

Usage **DOWNLOAD**client



User manual

10/23/2019

Product line neo, version 6.x

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

EVOLUTIONneo

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

Copyright © 2019 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

1	General information	4
2	Introduction	5
3	System requirements.....	6
4	Licenses	7
5	Start application	8
6	Usage	9
6.1	Tab General	10
6.2	Tab Connection	13
6.3	Tab Search.....	14
6.4	Tab Additional Data.....	19
6.5	Tab File Name.....	24
6.6	Start download	29
	Glossary	32
	Index.....	33

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 *DOWNLOADclient* searches for and saves audio files including their additional data locally on the client computer. The connection is established via the ASC web service.

The application *DOWNLOADclient* can be configured according to the requirements of different users or to reflect specific search settings, see [chapter "Tab General", p. 10](#).

The configuration is saved in an [XML](#) file and read out by the service *ASC Conversation Download*. The service *ASC Conversation Download* reads out the name of the [XML](#) file from the file *ASCConversationDownload.ini* and employs it. By default, the service uses the configuration file saved in *C:\ProgramData\ASC\ConversationDownload*.

The following output formats are supported:

- [WAVE](#) file (mono and stereo) for the audio data
- [XML](#) file for the additional data, transcriptions, and for SMS

The following languages are supported:

- German
- English
- Spanish

Configure the application *DOWNLOADclient* in the following tabs:

- General

Configure the general settings such as language, export path, format of date and time, display of the additional customer data etc.

See [chapter "Tab General", p. 10](#).

- Connection

Configure the connection data such as the server address, user name and password etc.

See [chapter "Tab Connection", p. 13](#).

- Search

Configure which additional data is supposed to be searched.

See [chapter "Tab Search", p. 14](#).

- Additional Data

Configure which additional data is supposed to be exported.

See [chapter "Tab Additional Data", p. 19](#).

- File Name

Configure which additional data is supposed to be saved in the file name upon exporting.

See [chapter "Tab File Name", p. 24](#).

The download begins upon saving the configuration in the tab *General*. Depending on the amount of data, this may take several minutes.

3 System requirements

3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

4 Licenses

License name	Number
DOWNLOAD <u>client</u>	1 license per concurrent user

Tab. 1: Licenses

5 Start application

5 Start application

The application `DOWNLOADclient` has to be started manually. A program icon is created on the desktop during the installation.

1. To start the application, click on the program icon of the application `DOWNLOADclient`.



Fig. 1: Program icon

Upon logging in successfully, the application `DOWNLOADclient` opens.

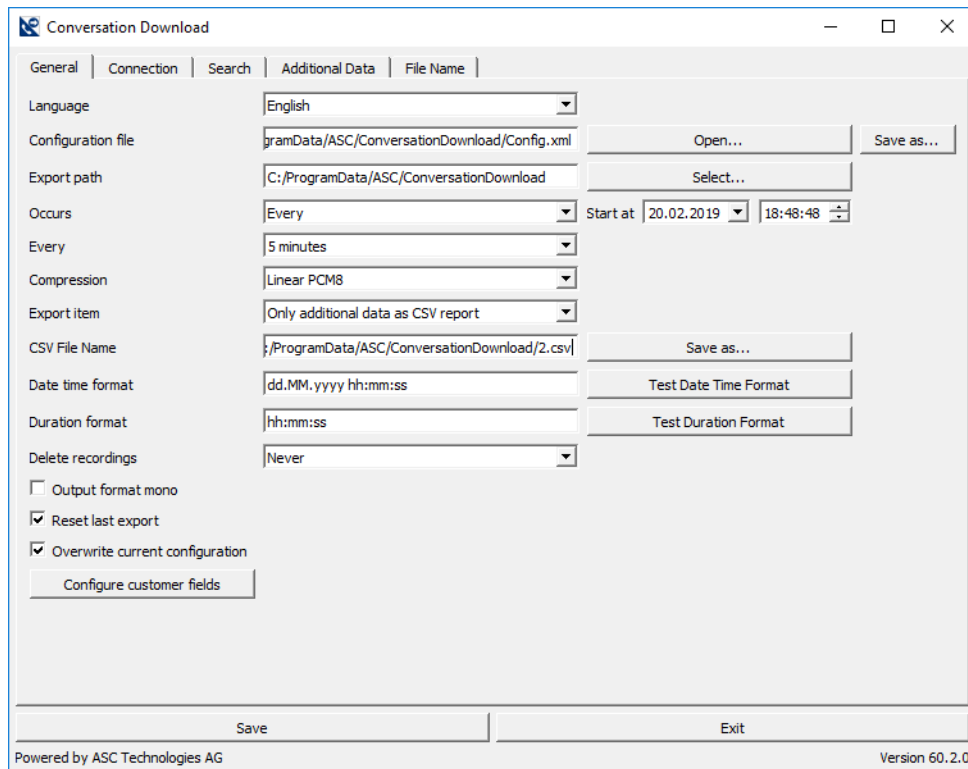


Fig. 2: Welcome screen

6.1

Tab General

Here, you can display and edit general information.

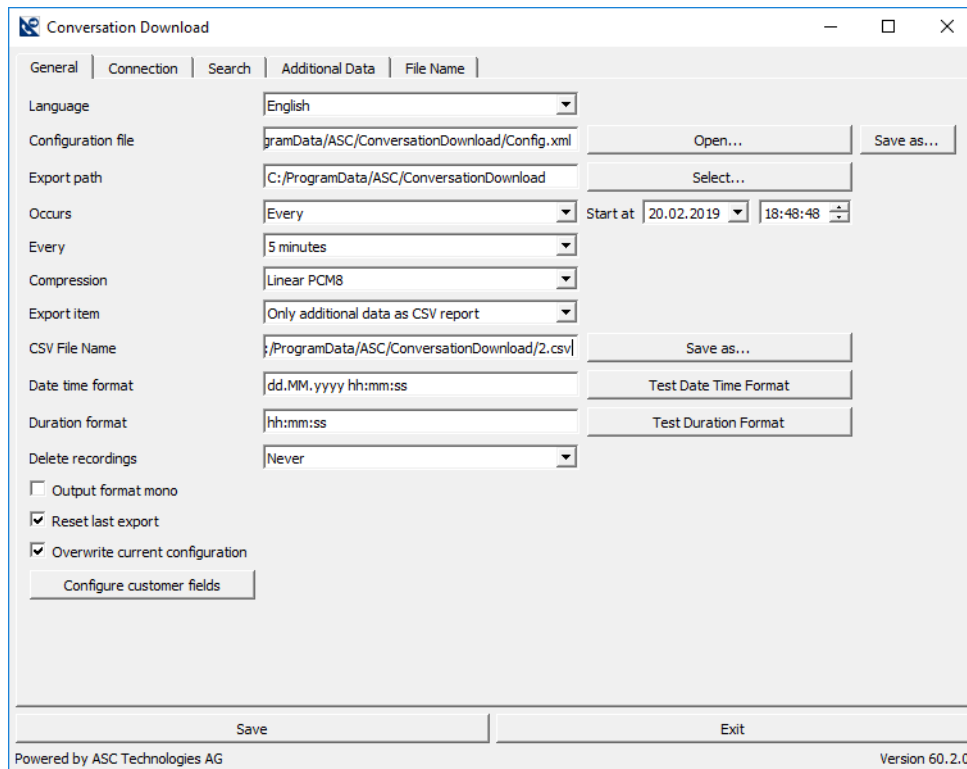


Fig. 3: Tab General

Language	Select the language. The following languages are available: • German • English • Spanish
Configuration file	Select the storage location of the configuration file. You can save and load different configuration files to run individualized searches or create several client users for this client computer. To use a different configuration file for the export, proceed as follows: 1. Load the configuration file which is supposed to be used for the export. 2. Activate the option <i>Overwrite current configuration</i>. 3. Click on the button Save to save the currently loaded configuration file for the export.
Export path	Select the output location for the download files.
Occurs	Select how often the data is supposed to be exported. The following modes are available: • Immediately Upon clicking on the button Save, the data is exported immediately. • Once Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon  to open the calendar. Upon clicking on the button Save, the data is exported once.

	• Every Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon  to open the calendar. Select a minute interval under <i>Ever</i>. Upon clicking on the button <i>Save</i>, the data is exported in the selected interval. • Daily Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon  to open the calendar. Upon clicking on the button <i>Save</i>, the data is exported daily. • Weekly Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon  to open the calendar. Upon clicking on the button <i>Save</i>, the data is exported weekly. • Monthly Enter the date and the time via the keyboard. Alternatively, you can use the calendar function to enter the date. Click on the icon  to open the calendar. Upon clicking on the button <i>Save</i>, the data is exported monthly. If no other file has been saved, the service uses the configuration file <i>C:\ProgramData\ASC\ConversationDownload</i>.
<i>Every</i>	The field to select a minute interval only appears if the option <i>Every</i> has been selected under <i>Occurs</i>. The following intervals are available: • 5 minutes • 10 minutes • 15 minutes • 30 minutes • 60 minutes
<i>Compression</i>	Select which type of compression is supposed to be used: • G.711 A-law • G.711 μ-law • G.729 • Linear PCM8 • Linear PCM16 The PCM method does not use compressed output files and can be played by almost any player. This method requires a lot of storage space.
<i>Export item</i>	Select which data is supposed to be exported: • WAVE data and additional data • Only WAVE data • Only additional data • Only additional data as CSV report

	If additional data is supposed to be exported, it has to be selected in the tab <i>Additional Data</i>.
<i>CSV file name</i>	This option only appears if the option <i>Only additional data as CSV report</i> has been selected under <i>Export item</i>. Select the storage location and the file name for the CSV report of the additional data. You can save different report files. To use a new output file for the export, proceed as follows: 1. Activate the option <i>Reset last export</i>. 2. Activate the option <i>Overwrite current configuration</i>. 3. Click on the button <i>Save As</i> and define the new storage location and/or the file name. 4. Click on the button <i>Save</i> to save the current configuration.
<i>Date time format</i>	Select which date format and time format is supposed to be used for the additional data (tab <i>Additional Data</i> and <i>File Name</i>). Click on the button <i>Test Date Time Format</i> to check the selected date time format in advance.
<i>Duration format</i>	Select which format is supposed to be used for the duration of the conversation. Click on the button <i>Test Duration Format</i> to check the selected format in advance.
<i>Delete recordings</i>	Select when the exported recordings are supposed to be deleted: • Never • After Enter the time directly via the keyboard or via the arrow keys.
<i>Output format mono</i>	All audio recordings are converted into digital signals. Generally, either <i>stereo</i> or <i>mono</i> can be selected for every output format. If <i>stereo</i> is used, the audio data is saved as originally recorded. If <i>mono</i> is used, all data is mixed on 1 channel so that everything is audible on the left speaker but not on the right speaker for example. Activate the check box to export the audio data as <i>mono</i>.
<i>Reset last export</i>	Activate the check box to reset the last export. All parameters are written anew.
<i>Overwrite current configuration</i>	Activate the check box if you would like to use the currently loaded configuration file for the export.
Configure customer fields	In the DOWNLOADclient, you can use all customer-specific additional data which have been configured in the application System Configuration in the Additional Data module. NOTICE! They are not compared against the display name configured in the Additional Data module! You can configure a differing display name for each language. Activate all customer fields that you would like to use to search, export or rename files. The additional customer data are displayed in the tabs <i>Search</i>, <i>Additional Data</i>, and <i>File Name</i> in the category <i>Additional Customer Data</i>. 1. Click on <i>Configure customer fields</i>. 2. From the drop-down list, select one of the available customer fields and enter a display name in the corresponding field. 3. Activate the option <i>Display customer fields</i> for all customer fields that you would like to use.

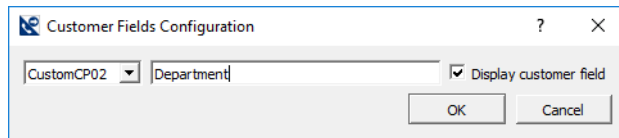


Fig. 4: Configure customer fields

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

6.2

Tab Connection

Here, you can display and edit the connection data to the [app server](#).

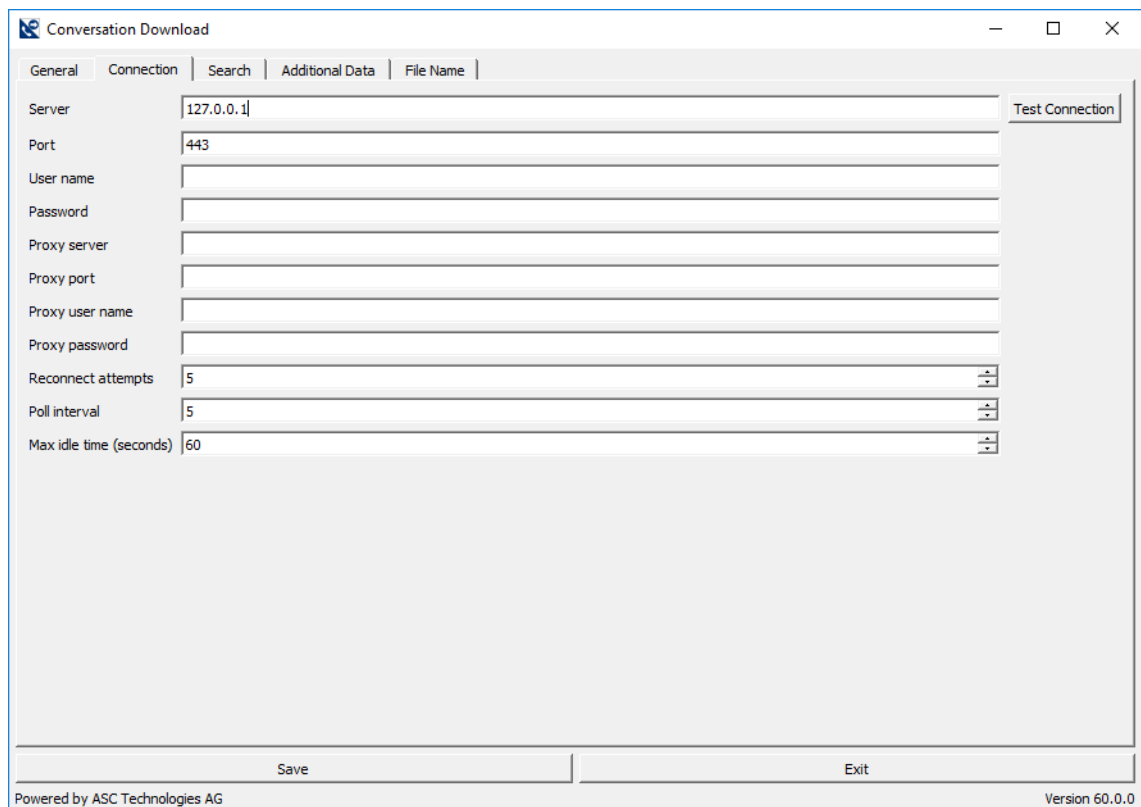


Fig. 5: Tab Connection

Server	Enter the address of the app server . Click on the button <i>Test Connection</i> to check the connection to the app server .
Port	Enter the value for the port of the HTTPS connection of the app server . Default value: 443
User name	Enter your neo user name.
Password	Enter your neo user password.
Proxy server	Enter the address of the proxy server (if available).
Proxy port	Enter the port of the proxy server.
Proxy user name	Enter your proxy user name.
Proxy password	Enter your proxy password.
Reconnect attempts	Enter the number of attempts made to connect to the app server .
Poll interval	Enter the time in seconds before the next poll interval is supposed to start.

	Default value: 5 seconds
<i>Max. idle time (seconds)</i>	Enter the time in seconds before the next export is supposed to start in case the connection to the app server has been lost. If the connection cannot be established again during this period of time, the export is discarded. The export will be triggered again at a later moment.

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

6.3 Tab Search

For the search, different search criteria are available which are divided in several search categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

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-days-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.
<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 several values can be entered, enter the value directly in the entry field via the keyboard and click on the button *Add* on the right of the entry field.
To remove a value from the list, click on the button *Remove* on the right of the value.
- If entering a date is required, enter the date directly via the keyboard or via the icon ▼.

In the tab *General*, activate the check box *Reset last export* to reset the export parameters.

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

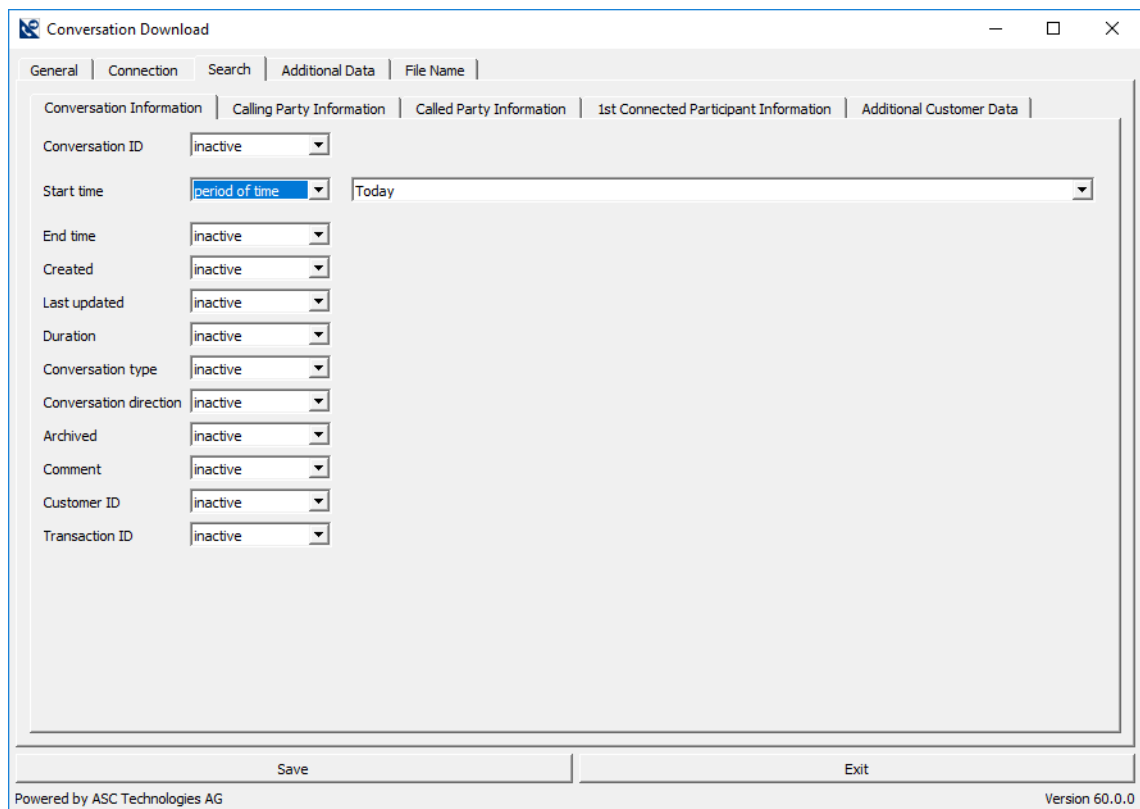


Fig. 6: Tab Search - Conversation Information

Conversation Information

<i>Conversation ID</i>	Filters for the conversation ID.
<i>Start time</i>	Filters for the start time of the conversation.
<i>End time</i>	Filters for the end time of the conversation.
<i>Created</i>	Filters for the creation date of the conversation.
<i>Last updated</i>	Filters for the date when the conversation was changed for the last time.
<i>Duration</i>	Filters for the duration of the conversation.

<i>Conversation type</i>	Filters for the conversation type: • Conversation • Work item • Text • Chat • E-mail
<i>Conversation direction</i>	Filters for the conversation direction: • Unknown • Incoming • Outgoing • Internal
<i>Archived</i>	Filters for the parameter of whether the conversation has been archived. • archived • not archived
<i>Comment</i>	Filters for a comment
<i>Customer ID</i>	Filters for the customer ID.
<i>Transaction ID</i>	Filters for the transaction ID.

Calling Party Information

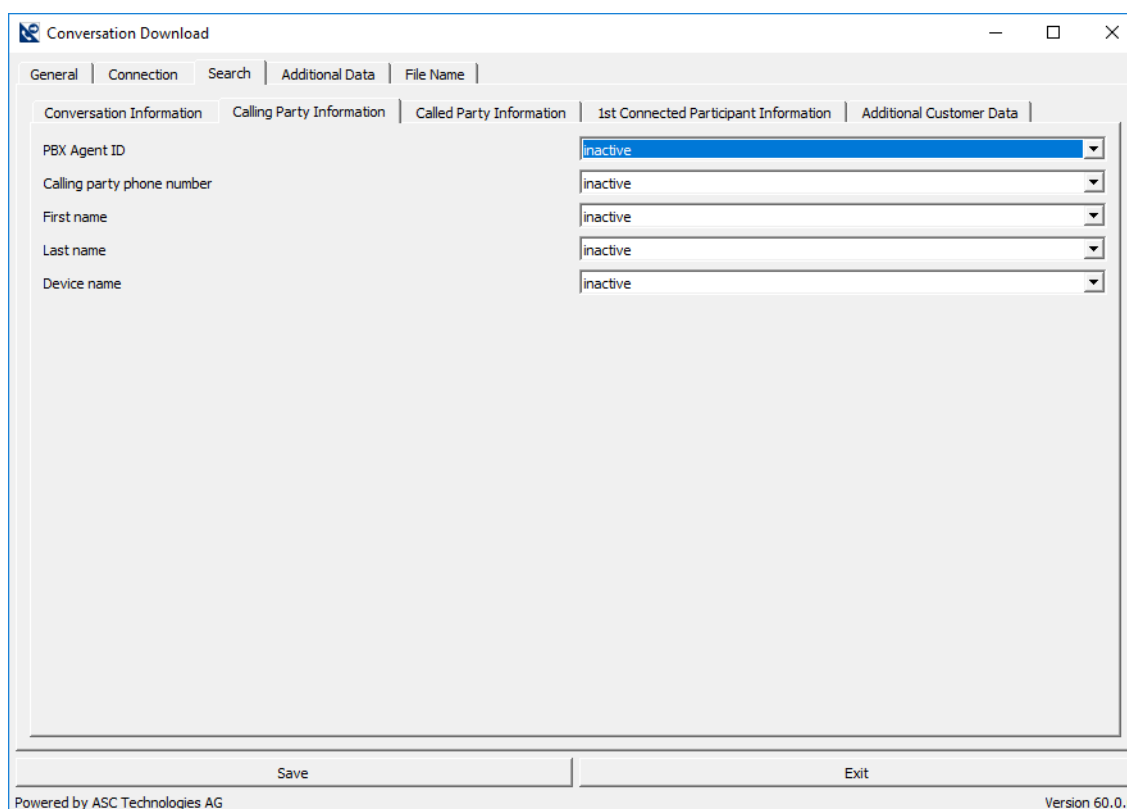


Fig. 7: Tab Search - Calling Party Information

Calling Party Information

<i>PBX Agent ID</i>	Filters for the PBX Agent ID of the calling party.
<i>Calling party phone number</i>	Filters for the phone number of the calling party.

<i>First name</i>	Filters for the first name of the calling party.
<i>Last name</i>	Filters for the last name of the calling party.
<i>Device name</i>	Filters for the device name of the turret or of the phone of the calling party.

Called Party Information

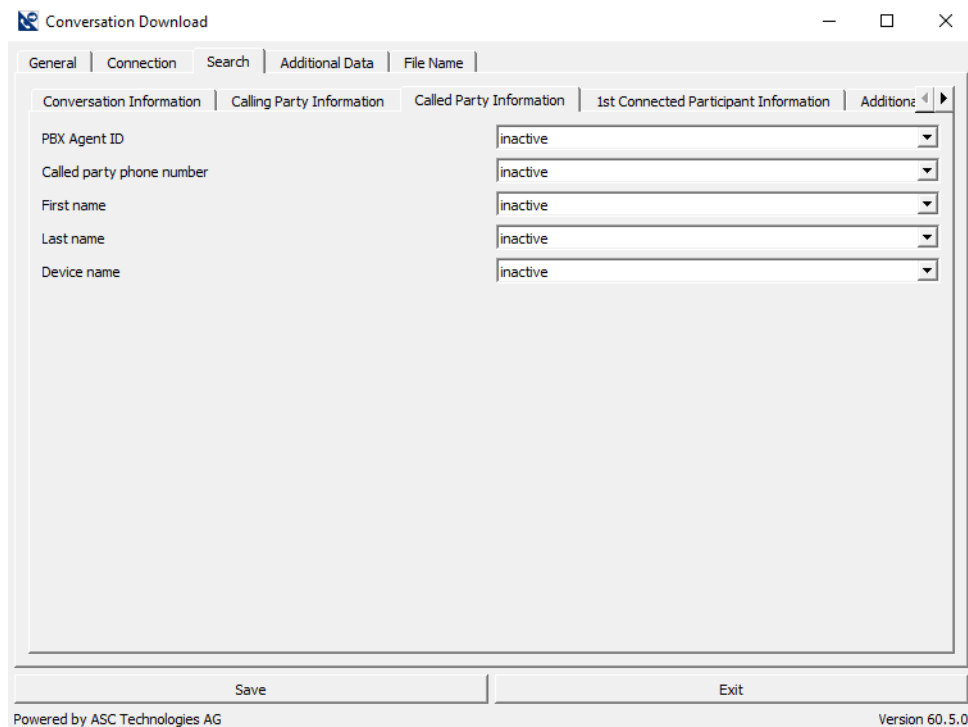


Fig. 8: Tab Search - Called Party Information

Called Party Information

<i>PBX Agent ID</i>	Filters for the PBX Agent ID of the called party.
<i>Called party phone number</i>	Filters for the phone number of the called party.
<i>First name</i>	Filters for the first name of the called party.
<i>Last name</i>	Filters for the last name of the called party.
<i>Device name</i>	Filters for the device name of the turret or of the phone of the called party.

1st-Connected Participant Information

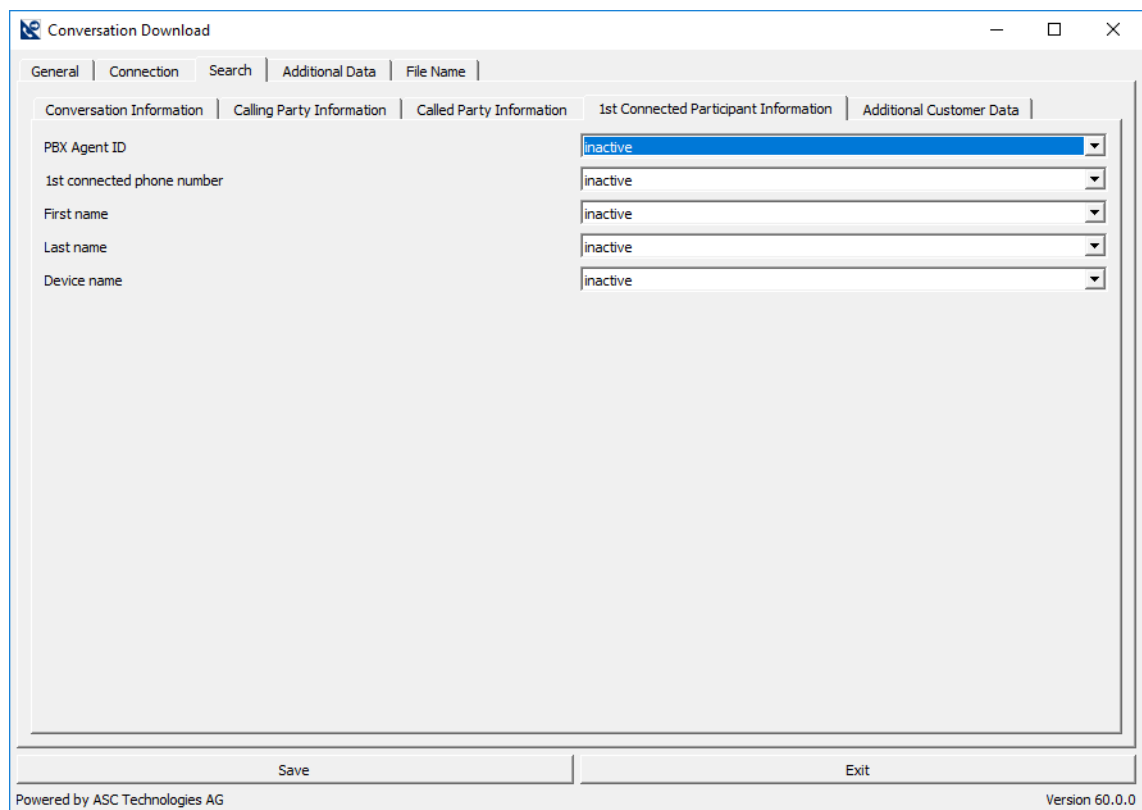


Fig. 9: Tab Search - 1st-Connected Participant Information

1st-Connected Participant Information

<i>PBX Agent ID</i>	Filters for the PBX Agent ID of the 1st connected.
<i>1st-connected phone number</i>	Filters for the phone number of the 1st connected.
<i>First name</i>	Filters for the first name of the 1st connected.
<i>Last name</i>	Filters for the last name of the 1st connected.
<i>Device name</i>	Filters for the device name of the turret or of the phone of the 1st connected.

Additional Customer Data

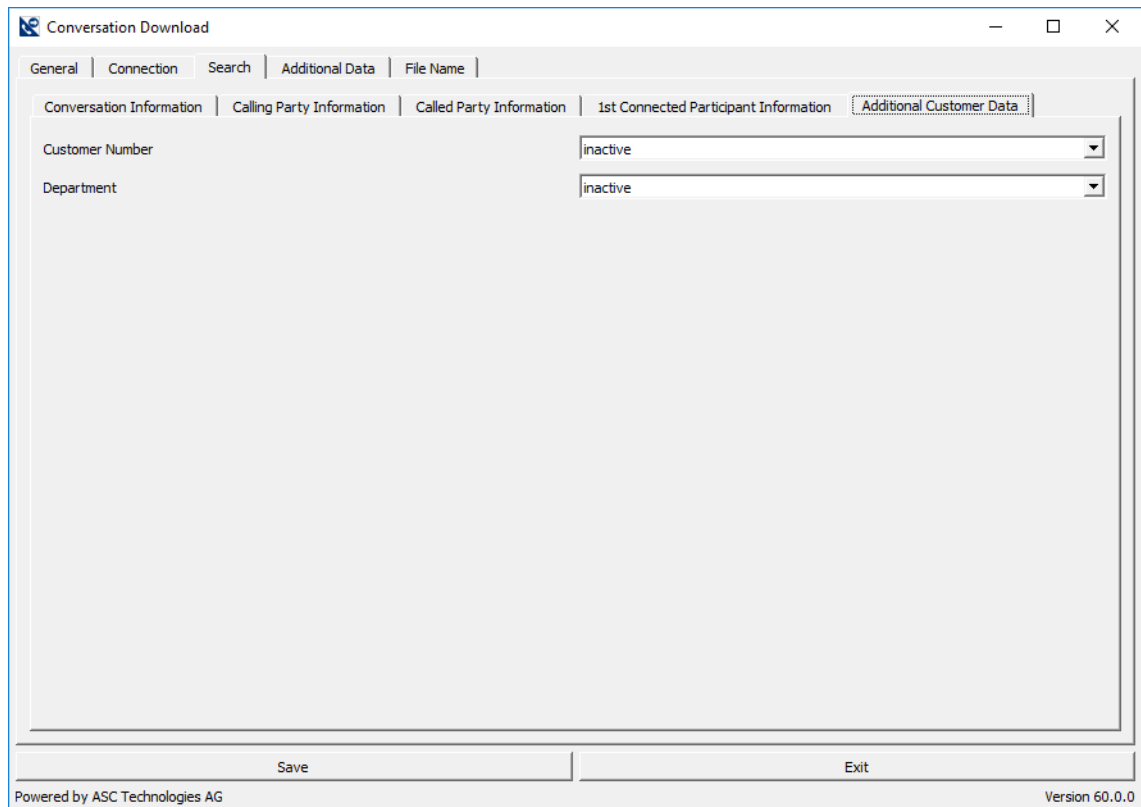


Fig. 10: Tab Search - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the *DOWNLOAD-client* in the tab *General* under *Configure customer fields*.

6.4 Tab Additional Data

Here, you can select which additional data is supposed to be exported.

The additional data is sorted into the following categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

Select a value by activating the respective check box.

In the tab *General*, activate the check box *Reset last export* to reset all export parameters (search parameters and selection of additional data).

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

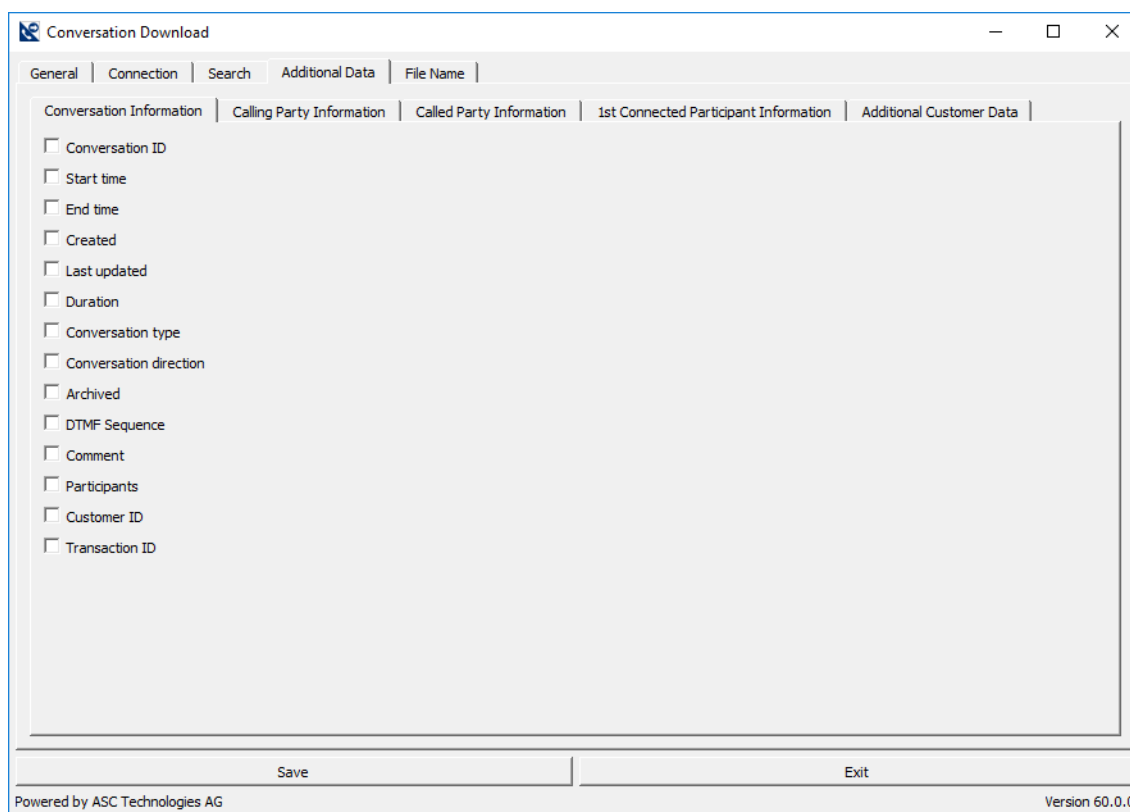


Fig. 11: Tab Additional Data - Conversation Information

The following additional data can be selected to be exported:

- Conversation ID
- Start time
- End time
- Created
- Last updated
- Duration
- Conversation type
- Conversation direction
- Archived
- DTMF sequences
- Comment
- Participant
- Customer ID
- Transaction ID

Calling Party Information

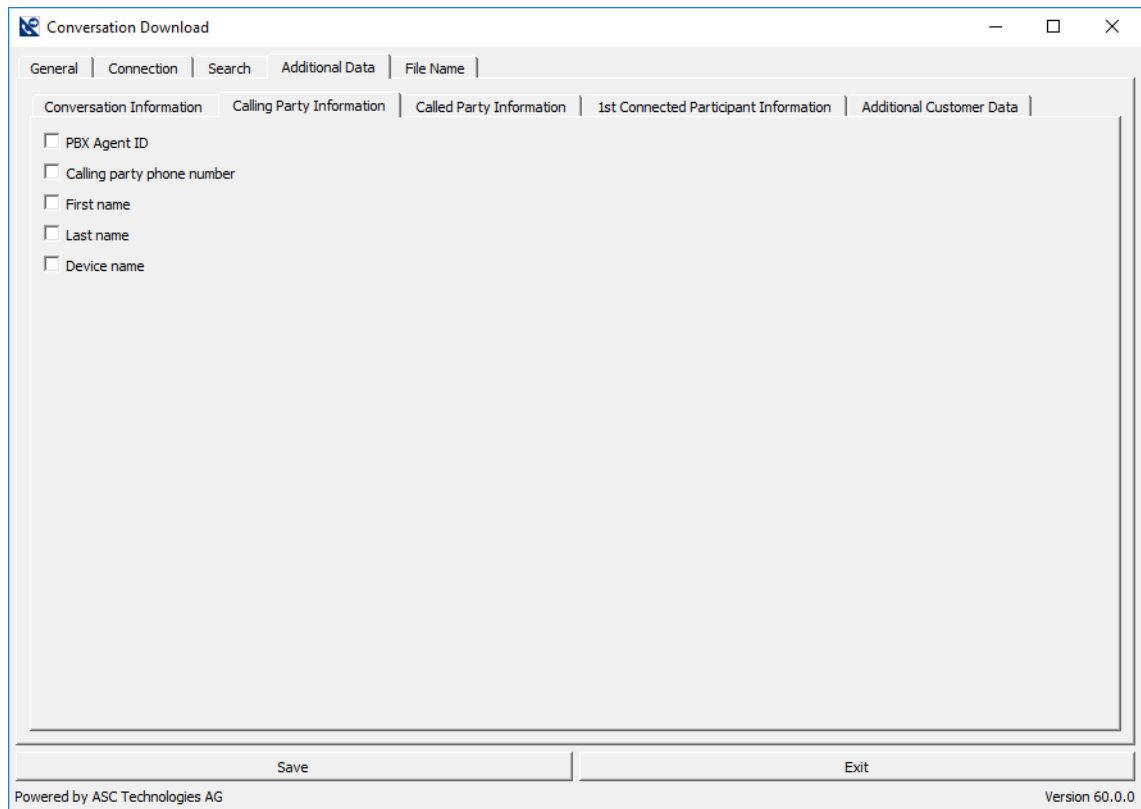


Fig. 12: Tab Additional Data - Calling Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Calling party phone number
- First name
- Last name
- Device name

Called party information

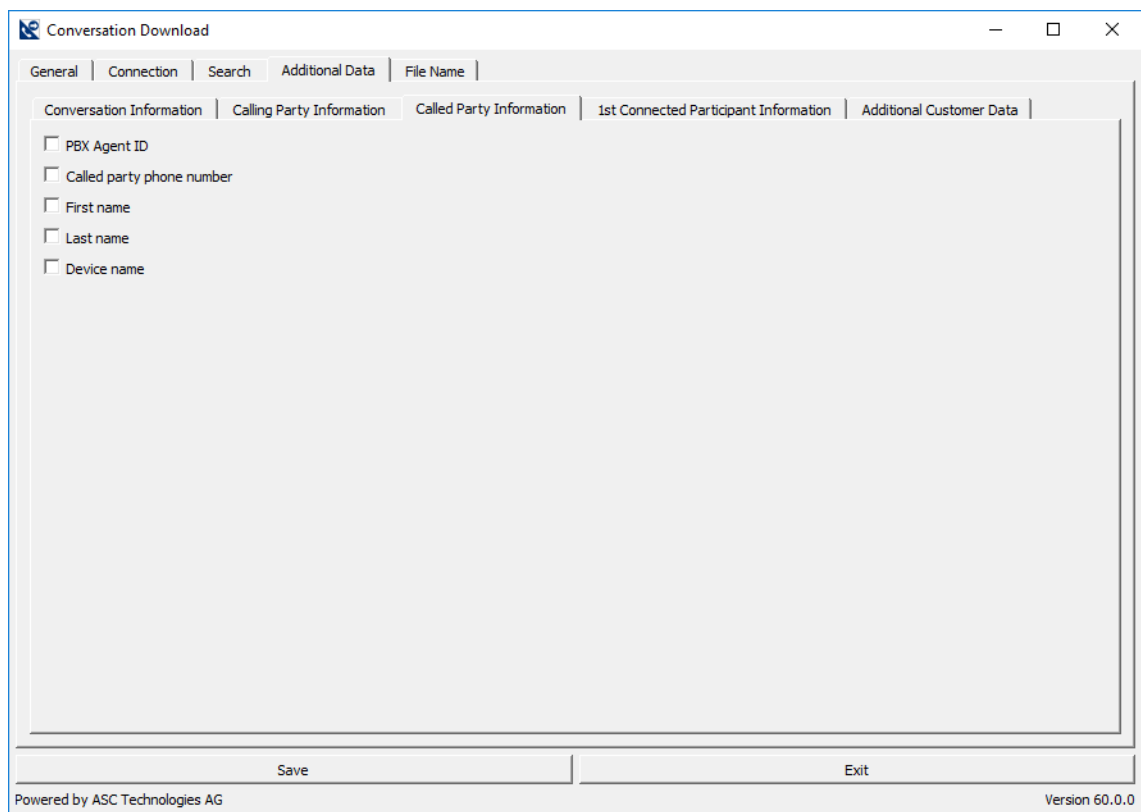


Fig. 13: Tab Additional Data - Called Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Called party phone number
- First name
- Last name
- Device name

1st-Connected Participant Information

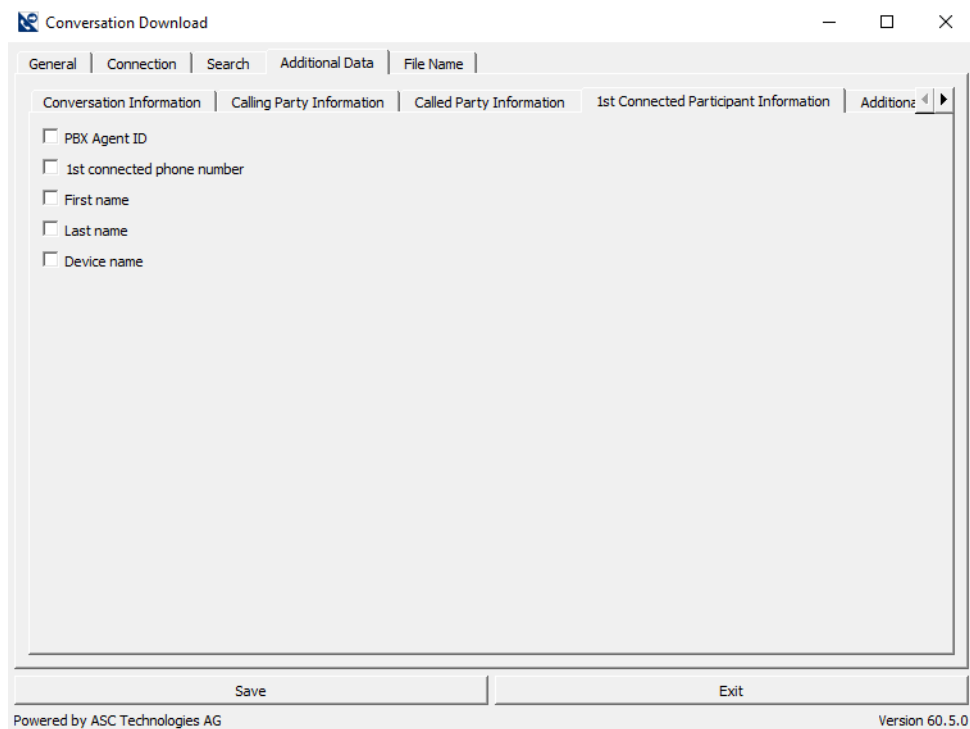


Fig. 14: Tab Additional Data - 1st-Connected Participant Information

The following additional data can be selected to be exported:

- PBX Agent ID
- 1st connected phone number
- First name
- Last name
- Device name

Additional Customer Data

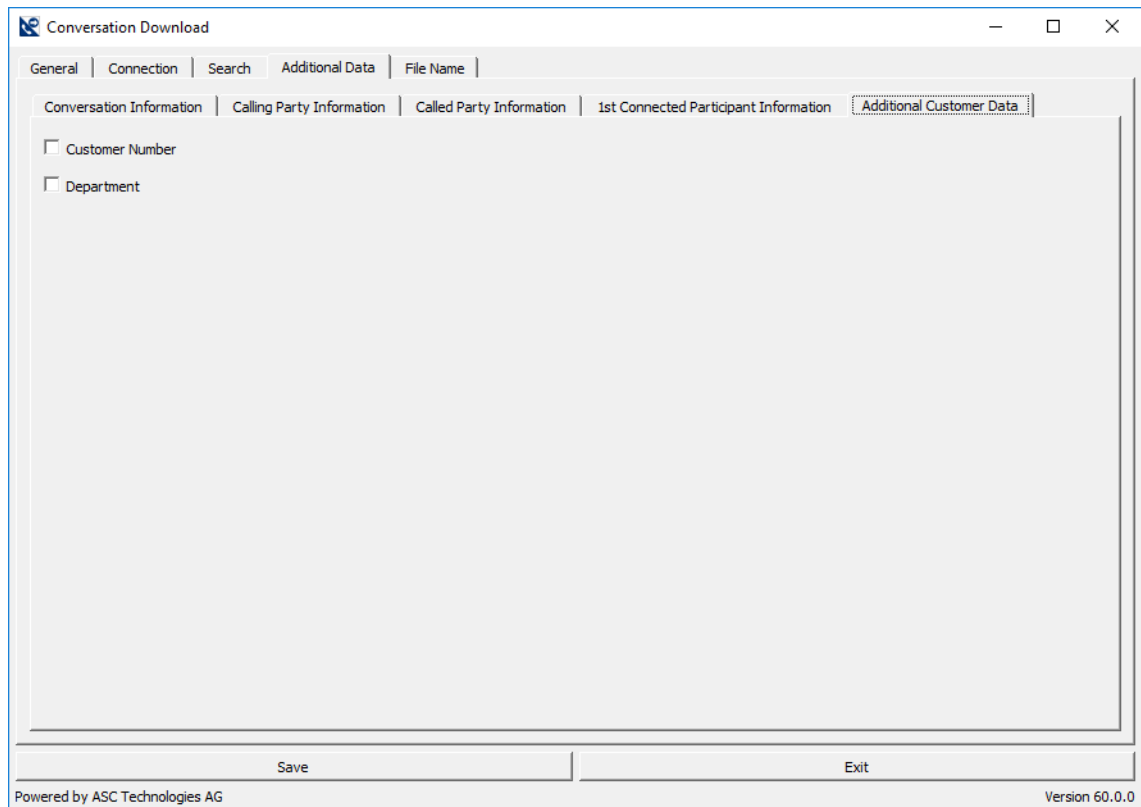


Fig. 15: Tab Additional Data - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the *DOWNLOAD-client* in the tab *General* under *Configure customer fields*.

6.5 Tab File Name

Here, you can select which information (additional data) is supposed to be saved in the file name. The individual pieces of information are separated from the next by means of under-scores (e. g. Fred_Müller_PC01.wave) You can determine the order in which the information is displayed in the file name by selecting the parameters in the same order.

The information about the file name is sorted into the following categories:

- Conversation Information
- Calling Party Information
- Called Party Information
- 1st-Connected Participant Information
- Additional Customer Data

Select a value by activating the respective check box.

In the tab *General*, activate the check box *Reset last export* to reset all export parameters (search parameters and selection of additional data).

Click on the button *Save* to save the changes.

Click on the button *Exit* to discard the changes and exit the program.

Conversation Information

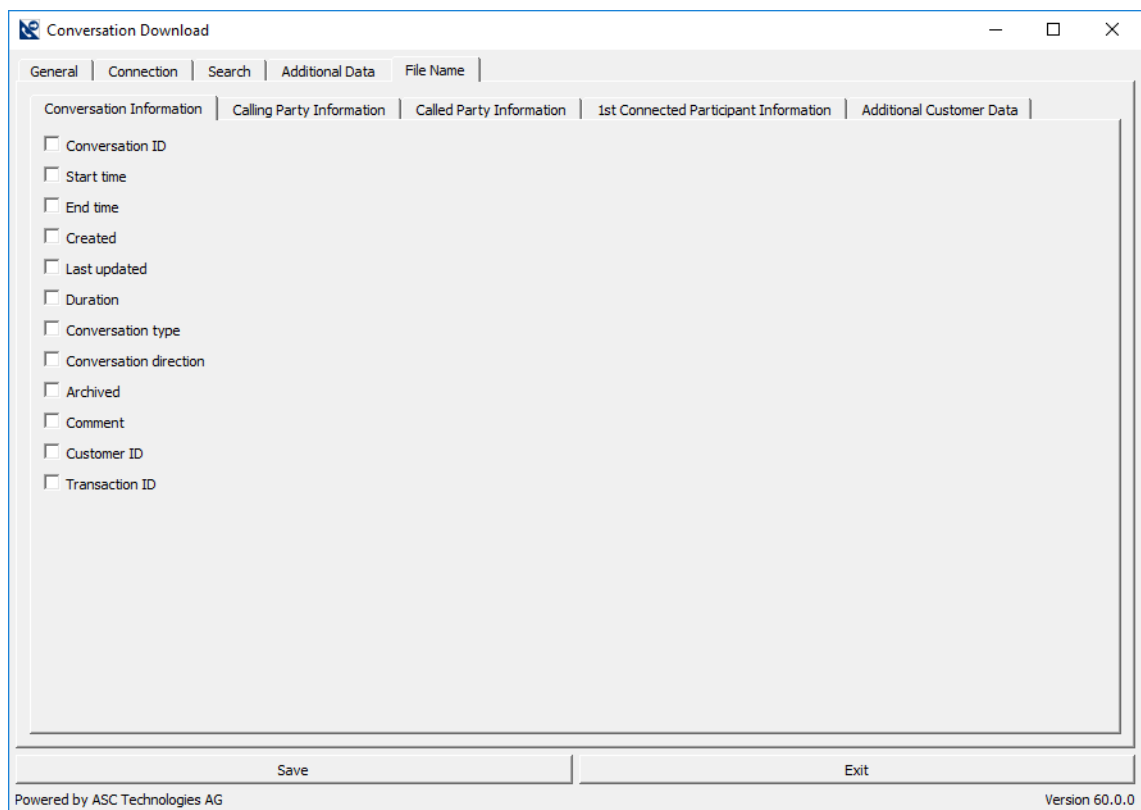


Fig. 16: Tab File Name - Conversation Information

The following additional data can be selected to be exported:

- Conversation ID
- Start time
- End time
- Created
- Last updated
- Duration
- Conversation type
- Conversation direction
- Archived
- Comment
- Customer ID
- Transaction ID

Calling Party Information

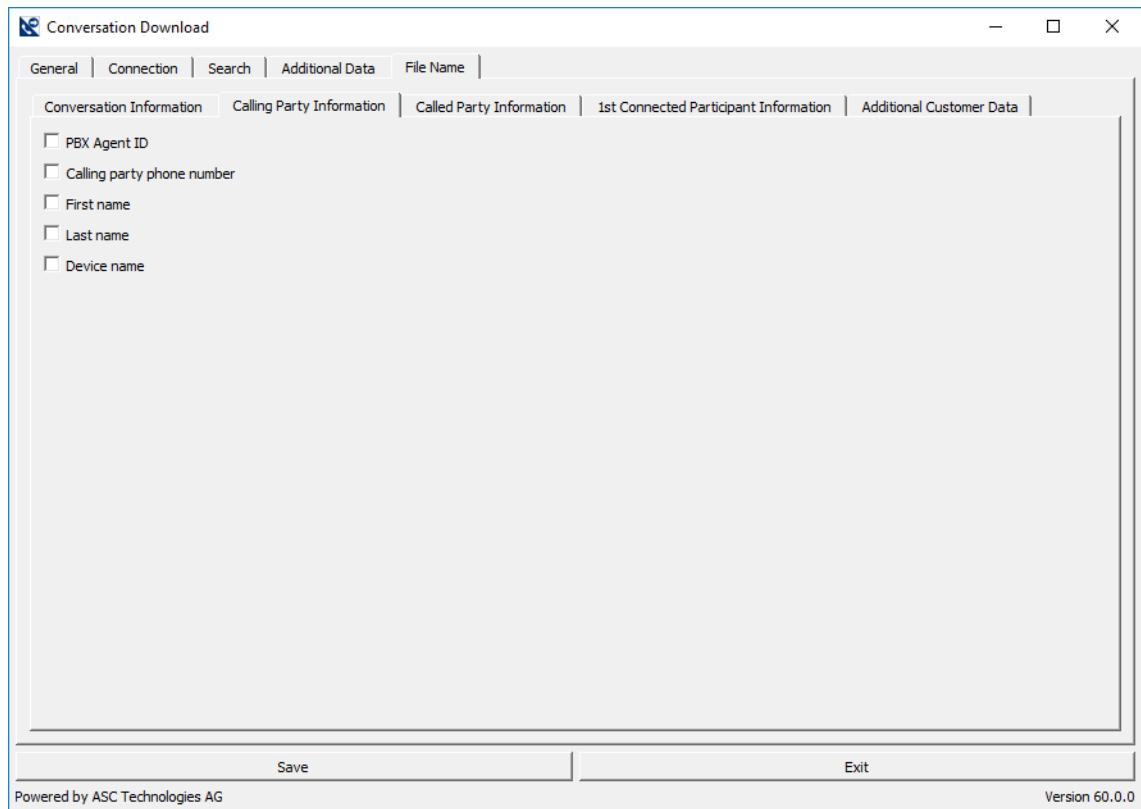


Fig. 17: Tab File Name - Calling Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Calling party phone number
- First name
- Last name
- Device name

Called Party Information

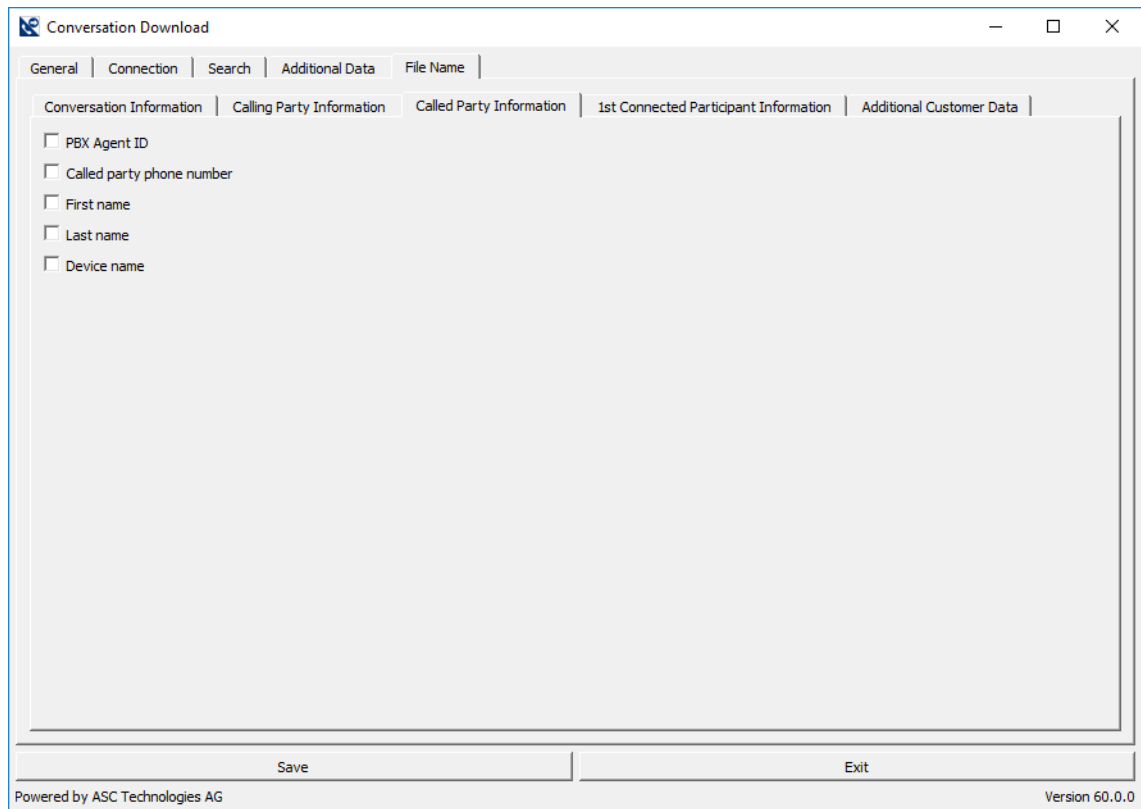


Fig. 18: Tab File Name - Called Party Information

The following additional data can be selected to be exported:

- PBX Agent ID
- Called party phone number
- First name
- Last name
- Device name

1st-Connected Participant Information

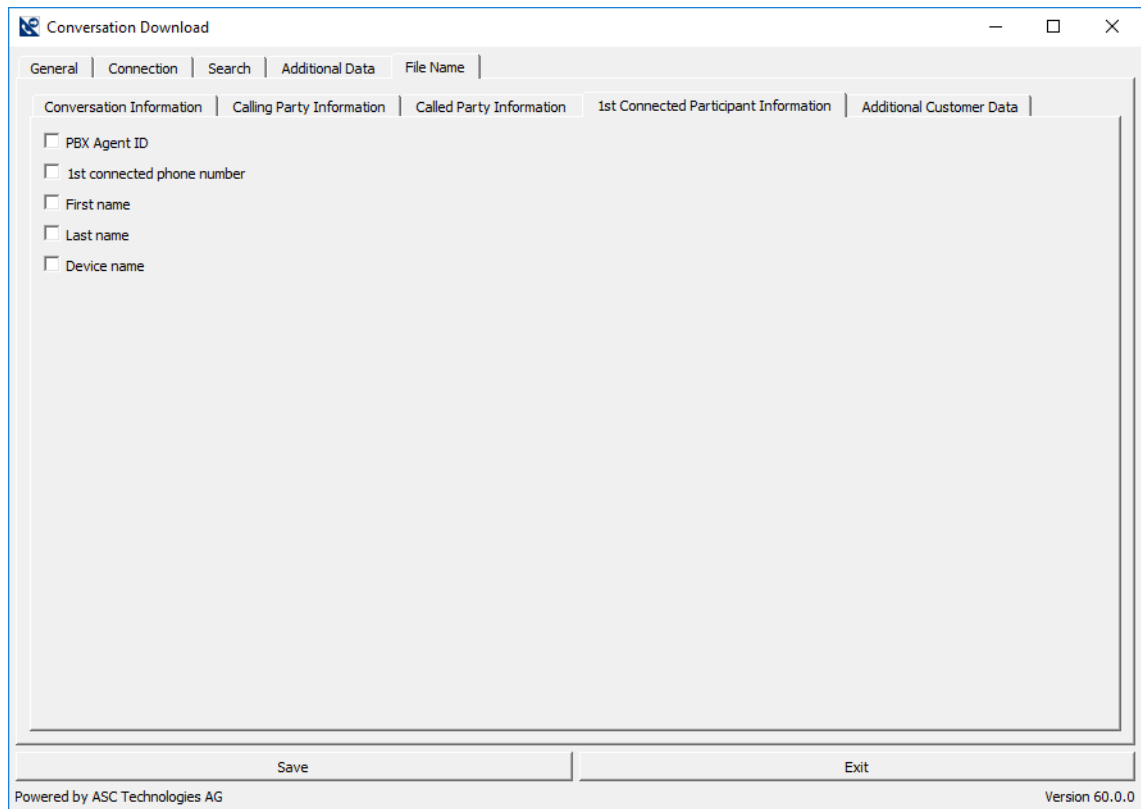


Fig. 19: Tab File Name - 1st-Connected Participant Information

The following additional data can be selected to be exported:

- PBX Agent ID
- 1st connected phone number
- First name
- Last name
- Device name

Additional Customer Data

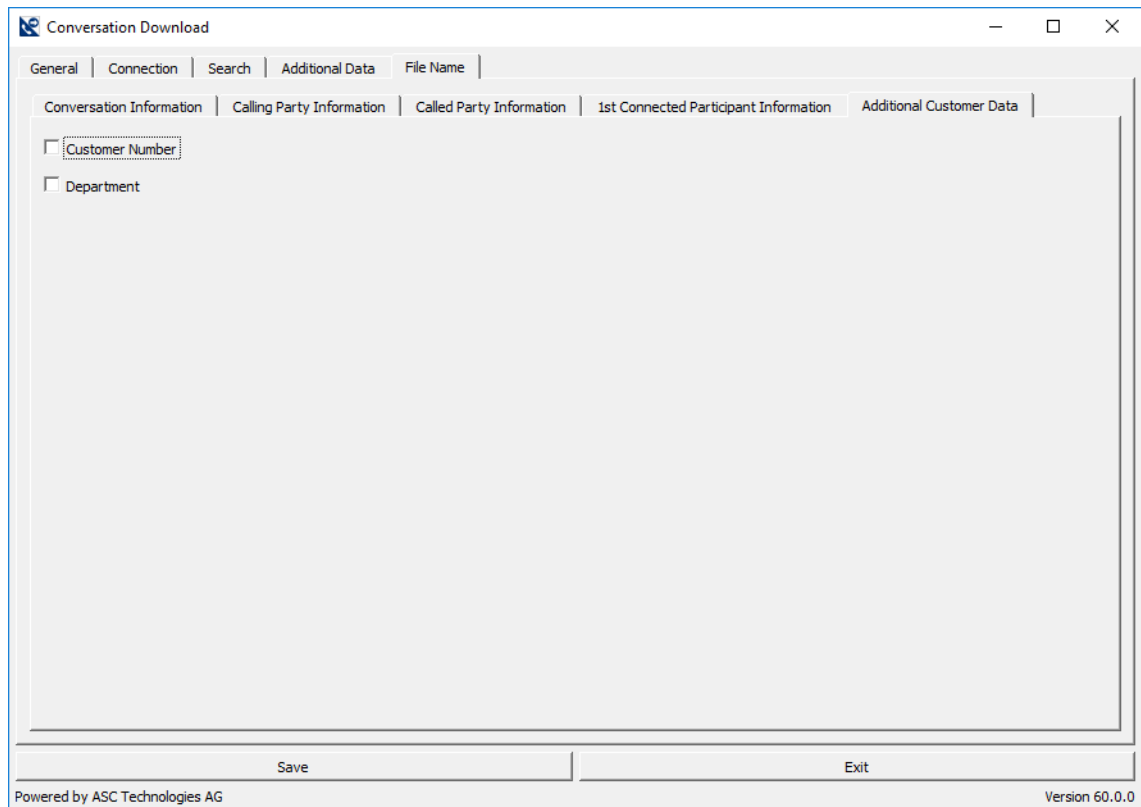


Fig. 20: Tab File Name - Additional Customer Data

Here, you can filter for customer-specific additional data which have been configured in the application System Configuration in the Additional Data module and activated in the DOWNLOAD-client in the tab *General* under *Configure customer fields*.

6.6 Start download

The download begins upon saving the configuration in the tab *General*. Depending on the amount of data, this may take several minutes.

List of figures

Fig. 1	Program icon	8
Fig. 2	Welcome screen	9
Fig. 3	Tab General	10
Fig. 4	Configure customer fields	13
Fig. 5	Tab Connection	13
Fig. 6	Tab Search - Conversation Information	15
Fig. 7	Tab Search - Calling Party Information	16
Fig. 8	Tab Search - Called Party Information	17
Fig. 9	Tab Search - 1st-Connected Participant Information	18
Fig. 10	Tab Search - Additional Customer Data	19
Fig. 11	Tab Additional Data - Conversation Information	20
Fig. 12	Tab Additional Data - Calling Party Information	21
Fig. 13	Tab Additional Data - Called Party Information	22
Fig. 14	Tab Additional Data - 1st-Connected Participant Information	23
Fig. 15	Tab Additional Data - Additional Customer Data	24
Fig. 16	Tab File Name - Conversation Information	25
Fig. 17	Tab File Name - Calling Party Information	26
Fig. 18	Tab File Name - Called Party Information	27
Fig. 19	Tab File Name - 1st-Connected Participant Information	28
Fig. 20	Tab File Name - Additional Customer Data	29



List of tables

Tab. 1 Licenses 7

Glossary

App server

Application server or web server. In the system architectures: the server on which the Enterprise Core and the GlassFish software have been installed.

HTTPS

Hypertext Transfer Protocol Secure (HTTPS) is an extension of the Hypertext Transfer Protocol (HTTP). It is used for secure communication over a computer network, and is widely used on the Internet. In HTTPS, the communication protocol is encrypted using Transport Layer Security (TLS), or, formerly, its predecessor, Secure Sockets Layer (SSL). (Source: Wikipedia 23rd October 2019)

PCM

Pulse Code Modulation is an uncompressed pulse modulation method which transforms a time- and value-continuous analog signal into a time- and value-discrete digital signal. It is used in audio technology, for example in the context of the G.711 standard and in video technology for digital video signals in compliance with the ITU-R BT 601 standard. (Source: Wikipedia 12th June 2018)

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.

XML

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.

Index