

4_11_ART_Admin

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1. Document Versioning

Version	Date	Purpose	Author
4.11.1-AmARM	19-Jan-2021	First Draft	Saurabh Goyal

2. Getting Started

2.1 Getting Started

After installing Ameyo Archiving and Reporting Tool (ART), you have to perform the following steps.

1. [Enable ART](#)
2. [Enable Voicelogs](#)
3. [Configure SSL for ART](#)
4. [Configure Single-Sign On for ART](#)
5. [Backend Configuration for the Different User Roles](#)
6. [Backend Configuration for the Reports](#)
7. [Backend Configuration for Stereo Voicelogs](#)

Click the links to know more about them.

The licensable word is added for the licensable features in this user manual. If the appropriate license is not available then that feature will not be visible in the user interface to the user.

2.2 Enable ART

Perform the following steps.

1. Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

2. Execute the following command to create an ART Configuration Database.

```
create database art_configuration_db ;
```

3. Execute the following command to create Reports Database.

```
create database reportsdb ;
```

```
[root@localhost ~]# psql -U postgres
psql (9.3.19)
Type "help" for help.

postgres=# create database art_configuration_db ;
CREATE DATABASE
postgres=# create database reportsdb ;
CREATE DATABASE
postgres=# \l

                          List of databases
  Name                | Owner   | Encoding | Collate  | Ctype    | Access privileges
-----+-----+-----+-----+-----+-----
 ameyodb              | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | 
 art_configuration_db | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | 
 postgres             | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | 
 reportsdb            | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | 
 template0            | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | =c/postgres
 postgres             +
 es=C/c/postgres     |         |          |            |            | postgres
 template1           | postgres | UTF8     | en_US.UTF-8 | en_US.UTF-8 | =c/postgres
 postgres             +
 es=C/c/postgres     |         |          |            |            | postgres
(6 rows)

postgres=# \q
[root@localhost ~]#
```

Figure: Activate Archiving and Reporting Tool

4. Execute the following command to list the databases.

```
\l
```

5. Execute the following command to exit from PostgreSQL Console.

```
\q
```

6. Perform the following steps to modify hibernate.properties file.

Execute the following command to open this file in VIM editor.

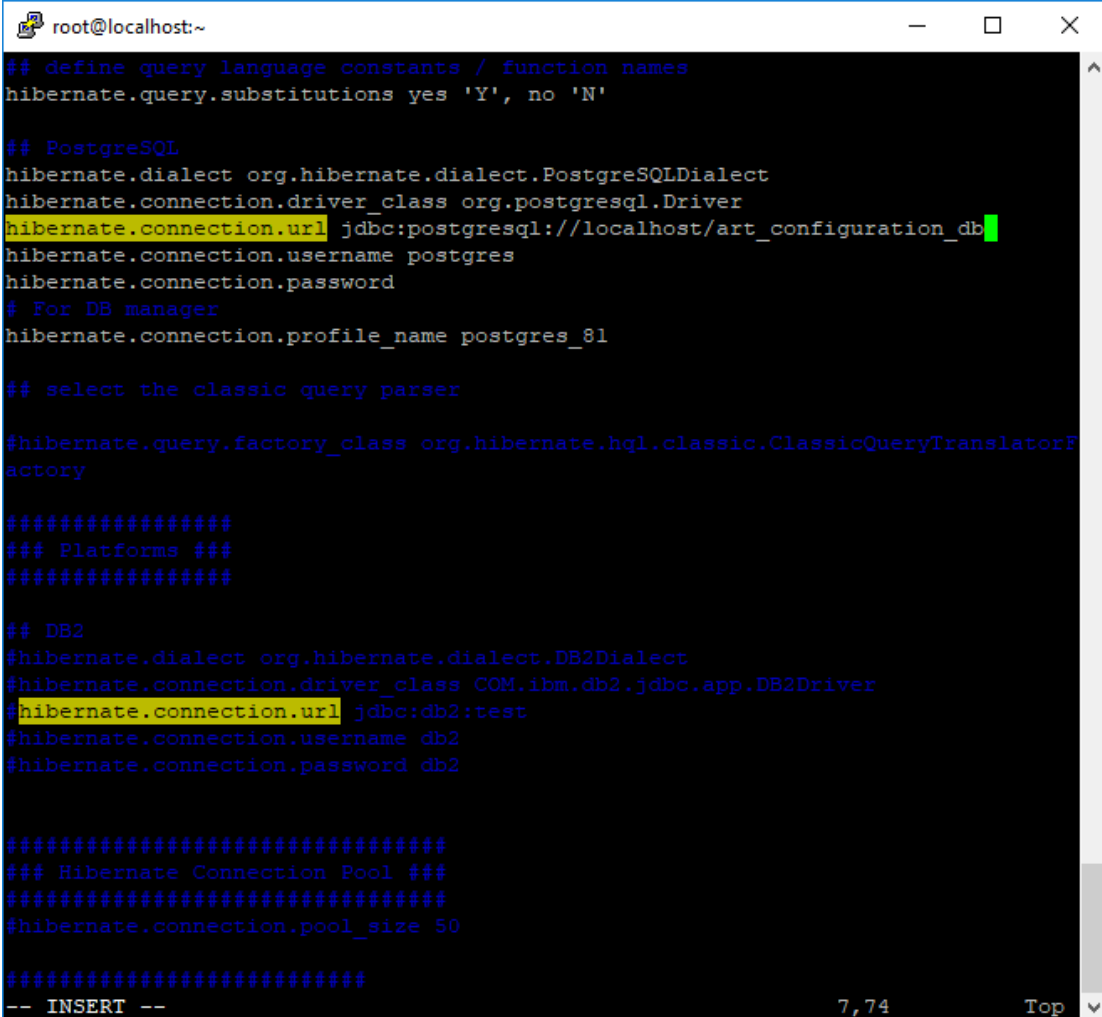
```
vim  
/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/hibernate.prop  
erties
```

You have to change the following value.

Old Value	New Value
hibernate.connection.url	hibernate.connection.url
jdbc:postgresql://localhost/ameyo_archiver_db	jdbc:postgresql://localhost/art_configu

Table: Replace Old Values in Hibernate.Properties File of Ameyo ART

After making these changes, press "Esc" key to enter the command line mode. Now, type ":" and press "Enter" key to save the file and exit from the editor.



```
root@localhost:~
## define query language constants / function names
hibernate.query.substitutions yes 'Y', no 'N'

## PostgreSQL
hibernate.dialect org.hibernate.dialect.PostgreSQLDialect
hibernate.connection.driver_class org.postgresql.Driver
hibernate.connection.url jdbc:postgresql://localhost/art_configuration_db
hibernate.connection.username postgres
hibernate.connection.password
# For DB manager
hibernate.connection.profile_name postgres_81

## select the classic query parser

#hibernate.query.factory_class org.hibernate.hql.classic.ClassicQueryTranslatorFactory

#####
### Platforms ###
#####

## DB2
#hibernate.dialect org.hibernate.dialect.DB2Dialect
#hibernate.connection.driver_class COM.ibm.db2.jdbc.app.DB2Driver
#hibernate.connection.url jdbc:db2:test
#hibernate.connection.username db2
#hibernate.connection.password db2

#####
### Hibernate Connection Pool ###
#####
#hibernate.connection.pool_size 50

#####
-- INSERT --
7,74 Top
```

Figure: Changed the Database in Hibernate.Props file

7. Perform the following steps to modify AmeyoART.ini file.

Execute the following command to open this file in VIM editor.

```
vim
```

```
/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/AmeyoART.ini
```

```

root@localhost:~
server
Xms128m
Xmx1024m
XX:MaxPermSize=512m
server_port=8889
XX:-OmitStackTraceInFastThrow
ameyodb.driver.profiles.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/d
b_driver_profiles.properties
dacx.logging.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/logging_amey
o_art.properties
dacx.tracing.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/tracing.prop
erties
dacx.processing.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/processin
g_manager.properties
queue.processing.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/queue_co
nfiguration_arch_and_report.properties
dacx.measurement.config=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/metric_c
ollector.properties
hibernate.properties=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/hibernate.p
roperties
license.properties.file=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/license.
props
asterisk.generate.conf=true
<data/ameyo.art.product/conf/AmeyoART.ini" [noeol] 69L, 3689C 1,1
Top
    
```

Figure: AmeyoART.ini file

Search for the following values and change it.

Table: Replace Old Values in AmeyoART.ini File

Old Value	
archiverSourceDbUrl=jdbc:postgresql://127.0.0.1/ameyodb	archiverSourceDbUrl: You can also mention
archiverDestinationDbUrl=jdbc:postgresql://127.0.0.1/reportsdb	archiverDestinationD You can also mention
setupName=MasterSetup	setupName=<value> You can mention a di obtain from Service D

<p>setupID=</p>	<p>setupID=<value> You can mention a di obtain from Service D</p>
<p>archiverServerIP=127.0.0.1</p>	<p>archiverServerIP=loca You can also mention</p>

```
sourceDbSchemaSql=com.drishti.ameyo.archiver.data/sql/blank.sql
archiverSourceDbUrl=jdbc:postgresql://localhost/ameyodb
archiverDestinationDbUrl=jdbc:postgresql://localhost/reportsdb
setupName=Chandigarh
setupId=Chandigarh
archiverServerIP=localhost
archiverServerPort=7777
clientArchiverUserId=Administrator
clientArchiverPassword=Administrator
connectionTimeout=600000
socket-timeout=600000
setupMode=remoteAgent
server.port.bind=8899
dataArchiverEmbeddedMode=true
ameyoReportsEmbeddedMode=true
voicelogArchiverEmbeddedMode=true
dbPrecisionHandled=false
voicelogDataTransformableId=1000
org.quartz.properties=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/quartz.pro
perties
addcsp=false
forceSSOPatch=true
x-frame-options=http://10.10.10.157:8889
-- INSERT --
```

Figure: Changed AmeyoART.INI file

Replace the values and add the following line at the end of this INI file.

x-frame-options=<PROTOCOL>://<appserver_IP_name>:<PORT>

Replace the values in this command as per the following table.

Table: Replace Sample Values

Pointer	Value
---------	-------

<PROTOCOL>	HTTP OR HTTPS
<appserver_IP_name>	Provide the IP Address or Name of Server running Ameyo AppServer. It is mandatory to provide the Domain Name, if SSL is configured for Ameyo AppServer and/or ART.
<PORT>	8888 for HTTP OR 8443 for HTTPS

8. Ameyo Archiver, Ameyo Reports, and Archiver Voicelog Services have to be stopped so that Ameyo ART Service can be run and used. Perform the following steps.

A. Execute the following command to stop the Ameyo Archiver Service.

```
ameyoctl service ameyoarchiver stop
```

B. Execute the following command to stop the Ameyo Reports Service.

```
ameyoctl service ameyoreports stop
```

C. Execute the following command to stop the Archiver Voicelog Service.

```
ameyoctl service archiver_voicelog stop
```

```

[root@localhost ~]# ameyoctl service ameyoarchiver stop
Service control operation STOP received for service AMEYOARCHIVER
ameyoarchiver is NOT_RUNNING
[root@localhost ~]#
[root@localhost ~]# ameyoctl service ameyoreports stop
Service control operation STOP received for service AMEYOREPORTS
ameyoreports is NOT_RUNNING
[root@localhost ~]# ameyoctl service archiver_voicelog stop
Service control operation STOP received for service ARCHIVER_VOICELOG
archiver_voicelog is NOT_RUNNING
[root@localhost ~]# ameyoctl service ameyoart start
Service control operation START received for service AMEYOART
ameyoart is RUNNING pid is 13688

```

9.

10. **Figure:** Stopping other Services and Starting AmeyoART Service

11. Execute the following command to start the Ameyo ART Service.

```
ameyoctl service ameyoart start
```

12. Execute the following command to check the port where Ameyo ART Service is running.

```
netstat -nlp | grep 8889
```

```

[root@localhost ~]# netstat -nlp | grep 8889
tcp6      0      0 :::8889          :::*              LISTEN
8819/java

```

Figure: Status of PORT

13. It is required to update "art_configuration_db" with the two entries listed hereinbelow. Perform the following steps.

A. Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

B. Execute the following command to enter the art_configuration_db database.

```
\c art_configuration_db
```

- C. Execute the following command to update this database.

```
update data_source set connection_url
='jdbc:postgresql://<appserver_IP_name>:5432/ameyodb'
where id='AmeyoDB' ;
```

```
update data_source set connection_url
='jdbc:postgresql://<appserver_IP_name>:5432/reportsdb'
where id='ReportsDB' ;
```

Replace <appserver_IP_name> with the domain name or IP Address of the server where AppServer and its ART service is running.

It is mandatory to provide the Domain Name, if SSL is configured for Ameyo AppServer and/or ART.

```
art_configuration_db=# update data_source set connection_url ='jdbc:postgresql:/
/10.10.10.157:5432/ameyodb' where id='AmeyoDB' ;
UPDATE 1
art_configuration_db=# update data_source set connection_url ='jdbc:postgresql:/
/10.10.10.157:5432/reportsdb' where id='ReportsDB' ;
UPDATE 1
art_configuration_db=# █
```

Figure: Update "art_configuration_db"

- D. Execute the following command to exit from PostgreSQL console.

```
\q
```

14. Now, you have to view and verify the entries in certain tables in "reportsdb". Perform the following steps.

- A. Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

- B. Execute the following command to enter art_configuration_db database.

```
\c reportsdb
```

- C. Execute the following commands one by one.

```
SELECT count(*) from acd_interval_denormalized_entity ;
```

```
SELECT * from users_dimension ;
```

```
SELECT * from campaign_context_dimension ;
```

- D. Execute the following command to exit from PostgreSQL console.

```
\q
```

2.3 Enable Voicelogs

Perform the following steps.

1. Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

2. Execute the following command to enter the console of ameyodb.

```
\c ameyodb ;
```

3. Execute the following command to create conversion_history_id sequence.

```
create sequence conversion_history_id_sequence ;
```

4. Execute the following command to create conversion_history sequence.

```
create table conversion_history ( id integer DEFAULT
nextval('conversion_history_id_sequence') NOT NULL,
voicelog_conversion_id varchar, call_id varchar, status
varchar, recording_file_url varchar, date_added timestamp
default now() ) ;
```

```
[root@localhost ~]# psql -U postgres
psql (9.3.19)
Type "help" for help.

postgres=# \c ameyodb
You are now connected to database "ameyodb" as user "postgres".
ameyodb=# create sequence conversion_history_id_sequence ;
CREATE SEQUENCE
ameyodb=# create table conversion_history ( id integer DEFAULT nextval('conversion_history_id_sequence') NOT NULL, voicelog_conversion_id varchar, call_id varchar, status varchar, recording_file_url varchar, date_added timestamp default now() ) ;
CREATE TABLE
ameyodb=# █
```

Figure: Activate Voicelogs

- Execute the following command to enter the console of "art_configuration_db".

```
\c art_configuration_db
```

- Execute the following command to insert an entry in "va_ameyo_setup_configuration" table.

```
INSERT INTO va_ameyo_setup_configuration values
(1000, '<appserver_IP_name>', '<setup_name>', 'lan', 1, 1, 'mp3', false,
true, '${DATE_ADDED}/${CAMPAIGN_NAME}/${USER_ID}__${CAMPAIGN_NAME}
__${CAMPAIGN_ID}__${CUSTOMER_ID}__${PHONE}__${TIME_ADDED}');
```

Replace <appserver_IP_name> with the domain name or IP Address of the server where AppServer is running. Also, replace <setup_name> with the setup name that you have entered while configuring "AmeyoART.ini" file.

It is mandatory to provide the Domain Name, if SSL is configured for Ameyo AppServer and/or ART.

```
postgres=# \c art_configuration_db
You are now connected to database "art_configuration_db" as user "postgres".
art_configuration_db=# INSERT INTO va_ameyo_setup_configuration values (1000,'10
.10.10.72','Chandigarh','lan',1,1,'mp3',false,true,'${DATE_ADDED}/${CAMPAIGN_NAM
E}/${USER_ID}__${CAMPAIGN_NAME}__${CAMPAIGN_ID}__${CUSTOMER_ID}__${PHONE}__${TIM
E_ADDED}');
INSERT 0 1
art_configuration_db=# UPDATE system_configuration_parameter SET value = '{"runna
bleReportsExecutorName":{"executerCapacity":1,"conveyorCapacity":15,"conveyorMin
Threshold":10,"conveyorPollingTime":30},"regularExecutor":{"executerCapacity":10
,"conveyorCapacity":25,"conveyorMinThreshold":10,"conveyorPollingTime":30}}',def
ault_value='{"runnableReportsExecutorName":{"executerCapacity":10,"conveyorCapac
ity":25,"conveyorMinThreshold":10,"conveyorPollingTime":30},"regularExecutor":{"
executerCapacity":10,"conveyorCapacity":25,"conveyorMinThreshold":10,"conveyorPo
llingTime":30}}' WHERE name='jobExecutorConfigurationParams';
UPDATE 1
```

Figure: Activate Voicelogs

7. Execute the following command.

```
UPDATE          system_configuration_parameter          SET          value
='{"runnableReportsExecutorName":{"executerCapacity":1,"conveyorC
apacity":15,"conveyorMinThreshold":10,"conveyorPollingTime":30},"
regularExecutor":{"executerCapacity":10,"conveyorCapacity":25,"co
nveyorMinThreshold":10,"conveyorPollingTime":30}}',default_value=
'{"runnableReportsExecutorName":{"executerCapacity":10,"conveyorC
apacity":25,"conveyorMinThreshold":10,"conveyorPollingTime":30},"
regularExecutor":{"executerCapacity":10,"conveyorCapacity":25,"co
nveyorMinThreshold":10,"conveyorPollingTime":30}}'          WHERE
name='jobExecutorConfigurationParams';
```

8. Execute the following command.

```
insert          into          transformables
va_ameyo_setup_configuration(source_persist_policy_instance,sourc
e_table_name,destination_persist_policy_instance,destination_tabl
e_name,transformer_type,configuration_json,cursor_metadata,enable
d)          values
('DESTINATION','va_call_denormalized_table','DESTINATION','va_cal
```

```
l_denormalized_table','beanTransformer','{"batchSize":100,"cursorAttribute":"ch_archive_id","rewindIntervalMs":60000,"rewindDuration":"2hours","rewindAttribute":"date_added","enableVoicelogDataConfiguration":true,"timeAttribute":"ch_date_added","dataDurationPerTransaction":"7days","voiceResourceId":"1"}','{"cursorPosition":0}','t');
```

```
art_configuration_db=# insert into transformables (source_persist_policy_instance,source_table_name,destination_persist_policy_instance,destination_table_name,transformer_type,configuration_json,cursor_metadata,enabled) values ('DESTINATION','va_call_denormalized_table','DESTINATION','va_call_denormalized_table','beanTransformer','{"batchSize":100,"cursorAttribute":"ch_archive_id","rewindIntervalMs":60000,"rewindDuration":"2hours","rewindAttribute":"date_added","enableVoicelogDataConfiguration":true,"timeAttribute":"ch_date_added","dataDurationPerTransaction":"7days","voiceResourceId":"1"}','{"cursorPosition":0}','t');
INSERT 0 1
```

Figure: Adding an Entry

- Execute the following command to identify the modes of sending or receiving voicelogs on the server.

```
select id, name, value from system_configuration_parameter
where name ilike '%Mode%' ;
```

```
art_configuration_db=# select id, name, value from system_configuration_parameter
where name ilike '%Mode%' ;
 id |          name          | value
----+-----+-----
  2 | remoteTransmittingMode | false
  3 | remoteReceivingMode   | false
  4 | standardMode           | true
  5 | remoteFetchingMode     | false
  8 | remoteFileTransmittingMode | false
(5 rows)
```

Figure: List of Available Modes

You can enable or disable the following flags to enable or disable their modes.

- remoteReceivingMode:** Enable this flag to use Central-Server only to receive the data from the remote server.

- **standardMode:** Enable this flag to make your server to fetch and store the voicelogs.
- **remoteFetchingMode:** It is not in use.
- **remoteFileTransmittingMode:** Enable this flag to use another FTP server to store the logs.
- **remoteTransmittingMode:** Enable this flag to make your server remote-server to send data to Central Server.

10. Execute the following to exit from PostgreSQL Console.

```
\q
```

11. Execute the following command to create a "Mixvl.ini" file in

```
"/dacx/var/ameyo/dacxdata/etc/djinn/scripts/".
```

```
vim /dacx/var/ameyo/dacxdata/etc/djinn/scripts/Mixvl.ini
```

Copy the following content in this file.

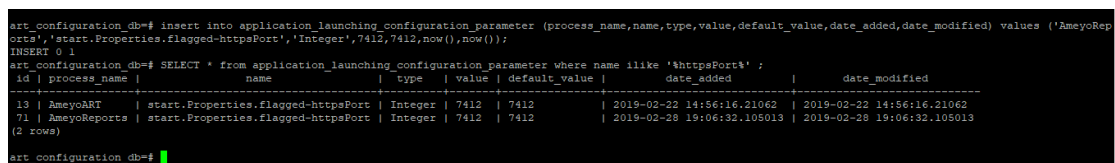
```
[Preset]#Wed Jul 10 18:46:37 IST 2019
lowphone={"bitrate":16,"mode":"mono","compressionQuality":7}
highphone={"bitrate":16,"mode":"mono","compressionQuality":5}
lowphon+={"bitrate":24,"mode":"mono","compressionQuality":7}
highphon+={"bitrate":24,"mode":"mono","compressionQuality":5}
lowvoice={"bitrate":56,"mode":"mono","compressionQuality":7}
highvoice={"bitrate":56,"mode":"mono","compressionQuality":5}
default={"bitrate":24,"mode":"mono"}
```

Replace the day, date, time, and timzone with your values.

Replace "art_configuration_db" with the name of ART Configuration Database used in your environment.

- Execute the following query to enter the values of HTTPS and PORT in application_launching_configuration_parameter table.

```
insert into
application_launching_configuration_parameter(process_name,name,
type,value, default_value,date_added,date_modified) values
('AmeyoReports','start.Properties.flagged-
httpsPort','Integer',7412, 7412,now(),now()) ;
```




```
art_configuration_db=# insert into application_launching_configuration_parameter (process_name,name,type,value,default_value,date_added,date_modified) values ('AmeyoReports','start.Properties.flagged-httpsPort','Integer',7412,7412,now(),now());
INSERT 0 1
art_configuration_db=# SELECT * from application_launching_configuration_parameter where name ilike 'httpsPort';
 id | process_name | name | type | value | default_value | date_added | date_modified
-----+-----+-----+-----+-----+-----+-----+-----
 13 | AmeyoART | start.Properties.flagged-httpsPort | Integer | 7412 | 7412 | 2019-02-22 14:56:16.21062 | 2019-02-22 14:56:16.21062
 71 | AmeyoReports | start.Properties.flagged-httpsPort | Integer | 7412 | 7412 | 2019-02-28 19:06:32.105013 | 2019-02-28 19:06:32.105013
(2 rows)
art_configuration_db=#
```

Figure: Command to configure SSL for ART

- Execute the following query to insert "X-Frame".

```
insert into application_launching_configuration_parameter
(process_name,name,type, value,default_value) values
('AmeyoART','start.Properties.flagged-x-frame-
options','String',
'https://<Domain_Name>.com:7412;https://<Domain_Name>.com:844
3','','');
```



```
art_configuration_db=# insert into application_launching_configuration_parameter (process_name,name,type,value,default_value) values ('AmeyoART','start.Properties.flagged-x-frame-options','String','https://techwriter.ameyo.com:7412;https://techwriter.ameyo.com:8443','');
INSERT 0 1
art_configuration_db=# select * from application_launching_configuration_parameter where name ilike 'xframe';
 id | process_name | name | type | value | default_value | date_added | date_modified
-----+-----+-----+-----+-----+-----+-----+-----
 1 | AmeyoART | start.Properties.flagged-x-frame-options | String | https://techwriter.ameyo.com:7412;https://techwriter.ameyo.com:8443 | https://techwriter.ameyo.com:7412;https://techwriter.ameyo.com:8443 | 2019-02-22 14:54:30.150358 | 2019-02-22 14:54:30.150358
 72 | AmeyoART | start.Properties.flagged-x-frame-options | String | https://techwriter.ameyo.com:7412;https://techwriter.ameyo.com:8443 | https://techwriter.ameyo.com:7412;https://techwriter.ameyo.com:8443 | 2019-02-28 19:18:04.156948 | 2019-02-28 19:18:04.156948
(2 rows)
art_configuration_db=#
```

Figure: Command to configure X-Frame Options

- Execute the following command to exit from PostgreSQL Console.

```
\q
```

2.5 Configure Single Sign-On

If you want to open the Archiving and Reporting Tool (ART) from Ameyo Application directly, then you have to enable Single Sign-On (SSO) for ART. Perform the following steps.

1. Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

2. Execute the following command to access ART Configuration Database.

```
\c art_configuration_db ;
```

3. Execute the following command to let ART use Ameyo authentication.

```
INSERT INTO system_configuration_parameter
(name,type,value,default_value) VALUES
('authentication.scheme','String','auth.type.ameyo','auth.type
.ameyo');
```

```
[root@localhost ~]# psql -U postgres
psql (9.3.19)
Type "help" for help.

postgres=# \c art_configuration_db
You are now connected to database "art_configuration_db" as user "postgres".
art_configuration_db=# INSERT INTO system_configuration_parameter (name,type,value,default_value) VALUES ('authentication.scheme','String','auth.type.ameyo','auth.type.ameyo');
ERROR:  duplicate key value violates unique constraint "system_configuration_parameter_name_key"
DETAIL:  Key (name)=(authentication.scheme) already exists.
art_configuration_db=# INSERT INTO system_configuration_parameter (name,type,value,default_value) VALUES ('ameyoUrl','String','http://10.10.10.157:8888','http://10.10.10.157:8888');
INSERT 0 1
art_configuration_db=# insert into application_launching_configuration_parameter (process_name,name,type,value,default_value,date_added,date_modified) values ('AmeyoART','start.Properties.flagged-x-frame-options','String','http://10.10.10.157:8888','http://10.10.10.157:8888',now(),now());
INSERT 0 1
art_configuration_db=# █
```

Figure: Enable SSO

- Execute the following command to replace the ART URL with Ameyo URL.

```
INSERT INTO system_configuration_parameter
(name,type,value,default_value) VALUES
('ameyoUrl','String','<PROTOCOL>://<appserver_IP_name>:<APPSE
VER_PORT>','<PROTOCOL>://<appserver_IP_name>:<PORT>');
```

- Execute the following command to set x-frame options.

```
insert into application_launching_configuration_parameter
(process_name,name,type,value,default_value,date_added,date_mo
dified) values ('AmeyoART','start.Properties.flagged-x-frame-
options','String','<PROTOCOL>://<appserver_IP_name>:<APPSE
RVER_PORT>','<PROTOCOL>://<appserver_IP_name>:<PORT>',now(),now())
;
```

Before running above commands, replace the values as per the following table.

Pointer	Value
<PROTOCOL>	HTTP OR HTTPS
<appserver_IP_name>	Provide the IP Address or Name of Server running Ameyo AppServer. It is mandatory to provide the Domain Name, if SSL is configured for Ameyo AppServer and/or ART.
<APPSERVER_PORT>	8888 for HTTP OR 8443 for HTTPS

Table: Replace Sample Values

- Execute the following command to exit from PostgreSQL Console.

\q

7. Execute the following command to locate the path of "ameyoconfig.props" file of Ameyo Web Server.

```
locate ameyoconfig.props
```

Look for ameyoconfig.props file that is in Ameyo Web Server folder.

8. Execute the following command to edit ameyoconfig.props file of Web Server in VIM Editor.

```
[root@localhost ~]# locate ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_emerge_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_engage_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_supervisor_engage_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_web_server_1.0.0.201811060402/ameyoconfig.props
[root@localhost ~]# vim /ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_web_server_1.0.0.201811060402/ameyoconfig.props
#updatedTue Aug 23 23:09:03 IST 2016
#Tue Aug 23 23:09:03 IST 2016
iframeUrl=http://www.w3schools.com/
refreshConfig=true
requesting-host=web-supervisor
ameyoDatabasePassword=
missedCallIntervalMin=60
missedCallServerProtocol=http
IFRAME_PRESENTER=false
waitTimeForQueueManagementRefresh=60000
displayVoiceLogModule=true
enableAssignScoreButtonForContactCenterId=0
isAuthPolicyEnabled=false
```

Figure: Locate and Edit AmeyoConfig.props file

9. Press "Esc" key, type /, and type "reportsServer". Press "Enter" key to search for the following entries and modify them.
 - ameyoURL=<appserver_IP>
 - reportsServerIP=<appserver_IP>

- reportsServerProtocol=<PROTOCOL>
- reportsServerPort=<ART_PORT>
- vlaServerIP=<appserver_IP>
- vlaServerProtocol=<PROTOCOL>
- vlaServerPort=<VLA_PORT>

Replace the values in this command as per the following table.

Table: Replace Sample Values

Pointer	Value
<PROTOCOL>	HTTP OR HTTPS
<appserver_IP_name>	Provide IP Address or Domain Name of the server where App Server is running. It is mandatory to provide the Domain Name, if SSL is configured for Ameyo AppServer and/or ART.
<ART_PORT>	8889 for HTTP OR 7412 for HTTPS
<VLA_PORT>	8889 for HTTP OR 7412 for HTTPS

10. Execute the following command to stop AmeyoART service.

```
ameyoctl service ameyoart stop
```

11. Execute the following command to start AmeyoART service.

```
ameyoctl service ameyoart start
```

2.6 Backend Configuration for the Different User Roles

There are some features of ART which are by default, not activated for different user roles in Ameyo. Perform the following steps to enable those features.

2.6.1 Enable Reports Menu for Different Users

Perform the following steps to enable Reports menu for different roles of ART.

- Execute the following command to login to the database.

```
psql -U postgres ameyodb
```

- Run the following query to enable the reports menu.

```
INSERT INTO system_configuration_parameter
(name,type,value,default_value) VALUES
('allowedUserTypesForLogin','String','<comma_separated_list_of
_role_names>','<comma_separated_list_of_role_names>');
```

```
ameyodb=# select * from system_configuration_parameter where name ilike 'allowedUserTypesForLogin';
 id | name | type | value | default_value | date_added | date_modified
----+-----+-----+-----+-----+-----+-----
 95 | allowedUserTypesForLogin | String | Group Manager,Analyst | Group Manager,Analyst | 2020-07-07 20:03:55.590632 | 2020-07-07 20:03:55.590632
(1 row)
ameyodb=#
```

Figure: Enabling Reports Menu Different Users

- Execute the following query to exit from the database.

```
\q
```

2.6.2 Allow the User to view Reports

Perform the following steps to allow the users to view the Reports.

- Execute the following command to login to the database.

```
psql -U postgres art_configuration_db
```

- Run the following query to allow the reports.

```
insert into system_configuration_parameter
(name,type,value,default_value) values
```

```
('allowedUserTypesForLogin','String','<comma_separated_list_of_role_names>','<comma_separated_list_of_role_names>');
```

```
art_configuration_db=# select * from system_configuration_parameter where name ilike 'allowedUserTypesForLogin';
-[ RECORD 1 ]+-----
id          | 6
name       | allowedUserTypesForLogin
type       | String
value      | MAdmin,Administrator,Supervisor,AppUser,VoiceLoggerManager,FranchiseAdministrator,FranchiseSupervisor,Group Manager,Analyst
default_value | MAdmin,Administrator,Supervisor,AppUser,VoiceLoggerManager,FranchiseAdministrator,FranchiseSupervisor,Group Manager,Analyst
date_added  | 2020-07-15 14:20:14.863881
date_modified | 2020-07-15 14:20:14.863881
art_configuration_db=#
```

Figure: Allow Logon to Reports Menu for Different Users

- Execute the following query to exit from the database.

```
\q
```

2.6.3 Enable Scheduler for Different User Roles

By default, the Scheduler tab of Reports is enabled only for the administrator user role. If you want to enable the scheduler tab for different roles, then perform the following steps.

- Execute the following command to login to the database.

```
psql -U postgres art_configuration_db
```

- Run the following query to enable the scheduler tab

```
INSERT INTO server_preference_store
(context_type,context_id,key,value) VALUES
('contactCenter','<contact_center_id>','allowedUserTypesForScheduler','<comma_separated_list_of_role_names>');
```

```
art_configuration_db=# select * from server_preference_store;
 id | context_type | context_id | key | value
-----+-----+-----+-----+-----
  1 | system      | 0         | allowedUserTypesForScheduler | Administrator,MAdmin,Supervisor,Analyst,Group Manager
(1 row)
art_configuration_db=#
```

Figure: Enabling Scheduler for Different Users

- Execute the following query to exit from the database.

```
\q
```

Replace <comma_separated_list_of_role_names> with the following different user roles.

- MAdmin
- Analyst
- Supervisor
- Group Manager
- Voice Admin

and so on.

2.6.4 Show Users Report Only

Perform the following configuration to stop the user for viewing the list of the reports fetched by the other users.

1. Execute the following command to edit "AmeyoART.ini" file.

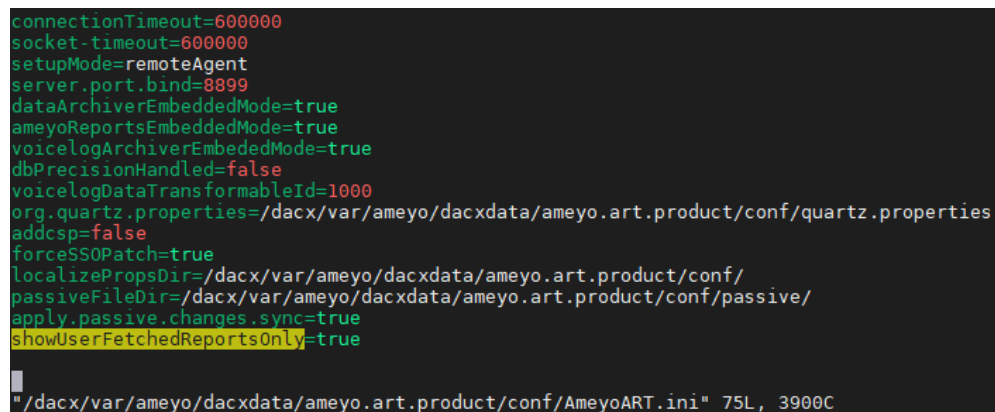
```
vim  
/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/AmeyoART.ini
```

2. Add the following value in this file.

```
showUserFetchedReportsOnly=true
```

3. Execute the following command to save and exit from the file editor mode.

```
:wq!
```



```
connectionTimeout=600000  
socket-timeout=600000  
setupMode=remoteAgent  
server.port.bind=8899  
dataArchiverEmbeddedMode=true  
ameyoReportsEmbeddedMode=true  
voicelogArchiverEmbeddedMode=true  
dbPrecisionHandled=false  
voicelogDataTransformableId=1000  
org.quartz.properties=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/quartz.properties  
addcsp=false  
forceSSOPatch=true  
localizePropsDir=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/  
passiveFileDir=/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/passive/  
apply.passive.changes.sync=true  
showUserFetchedReportsOnly=true  
|  
"/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/AmeyoART.ini" 75L, 3900C
```

Figure: Enabling Scheduler for Different Users

2.7 Backend Configuration to enable CRM and Lead Penetration Reports

If Lead Penetration Report and CRM Reports are failed to generate in Ameyo Archiving and Reporting Tool (ART), then please check whether the database link has been created or not. The user is required to execute the following commands for "AmeyoDB" or other Database configured while installing Ameyo and "art_configuration_db" and "reportsdb".

Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

Execute the following command to enter a database.

```
\c ameyodb
```

Execute the following command to create a DBlink.

```
create extension dblink;
```

Repeat and execute this command for these databases - ameyodb (another product database), art_configuration_db, or reportsdb.

3. Configure ART

3.1 Configure and Manage Archiving and Reporting Tool (ART)

After enabling the Archiving and Reporting Tool (ART) and configuring Single Sign-On for it, the Administrator can login to its console and click "Reports" tab to access the interface of ART.

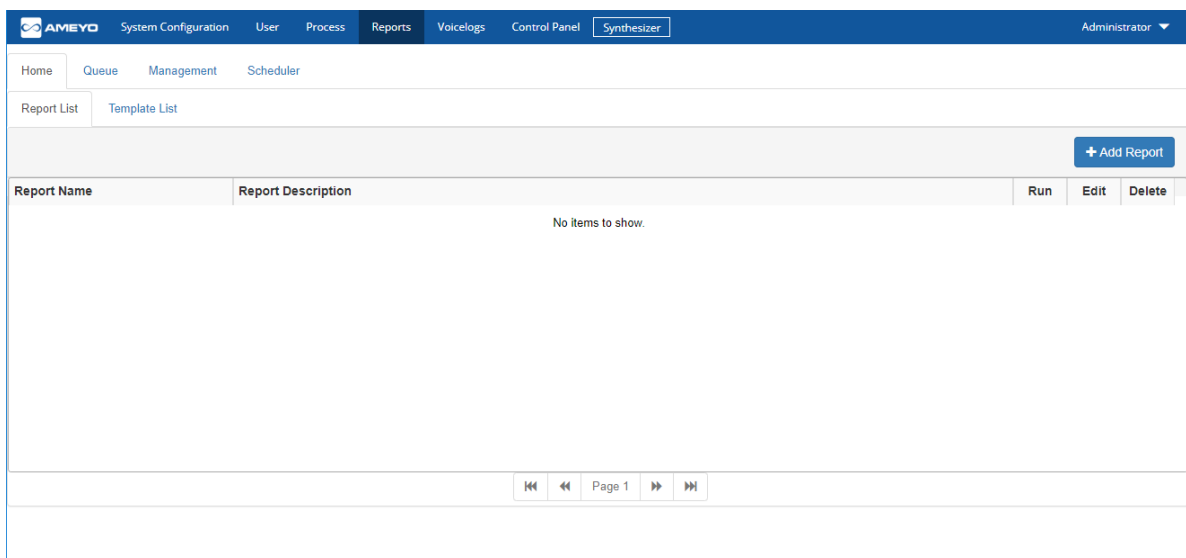


Figure: ART Console

Here, you can perform the following operations. Click the links to know more about them.

1. [Home Tab](#): View List of Reports and Templates in Home Page
2. [Queue Tab](#): View Queues of Reports and Templates in Home Page
3. [Management Tab](#): Manage the assignment of reports to the users
4. [Scheduler Tab](#): Configure Settings and Schedule the Reports

3.2 Home Tab

3.2.1 Home Tab

Home Tab shows the list of reports assigned to the logged on user.

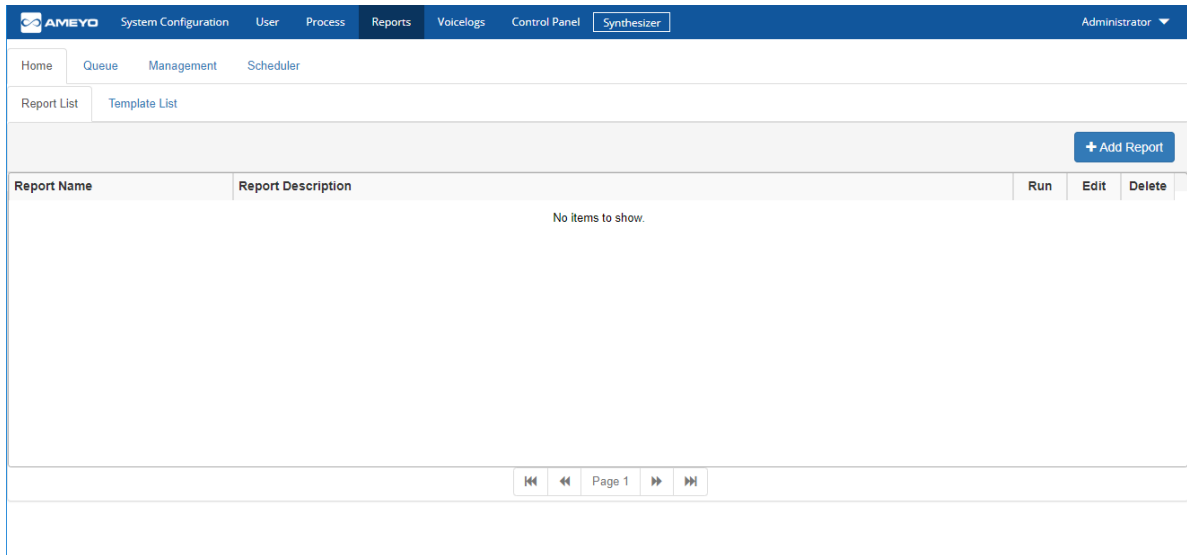


Figure: Home Tab

If no report has been assigned, the following error is displayed.

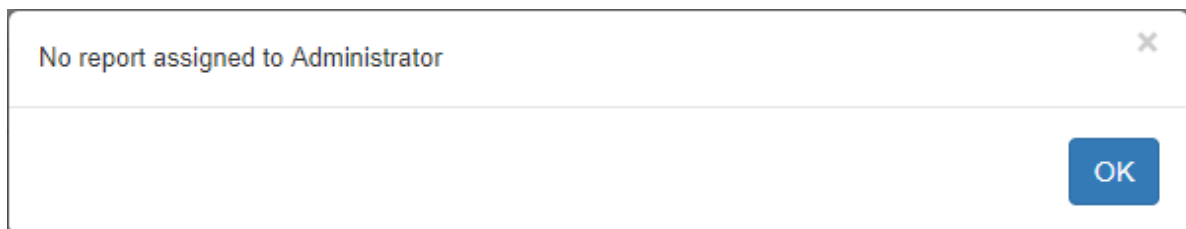


Figure: No Report Assignment Warning Message

It contains the following two tabs. Click the links to know more about them.

1. [Report List](#)
2. [Template List](#)

3.2.2 Report List Tab

Here, the Administrator can view the list of default reports, add a custom report, and generate the default reports.

Report Name	Report Description	Run	Edit	Delete
ACD Abandon Call Detail Report	This report provides detailed information of all inbound or transferred to campaign calls that have reached the ACD	▶		
ACD Abandon Call Summary Report	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD.	▶		
ACD Call Details	This report provides detailed information of all inbound or transferred to campaign calls that have reached the ACD	▶		
ACD Call Interval Summary	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD for each time interval	▶		
ACD Call Summary	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD.	▶		
AGENT Chat Report	This chat report provides user wise summary of session, chat data and feedback data	▶		
AGENT Productivity Interval Summ...	The report provides user wise summary of call information and agent session information for each time interval (segregated on basis ...	▶		
AGENT Productivity Summary	The report provides user wise summary of call information and agent session information (segregated on the basis of auto call on an...	▶		

Figure: "Report List" in Home Tab

Above screenshot has been taken after assigning all available Default Reports to Administrator.

The Administrator can perform the following operations.

- Add [Custom] Report
- Generate Report

3.2.2.1 Add Report

In addition to the default reports available in Archiving and Reporting Tool (ART), you can also add the custom reports. Perform the following steps to add a custom report.

1. Click "Add Report" button. It shows the following fields.

Report ID

Report Name

Upload JRXML No file chosen


Data Source ▼

Figure: Add Report

2. Provide a name of the custom report.
3. Upload JRXML file to create the report.
4. Select the source database.
5. Click "Next". The system will verify the report and add it.

3.2.2.2 Generate Report

You can generate any of the reports in real-time. Perform the following steps.

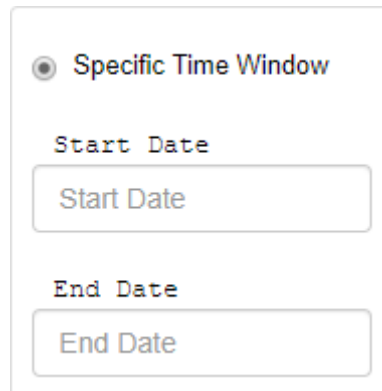
1. Click  icon for any report to generate it in the real-time. It shows the following page.

The screenshot displays the 'Run Report' configuration page in the Ameyo ART 4.11 interface. The page is titled 'ACD Call Details' and features several sections for report configuration:

- Output Formats:** CSV, XLS, PDF, HTML (each with a checkbox).
- Data Window:** A section explaining that the data window is the time interval for which the report is fetched. It offers two options:
 - Specific Time Window:** Includes 'Start Date' and 'End Date' input fields.
 - For Current:** Includes a dropdown menu (currently 'Nothing selected') and a numeric input field (currently '1').
- Optional Fields:** A 'Select All' checkbox and an empty text input field.
- Campaigns:** A section indicating 'No Campaigns available corresponding to'.

Figure: Run Report

2. Select any of the following options to define the file format of the report.
 - A. CSV
 - B. XLS
 - C. PDF
 - D. HTML
3. **Data Window:** Select the date and time duration of which data you want to capture. It contains the following options.
 - A. **Specific Time Window:** Select it to specify the start and end time of the date and time duration of which data has to be collected to create the report.

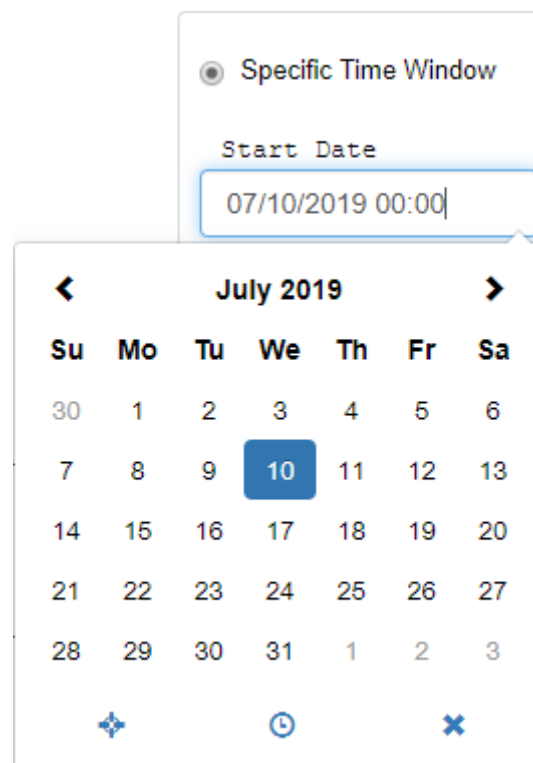


The image shows a form with a radio button labeled "Specific Time Window" which is selected. Below it are two text input fields. The first is labeled "Start Date" and contains the text "Start Date". The second is labeled "End Date" and contains the text "End Date".

Figure: Provide the specific Duration of Data Collection

Perform the following steps.

- I. Click "Specific Time Window" radio button to enable this option.
- II. **Select Start Date:** Perform the following steps to select the start date.
 - a. Click "Start Date" textbox to show the calendar.



The image shows the "Specific Time Window" form with the "Start Date" field highlighted. The date "07/10/2019 00:00" is entered in the field. A calendar pop-up is displayed below the field, showing the month of July 2019. The date "10" is selected and highlighted in blue. The calendar includes navigation arrows, day abbreviations (Su, Mo, Tu, We, Th, Fr, Sa), and a grid of dates from 1 to 31. At the bottom of the calendar are three icons: a plus sign, a clock, and a close sign.

Figure: Select Start Date in Calendar







- b. You can select the date in the calendar. You can click  icon or  icon to browse through months to select a date.
- c. You can click  icon to show the time calendar.



Figure: Select Start Time in Calendar

You can click  icon or  icon to select the hours and minutes. You can also click an hour or a minute to see their values in the calendar and select as per requirement.

- d. Anywhere in Date Calendar or Time Calendar, you can click  icon to select the current date and time as Start Date.
 - e. You can also manually type the date and time in the field.
- III. **Select End Date:** Click "Start End Date" textfield to show its calendar. You can perform the same steps to select the End Date and Time, which you have performed while selecting "Start Date".

B. **For Current:** Select it to collect the data for the current duration.

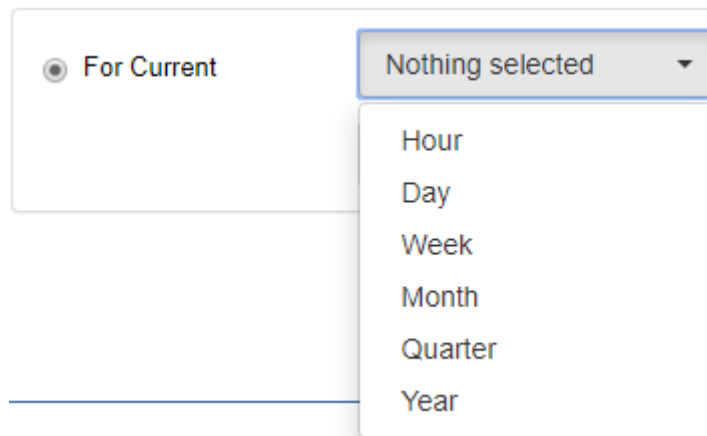


Figure: Options for "Current" data window

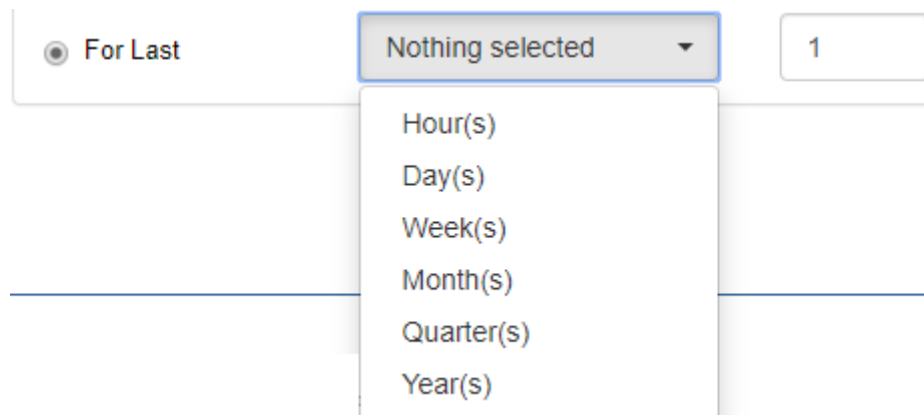
Select this option and click the drop-down menu to select any one of the following values.

2.

A.

- **Hour:** Select it to generate the report for the current hour.
- **Day:** Select it to generate the report for the current day.
- **Week:** Select it to generate the report for the current week.
- **Month:** Select it to generate the report for the current month.
- **Quarter:** Select it to generate the report for the current quarter.
- **Year:** Select it to generate the report for the current year.

B. **For Last:** Select it to collect the data for your-entered last number of durations.



The image shows a user interface for selecting a time duration. On the left, there is a radio button labeled "For Last". To its right is a dropdown menu currently showing "Nothing selected". Below the dropdown is a list of options: "Hour(s)", "Day(s)", "Week(s)", "Month(s)", "Quarter(s)", and "Year(s)". To the right of the dropdown is a text input field containing the number "1".

Figure: Options for "Last" data window

Select this option and click the drop-down menu to select any of the following options. After it, enter the number for the selected last duration in the accompanying textbox.

- **Hour(s):** Select it to generate the report for the provided number of last hours.
- **Day(s):** Select it to generate the report for the provided number of last days.
- **Week(s):** Select it to generate the report for the provided number of last weeks.
- **Month(s):** Select it to generate the report for the provided number of last months.
- **Quarter(s):** Select it to generate the report for the provided number of last quarters.
- **Year(s):** Select it to generate the report for the provided number of last years.

3. **Optional Fields:** Select this option to include the selected optional fields in the report. It contains the following fields.

3.

- Actual Channel
- Call Type
- DNIS
- Queue ID
- Queue wait time
- User ID

You can click "cross" icon for any field to deselect it.

Every report will have the different set of optional fields. It is upto you what optional fields you want to include in the report. Make sure to not select "No Optional Field" as selecting it will remove all optional fields from the selected report.

4. **Campaigns:** It will show the drop-down menu that contains the list of campaigns in which the required data of the report is generated in the selected duration. For example, if you want to generate "ACD call Details" report for a selected duration, then this drop-down menu will show only those campaigns in which the calls should have been made and reached at ACD during the selected duration. If no such data is generated in any campaign, then it will show the error "No Campaigns available corresponding to above input..."

Campaigns

No Campaigns available corresponding to above input...

Figure: No campaign available for the selected duration

You can click "cross" icon for any campaign to deselect it.

5. **Queues:** It will show the drop-down menu that contains the list of queues in which the required data of the report is generated in the selected duration. Also, you have to select the Campaign to list the queues.

For example, if you want to generate "ACD call Details" report for a selected duration, then this drop-down menu will show only those queues in which the calls should have been made and reached at ACD during the selected duration. If no such data is generated in any queue or if no campaign is selected, then it will show the error "No Queues available corresponding to above input.."

Queues No Queues available corresponding to above input...

Figure: No queue available

The following screenshot shows the state when the campaign is selected and the requisite data is available in the queues.

The screenshot displays two sections: 'Campaigns' and 'Queues'. Both sections have a 'Select All' checkbox checked. The 'Campaigns' section shows a list of selected campaigns: TestChat, TestIC, TestInbound, TestOutbound, TestParallel, and TestVB. The 'Queues' section shows a list of selected queues: TestC2, TestChat1, Test1, and Test2.

Figure: Selected the Campaigns and Queues

You can click "cross" icon for any queue to deselect it.

6. **Charts:** Select this option to include any or all of the following charts in the reports.

- Abandoned Call Analysis (Campaign and Queue wise)
- Queue Wait Time Analysis

The values of Charts can be different for different reports.

You can click "cross" icon for any chart to deselect it.

7. **Date Format:** Select this option to decide the date format of the report. It contains the following options.

- MMM d, yyyy h:mm:ss a
- d MMM, yyyy h:mm:ss a
- dd-MM-yyyy h:mm:ss a
- MM-dd-yyyy h:mm:ss a

The following screenshot shows the selected values for all fields to generate "ACD Call Details" report.

The screenshot displays the configuration page for the "ACD Call Details" report. At the top right, there are buttons for "Back", "Save", "Schedule Report", and "Run". The "Output Formats" section shows checkboxes for CSV, XLS, PDF, and HTML. The "Input Parameter" section includes a "Data Window" description and a "Specific Time Window" option with fields for Start Date and End Date. The "Options" section has radio buttons for "For Current" and "For Last", with a dropdown menu and a numeric input field. The "Optional Fields", "Campaigns", "Queues", and "Charts" sections each have a "Select All" checkbox and a list of field names in a container. The "Date Format" dropdown is set to "dd-MM-yyyy h:mm:ss a".

Figure: Sample Details to generate a report

You can click any report icon to download it.

8. The following buttons are located on the top right corner. You can perform any of the following operations.

- **Run:** Click it to run and generate the report now. Clicking it takes you to "Report Queue" tab of "Queue Tab".

Report Name	Info	Request Time	End Time	Added By User	Status	Re-Run	CSV	XLS	PDF	HTML
ACD Call Details		2019-06-13 08:52:38		Administrator	WAITING					
ACD Call Interval Su...		2019-05-13 08:01:43	2019-05-13 08:02:30	Administrator	SUCCESS					
ACD Call Details		2019-05-10 11:12:22	2019-05-10 11:12:27	Administrator	SUCCESS					
ACD Call Details		2019-05-10 11:05:59	2019-05-10 11:06:28	Administrator	SUCCESS					
CALL History		2019-05-10 09:54:39	2019-05-10 09:55:03	Administrator	SUCCESS					
CALL History		2019-05-10 09:51:14	2019-05-10 09:51:56	Administrator	SUCCESS					
AGENT Productivity ...		2019-05-09 07:16:39	2019-05-09 07:17:27	Administrator	SUCCESS					
CHAT Detail Report		2019-04-02 13:24:04	2019-04-02 13:24:37	Administrator	SUCCESS					
TRANSITION Daily R...		2019-02-21 07:57:10	2019-02-21 07:57:21	Administrator	SUCCESS					

Figure: Generating the report

When the report is generated, the icons in the file columns are displayed.

Report Name	Info	Request Time	End Time	Added By User	Status	Re-Run	CSV	XLS	PDF	HTML
ACD Call Details		2019-06-13 08:52:38	2019-06-13 08:53:26	Administrator	SUCCESS					

Figure: Generated the Report

- **Save:** Click it to save the template. It shows the following Modal.

Save Template As ✕

Cancel OK

Figure: Modal to save the template

Provide a name for the template and click "OK". The template will be saved.

The saved templates will be visible in "Template List" Tab. [Know more...](#)

- **Schedule Report:** Click it to schedule this report. It takes you to "Scheduler" tab, where the report name and its filters will remain pre-selected. [Know more...](#)

Copyright Year Information: Copyright Year is already included in the reports that are exported to PDF, HTML, and XLS file formats. The Copyright Year (for the reports) will be generated dynamically as per the timezone of Server Machine that runs Ameyo AppServer and Ameyo ART. The code to capture the copyright year dynamically from the server machine and display in the Default Reports is added in Ameyo ART Package for 4.8. However, this code has to be added manually for the Custom Reports. If both Server and Client (where the Report is generated) are located in the different timezones, then the gap between the timezones of Server and Client will be impacted in the Dynamic Copyright Year. This timezone gap can be between a few minutes (such as five minutes) and maximum to 26 hours.

3.2.3 Template List Tab

This tab shows the list of saved report templates.

Template Name	Report Name	Date Added	Last Modified Date	Run	Edit	Delete
Agent_productivity	AGENT Activity Summary	2018-12-11 12:52:16.696000000	2018-12-11 12:52:16.696000000			
Test1	AGENT Activity Summary	2018-12-05 13:58:11.324000000	2018-12-05 13:58:11.324000000			

Page 1


Figure: Template List Tab

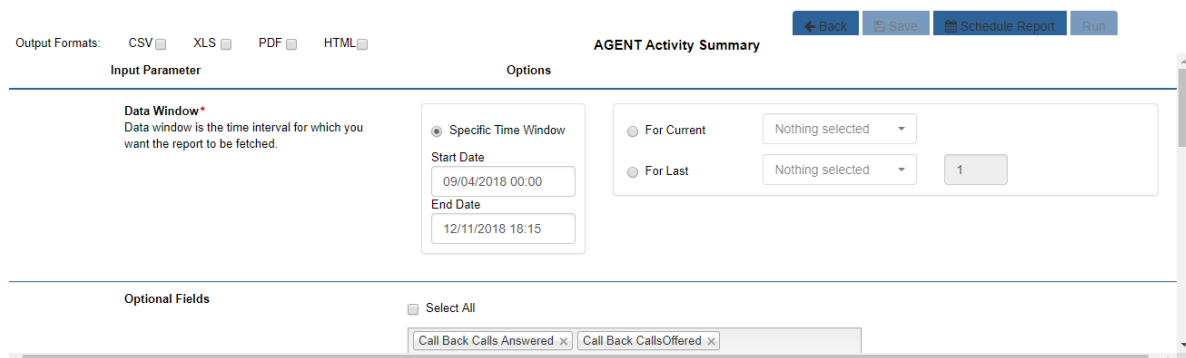
Here, you can run, edit, and delete the templates.

3.2.3.1 Create Template

The steps to create and save a template are mentioned in "Report List" page. [Know more...](#)

3.2.3.2 Run Template

Click  icon to run the template. It shows the following page, where all settings configured while saving the template are loaded by default.



The screenshot displays the 'AGENT Activity Summary' configuration interface. At the top, there are buttons for 'Back', 'Save', 'Schedule Report', and 'Run'. Below these are 'Output Formats' (CSV, XLS, PDF, HTML) and 'Input Parameter' (Data Window). The 'Options' section includes a 'Specific Time Window' radio button with 'Start Date' (09/04/2018 00:00) and 'End Date' (12/11/2018 18:15) fields, and 'For Current'/'For Last' radio buttons with dropdown menus. The 'Optional Fields' section has a 'Select All' checkbox and two selected fields: 'Call Back Calls Answered' and 'Call Back Calls Offered'.

Figure: Run Template

You have to select the formats, in which the report has to be generated. However, you can change the already configured settings also. You can perform any of the following operations.

- **Run:** Click it to run and generate the report. The steps to run the report are already discussed in "Run Report" section of "Report List" page. [Know more...](#)

After running the template, the User can fetch the report for this template in "Template Queue" sub-tab of "Queue" Tab. [Know more...](#)

- **Save:** Click it to save the template.
- **Schedule Report:** Click it to schedule this template. It takes you to "Scheduler" tab, where the report name and its filters will remain pre-selected. [Know more...](#)

3.2.3.3 Edit Template

Click  icon to edit any saved template. It shows the following page.

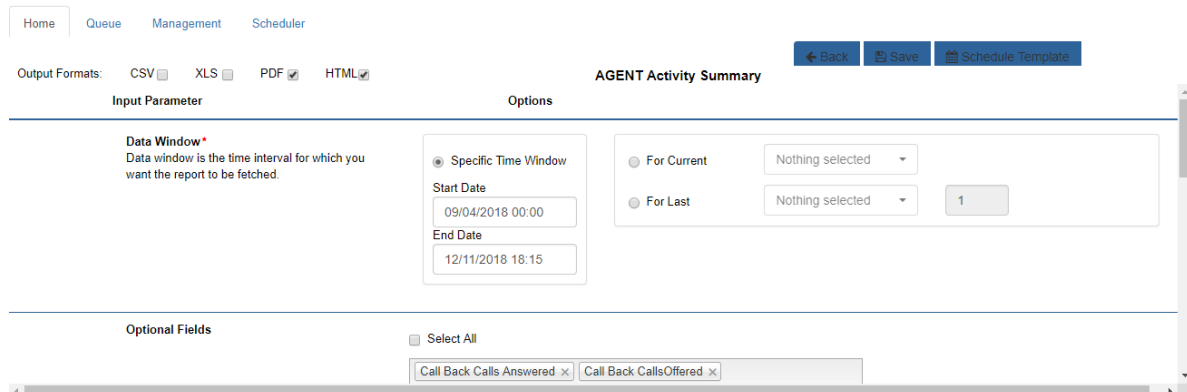


Figure: Edit Template

Change the already configured settings and select any of the following options.

- **Save:** Click it to save the changes made in the template.
- **Schedule Template:** Click it to schedule this template. It takes you to "Scheduler" tab, where the report name and its filters will remain pre-selected. [Know more...](#)

3.2.3.4 Delete Template

Click  icon to delete any template. It shows the following pop-up.

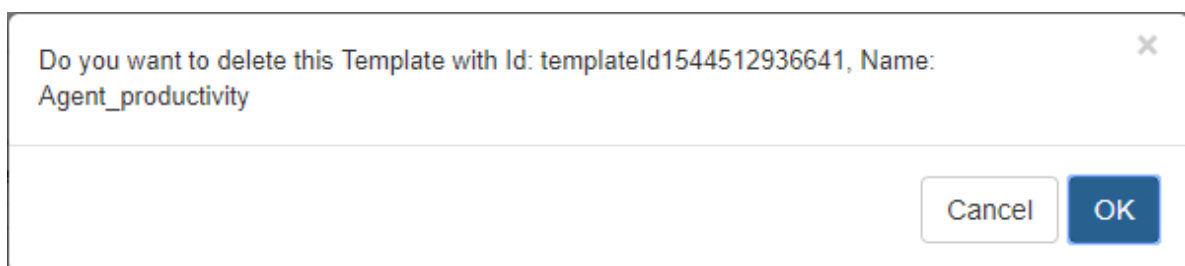


Figure: Delete Template

Click "OK" to delete the template.

The deleted template cannot be restored.

3.3 Queue Tab

Queue Tab shows the list of reports and templates, which are either being run or have been run in the past.



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Queue', 'Management', and 'Scheduler'. Below this, there are two tabs: 'Report Queue' (selected) and 'Template Queue'. The main content area is a table with the following columns: Report Name, Info, Request Time, End Time, Added By User, Status, Re-Run, CSV, XLS, PDF, and HTML. A single row is visible with the following data: 'AGENT Product...' in the Report Name column, an information icon in the Info column, '2018-12-04 15:...' in the Request Time column, '2018-12-04 15:...' in the End Time column, 'sup1' in the Added By User column, a green checkmark and 'SUCCESS' in the Status column, a green circular arrow icon in the Re-Run column, and icons for CSV, XLS, PDF, and HTML in their respective columns. At the bottom of the table, there are navigation controls including arrows and the text 'Page 1'.

Report Name	Info	Request Time	End Time	Added By User	Status	Re-Run	CSV	XLS	PDF	HTML
AGENT Product...		2018-12-04 15:...	2018-12-04 15:...	sup1	SUCCESS					

Figure: Queue Tab

It contains the following two tabs.

- Report Queue
- Template Queue

3.3.1 Report Queue

It shows the reports fetched by the currently logged on user.

The Administrator can view the reports run by the Supervisors.

3.3.2 Template Queue

It shows the list of reports based on templates fetched by the currently logged on user.

The Administrator can view the templates created and run by the Supervisors.

I...	Report Name	Template Name	Request Time	End Time	Status	Re-R...	CSV	XLS	PDF	HTML
!	AGENT Activity Summary	Agent_productivity	2018-12-11 12:52:16	2018-12-11 12:52:43	✓ SUCCESS	↻				
!	AGENT Activity Summary	Test1	2018-12-05 13:58:11	2018-12-05 13:59:00	✓ SUCCESS	↻				

Page 1

Figure: Template Queue Tab

3.3.3 Common Operations in both "Report Queue" Tab and "Template Queue" Tab

Administrator can perform the following tasks here.

- **Download the Report:** Every report or template that has been generated will be listed in a row. Each row will show the icons in those file columns for which it has been generated. If report "ACD Call Details" is showing icons in "XLS" and "PDF" columns, then this report has been generated in these two formats. The User can click the icon to download the report.

The option to save the report as a file in the selected format is based upon "Save As" functionality of the Web browser. If "Ask where to save each file before downloading" option is not checked, the file will be saved with the default name `{}` that is "ACD_Call_Details_2019-06-13_08_53_06(runnableReportId1560396158639)" at the default download location of the Web browser. It is recommended to keep "Ask where to save each file before downloading" or similar option checked in your Web Browser so that you can specify the name and path while saving the reports or templates as files on the disk.

If "Ask where to save each file before downloading" or similar option is enabled in your Web Browser, then the following dialog box is displayed when the User has clicked icon for a report in "XLS" column.

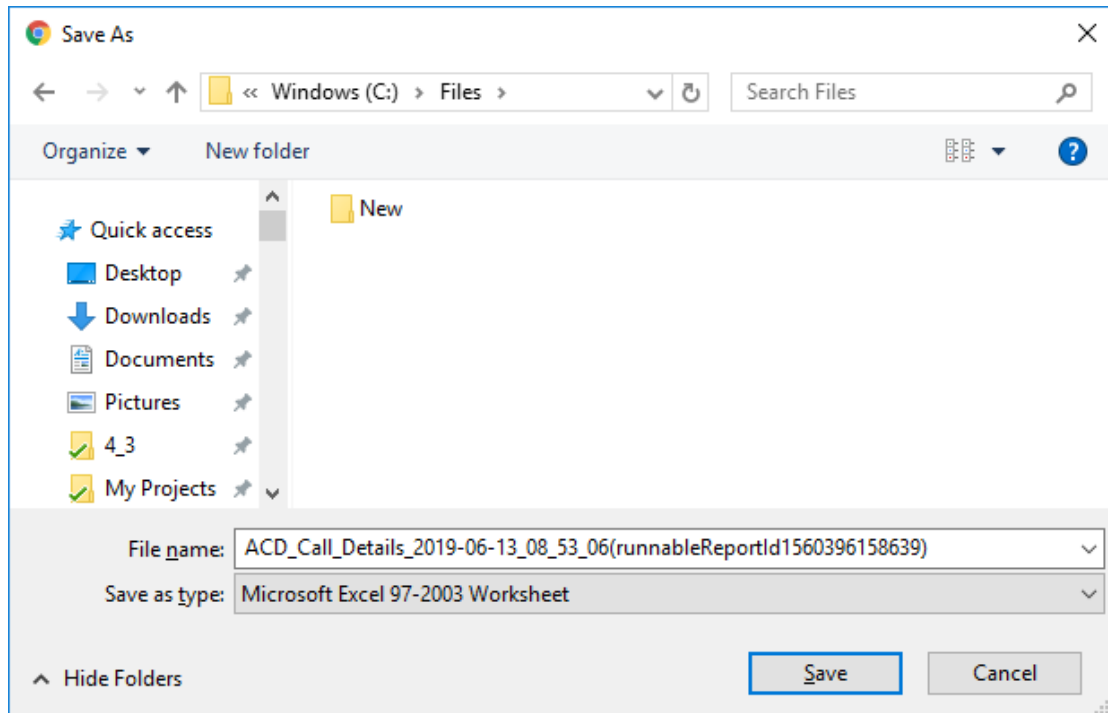



Figure: Dialog Box to save file

Select the location where you want to save the file and change the filename, if required. Click "Save" to download file.

- **Re-run:** The User can click  icon to re-generate the report. Clicking it takes you back to the same page, which you have used earlier to generate a report. [Know more...](#)

3.4 Management of Privileges

3.4.1 Management Tab

Here, you can manage the report and user privileges.

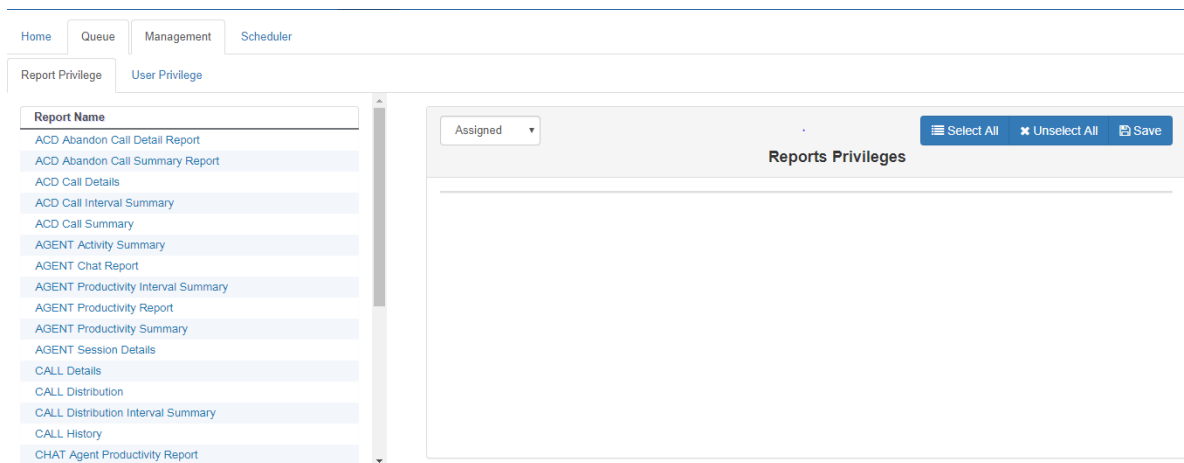


Figure: Management Tab of ART

It contains the following two tabs. Click the links to know more about them.

- [Report Privilege](#)
- [User Privilege](#)

3.4.2 Report Privilege

Here, you can select the report individually and assign the users (Administrator and Supervisor) to it. The left pane contains the list of reports, which are explained hereinbelow.

The list of reports can be different as per the selected license and available campaigns.

Perform the following steps to assign the users to a report.

1. Select a report in the left pane, and it shows the details on the right side.

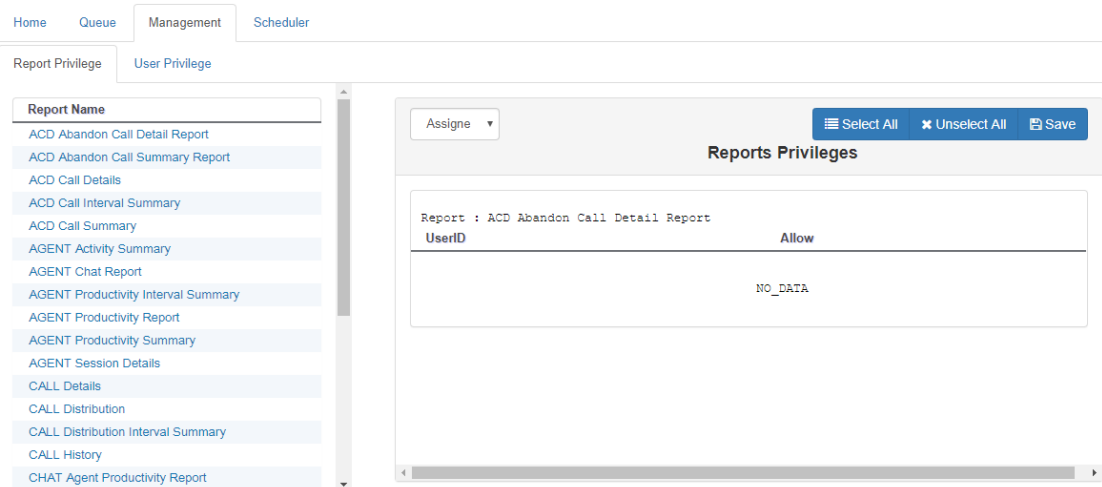


Figure: Assign Report Privileges

- When "Assigned" is selected in the drop-down menu, it shows the users to whom this report has been assigned.
- Select "Available" to know the list of users to whom this report can be assigned. "Available" does not show the users to whom the report has already been assigned.

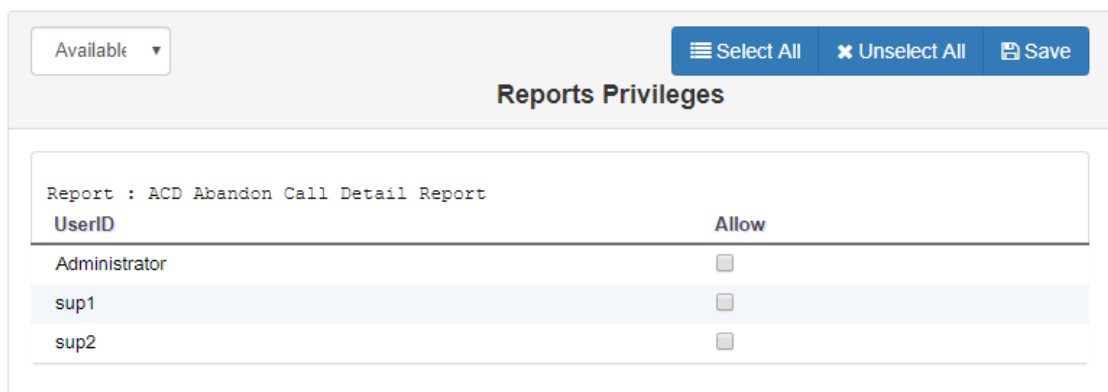


Figure: Assign Report to users

- Select the users. You can click "Select All" to select all users.

To unassign the report, uncheck the users.

5. Click "Save" to assign this report to the selected users. It shows the following message on the screen.

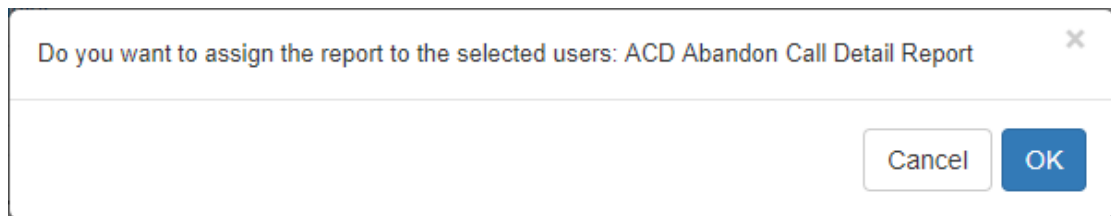


Figure: Confirming the Report Assignment

6. Click "OK" to assign the report to the selected users.

"Available" option shows the list of users to whom a report has been assigned.

3.4.3 User Privileges

Here, you can select the users to assign the reports to it.

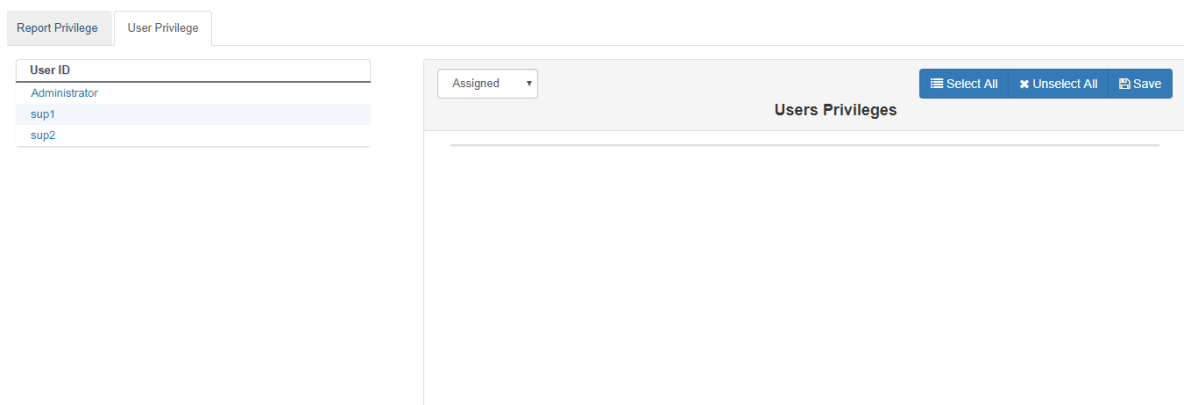


Figure: User Privilege Report

Perform the following steps to assign the reports to a user.

1. Select a user in the left pane to see its details in the right side. "Assigned" option in the drop-down menu shows the list of reports assigned to the selected user.

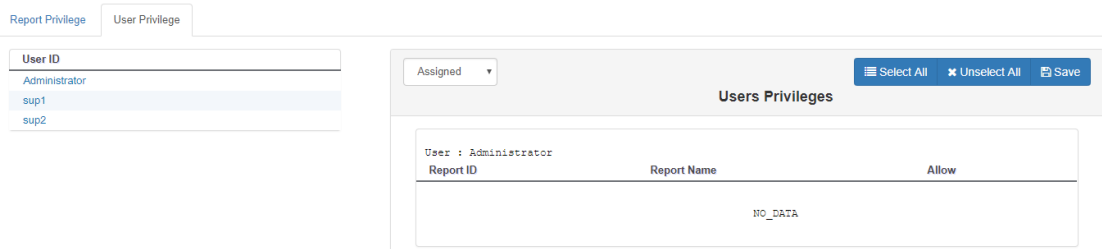


Figure: List of Assigned Reports

2. Select "Available" to see the list of reports that can be assigned to the user.

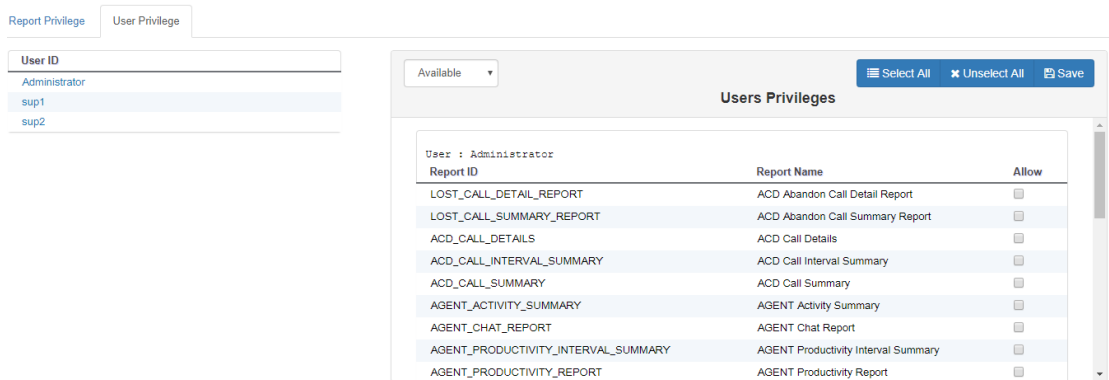


Figure: List of Available Reports

3. Select the reports that you want to assign. You can click "Select All" to select all the reports.

Uncheck the reports that you do not want to assign. Click "Unselect All" button to unselect all the reports.

4. Click "Save" to assign the selected reports to the user. It shows the following message box.

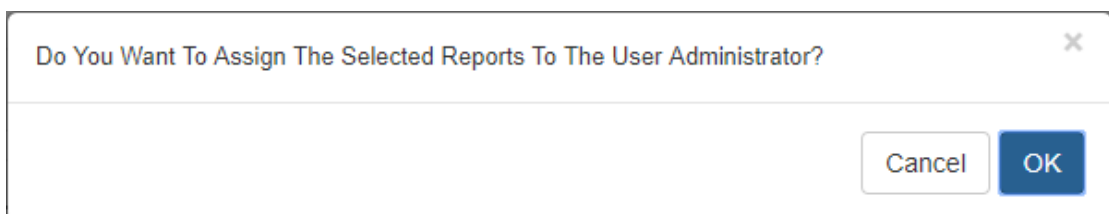


Figure: Message

5. Click "OK" to assign the reports.

You can perform similar steps to assign the reports to other users.

3.5 Report Scheduler

3.5.1 (Licensable) Scheduler Tab

Here, you can schedule the report to be delivered automatically through selected mediums (email or sharing file over FTP) in PDF, CSV, HTML, or XLS file formats.

Name	Info	Created Date	Start Time	End Time	Last Run Time	Schedule Summary	Next Run Time	Scheduled By	Status
Test		2020-07-15 04:23:24	2020-07-15 04:23:24	2020-12-31 12:00:00	2020-07-16 10:00:00	Repeat every 1Day, at 10:0	2020-07-17 10:00:00	g1	RUNNING

Figure: Scheduler Tab of ART

You have to perform the following steps to create a schedule to send the reports. Click the links to know more about them.

1. [Create Email Profile to send the reports through email](#)
2. [Create FTP Profile to store the reports at the provided URL](#)
3. [Add Schedule](#)

3.5.2 Create Email Profile

You can create the email profile here, using which the Report Scheduler will deliver the selected report in the selected file formats to the selected recipients at the defined intervals. Switch to "Email Profile" tab to create, edit, and delete the email profiles.

The screenshot shows the 'Email Profile' configuration interface. It includes a search bar for existing profiles, a toolbar for actions like 'New', 'Edit', 'Delete', 'Copy', and 'Save', and a form with the following fields:

- Profile name***: Text input field.
- From***: Text input field with example text 'Eg: abcd@company.com'.
- Password***: Text input field.
- Confirm Password***: Text input field.
- To***: Text input field with example text 'Eg: abcd@company.com,xyz@company2.com'.
- CC**: Text input field with example text 'Eg: abcd@company.com,xyz@company2.com'.
- BCC**: Text input field with example text 'Eg: abcd@company.com,xyz@company2.com'.
- Subject**: Text input field with placeholder 'Type subject here'.
- Message**: Text area with placeholder 'Type message here'.

At the bottom of the form, there are two checkboxes: Add reports as attachment and Embed report in message body.

Figure: Email Profile

Perform the following steps here to create an email profile.

1. Provide the following inputs in the respective fields.
 - A. Name of the profile
 - B. Sender's Email Address
 - C. Password of the provided Sender's Email Address
 - D. Recipients' Email Addresses in "To" field. You can separate the multiple addresses with a comma (,). For example, test@domain.com, test2@domain.com
 - E. (Optional) Recipients' Email Addresses in CC or BCC field, if required

F. (Optional) Type the subject that will be sent in the email

G. (Optional) Enter the message the will be sent in the message body

The value of fields like To, CC, BCC, Subject, and Message Body will remain same for all emails being sent from the same email profile. These values cannot be changed while creating the scheduler.

2. Select "Add Reports as attachment" to send the reports' files as attachments to the emails.
3. Whereas, you can select "Embed Report in message body" to embed the reports in the message body of the emails itself.
4. Click "Save" to save the email profile.

You can create multiple profiles by performing these steps. The created profiles will be listed in the left pane. You can select any profile to view, modify, copy, and delete it.

The screenshot displays the 'Email Profile' configuration page. On the left, there is a sidebar titled 'All Profiles' with a search bar and two profile entries: 'TestEmail2' and 'TestEmail1'. The main area shows the configuration for a selected profile. At the top right, there are buttons for '+ New', 'Edit', 'Delete', 'Copy', and 'Save'. The configuration fields are as follows:

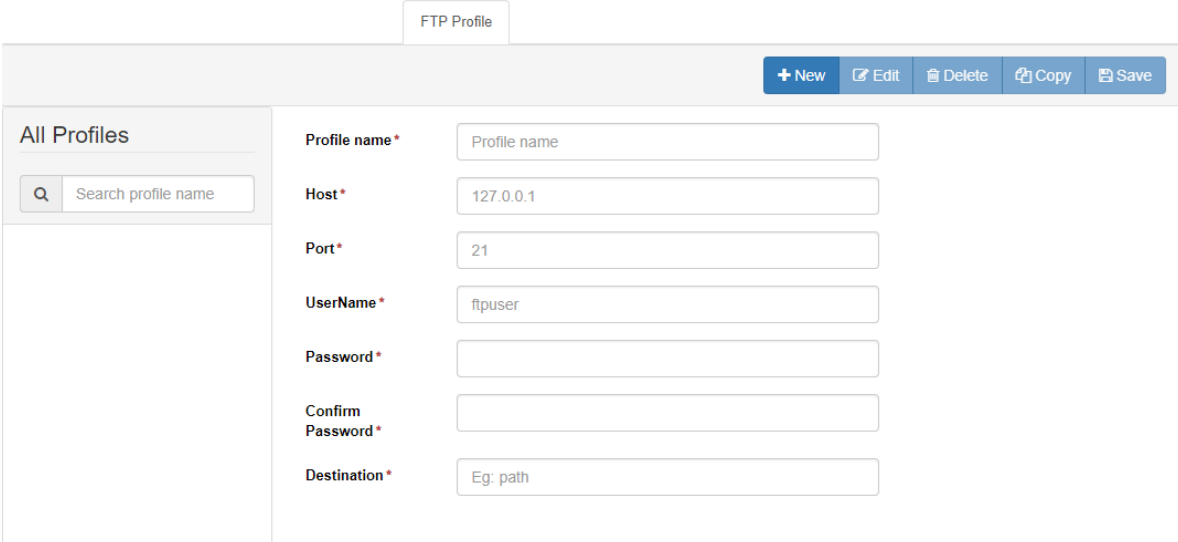
- From***: testing@test.com
- To***: test1@test.com
- CC**: Eg: abcd@company.com,xyz@company2.com
- BCC**: Eg: abcd@company.com,xyz@company2.com
- Subject**: Test
- Message**: Type message here

At the bottom, there are two checkboxes: Add reports as attachment and Embed report in message body.

Figure: List of Email Profiles

3.5.3 Create FTP Profile

You can connect to a local or networked computer, a local or networked disk drive, or an FTP Server using the FTP Profile. The Report Scheduler will store the reports as files on the selected location. Switch to "FTP Profile" tab to create, edit, and delete the FTP profiles.



The screenshot shows the 'FTP Profile' configuration interface. On the left, there is a sidebar with 'All Profiles' and a search bar labeled 'Search profile name'. The main area contains a form with the following fields:

- Profile name* (text input)
- Host* (text input, value: 127.0.0.1)
- Port* (text input, value: 21)
- UserName* (text input, value: ftpuser)
- Password* (text input)
- Confirm Password* (text input)
- Destination* (text input, value: Eg: path)

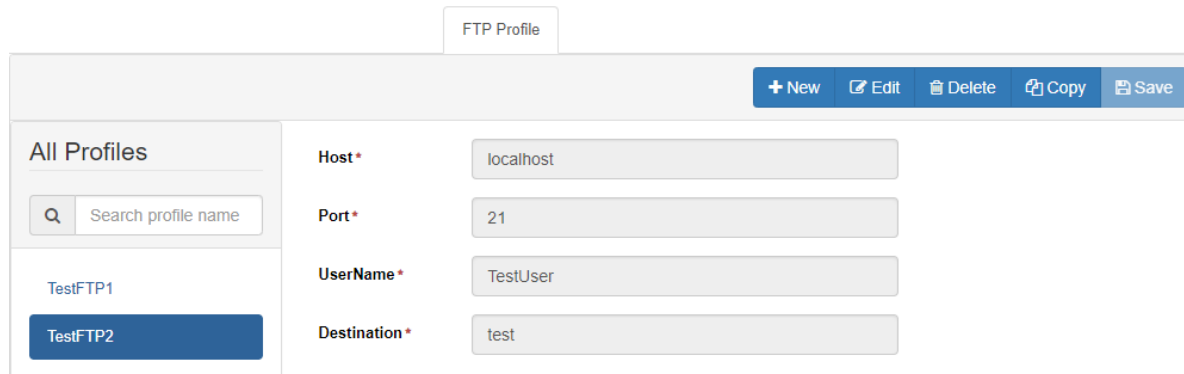
At the top right of the form, there is a toolbar with buttons for '+ New', 'Edit', 'Delete', 'Copy', and 'Save'.

Figure: FTP Profile

Perform the following steps here to create a FTP profile.

1. Provide the following inputs in their respective fields.
 - A. Profile Name
 - B. IP Address or Domain Name of the Host, where the files will be stored
 - C. Port to communicate with the host
 - D. Name of the user to access the host
 - E. Password of the provided username
2. In the Destination field, you can provide the path of a folder, where you want to store the files.

You can create multiple profiles by performing these steps. The created profiles will be listed in the left pane. You can select any profile to view, modify, copy, and delete it.



The screenshot displays the 'FTP Profile' configuration page. On the left, there is a sidebar titled 'All Profiles' with a search bar and a list of profiles: 'TestFTP1' and 'TestFTP2'. The 'TestFTP2' profile is selected. The main content area shows the configuration details for the selected profile:

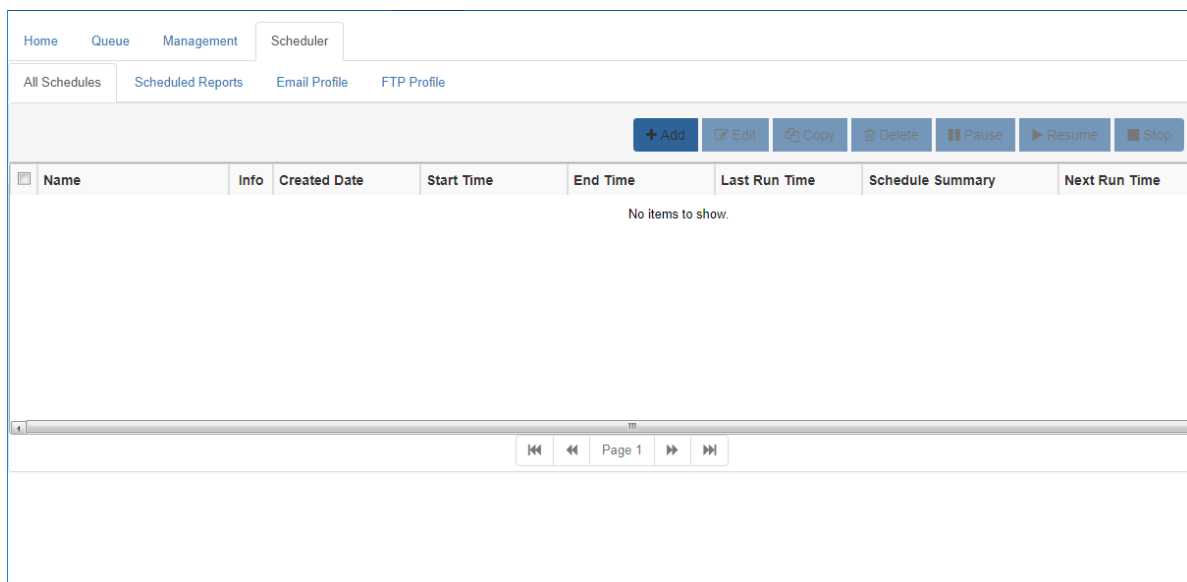
- Host***: localhost
- Port***: 21
- UserName***: TestUser
- Destination***: test

At the top right of the main area, there are buttons for '+ New', 'Edit', 'Delete', 'Copy', and 'Save'.

Figure: List of FTP Profile

3.5.4 Create Report Scheduler

You can create a report scheduler that will share the selected reports either by sending emails or through saving files at selected locations automatically at the defined intervals. Switch to "All Schedules" sub-tab in "Scheduler".



The screenshot shows the 'Scheduler' tab in the application. The 'All Schedules' sub-tab is selected. The interface includes a toolbar with buttons for '+ Add', 'Edit', 'Copy', 'Delete', 'Pause', 'Resume', and 'Stop'. Below the toolbar is a table with the following columns: Name, Info, Created Date, Start Time, End Time, Last Run Time, Schedule Summary, and Next Run Time. The table is currently empty, displaying 'No items to show.' at the bottom.

Figure: Scheduler Tab of ART

Perform the following steps to create a report scheduler.

1. Click "Add" button in "All Schedules" tab of "Scheduler" tab. It shows the following page.

The screenshot shows the 'Scheduler' form with the following sections:

- Name ***: A text input field.
- Description**: A text area.
- Output Formats ***: Radio buttons for All, CSV, PDF, HTML, and XLS. Below the buttons is the text: "Output format in which you want your report to be fetched."
- Schedule Start End Time ***:
 - Schedule Start Time**: A text input field with a placeholder "Schedule Start Time".
 - Schedule End Time**: A radio button.
 - Never Ends**: A radio button.
 - End After Repeations**: A radio button.
 - A text input field with the value "1".
- Frequency ***: Radio buttons for Hourly, Daily, Weekly, Monthly, Yearly, and Cron. Below the buttons is the text: "Schedule will repeat according to frequency selected." and "Every 1 Hour(s)".
- Reports ***: A dropdown menu.
- Data Window ***:
 - Specific Time Window**: A radio button. Below it are "Start Date" and "End Date" text input fields.
 - For Current**: A radio button. Below it is a "Nothing selected" dropdown menu.
 - For Last**: A radio button. Below it is a "Nothing selected" dropdown menu and a text input field with the value "1".
- Advanced Filters**: A section with the text "Leave the following filters to include all future configuration like new users, queue etc." and a "Click to Expand" link.
- Delivery Option**: A section with a "Click to Expand" link.

Figure: Adding New Report Scheduler

2. Provide a name for the new report scheduler.
3. Provide a description.
4. Select any of the following options.
 - **All:** Select it to select all report formats.
 - **CSV:** Select it to send the reports in CSV format.

- **PDF:** Select it to send the reports in PDF format.
- **HTML:** Select it to send the reports in HTML format.
- **XLS:** Select it to send the reports in XLS format.

5. **Schedule Start and End:** Here, you have to provide the start and end time for the schedule.

4.

A. **Schedule Start Time:** Click "Schedule Start Time" box to select the date and time when the scheduler will run. It shows the following pop-up.

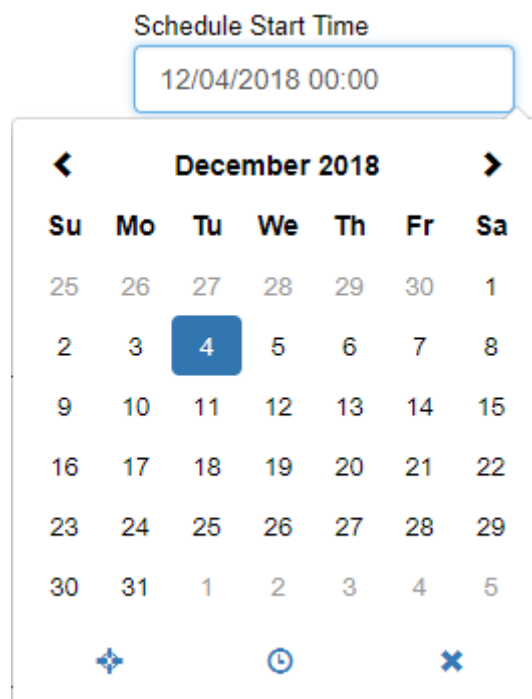
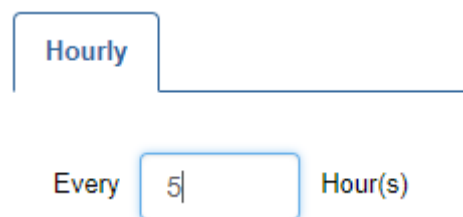


Figure: Select when Schedule start

B. **Schedule Ends:** You can select any of the following options to specify when the schedule will end.

- I. Schedule End Time: Click "Schedule End Time" box to select the date and time when the scheduler will end.
 - II. Never Ends: Select it to make this scheduler job infinite. It will run continuously.
 - III. Ends After Repetition: Select it to specify how many repetitions this job will end.
5. **Frequency**: Select any of the following frequencies to specify the intervals when the scheduler will run automatically.
- A. **Hourly**: Select it to run the scheduler after selected hours until the Scheduler Time, and specified repetitions end.

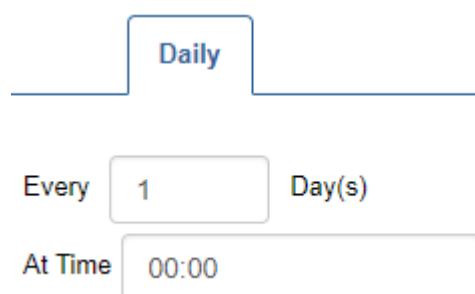


The screenshot shows a configuration interface for the 'Hourly' frequency. At the top, the word 'Hourly' is displayed in a blue box. Below it, the text 'Every' is followed by a text input field containing the number '5', and then the text 'Hour(s)'.

Figure: Hourly Frequency

You have to enter the hours after which the scheduler will run.

- B. **Daily**: Select it to run the scheduler daily on the specified time.



The screenshot shows a configuration interface for the 'Daily' frequency. At the top, the word 'Daily' is displayed in a blue box. Below it, the text 'Every' is followed by a text input field containing the number '1', and then the text 'Day(s)'. Below that, the text 'At Time' is followed by a text input field containing the time '00:00'.

Figure: Daily Frequency

You have to enter the day after which the scheduler will run at the specified time.

- C. **Weekly:** Select it to run the scheduler weekly at the selected days and at the selected time.

Weekly

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

At Time

Figure: Weekly Frequency

You have to select the day and provide the time when the scheduler will run.

- D. **Monthly:** Select it to run the scheduler monthly at the selected day and at the selected time.

Monthly

Day of every Month(s)

The of every Month(s)

At Time

Figure: Monthly Frequency

Select any of the following options and select the time when the scheduler will run.

5.

A.

- Day ___ of every ___ month(s): Select it to run the scheduler on every selected day of the month.
- The _____ of every ___ months: Select it to run the scheduler on the selected weekday of every month.

B. **Yearly**: Select it to run the scheduler yearly in the selected months, at the selected day or date, and at the selected time.

The screenshot shows a configuration interface for a 'Yearly' scheduler. At the top, the 'Yearly' tab is selected. Below it, there are three radio button options: 'Every', 'The', and 'At Time'. The 'Every' option is selected. To its right, there is a dropdown menu showing 'January' and a text box containing '1'. Below these, the 'The' option is selected. To its right, there are three dropdown menus: the first shows 'First', the second shows 'Monday', and the third shows 'January'. The text 'of' is placed between the second and third dropdowns. Below these options is an empty text box labeled 'At Time'.

Figure: Yearly Frequency

Select any of the following options and select the time when the scheduler will run.

- Every _____: Select it to run the scheduler on every selected day of the month.
- The _____ of every ___ months: Select it to run the scheduler on the selected weekday of every month.

C. **Cron**: Cron jobs are created to automate the tasks and run them at the selected intervals. Here, you can select an already created cron job. The scheduler will run as per the selected cron job.

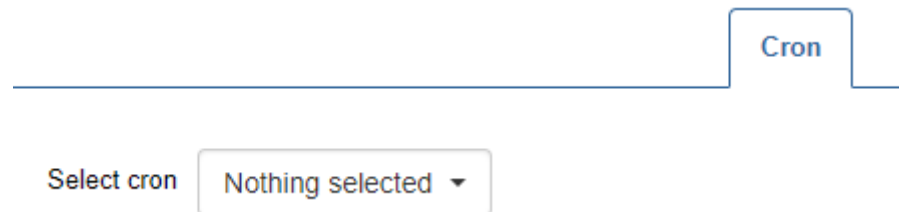


Figure: Cron Job

6. Select the report for which you want to create the scheduler. After selecting the report, the system determines whether the setup and campaign are available for the selected report or not. You can proceed only when both of these are available.

The message will be displayed if the setup and campaign are not available for the selected report.

7. **Data Window:** Select the date and time duration of which data you want to capture. It contains the following options.

- A. **Specific Time Window:** Select it to specify the start and end time of the date and time duration of which data has to be collected to create the report.

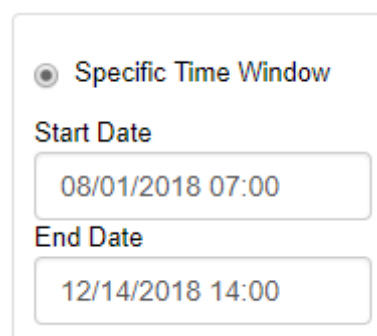


Figure: Specific Duration of Data Collection

B. **For Current:** Select it to collect the data for the current hour, day, week, month, quarter or year.

C. **For Last:** Select it to collect the data for your-entered last number of hours, days, weeks, months, quarters, or years.

8. Select the setups.

9. Select the campaigns of which report you want to schedule.

10. Select the queues.

11. Select the threshold, which is the minimum value that defines how many records should be there at least in the selected data collection window, so that a report can be created.

For example, if 10 is selected, then the report will be sent only when at least, equal to, or more than 10 records of a report are captured in the selected Data Collection window.

12. **Advanced Filters:** You can click "Advance Filter" accordion header to expand the options that let you select the FTP Profile and filters.


Advanced Filters <small>Leave the following filters to include all future configuration like new users, queue etc.</small>		Click to Collapse. 
ftpConfiguration	<input type="text"/>	
Optional Fields	<input type="checkbox"/> Select All <input type="text"/>	
Charts	<input type="checkbox"/> Select All <input type="text"/>	
Date Format	<input type="text"/>	

Figure: Advanced Filters

This section can be segregated into the following sections.

A. **FTP Profile:** The reports will be saved in the selected file formats at the selected location of the FTP profile. You have to select the FTP Profile in the drop-down menu.

B. **Filters:** As per the selected report, any or multiple of the following filters are displayed in the Advanced Filter Section.

12.

A.

I. Optional Fields: Select this option to include the selected optional fields in the report. It contains the following fields.

- Max Hold Time
- Min Hold Time
- No Optional Field
- Process Name

Make sure to not select "No Optional Field" as selecting it will remove all optional fields from the selected report.

II. Charts: Select this option to include any or all of the following charts in the reports.

- Abandoned Calls after Target Analysis
- Abandoned Calls before Target Analysis
- Average Talktime Analysis
- Served Calls in Target Analysis
- Service Level Analysis

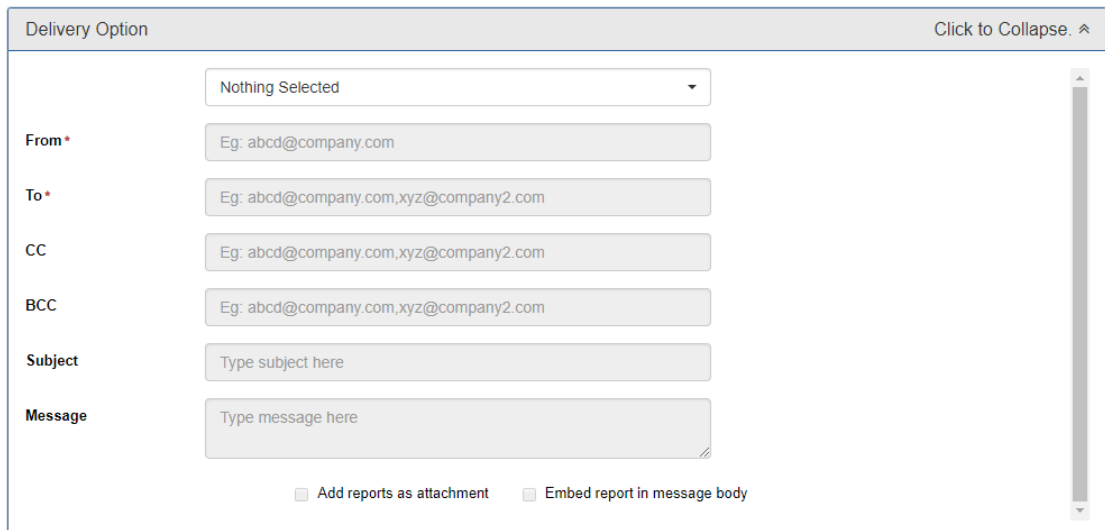
The values of Optional Fields and Charts can be different for different reports.

III. **Date Format:** Select this option to decide the date format of the report. It contains the following options.

- MMM d, yyyy h:mm:ss a
- d MMM, yyyy h:mm:ss a
- dd-MM-yyyy h:mm:ss a
- MM-dd-yyyy h:mm:ss a

13. **Delivery Option:** Here, you can select the Email Profile, through which the email containing the report will be sent.

List of recipients is also defined in the email profile.



The screenshot shows a 'Delivery Option' form with the following fields and options:

- Delivery Option:** A dropdown menu currently showing 'Nothing Selected'.
- From*:** Input field with placeholder text 'Eg: abcd@company.com'.
- To*:** Input field with placeholder text 'Eg: abcd@company.com,xyz@company2.com'.
- CC:** Input field with placeholder text 'Eg: abcd@company.com,xyz@company2.com'.
- BCC:** Input field with placeholder text 'Eg: abcd@company.com,xyz@company2.com'.
- Subject:** Input field with placeholder text 'Type subject here'.
- Message:** Text area with placeholder text 'Type message here'.
- Options:** Two checkboxes at the bottom: Add reports as attachment and Embed report in message body.

Figure: Select Email Profile

Select the email profile in the drop-down menu.

14. Click "Save" to create the report scheduler.

You can create multiple reports by following these steps. These reports will be listed in "All Schedules" tab.

<input type="checkbox"/>	Name	Info	Created Date	Start Time	End Time	Last Run Time	Schedule Summary	Next Run
<input type="checkbox"/>	Test1		2018-12-04 01:02:33	2018-12-04 06:20:00	NEVER ENDS		Repeat every Tuesday, Thu...	2018-12-06
<input checked="" type="checkbox"/>	Test2		2018-12-04 01:05:40	2018-12-05 09:30:00	2019-06-06 12:00:00		Repeat every 1Day, at 10:0	

Figure: All Schedules

Here, you can edit, copy, delete, stop, pause, or resume the selected scheduled jobs.

4. Voicelogs

4.1 (Licensable) Voicelogs Tab

Voicelogs Tab lets you search and download the voicelogs.

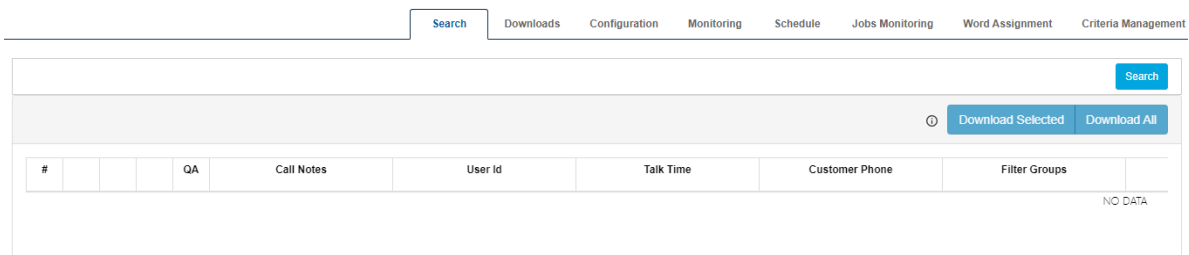


Figure: Voicelogs Tab

The Administrator can perform the following operations here. Click the links to know more about them.

1. [Search the Voicelogs](#)
2. [Download the Voicelogs](#)
3. [Configure the storage path and other settings to store voicelogs](#)
4. [Start or Stop the Monitoring of Conversion and Fetching](#)
5. [Schedule the Conversion or Fetching Jobs to run automatically at the defined intervals](#)

4.2 Search Voicelogs

4.2.1 Search Voicelogs

In "Search" tab of Voicelogs, you can search for the required voicelogs.

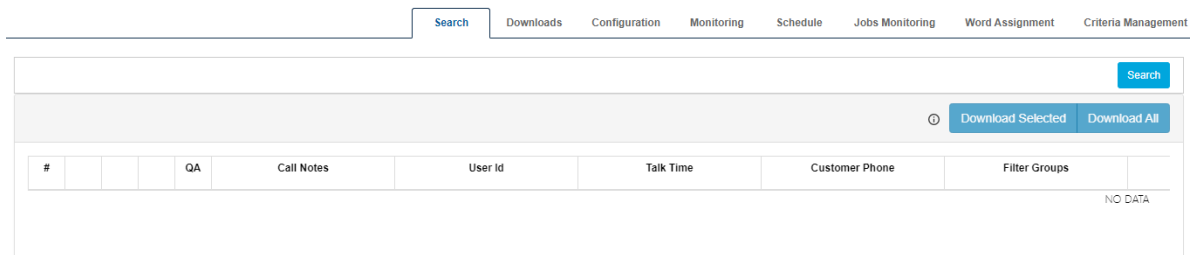


Figure: Search Tab of Voicelog

Click "Search" button on the top right corner. It shows a pop-up.

Figure: Voicelog Search

This section contains the following options. You have to provide the inputs for these fields to search the voicelogs.

1. **(Mandatory) Contact Center ID:** In case of Centralized ART in a Multi-tenant Setup, you can provide the ID of Ameyo Setup through which the calls were made. However, this field remains disabled in the case of Single Tenant Setup.
2. **(Mandatory) Contact Center Name:** In the case of Centralized ART in a Multi-tenant Setup, you can provide the name of Ameyo Setup through

which the calls were made. However, this field remains disabled in the case of Single Tenant Setup.

3. **(Optional) From Date:** Perform the following steps to select "From Date".

- A. Click "From Date" textbox to show the calendar.

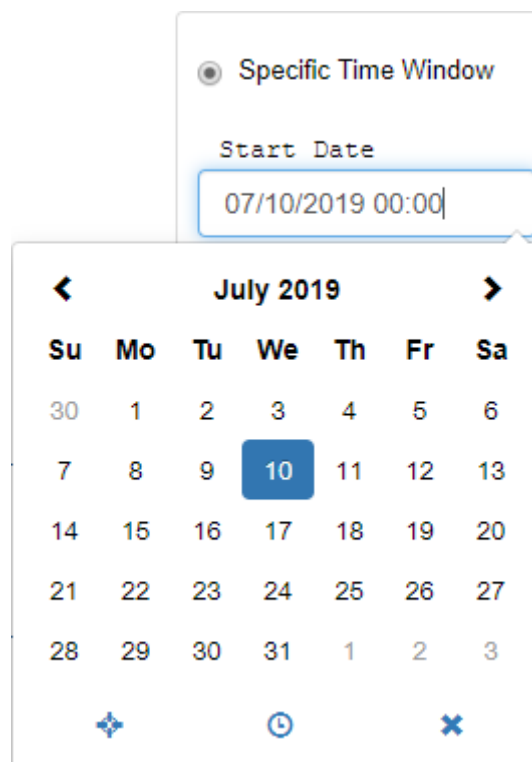


Figure: Select Start Date in Calendar







- B. You can select the date on the calendar. You can click  icon or  icon to browse through months to select a date.
- C. You can click  icon to show the time calendar.



Figure: Select Start Time in Calendar

You can click  icon or  icon to select the hours and minutes. You can also click an hour or a minute to see their values in the calendar and select as per requirement.

D. Anywhere in Date Calendar or Time Calendar, you can click  icon to select the current date and time as Start Date.

E. You can also manually type the date and time in the field.

4. **(Optional) End Date:** You have to perform the same steps to select "End Date", which you have performed to select "From Date".
5. **(Optional, but Required) Campaign:** Select the Campaigns of which voicelogs you want to search. It will show the campaigns created in the selected Contact Center.
6. **Enabled Number Masking:** If you want to search the data corresponding to the masked campaign, then select Enabled radio button.
7. **Not-Enabled Number Masking:** If you want to search the data corresponding to the un-masked campaign, then select Not-Enabled radio button.

8. **(Optional) Queue:** The queues available in the selected campaign will be listed here. Select the queue of which voicelogs you want to search.
9. **(Optional) Users:** The users staffed to the selected campaign or queue will be listed here. Select the users of which voicelogs you want to search. It will show the users assigned to the selected campaigns.
10. **(Optional) System Disposition:** It lets you search for the voicelogs created for those tickets, which has been closed in the selected system dispositions.
11. **(Optional) Disposition Class:** Select the disposition class to search the voicelogs in which the disposition of this class has been used.
12. **(Optional) Disposition Code:** Select the disposition code to search the voicelogs in which this disposition code has been used.
13. **(Optional) Leads:** It lets you search for the voicelogs created for the selected leads.
14. **Talk Time <:** It lets you search for the voicelogs of which duration is less than the provided value.
15. **Talk Time >:** It lets you search for the voicelogs of which duration is more than the provided value.
16. **Customer ID:** It lets you search for the voicelogs of a particular customer ID.
17. **Status:** It lets you search for the voicelogs of those cases, which are marked with the selected status.

18. **Phone Number:** It lets you search for the voicelogs for the provided phone number.

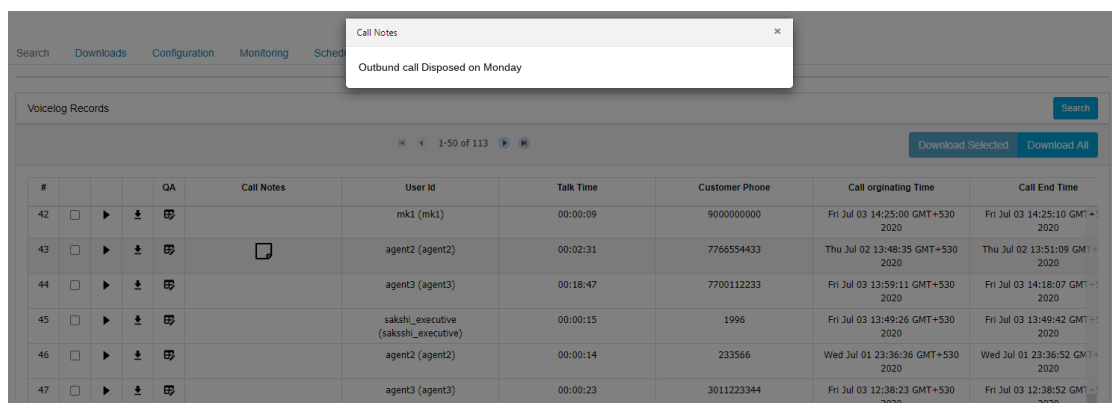
19. **Last Error Reason:** It lets you search for the voicelogs of those cases, which are marked with the selected last error reason. By default, it contains the following options.

18.

- Conversion Error
- Raw Fetch Error
- System Error

19. **Call ID:** It lets you search for the voicelogs for the selected call ID.

20. **Call Notes:** The notes added on the calls are also accessible. A user can filter the calls based upon the words available in the Call Notes.



The screenshot shows a web application interface with a 'Call Notes' search popup. The popup contains the text 'Outbund call Disposed on Monday'. Below the popup, there is a table titled 'Voicelog Records' with the following columns: #, OA, Call Notes, User Id, Talk Time, Customer Phone, Call originating Time, and Call End Time. The table contains 7 rows of data.

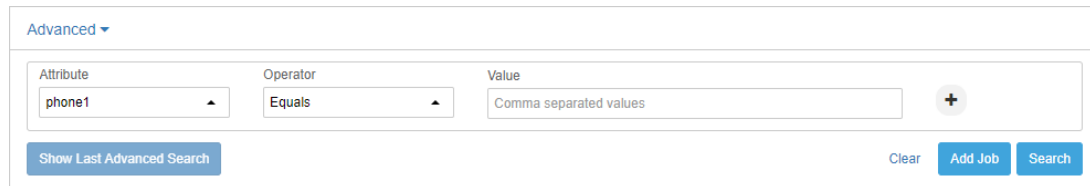
#	OA	Call Notes	User Id	Talk Time	Customer Phone	Call originating Time	Call End Time
42			mk1 (mk1)	00:00:09	9000000000	Fri Jul 03 14:25:00 GMT+530 2020	Fri Jul 03 14:25:10 GMT+530 2020
43			agent2 (agent2)	00:02:31	7766554433	Thu Jul 02 13:48:35 GMT+530 2020	Thu Jul 02 13:51:09 GMT+530 2020
44			agent3 (agent3)	00:18:47	7700112233	Fri Jul 03 13:59:11 GMT+530 2020	Fri Jul 03 14:18:07 GMT+530 2020
45			sakshi_executive (sakshi_executive)	00:00:15	1996	Fri Jul 03 13:49:26 GMT+530 2020	Fri Jul 03 13:49:42 GMT+530 2020
46			agent2 (agent2)	00:00:14	233566	Wed Jul 01 23:36:36 GMT+530 2020	Wed Jul 01 23:36:52 GMT+530 2020
47			agent3 (agent3)	00:00:23	3011223344	Fri Jul 03 12:38:23 GMT+530 2020	Fri Jul 03 12:38:52 GMT+530 2020

Figure: Call Notes in VLA

The Call Notes Search Column will be configured at the hierarchy-level in the Ameyo AppServer and Ameyo ART-VLA.

21. **QA Scoring:** It lets you search for the voicelogs of Scored calls or unscored calls. You can check the boxes to search the voicelogs. [Know more...](#)

You can click "Advanced" link to use the following advanced options for search.



The screenshot displays the 'Advanced Search' interface. At the top, there is a dropdown menu labeled 'Advanced'. Below it, the search criteria are defined in three columns: 'Attribute' (set to 'phone1'), 'Operator' (set to 'Equals'), and 'Value' (set to 'Comma separated values'). A plus sign icon is located to the right of the 'Value' field. At the bottom of the form, there are four buttons: 'Show Last Advanced Search', 'Clear', 'Add Job', and 'Search'.

Figure: Advanced Search Options

22. **Unique Identifier:** This field will be enabled only when the Number Masking is enabled in both Process and "Search" option.
23. **Filter Groups:** Select the filter group name from the drop-down list to search for the voicelogs belongs to that filter group contacts.
24. **Table Filters:** Select the Table filter name from the drop-down list to search for the voicelogs for the contacts assigned in that table filter group.
25. **[Attribute-based Options:](#)** If table definition fields are mapped to be filterable in "Table Mapping" at System-level and if the filterable fields are assigned to the selected campaigns, then you can use that filterable field to search the voicelogs based upon the customer attributes.
You can select an attribute (filterable value), its operator, and provide its value. Refer to the following screenshot.

The screenshot displays a search configuration interface with the following sections:

- Contact Center ID's ***: Input field with value '1'.
- Contact Center Name**: Input field with value 'DefaultCC'.
- From Date ***: Fields for 'Start Date' and 'End Date'.
- Number Masking**: Radio buttons for 'Enabled' (selected) and 'Not Enabled'.
- Campaigns**: Dropdown menu with 'Nothing selected'.
- Queues**: Dropdown menu with 'Nothing selected'.
- Disposition Class**: Dropdown menu with 'Nothing selected'.
- Disposition Code**: Dropdown menu with 'Nothing selected'.
- System Dispositions**: Dropdown menu with 'Nothing selected'.
- Users**: Dropdown menu with 'Nothing selected'.
- Leads**: Dropdown menu with 'Nothing selected'.
- Talk Time(s) >** and **Talk Time(s) <**: Input fields.
- Customer ID's**: Input field with 'Comma separated values'.
- Status**: Dropdown menu with 'Nothing selected'.
- Phone Numbers**: Input field with 'Comma separated values'.
- Last Error Reasons**: Dropdown menu with 'Nothing selected'.
- Call ID's**: Input field with 'Comma separated values'.
- Call Notes**: Input field with 'Call Notes Text'.
- Unique Identifier**: Input field with 'Comma separated values'.
- QA Scoring**: Checkboxes for 'Scored' and 'Unscored'.
- Filter Groups**: Dropdown menu with 'Nothing Selected'.
- Table Filters**: Dropdown menu with 'Nothing Selected'.
- Qint Filters**: Expandable section.
- Advanced**: Expandable section containing:
 - Attribute-based Search Box**: A table with columns 'Attribute', 'Operator', and 'Value'. The first row contains 'credit_card', 'Equals', and '43456'. A '+' button is to the right.
 - Show Last Advanced Search**: Button.
 - Clear**, **Add Job**, and **Search**: Buttons.

Figure: Attribute-based Search Box

Add Job

If you are using "Advanced" options to search for the voicelogs, then this may take a considerable amount of time. While the search is going on, the user cannot perform any other action. In such cases, you can click "Add Job" button to create a Search Job to search for the voicelogs. Clicking it shows the following pop-up.

Add Tagging Job ✕

Job Name

Total Voice Logs To be transcribed : 83
Note (Mandatory): Status is Conversion Finished and No Last Error
Reason for voicelog transcription

Applied Filters ▼

Figure: Add Job

Provide a name for the new Search Job and click "Add". You can click "Applied Filters" section to expand it for viewing the filters that you have selected above.

Add Tagging Job ✕

Job Name

Total Voice Logs To be transcribed : 83
Note (Mandatory): Status is Conversion Finished and No Last Error Reason for voicelog transcription

Applied Filters ▼

Start Date	04 January 2019 12:00
End Date	12 July 2019 05:27
Setup	MasterSetup
Contact Center Name	4_6GA
Campaign	<input type="text" value="Outbound Sales"/> <input type="text" value="Inbound Query"/>

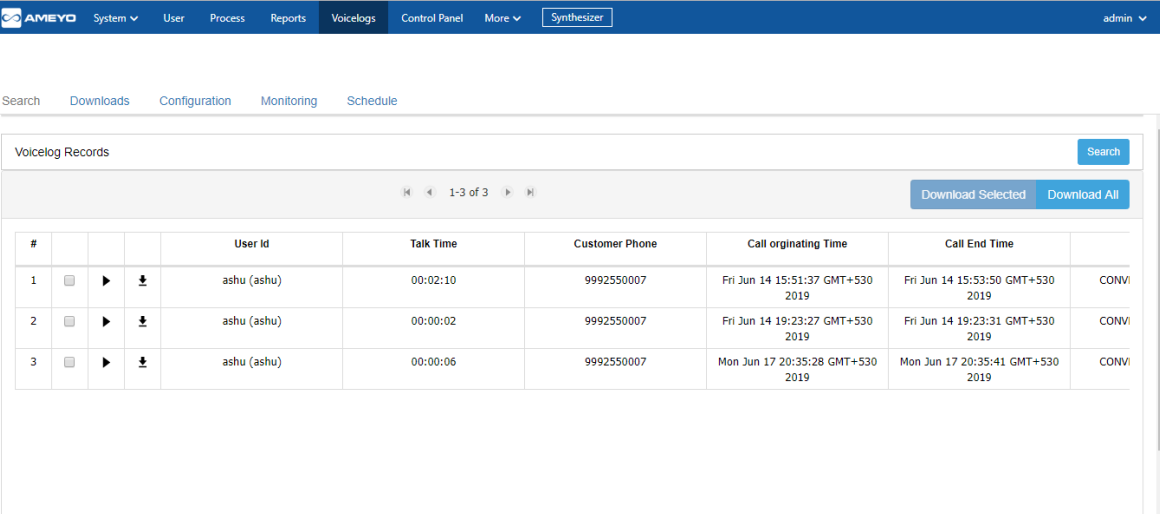
Figure: All Filters while adding Job

A notification will also be displayed when the search job is completed. The user can click this notification to reach the page showing the search results. This feature reduces the load on the system. Five Search Jobs can run consecutively at a time.

Show Last Advanced Search

The button present at the bottom of the filters "Show Last Advanced Search" helps to search the voicelogs based on the filters provided at the last time of the search in advance filters. This button searches the voicelogs with all those filters which were provided at the last searching time.

After providing all the above filters, click "Search" button at the bottom of the pop-up to search for the voicelogs.



#				User Id	Talk Time	Customer Phone	Call originating Time	Call End Time	
1	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	ashu (ashu)	00:02:10	9992550007	Fri Jun 14 15:51:37 GMT+530 2019	Fri Jun 14 15:53:50 GMT+530 2019	CONVI
2	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	ashu (ashu)	00:00:02	9992550007	Fri Jun 14 19:23:27 GMT+530 2019	Fri Jun 14 19:23:31 GMT+530 2019	CONVI
3	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	ashu (ashu)	00:00:06	9992550007	Mon Jun 17 20:35:28 GMT+530 2019	Mon Jun 17 20:35:41 GMT+530 2019	CONVI

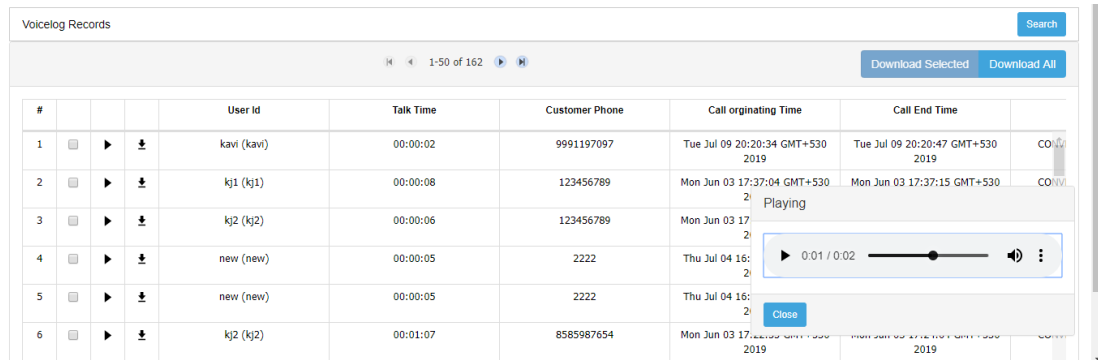
Figure: Sample Search

You have to click "Search" button on the top right corner again to hide the search pop-up.

You can perform the following operations here.

- **Play the Voicelog:** For a voicelog in the table, click icon to play a voicelog. The pop-up to play the voicelog has been moved to the bottom right corner. Refer to the following screenshot. It shows the following pop-up.

Clicking anywhere on the same page does not close the pop-up. Hence, the audio play remains continuous. The user has to click "Close" button to close the pop-up and stop playing the voicelog.



#				User Id	Talk Time	Customer Phone	Call originating Time	Call End Time	
1	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	kavi (kavi)	00:00:02	9991197097	Tue Jul 09 20:20:34 GMT+530 2019	Tue Jul 09 20:20:47 GMT+530 2019	CO...
2	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	kj1 (kj1)	00:00:08	123456789	Mon Jun 03 17:37:04 GMT+530 2019	Mon Jun 03 17:37:15 GMT+530 2019	CO...
3	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	kj2 (kj2)	00:00:06	123456789	Mon Jun 03 17:37:04 GMT+530 2019	Mon Jun 03 17:37:15 GMT+530 2019	CO...
4	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	new (new)	00:00:05	2222	Thu Jul 04 16:20:00 GMT+530 2019	Thu Jul 04 16:20:00 GMT+530 2019	CO...
5	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	new (new)	00:00:05	2222	Thu Jul 04 16:20:00 GMT+530 2019	Thu Jul 04 16:20:00 GMT+530 2019	CO...
6	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	kj2 (kj2)	00:01:07	8585987654	Mon Jun 03 17:37:04 GMT+530 2019	Mon Jun 03 17:37:15 GMT+530 2019	CO...

Figure: Playing the Voicelog

You can hover the mouse over "speaker" icon to adjust the volume or mute. You can click anywhere on the screen (except pop-up) or "Close" button on pop-up to close the voicelog play.

- **Download a Voicelog:** For a voicelog, click icon to download a voicelog.

New Download Icon: A standalone download icon is being used in this widget, which is displayed uniformly in all Web Browsers regardless of any browser-based dependency.

This download option is based upon "Save As" functionality of the Web browser. If "Ask where to save each file before downloading" option or similar option is not checked, the voicelog will be saved as a sound file at the default download location of the Web browser, which will have the name given by the system. In this case, the Supervisor does not get the option to change the name and path of the file.

It is recommended to keep "Ask where to save each file before downloading" or similar option checked in your Web Browser so that you can specify the name and path to save the files.

If "Ask where to save each file before downloading" or similar option is enabled in your Web Browser, then the following dialog box is displayed while exporting the Nodeflow.

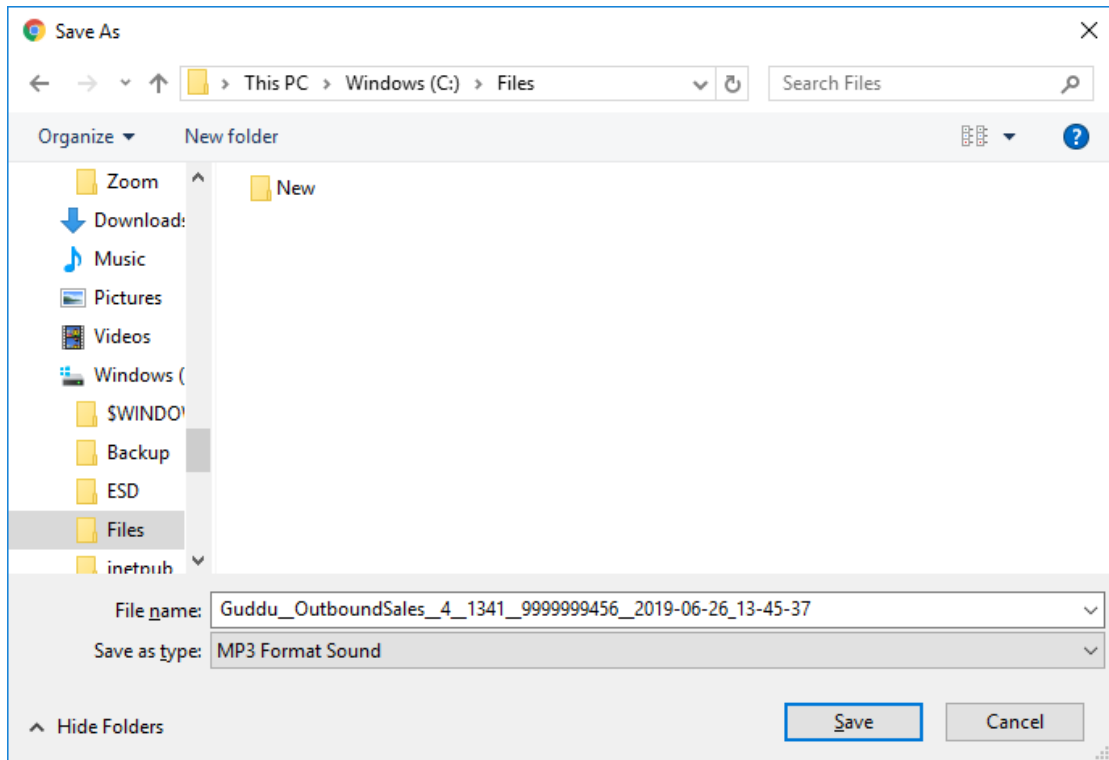


Figure: Download the Voicelog

Select the location where you want to save the voicelog file. You can change the default name of the voicelog file in "File_name" textbox. Click "Save" to save the voicelog file.

- **Download Selected Voicelogs:** Select the voicelogs in the table and click "Download Selected" button. It shows a pop-up on the screen.

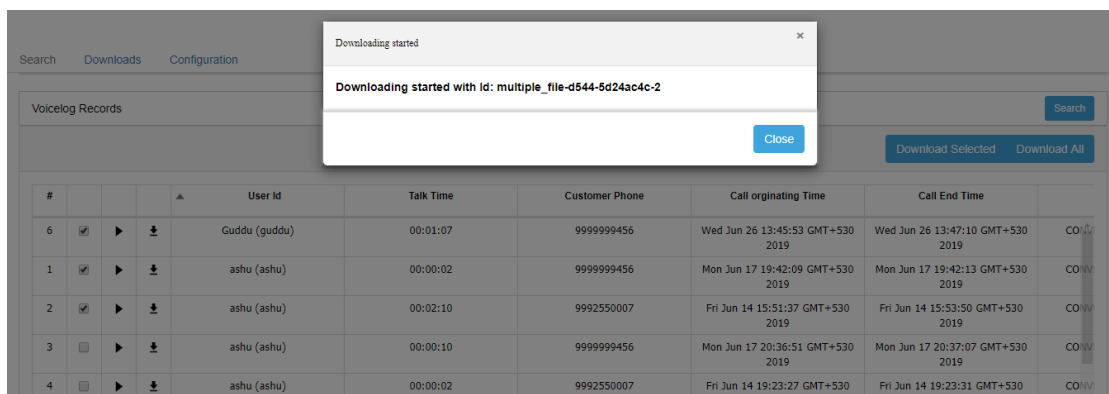


Figure: Download Selected Voicelogs

The file download option depends upon the Web browser. If "Ask where to save each before downloading" or similar option is not selected in Browser Settings, then the download of these files will be started with the default name automatically with the default name at the default download location. If this option is checked, then the following dialog box is displayed on the screen.

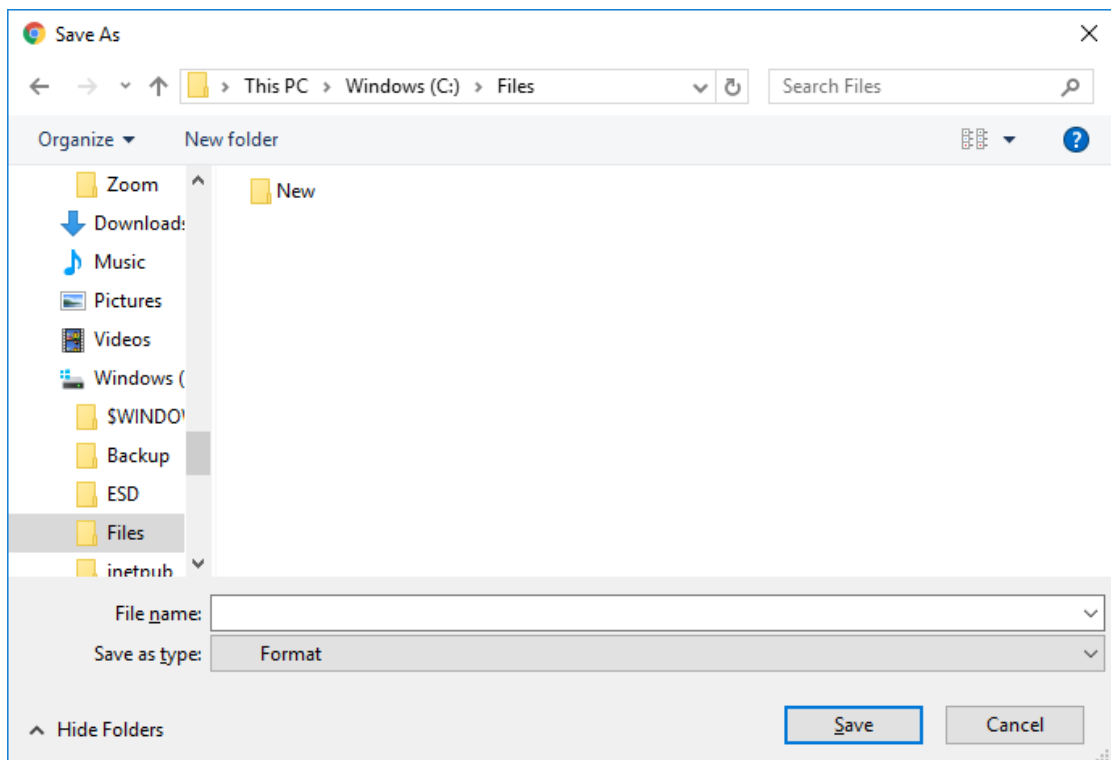


Figure: Download File

Select the location where you want to save the voicelog files. You can change the default names of the voicelog files in "File_name" textbox. Click "Save" to save the voicelog files.

- **Download All Voicelogs:** Click "Download All" button on the top right corner of the page to download all voicelogs that appear in the search result. It shows the following pop-up.

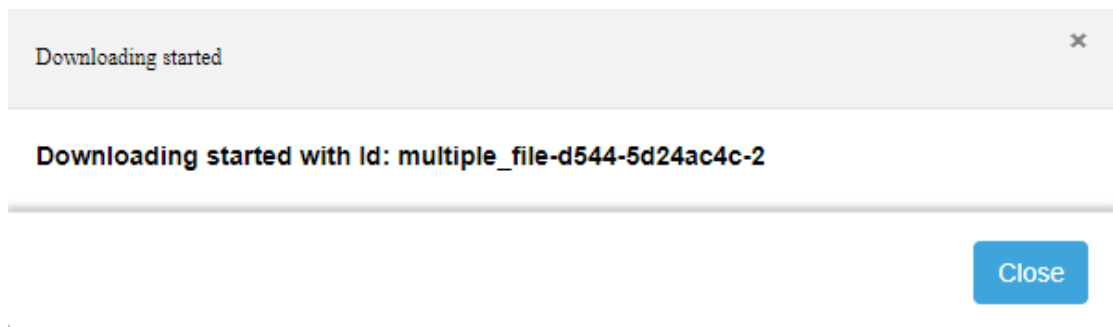


Figure: Pop-up to show that downloading has been started

The file download option depends upon the Web browser. If "Ask where to save each before downloading" or similar option is not selected in Browser Settings, then the download of these files will be started with the default name automatically with the default name at the default download location. If this option is checked, then the following dialog box is displayed on the screen.

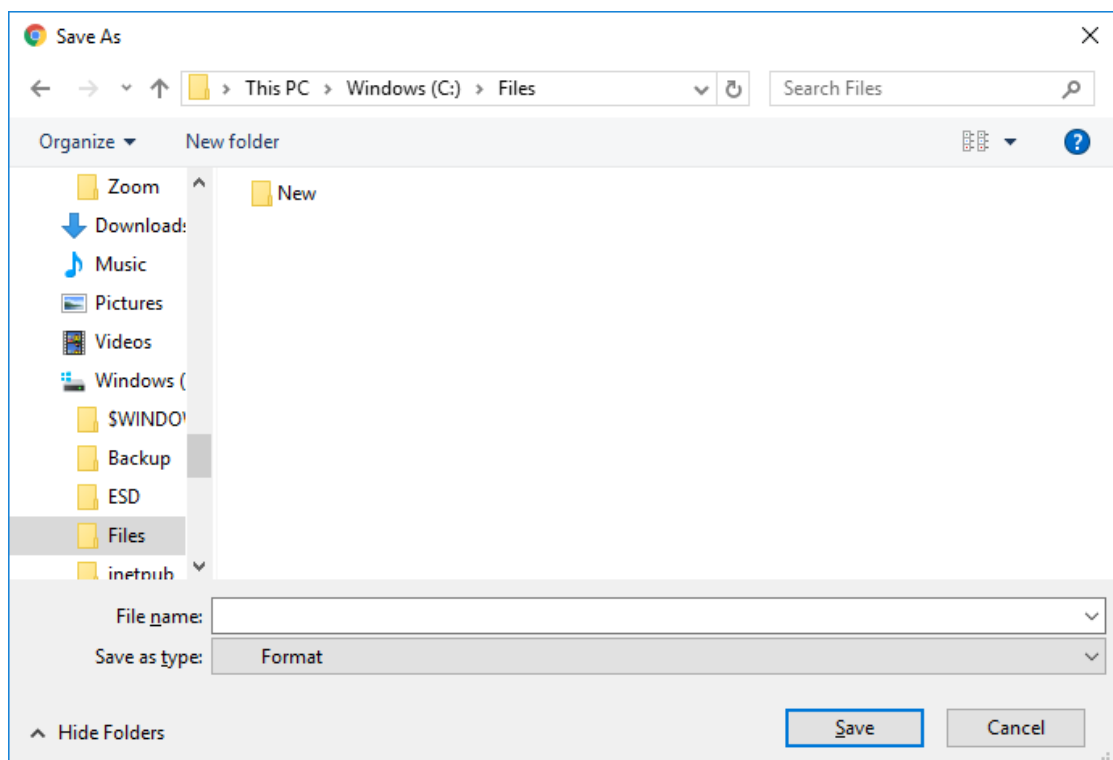



Figure: Download File

Select the location where you want to save the voicelog file. You can change the default name of the voicelog file in "File_name" textbox. Click "Save" to save the voicelog files.

Click "Download Selected" to download the selected voicelogs, whereas you can click "Download All" to download all the displayed voicelogs.

Earlier, when the User was applying the sorting on the searched voicelogs, it was not being applied on all searched voicelogs, especially those on the next pages. Now, this issue has been fixed. When a user applies the sorting on the searched voicelogs, then it will be applied on all pages. Also, the voicelogs will load per page only. It means the voicelogs of one page will load first, and the voicelogs of other pages will load only when the User will navigate to these pages.

4.2.2 Scoring of Voicelogs

The calls can now be scored in ART-VLA. For a not scored call, icon is displayed. The Supervisor or Analyst can score the call by clicking this icon. After scoring the call, the color of  icon turns to green, which indicates that the call has been scored. On hovering the mouse over this icon, the system shows the name of the user who has scored this call last.

QA scoring on a call in VLA can be limited with backend configuration. However, it will be unlimited on Call Details (Supervisor). This configuration can be applied or removed.

4.2.2.1.1 Steps to Score a Call in ART-VLA

You can click  icon to score an unscored call with the following pop-up.

QA Scoring ✕

QAScore Customer History

Customer Info

Setup ID

campaign ID

User Id

Call Id

OverAll Comment

It is mandatory to rate and comment on the paramters marked *

one *

Two *

Three *

Figure: Score a Call

You can score the call here and click "Apply" to save the scoring.

You can switch to "Customer History" tab to see the list of calls made earlier to the customers.

After scoring a call, the button "Show Call's QA Score History" will be visible in "QA Score" tab.

Figure: Scored a Call

Click this button to access the following pop-up, which shows the history of all scorings made on this call. It will be limited as per the specified configuration. After reaching the limit, the option to score the call will be disabled.

QA Scoring
✕

QAScore
Customer History

Select Call's QA Score History Scored By Cassidy123 (Cassidy) [11-01-2020 ▼]

Call Id d846-5e184f31-vcall-39

QA Parameter Name	Value	Comment	Score
Two	false ▼		1
Three	One ▼	qqqqq	1
one	one ▼		1

Back

Apply
Cancel

Figure: Scored Call History

4.2.2.1.2 Filters to view Scored and Not Scored Calls

The filters to filter the scored calls and un-scored calls are also added. You can click "filter" icon to access these filters.

Figure: Filters to search for Scored and Un-scored Calls

The following page shows the search results with both "Scored" and "Unscored" filters.

Search Downloads Configuration Monitoring Schedule

Voicelog Records Search

1-14 of 14 Download Selected Download All

#			QA	Call Notes	User Id	Talk Time	Customer Phone	Call originating Time
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Austin (Austin)	00:00:15	705550559	Fri Aug 30 17:38:45 GMT+530 2019
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Austin (Austin)	00:00:02	705550559	Fri Aug 30 17:15:32 GMT+530 2019
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Austin (Austin)	00:00:00	45646545	Fri Aug 30 17:34:19 GMT+530 2019
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Austin (Austin)	00:00:22	860393339	Fri Aug 30 17:13:23 GMT+530 2019
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Carson (Carson)	00:00:22	860393339	Fri Aug 30 17:13:23 GMT+530 2019

Figure: Filters to search for Scored and Un-scored Calls

4.2.3 Stereo-type Voicelogs

Voicelogs (aka voice recordings) are available as mono-channels. It means that both the agent's and the customer's voices are audible in the left and right earphone. This process is normal and good for the purposes such as listening to the voicelogs, quality checks by Analysts, verification of conversations, compliance, legal purposes, and others.

However, consider the scenario where the speech-to-text systems have to convert the voice to text. Such speech-to-text systems cannot differentiate between the voices of the customer and the agent in mono format voice files.

This challenge can be solved by recording the voicelog in the stereo-channel format where one channel or side plays the customer voice, and another channel or side plays the agent's voice.

To allow speech-to-text or other speech-analytics systems to differentiate between agent's and customer's voices, the stereo-format support for voicelog files is introduced in Ameyo. The Administrator has to upgrade the Ameyo Application Server and Djinn and perform the configurations to enable stereo-channel format voicelogs.

To understand the configuration, you need to understand how Ameyo dumps the voice during the call. This raw dump is mixed to the voicelog when needed or when the file is archived.

- Recording enabled on which channel
 - In a call, the recording is enabled on one of the call legs. Say for a bridged call between customer and agent, the recording can be done on the customer channel, and the recording shall contain both the customer's and agent's voices
 - By default, the recording is enabled on the customer channel. This can be changed using nodeflow or other configuration methods
- Raw voice dump in "in" and "out" files: For any call leg the voice media being exchanged for it either travels out of call server towards the remote end (for example, telco or a softphone or a web-browser as the case may be) and the other travels in the opposite direction; that is, towards the call server from the remote end (for example, telco or softphone or web-browser as the case may be). Based on this direction of travel, the former is called "out" recording, and the later is called "in" recording. Examples:
 - If the recording is enabled on the customer call leg, then "in" file contains the customer's voice, and "out" file contains the agent's voice.

- If the recording is enabled on the agent call leg (that is the agent's channel), then "in" file will contain the agent's voice, and "out" file will contain the customer's voice.

4.2.3.1 Configuration

Configuration for this can be controlled with the parameters in "voicelogConfiguration" in server_preference_store.

- **Mix mode:** Default "mono". Can be set to "stereo" if the voicelog is required in stereo format
- Which of the left or right streams should "in" direction of voice media be put into? "out" is put into the opposite direction automatically. This configuration is applicable only when the Mix Mode is set to "stereo".

4.2.3.2 Samples

Enable mono-channel voicelog. "in" configuration is ignored silently.

```
{ "mixmode": "mono", "in": "right" }
```

Stereo. Customer call leg recording. Customer voice in the left channel

Enable stereo-channel voicelog. "in" direction is put in the left channel. So, if the voicelog was enabled on customer call leg then left channel in the voicelog will contain the customer's voice, and the agent's voice will be in right channel

```
{ "mixmode": "stereo", "in": "left" }
```

Stereo. Agent call leg recording. Agent voice in the right channel

Enable stereo-channel voicelog. "in" direction is put in the right channel. So, if the voicelog was enabled on agent call leg then right channel in the voicelog will contain the agent's voice, and the customer's voice will be in left channel

```
{ "mixmode": "stereo", "in": "right" }
```

Stereo. Agent call leg recording. Agent voice in the left channel

Enable stereo-channel voicelog. "in" direction is put in the left channel. So, if the voicelog was enabled on agent call leg, then left channel in the voicelog will contain the agent's voice, and the customer's voice will be in left channel

```
{ "mixmode": "stereo", "in": "right" }
```

You have to run the following query in "server_preference_store".

```
insert into server_preference_store(context_type, context_id, key,
value) values('', '', 'voicelogConfiguration', '{ "mixmode":
"mono", "in": "right" }');
```

The following table details the different configuration cases possible for this query.

Configuration	mixmode	right	left
{ "mixmode": "mono", "in": "right" }	mono	NA	NA
{ "mixmode": "mono" }	mono	NA	NA
{ "mixmode": "stereo", "in": "right" }	stereo	in	out
{ "mixmode": "stereo", "in": "left" }	stereo	out	in
{ "mixmode": "stereo" }	stereo	in	out
<not_configured>	mono	NA	NA

This query can configure the voicelog recording format at System-level, Contact Center-level, and Campaign-level. The Campaign-level configuration overrides the configuration done at Contact Center-level or System-level, whereas the configuration done at the Contact Center-level can override the configuration done at System-level.

4.3 Download Voicelogs

In "Downloads" Tab, the voicelogs are displayed without any filters. You can download any of the voicelogs.

Search Downloads Configuration Monitoring Schedule

Id	Type	Submitted Time	Count	Archived File Name	Size(MB)	Status

Figure: Downloads

4.4 Configuration of Voicelogs

In "Downloads" Tab, you can view and modify the configuration of Voicelogs and Archiver Tool.

Search Downloads Configuration Monitoring Schedule

Id	Ameyo Setup	Hostname	Call Server	InGain	OutGain	Format	Access Type	Storage Path	Enabled	PresetName	PresetValue	Save	Reload
1000	Chandigarh	10.10.10.72	DefaultVR	1 ▾	1 ▾	mp3 ▾	LAN	\$(DATE_ADDED)/\$(CAM)	<input checked="" type="checkbox"/>	HIGH_PHONE ▾	NA	Save	Reload

Figure: Configuration

Here, you can change the values of the following options.

1. **InGain:** Select a value between 1 and 9.
2. **OutGain:** Select a value between 1 and 9.
3. **Storage Path:** Select the default path to store the voicelog for any call.

During configuration, the following path is set.

```
$(DATE_ADDED)/$(CAMPAIGN_NAME)/$(USER_ID)__$(CAMPAIGN_NAME)__$(CAMPAIGN_ID)__$(CUSTOMER_ID)__$(PHONE)__$(TIME_ADDED)
```

4. **Enabled:** Select it to enable the configuration. You can uncheck it to disable the configuration.
5. **Preset:** Select any of the following presets.

- HIGH_PHONE
- Default
- LOW_PHONE
- HIGH_VOICE
- LOW_VOICE
- HIGH_PHON+
- LOW_PHON+

After making a change, you can click "Save" to save the changes.

You can click "Reload" to load the default settings.

4.5 Monitoring Tab

In "Monitoring" tab of Voicelogs, you can start and stop the monitoring of the following two jobs of Voicelogs.

1. **Conversioning:** It converts the voicelogs to the file format configured in "Configuration" tab.
2. **Fetching:** It fetches voicelogs.

Execution Details					Disk Usage		
Component	Button	Status	Time	Id	Type	Used(GB)	Available(GB)
Conversioning	<input type="button" value="Stop"/>	Started	2020-12-31 16:59:12	nik_admin	archiverServer	72.24	26.07
Fetching	<input type="button" value="Stop"/>	Started	2020-12-31 16:59:10	nik_admin			

Figure: Monitoring

You can click "Start" button for any job to start its monitoring. Once started, you can click "Stop" to stop the jobs.

The right section named "Disk Usage" shows the disk consumption by the voicelogs.

4.6 Schedule Jobs

In "Schedule" tab of Voicelogs, you can schedule the conversioning and fetching jobs of voicelogs.

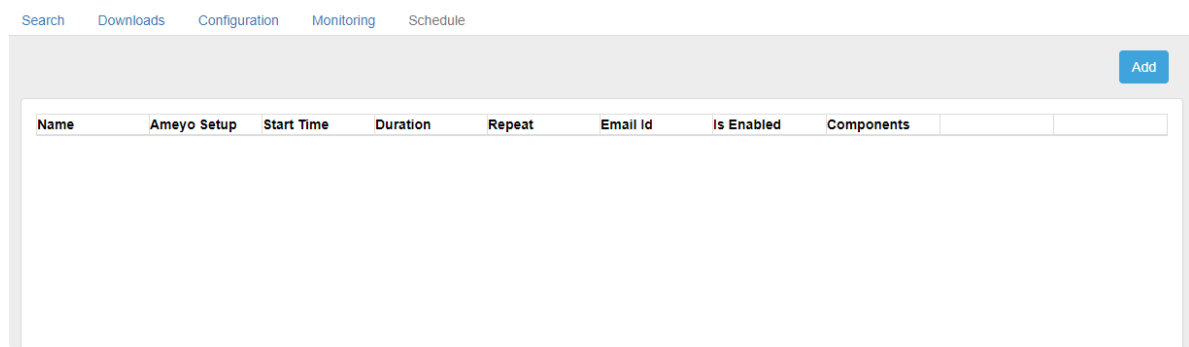


Figure: Schedule

Perform the following steps to add a schedule.

1. Click "Add" button to add a schedule. It shows the following pop-up.

Add Schedule ✕

Schedule Name

Notification Email Id

Enabled

Repeat

Start Time

Duration

Component

Chandigarh

Figure: Add Schedule

2. Provide a name for the schedule.
3. Provide the email address in "Notification Email ID" to which you want to notify whenever the schedule will start.
4. Keep "Enabled" checked to enable the schedule. Else, uncheck it to disable the schedule.
5. "Repeat" field contains only one value, that is, Daily. It means the schedule runs daily.

6. Select the Start Time.
7. Select the duration of the schedule job. The job will stop automatically after completing this duration.
8. Click "Component" field to select any or both of the following jobs.
 - Conversion
 - Fetching
9. Check the box of the setup for which you want to create the schedule.
10. Click "Save" to create the schedule.

The Schedule Tab shows the list of created schedules.

Search Downloads Configuration Monitoring Schedule

[Add](#)

Name	Ameyo Setup	Start Time	Duration	Repeat	Email Id	Is Enabled	Components		
Test1	Chandigarh	8:50	0:10	Daily	test@domain.com	<input checked="" type="checkbox"/>	Conversion Fetching	Edit	Remove
Test2	Chandigarh	10:10	1:0	Daily	Test@domain.com	<input checked="" type="checkbox"/>	Fetching	Edit	Remove

Figure: List of Schedules

You can edit and remove the schedules.