Search (example) .....	34
Fig. 40	Window Search Criteria (example) .....	35
Fig. 41	Enter search criteria (example) .....	35

Fig. 42	Save search.....	36
Fig. 43	Window Search (example).....	36
Fig. 44	Window Search Criteria (example).....	36
Fig. 45	Saved Searches (example) .....	37
Fig. 46	Edit saved search (example) .....	37
Fig. 47	Search Criteria (example).....	38
Fig. 48	Search (example) .....	38
Fig. 49	Window Search (example).....	39
Fig. 50	Window Search Criteria (example).....	39
Fig. 51	Saved Searches (example) .....	39
Fig. 52	Delete saved search (example).....	40
Fig. 53	Enter search criteria (example).....	40
Fig. 54	Search criterion tagged as favorite (example) .....	41
Fig. 55	Search criterion not tagged as favorite (example).....	41
Fig. 56	Change replay server .....	41

### List of tables

Tab. 1	Main view - change sort sequence .....	24
Tab. 2	Information.....	29
Tab. 3	Call up online help .....	31

---

## Glossary

### API

Application Programming Interface

---

### OAuth

OAuth is an open standard for access delegation, commonly used as a way for Internet users to grant websites or applications access to their information on other websites but without giving them the passwords. (Source: Wikipedia 19th August 2020)

---

### 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)

---

### Widget

Component of a graphical dialog system. Consists of a visible window and an invisible object which saves the configuration of the component. Interacts with the user and displays information which is updated regularly. (Source: <https://de.wikipedia.org> 15.07.2021)

---