4_11_ART_User_Manual

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1. Document Versioning

Version	Date	Purpose	Author
4.11.1-ArUM	20-Jan-2021	First Draft	Saurabh Goyal

2. Getting Started

The following table shows the availability of ART User Manual for the following User Roles with their respective functionality present in the Reports and Voicelogs tab.

User Roles	Home Tab	Queue Tab	Report Scheduler	Voicelogs
Supervisor	✔	✔	✔	✔
Analyst	✔	✔	✔	✖
Group Manager	✔	✔	✔	✖
Voice Admin	✔	✔	✔	✔

The functionalities like Report Scheduler and Voicelogs are configurable. If these functionalities are not visible, then you can ask the same from the Administrator.

2.1 Difference for Group Manager

The working nature and functionalities of the Group Manager, Supervisor, and Analyst are the same. There is only one difference in the working of the Group Manager that the Group Manager is allowed to view the reports made explicitly for group monitoring. In contrast, other users like Analyst and Supervisor are not able to fetch the Group reports. The following three reports are present for the Group Manager.

- GROUP AGENT Productivity Interval Summary Report
- GROUP AGENT Productivity Summary Report
- GROUP AGENT Session Details Report

The following also are considerable cases for the Group Manager.

1. The Group Manager is only able to view the reports of those agents only, which are assigned in a similar group as that of the Group Manager. It means that the Group

Manager is not able to view the reports of other agents that are not assigned under him.

2. Like Supervisor and Analyst, the Group Manager can access and fetch all default reports. However, these reports will be restricted for his/her Group Members only.
3. The Group Manager will be able to view the default reports only of the period within which it was assigned to this group.
4. If an agent is added in the group during one part of the interval selected to generate a report, but the agent was not added during the previous part, then the data for the previous period (when the agent was not a member) will not be included in the report.

   For Example: Suppose the Group Manager is generating a report from 10 Aug to 20 Aug, but "Agent1" has joined its group on 12th August, then the Group Manager will get Agent1's data from 12 August onwards only. Similarly, if Agent2 is added on 13th August but left the group (but still working in another group) on 15th August, then the Agnet2's data will be available from 13th to 15th August only.

3. Configure ART

3.1 Configure and Manage Archiving and Reporting Tool (ART)

After enabling the Archiving and Reporting Tool (ART) and configuring its SSO, the User can login its console and click "Reports" tab to access the interface of ART.

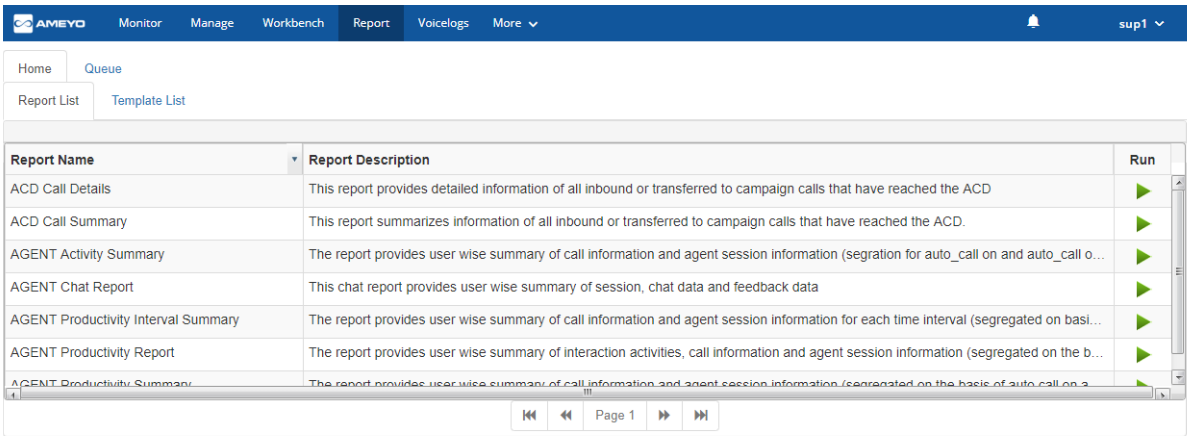


Figure: Reports Tab in Supervisor Console

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

3.2 Home Tab

3.2.1 Home Tab

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

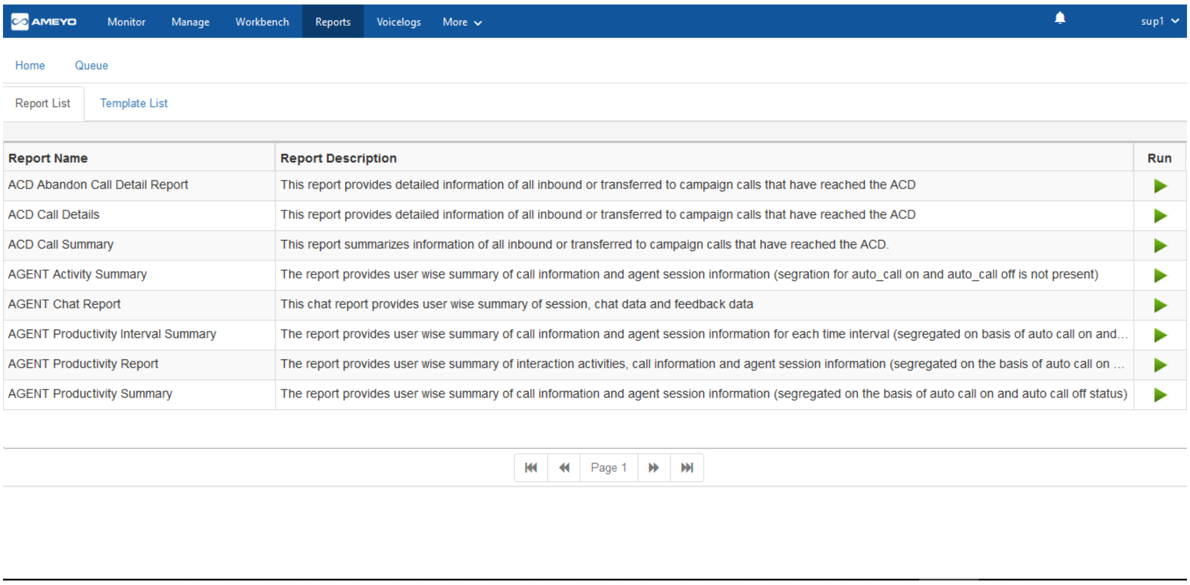


Figure: Home Tab

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

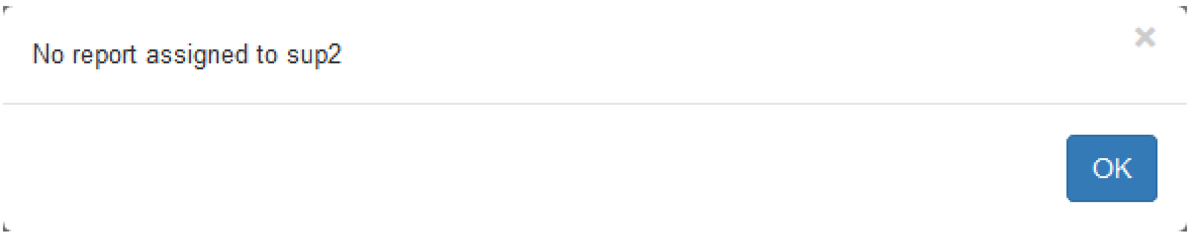


Figure: Error

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

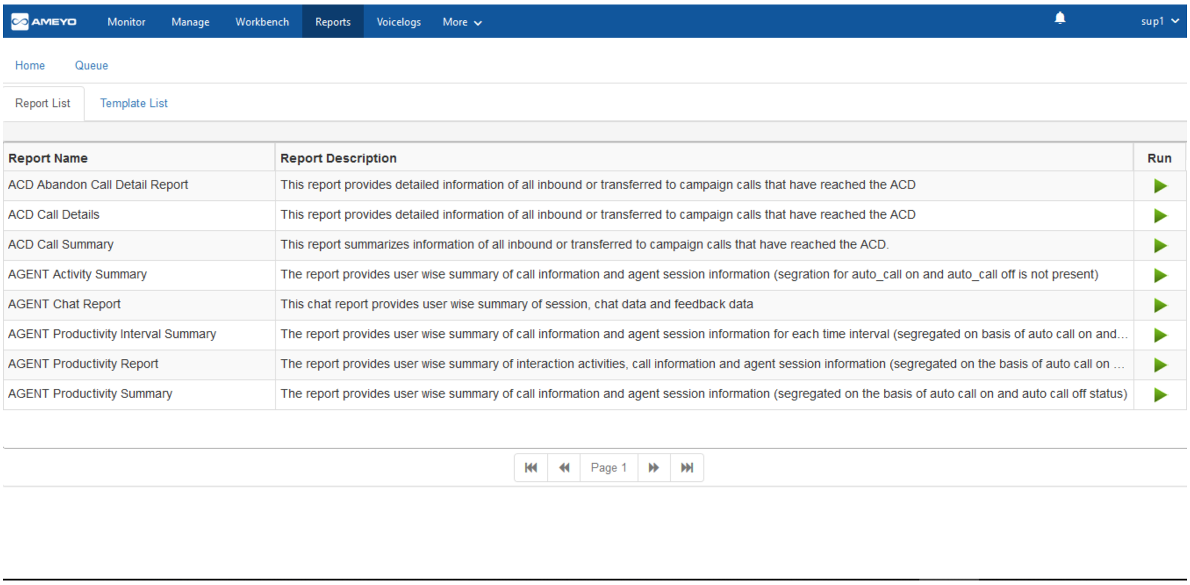


Figure: "Report List" in Home Tab

You can perform the following operations here.

- 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.

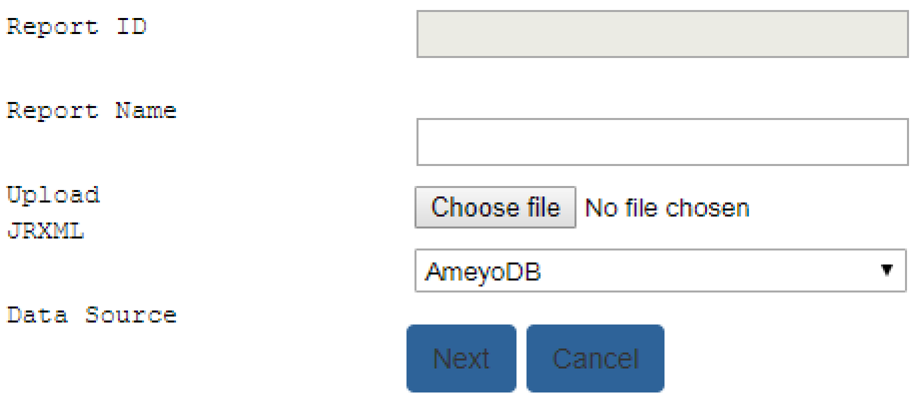


Figure: Add Report

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 Run Report or Save Template

You can run 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.

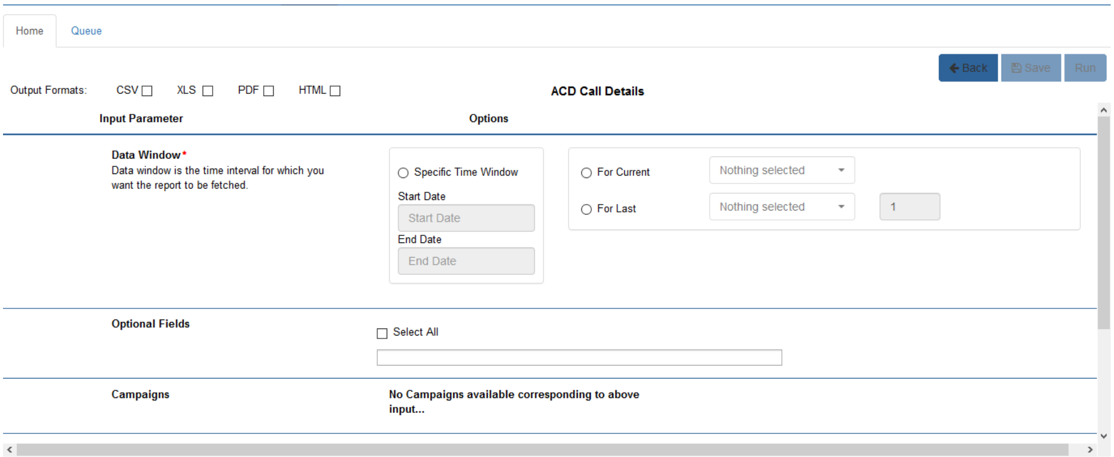


Figure: Run Report

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.

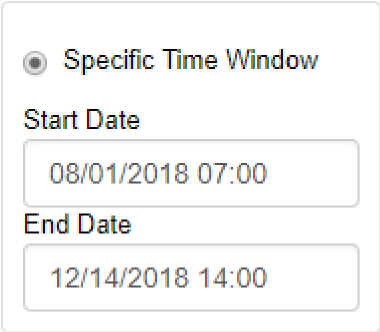


Figure: Specific Duration of Data Collection

    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.

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

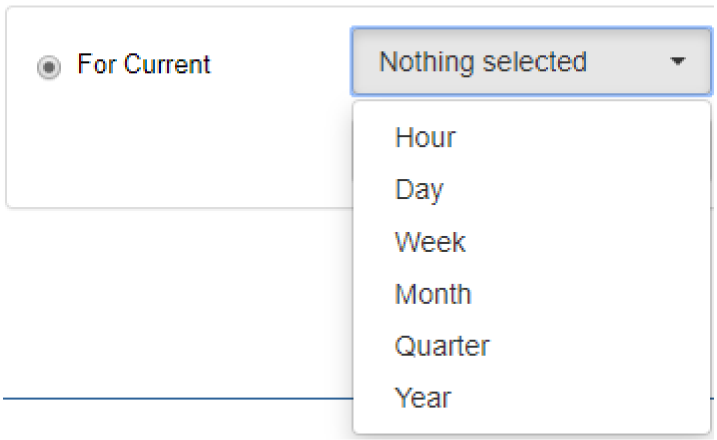


Figure: Options for "Current" data window

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

3.

- **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.

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

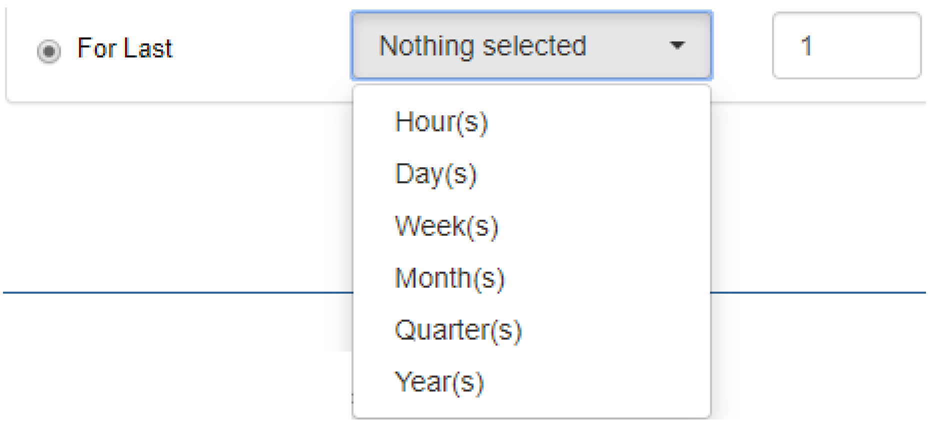


Figure: Options for "Last" data window

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.
- **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

  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.
- **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..."

Figure: No queue available

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

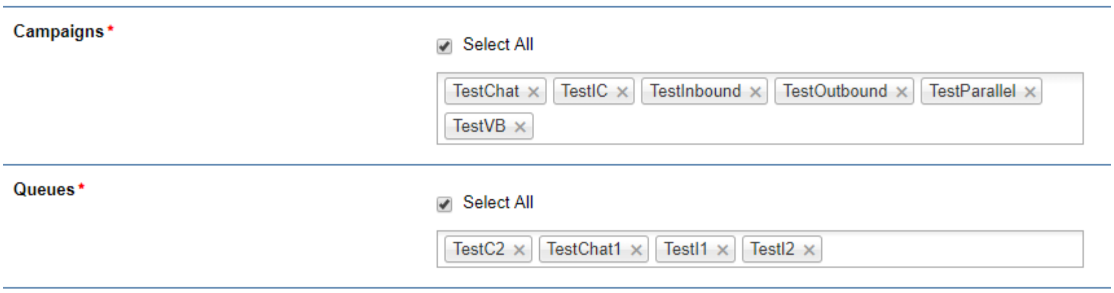


Figure: Selected the Campaigns and Queues

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

- **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

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

  The values of Charts can be different for different reports.

- **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.

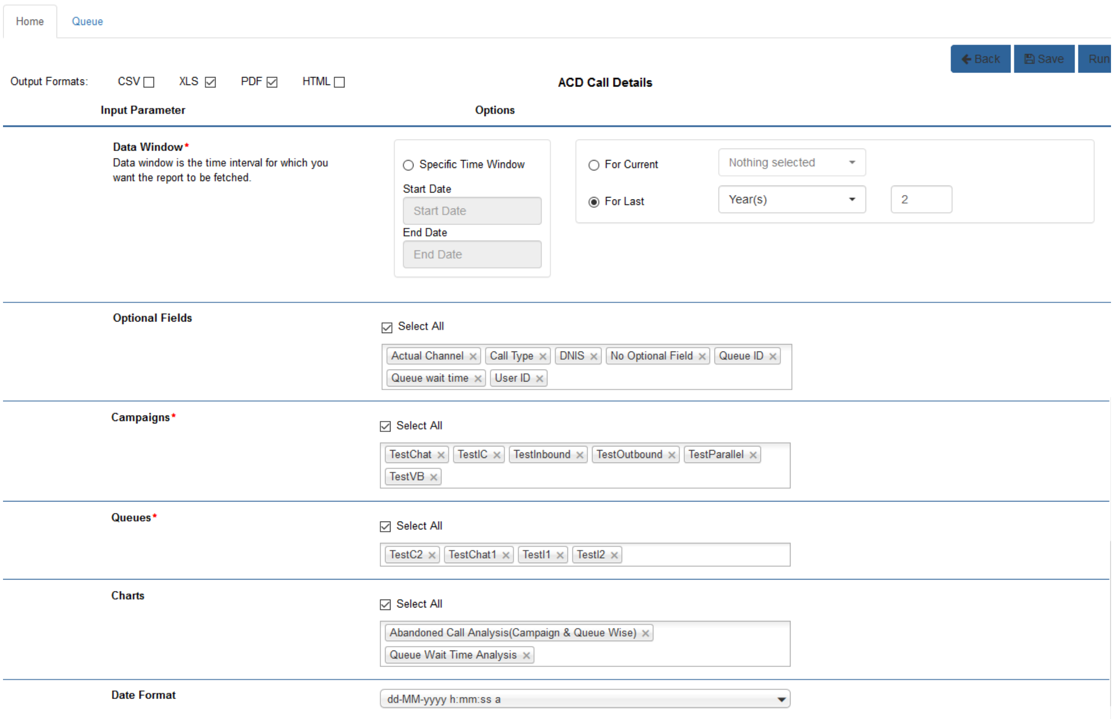


Figure: Sample Details to generate a report

- Now, 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".

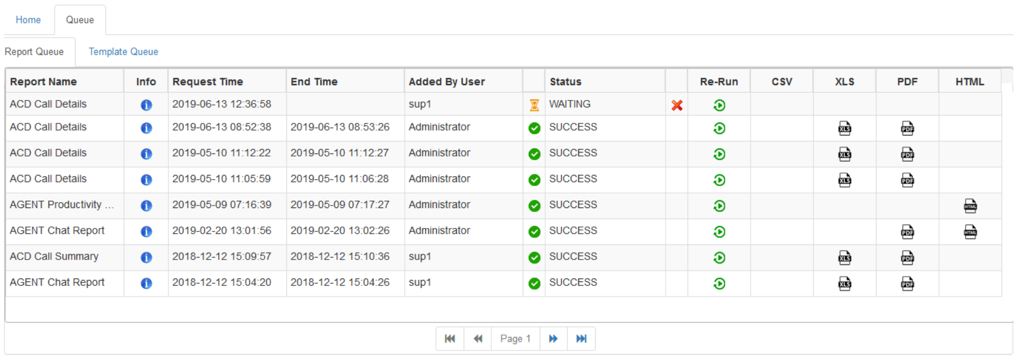


Figure: Generating the report

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

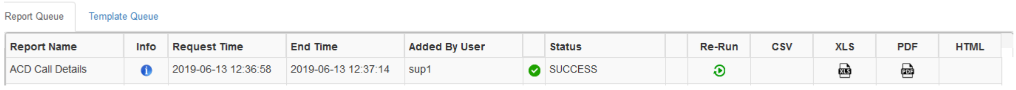


Figure: Generated the Report

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

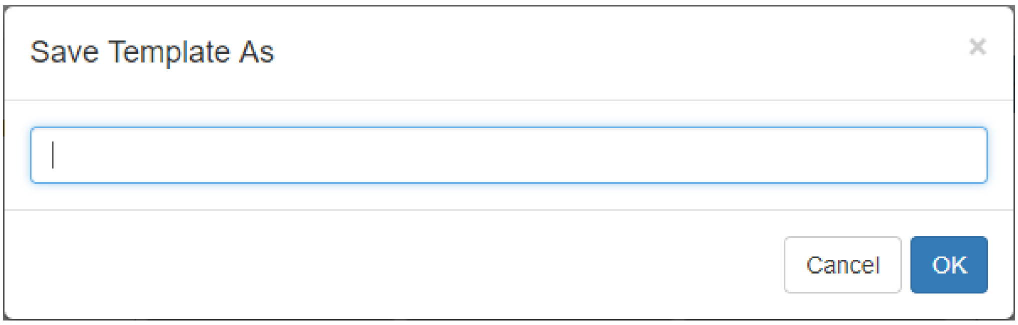


Figure: Modal to save the template

Provide a name for the template and click "OK". The template will be saved. After saving the template, it takes you to "Template List" Tab that lists all the templates.

3.2.3 Template List Tab

This tab shows the list of saved report templates.

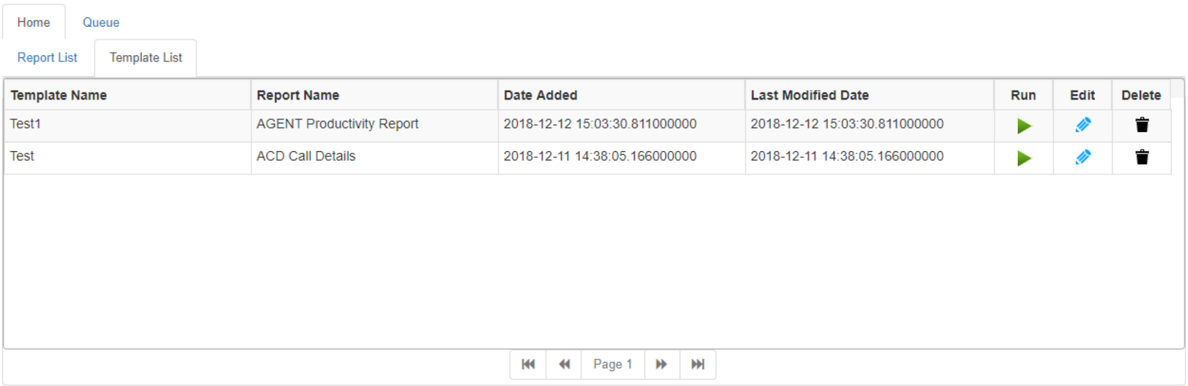


Figure: Template List Tab

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

3.2.3.1 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.

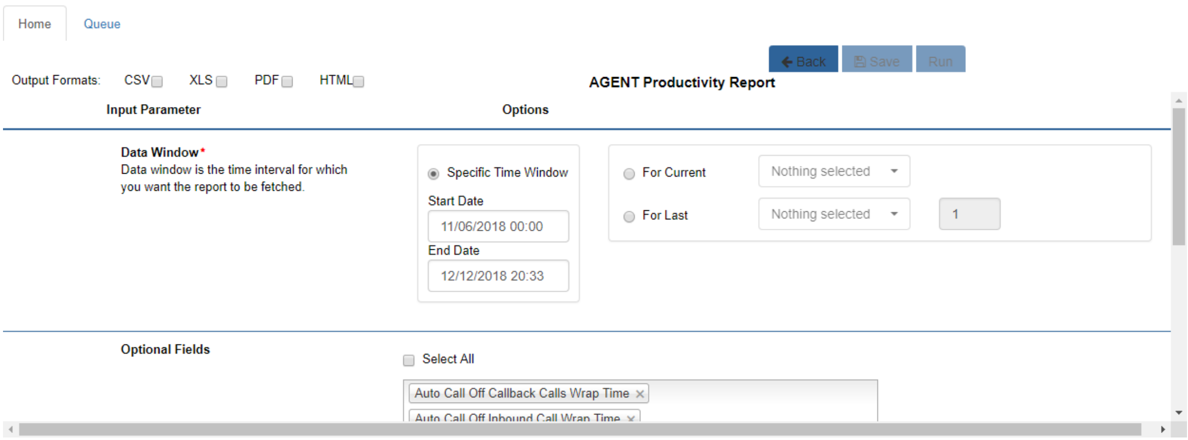


Figure: Run Template

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...

- **Save:** Click it to save the template.

3.2.3.2 Edit Template

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

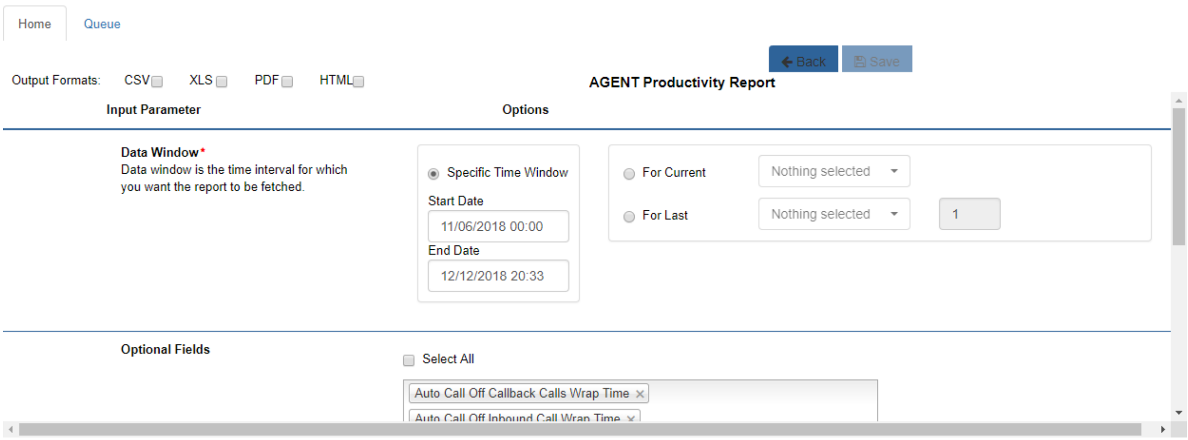


Figure: Edit Template

Change the already configured settings and click "Save" to save the changes made in the template.

3.2.3.3 Delete Template

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

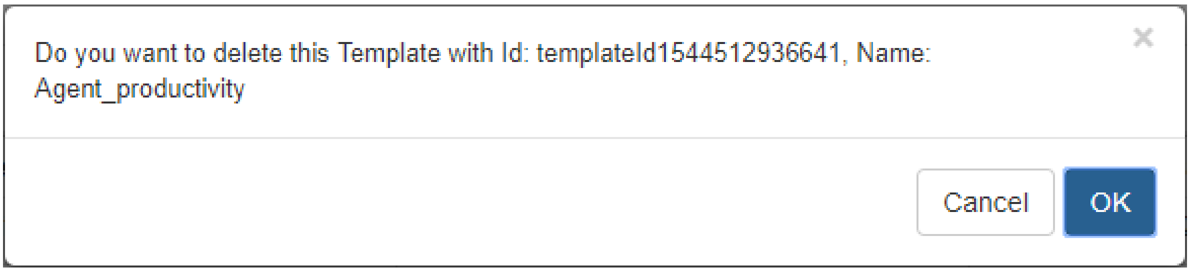


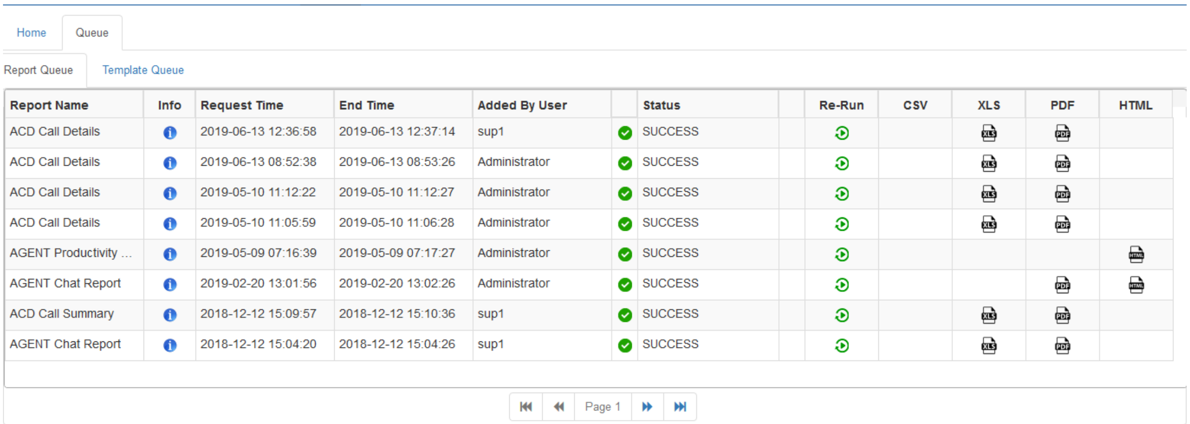
Figure: Delete Template

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.



Report Name	Info	Request Time	End Time	Added By User		Status		Re-Run	CSV	XLS	PDF	HTML
ACD Call Details		2019-06-13 12:36:58	2019-06-13 12:37:14	sup1		SUCCESS						
ACD Call Details		2019-06-13 08:52:38	2019-06-13 08:53:26	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						
AGENT Productivity ...		2019-05-09 07:16:39	2019-05-09 07:17:27	Administrator		SUCCESS						
AGENT Chat Report		2019-02-20 13:01:56	2019-02-20 13:02:26	Administrator		SUCCESS						
ACD Call Summary		2018-12-12 15:09:57	2018-12-12 15:10:36	sup1		SUCCESS						
AGENT Chat Report		2018-12-12 15:04:20	2018-12-12 15:04:26	sup1		SUCCESS						

Figure: Queue Tab

It contains the following two tabs.

- Report Queue
- Template Queue

3.3.1 Report Queue

It shows the reports run by the current user with which you are logged in now.

The Administrator can view the reports run by other user.

3.3.2 Template Queue

It shows the templates created or run by the currently logged on user.

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

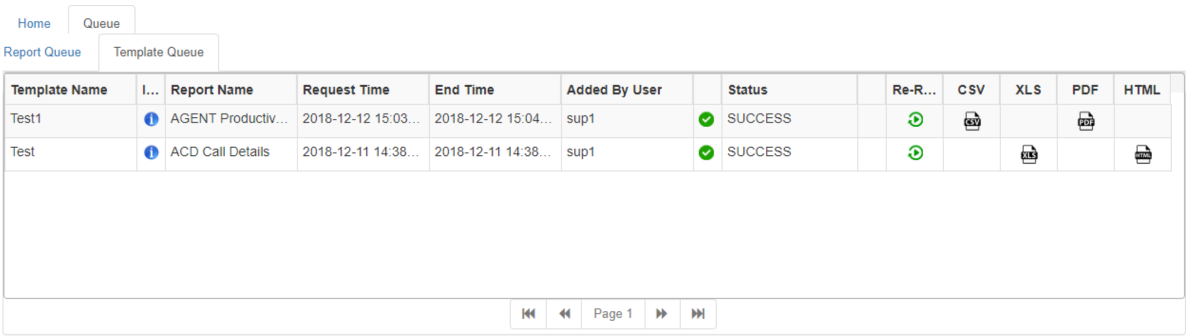


Figure: Template Queue Tab

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.

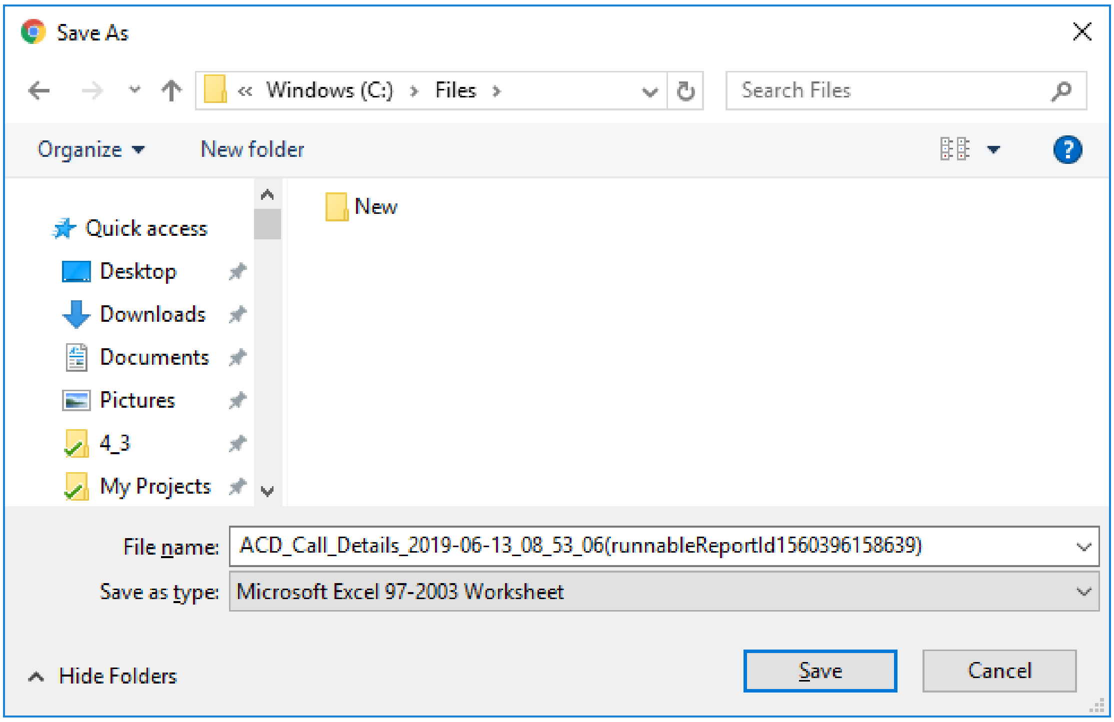


Figure: Dialog Box to save file

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...

4. Report Scheduler

4.1 (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.

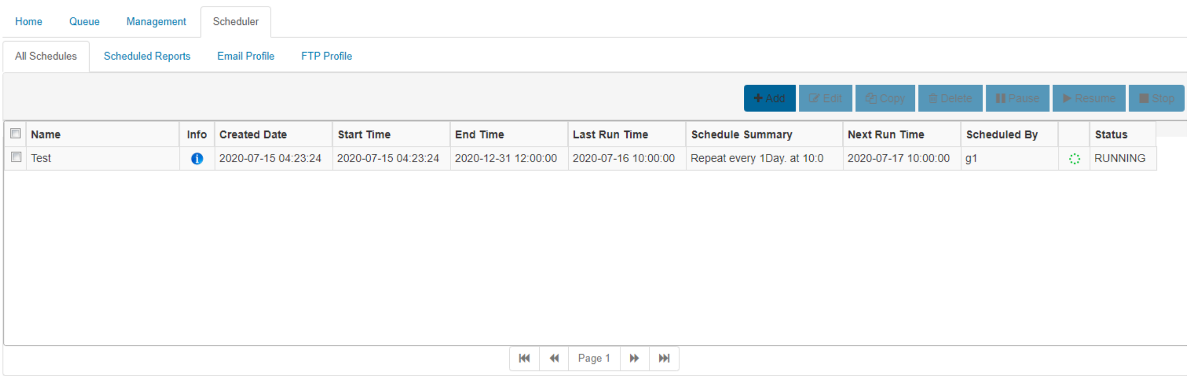


Figure: Scheduler Tab of ART

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

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.

The Scheduler tab for the User is configurable. If the configurations are not done, then the scheduler tab to the user will not be visible.

4.2 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.

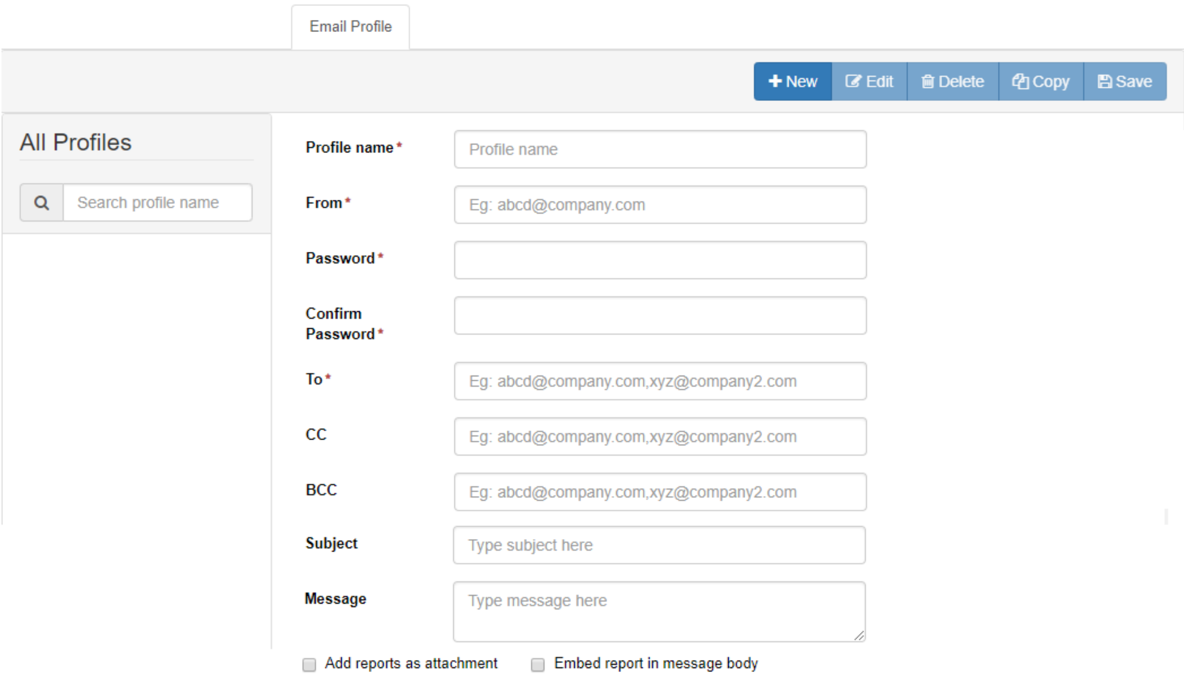


Figure: Email Profile

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.

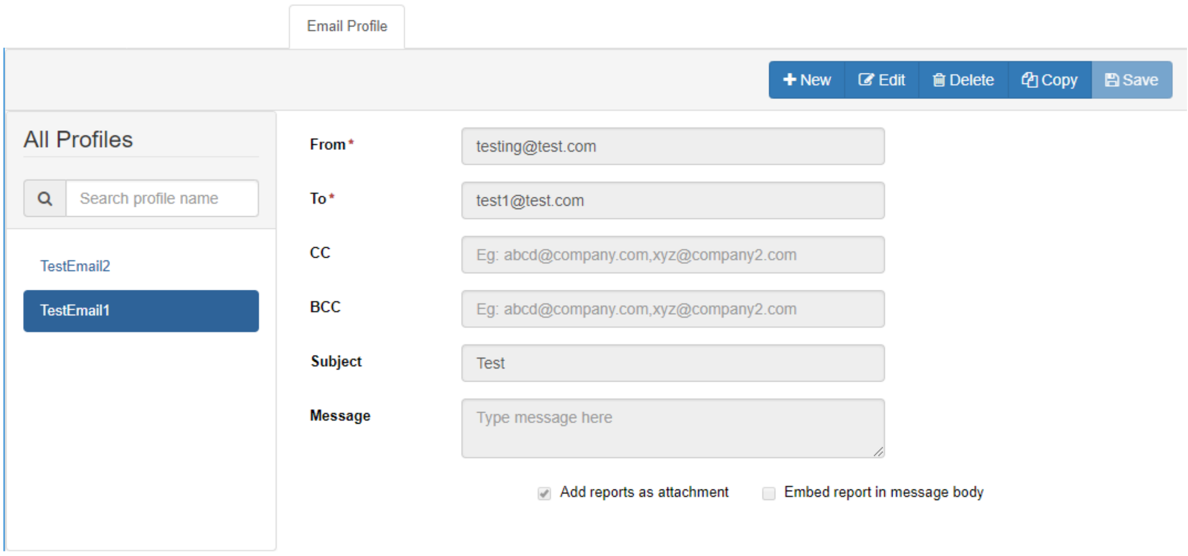


Figure: List of Email Profiles

4.3 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.

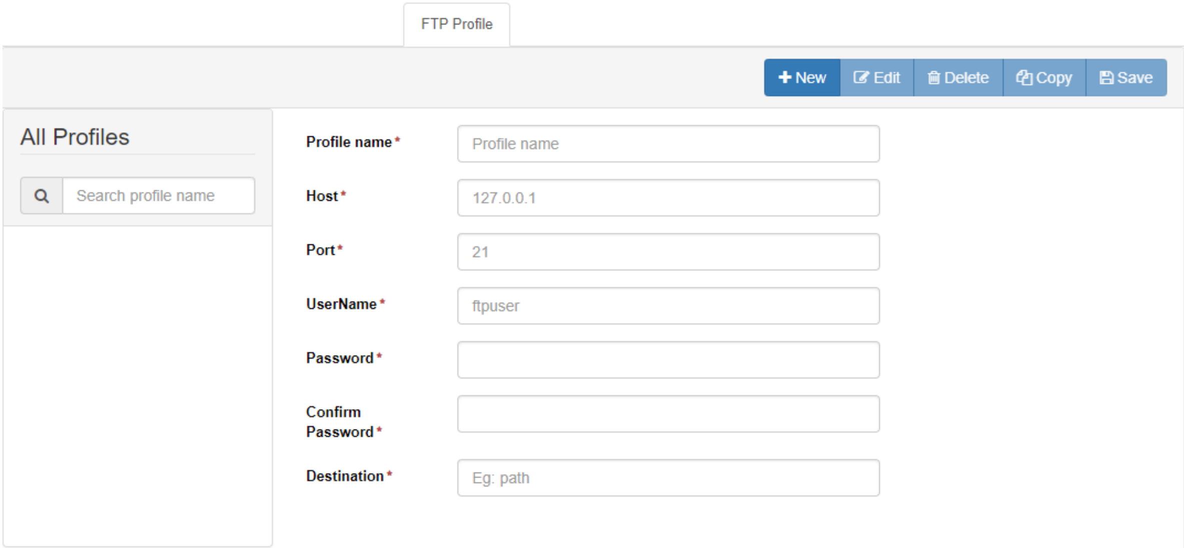


Figure: FTP Profile

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.

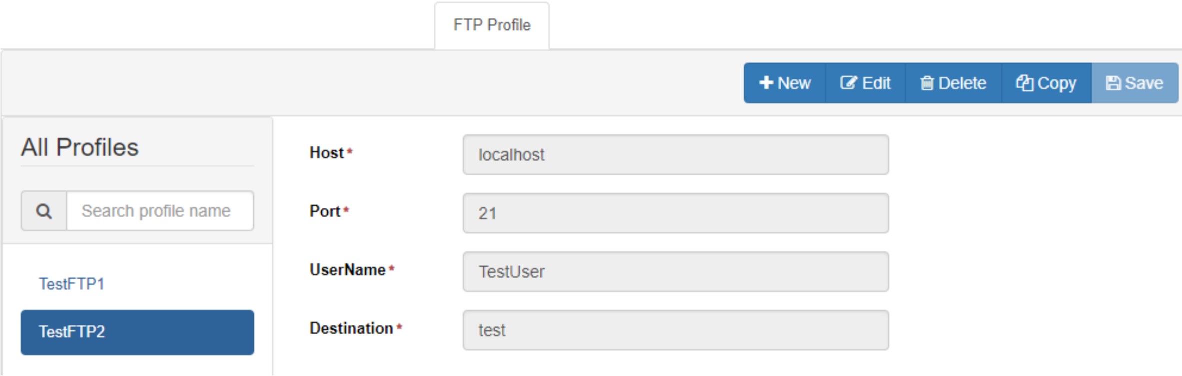


Figure: List of FTP Profile

4.4 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".

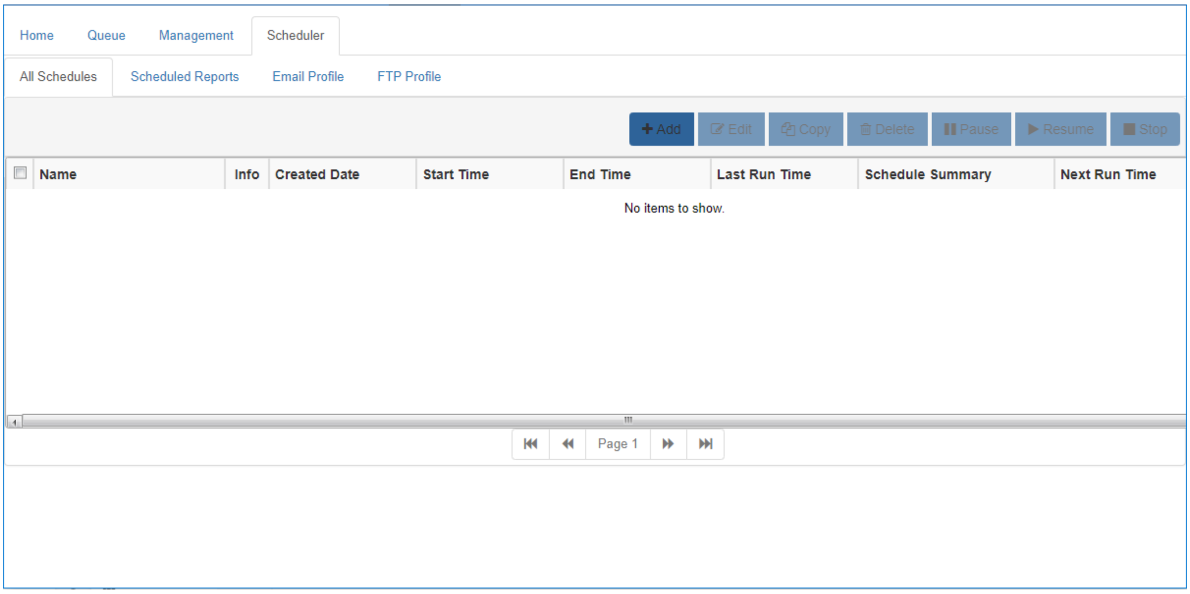


Figure: Scheduler Tab of ART

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.

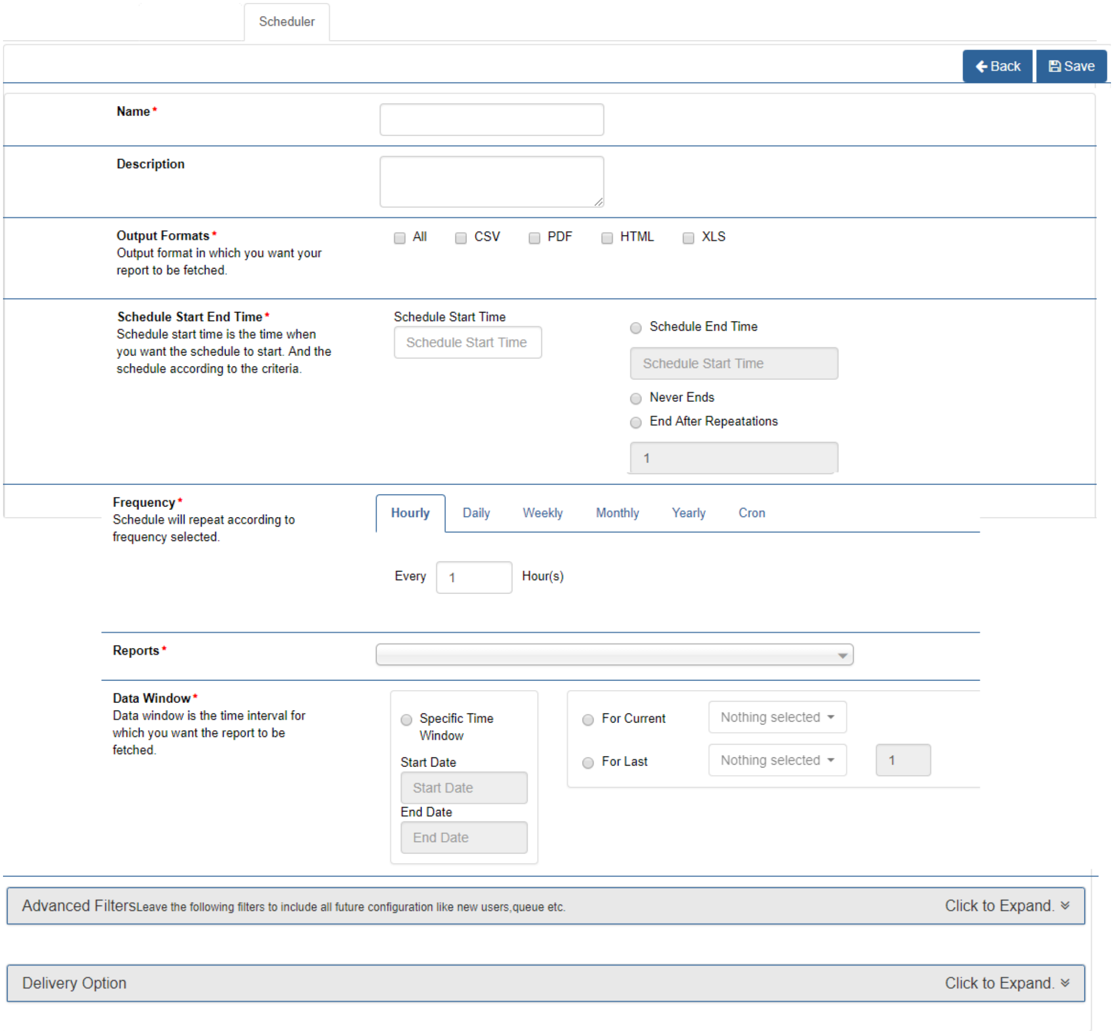


Figure: Adding New Report Scheduler

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. **<u>Schedule Start and End</u>:** 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.

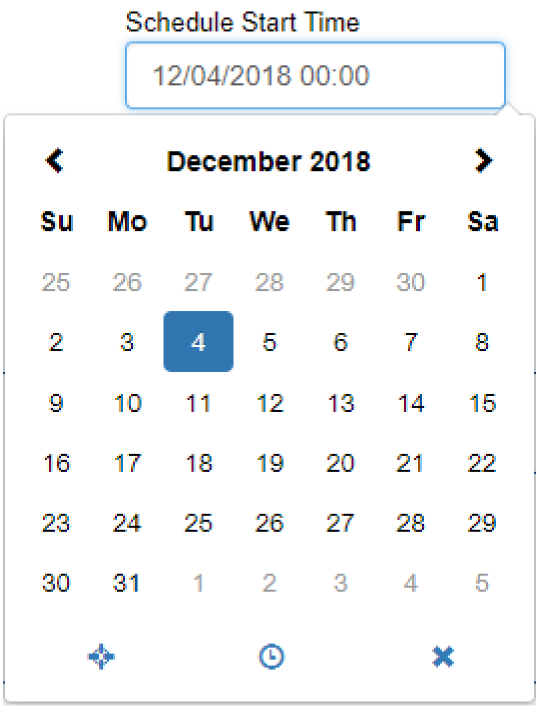


Figure: Select when Schedule start

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.

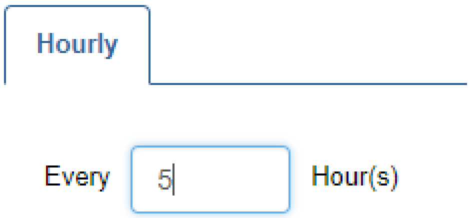


Figure: Hourly Frequency

   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.

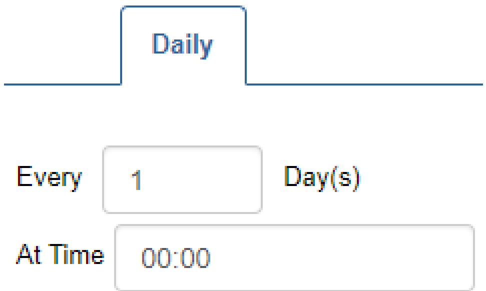


Figure: Daily Frequency

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.

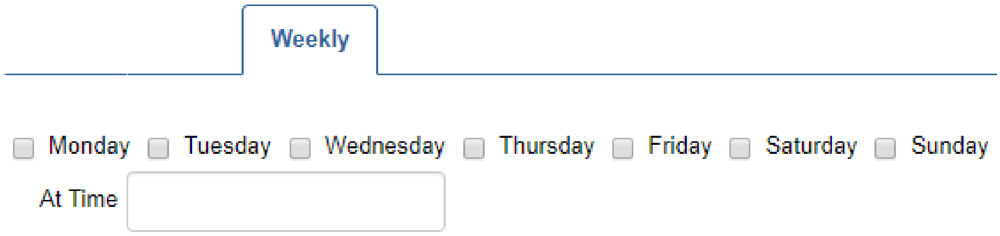


Figure: Weekly Frequency

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.

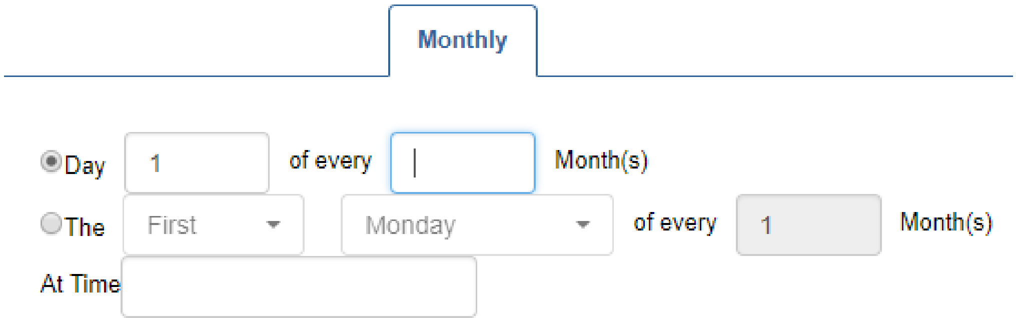


Figure: Monthly Frequency

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.

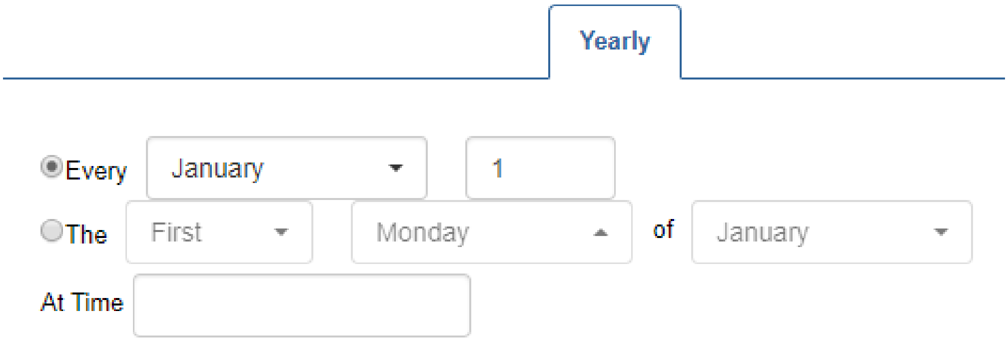


Figure: Yearly Frequency

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 scheuler will run as per the selected cron job.

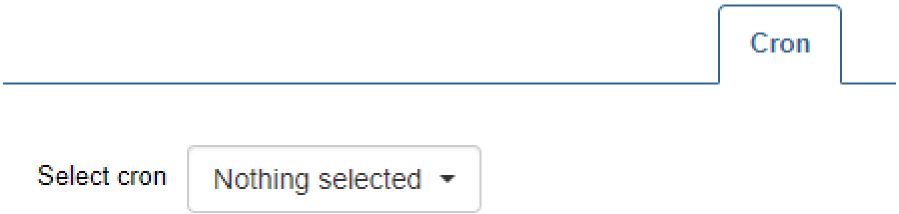


Figure: Cron Job

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.

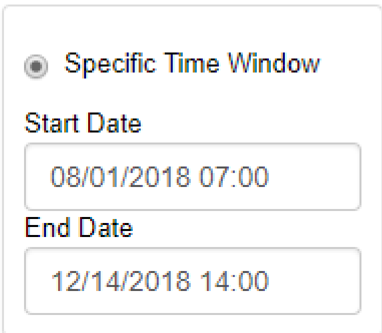


Figure: Specific Duration of Data Collection

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.

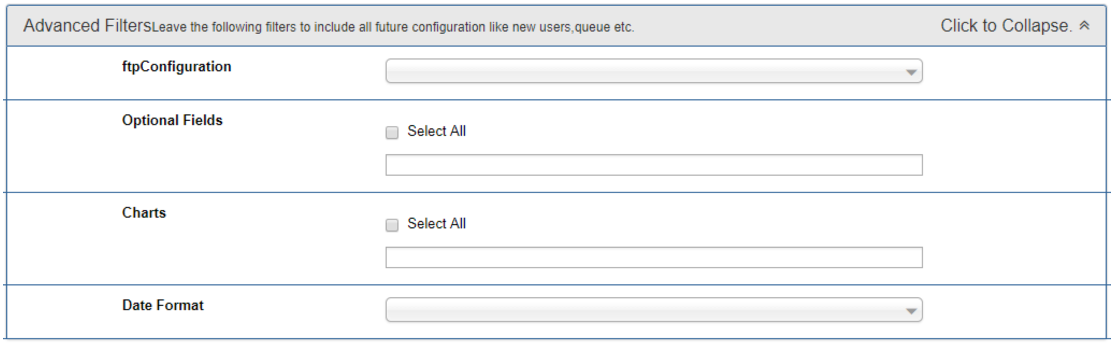


Figure: Advanced Filters

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.

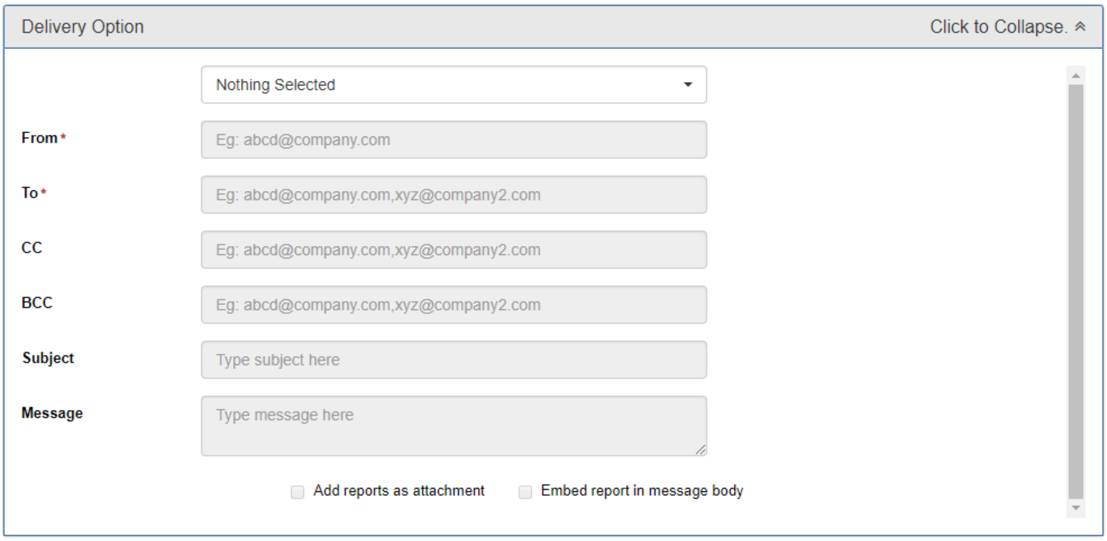


Figure: Select Email Profile

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.

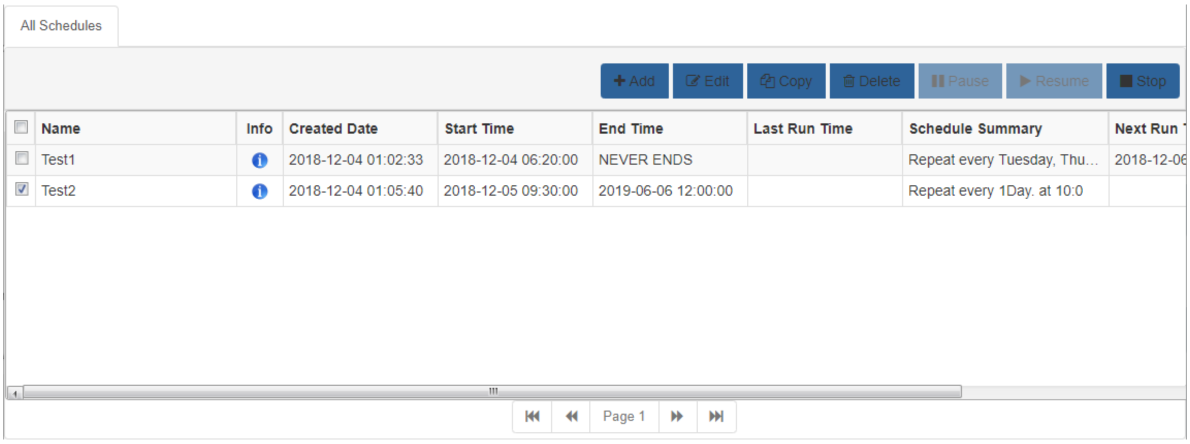


Figure: All Schedules

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

5. Voicelogs

5.1 (Licensable) Voicelogs Tab

The Voicelogs tab is not available for other users such as Analyst and Group Manager. However, the Supervisor can access it.

Voicelogs Tab lets you search and download the voicelogs.

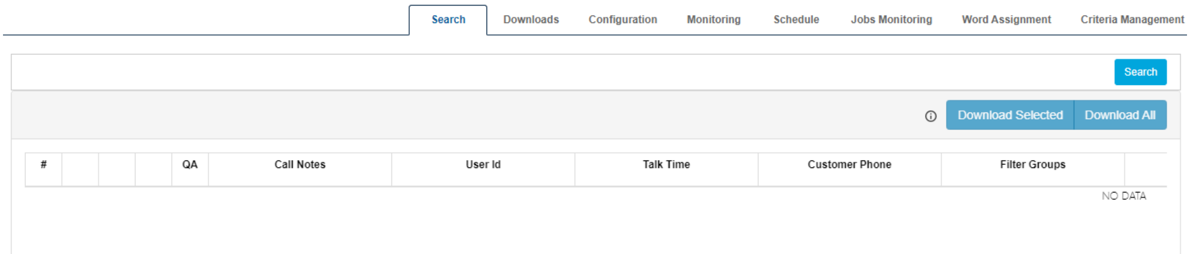


Figure: Voicelogs Tab

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

1. Filter and 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

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.

5.2 Search Voicelogs

5.2.1 Search Voicelogs

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

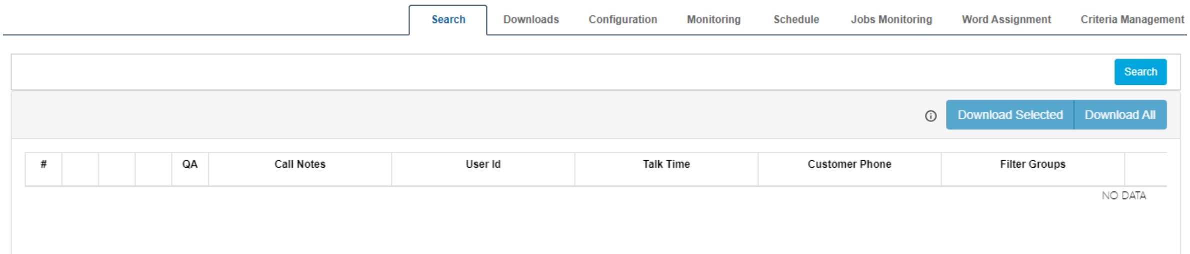


Figure: Search Tab of Voicelog

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

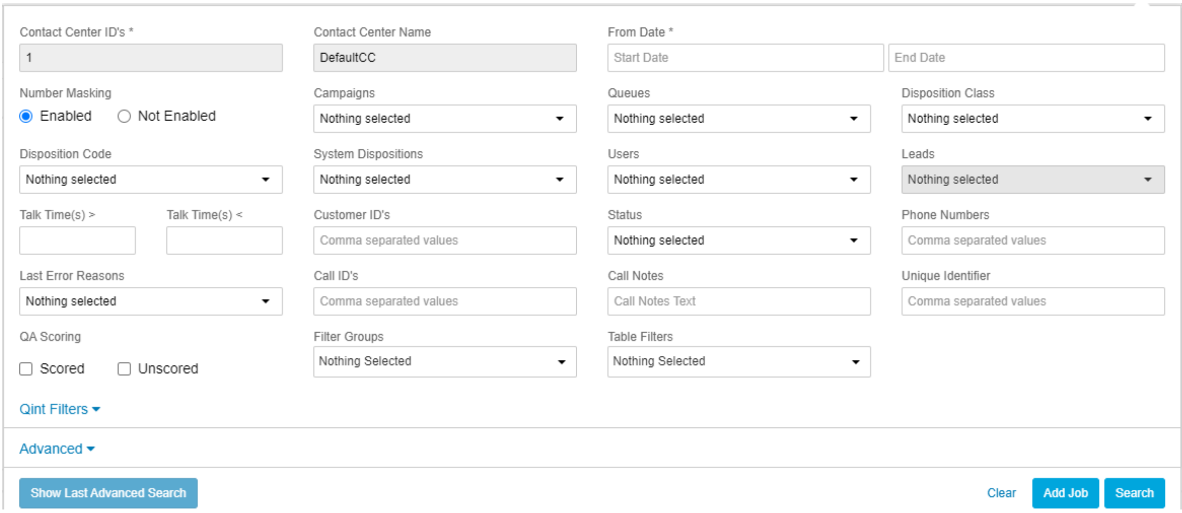


Figure: Voicelog Search

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.

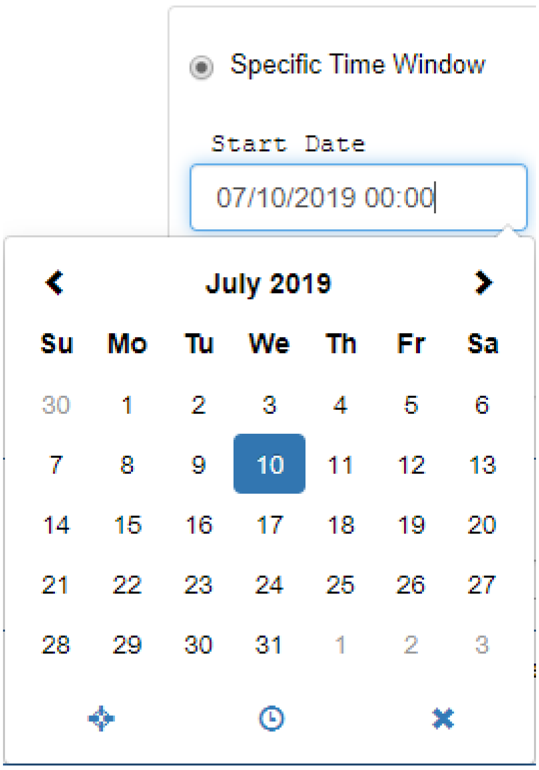


Figure: Select Start Date in Calendar

   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.

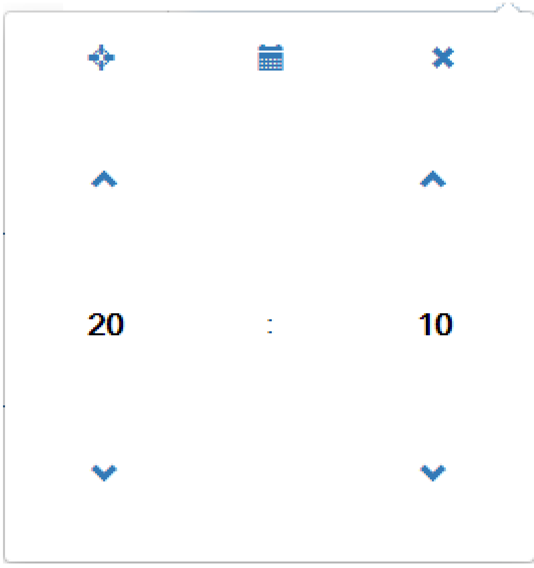


Figure: Select Start Time in Calendar

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.

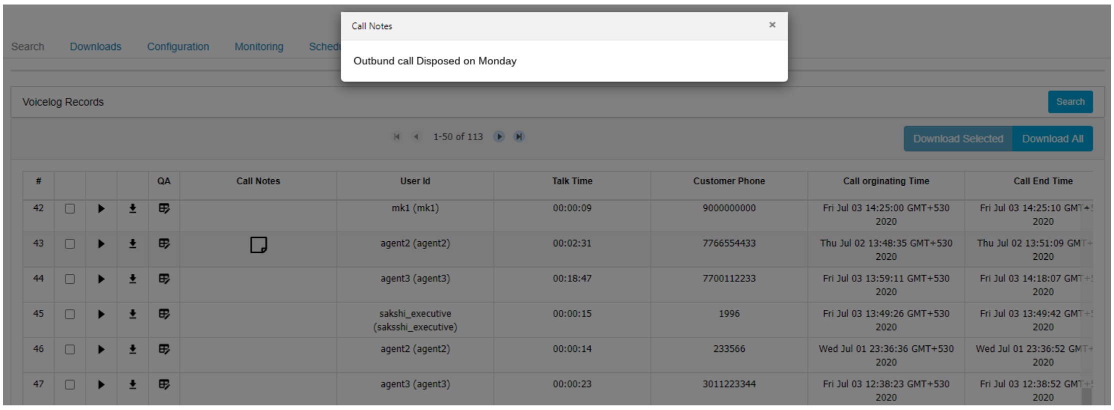


Figure: Call Notes in VLA

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.

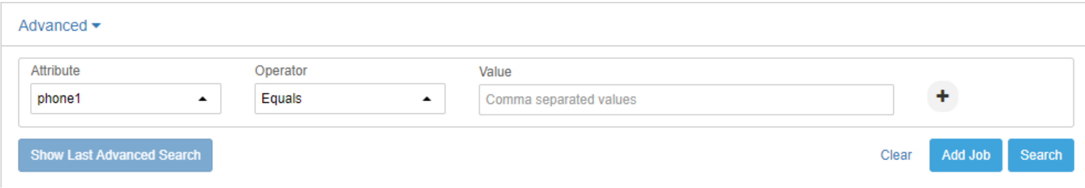


Figure: Advanced Search Options

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 filtrable 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.

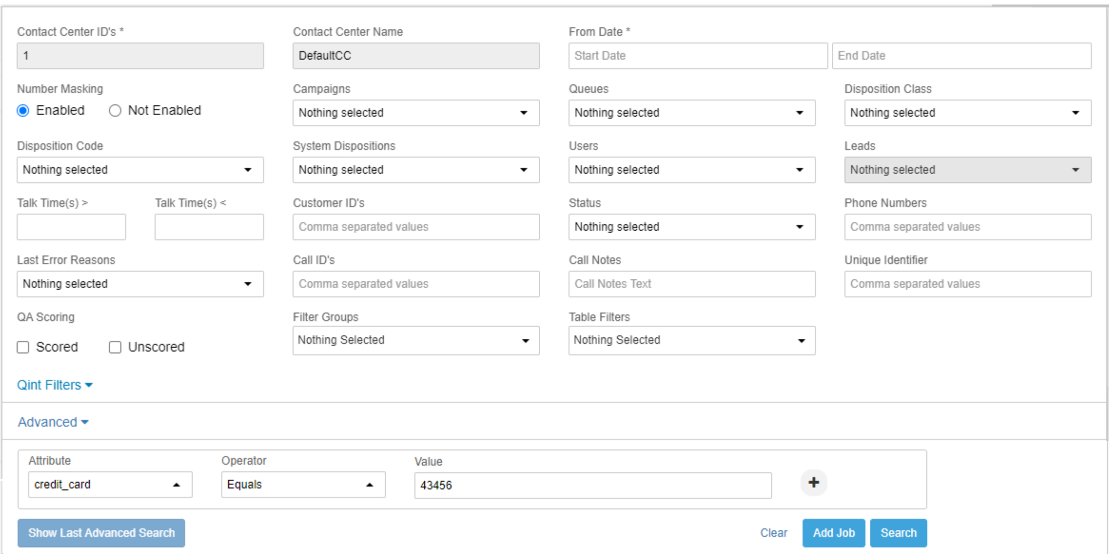


Figure: Attribute-based Search Box

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.

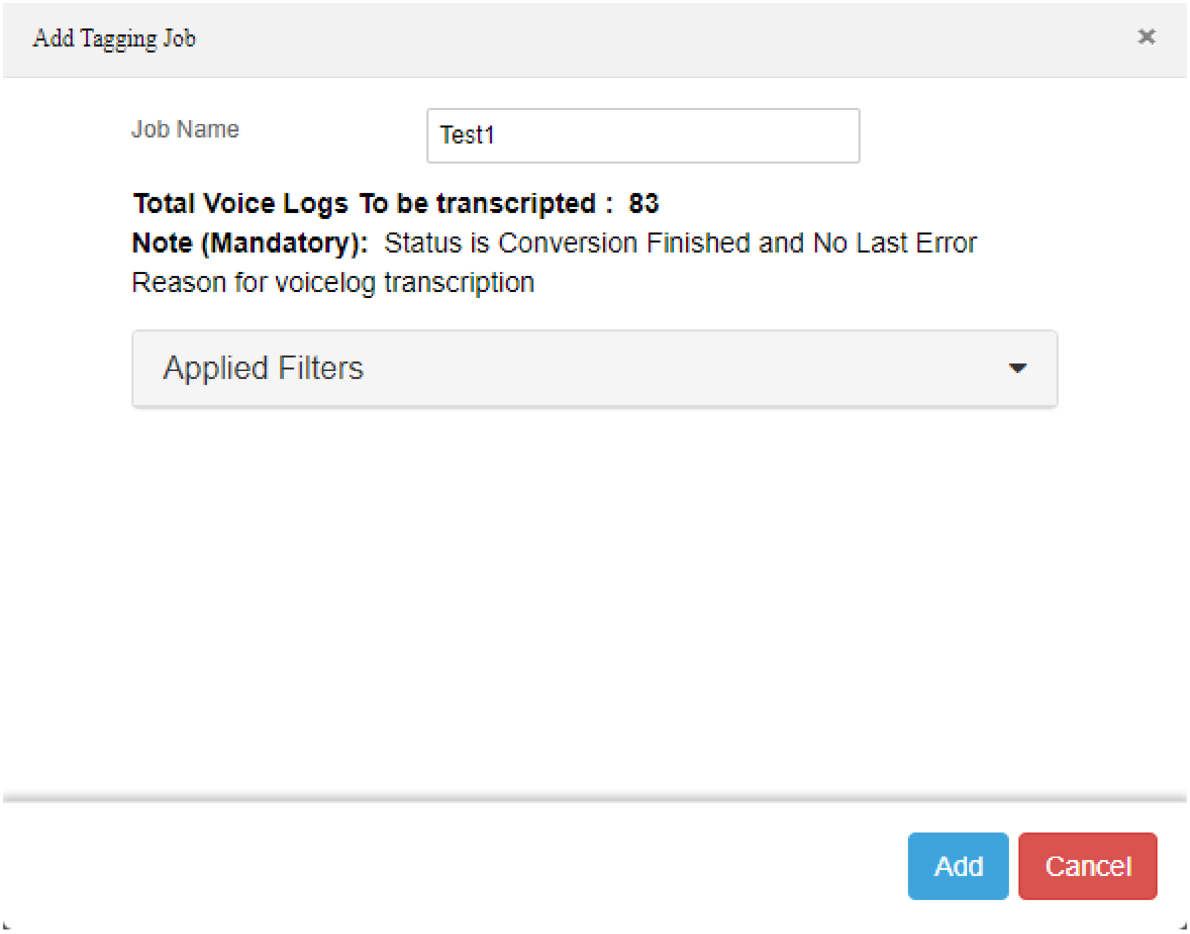


Figure: Add Job

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.

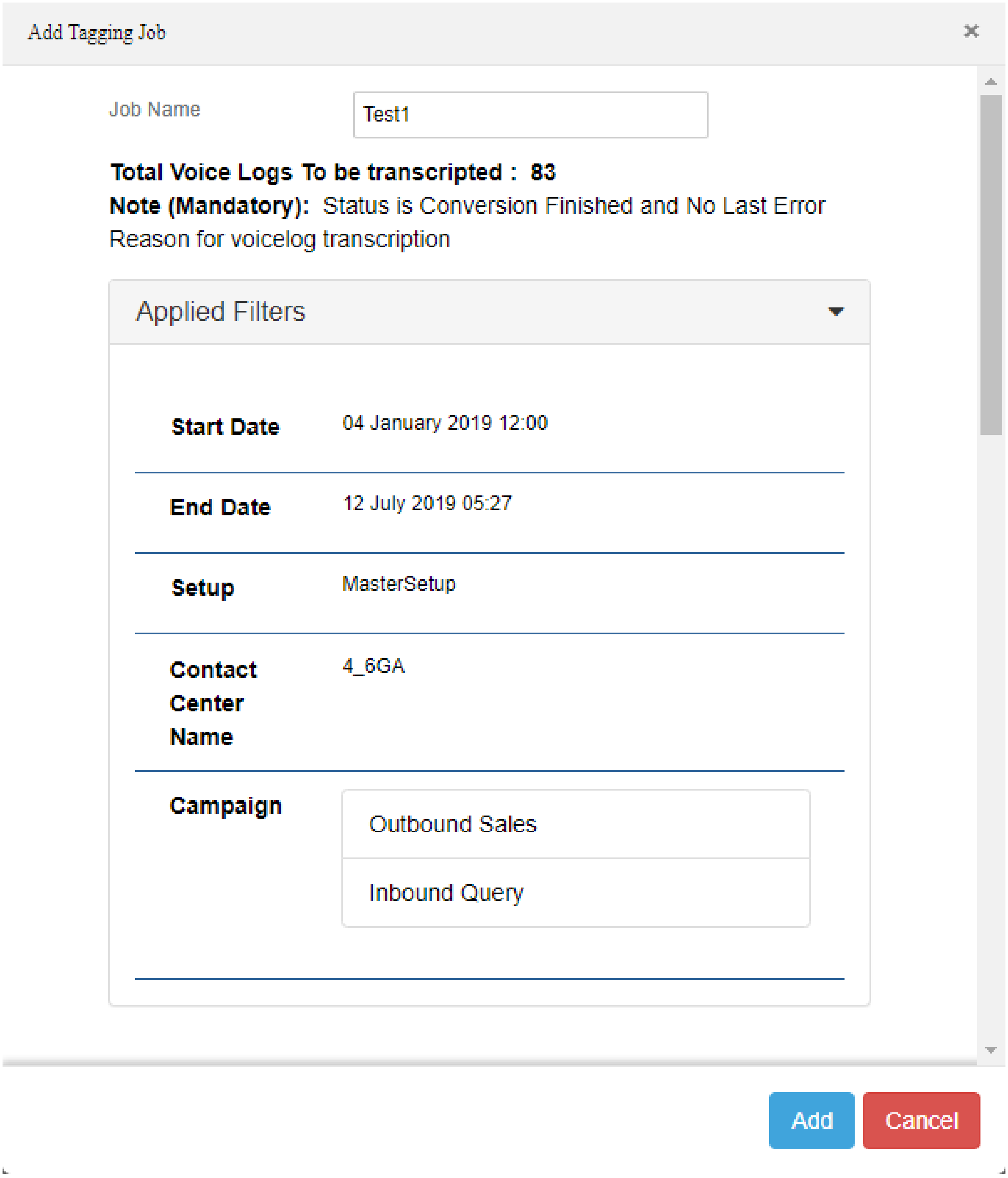


Figure: All Filters while adding Job

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.

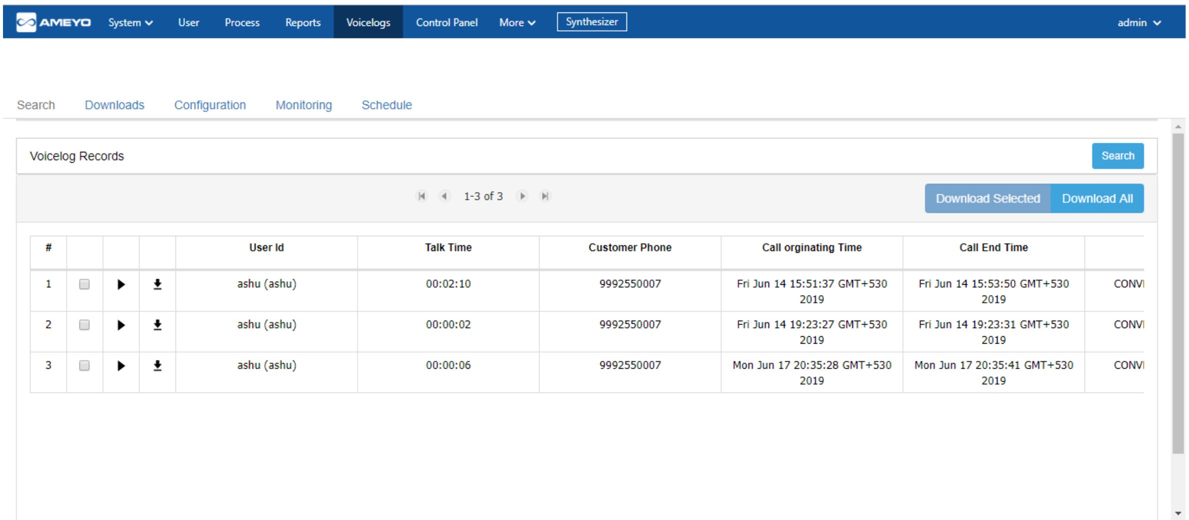


Figure: Sample Search

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.

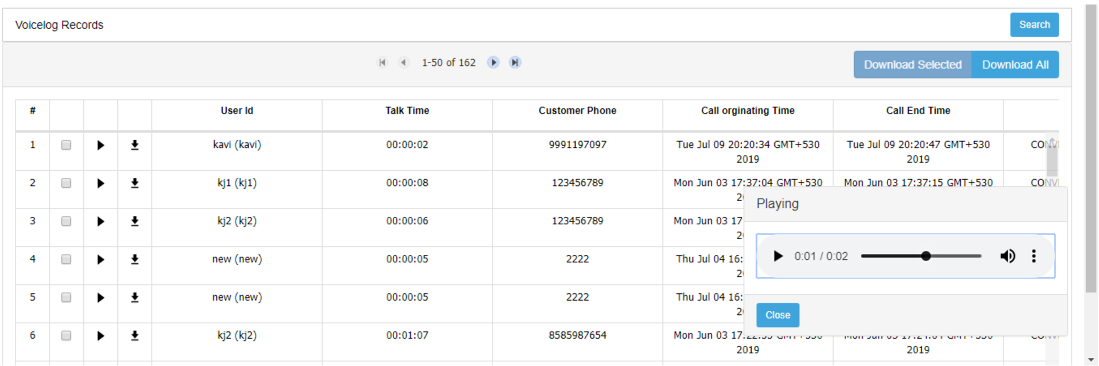


Figure: Playing the Voicelog

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.

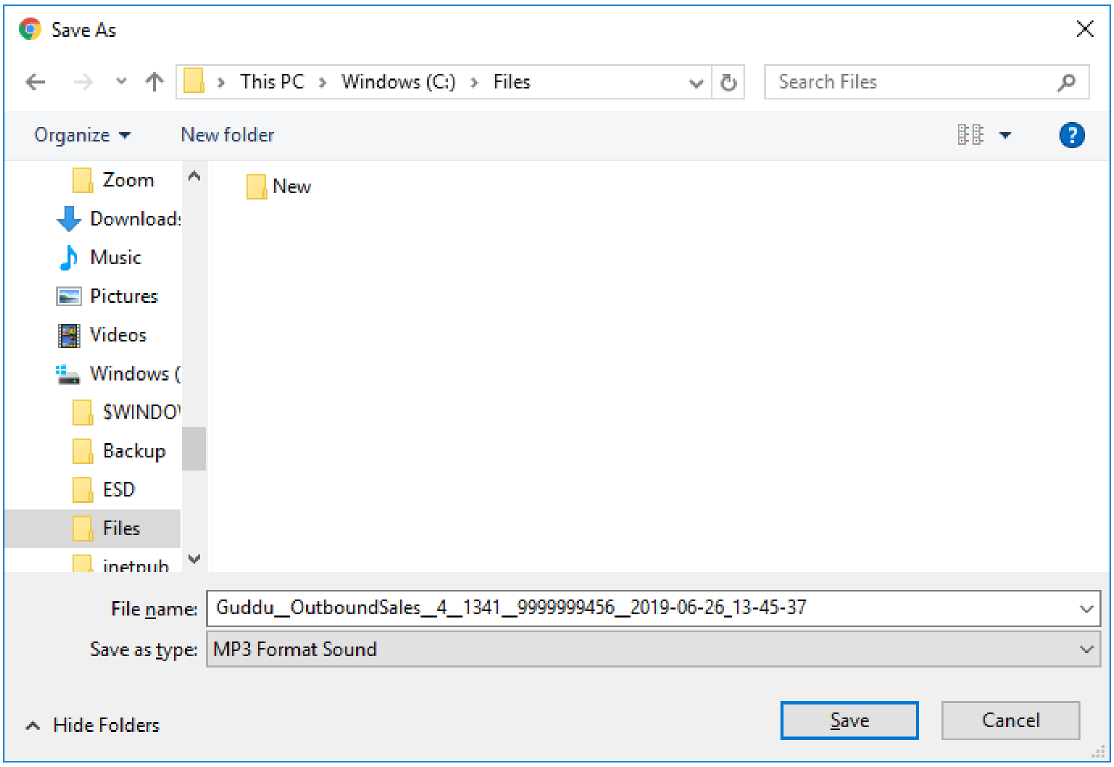


Figure: Download the Voicelog

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.

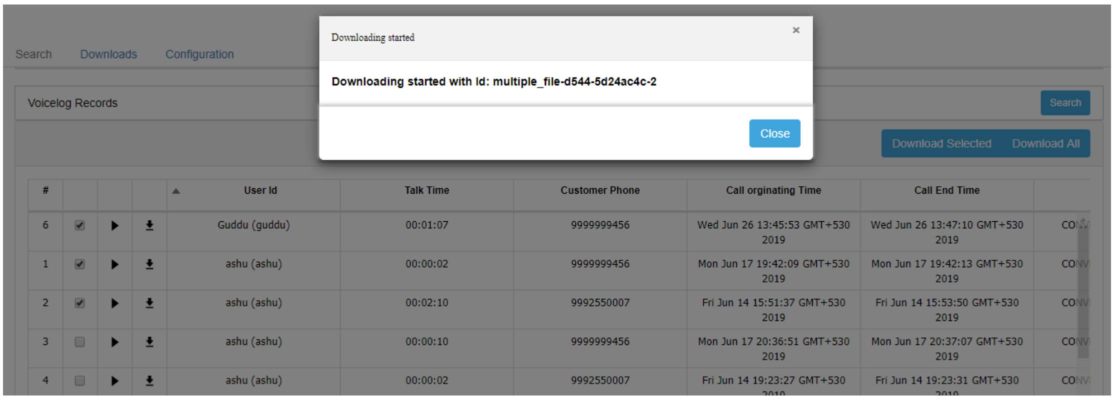


Figure: Download Selected Voicelogs

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.

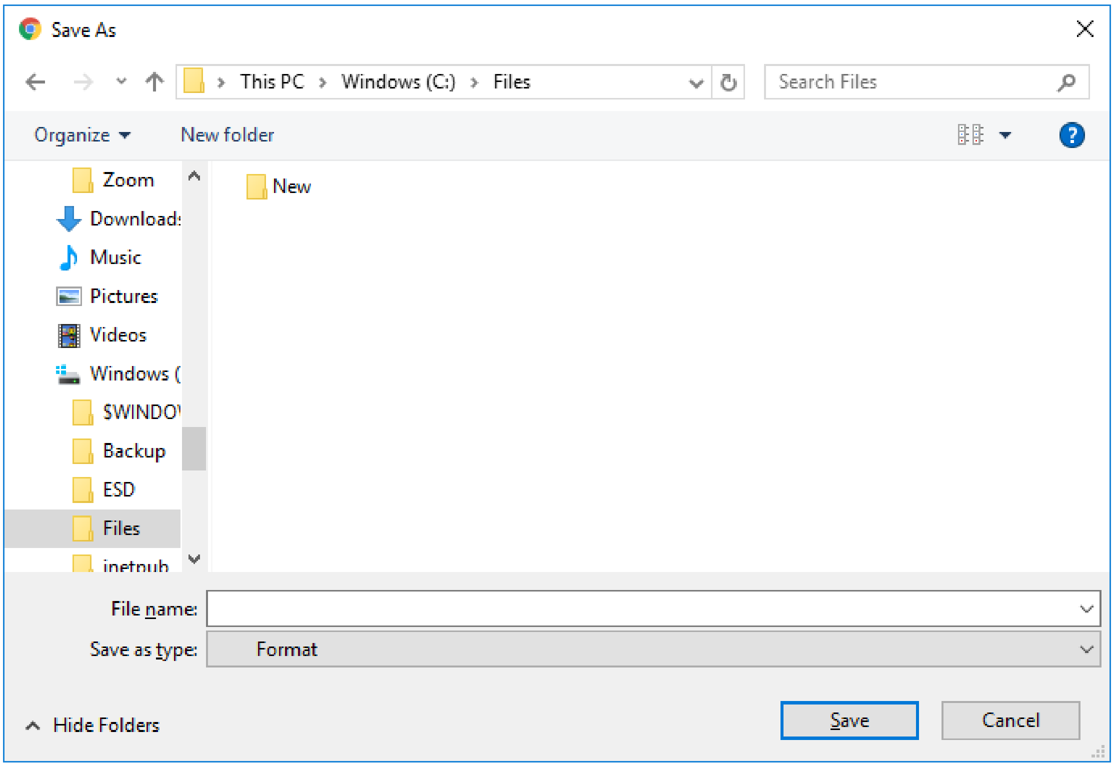


Figure: Download File

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.

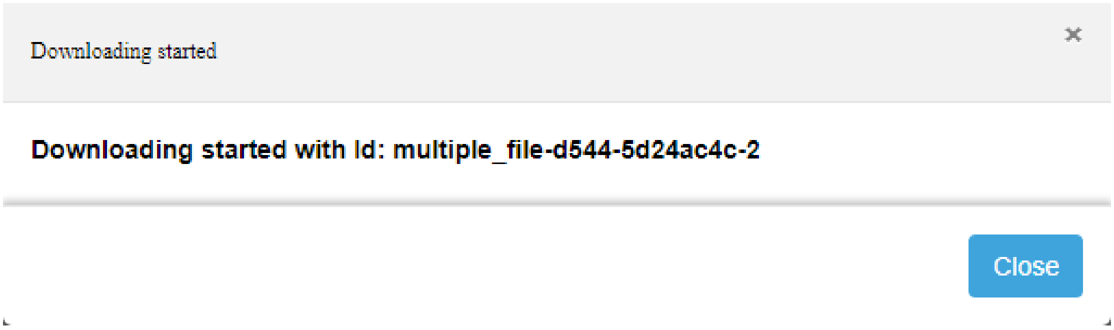


Figure: Pop-up to show that downloading has been started

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.

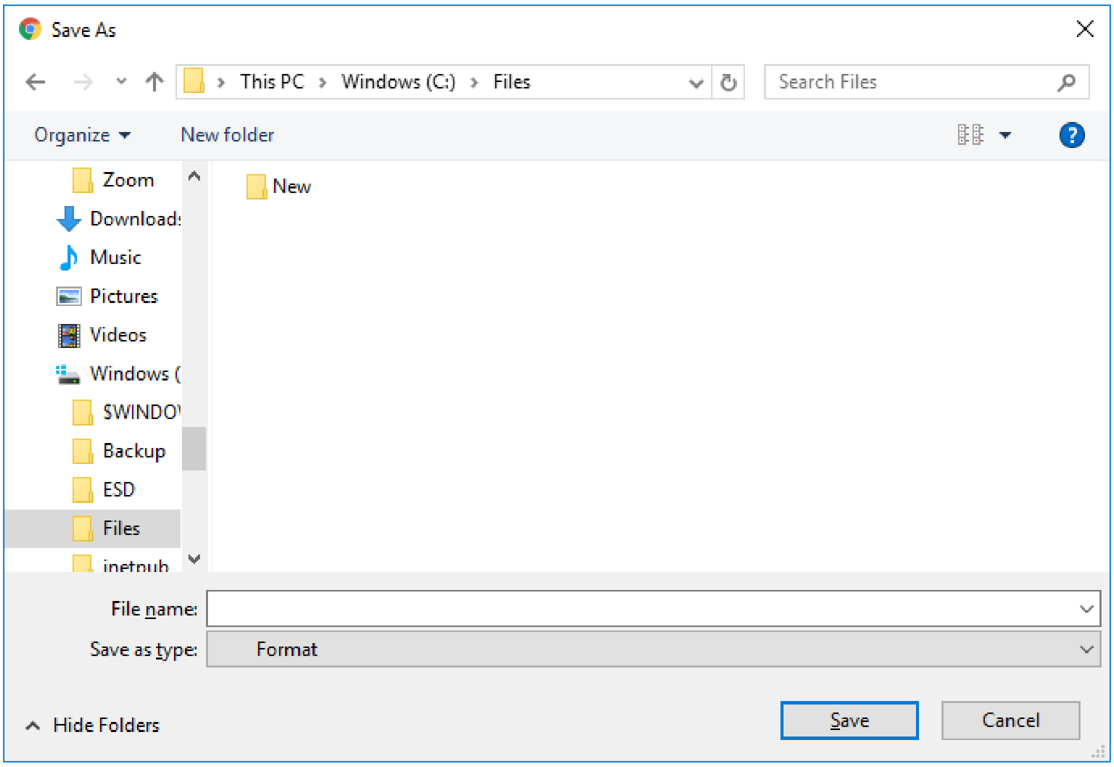


Figure: Download File

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.

5.2.2 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.

5.2.2.1.1 Steps to Score a Call in ART-VLA

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

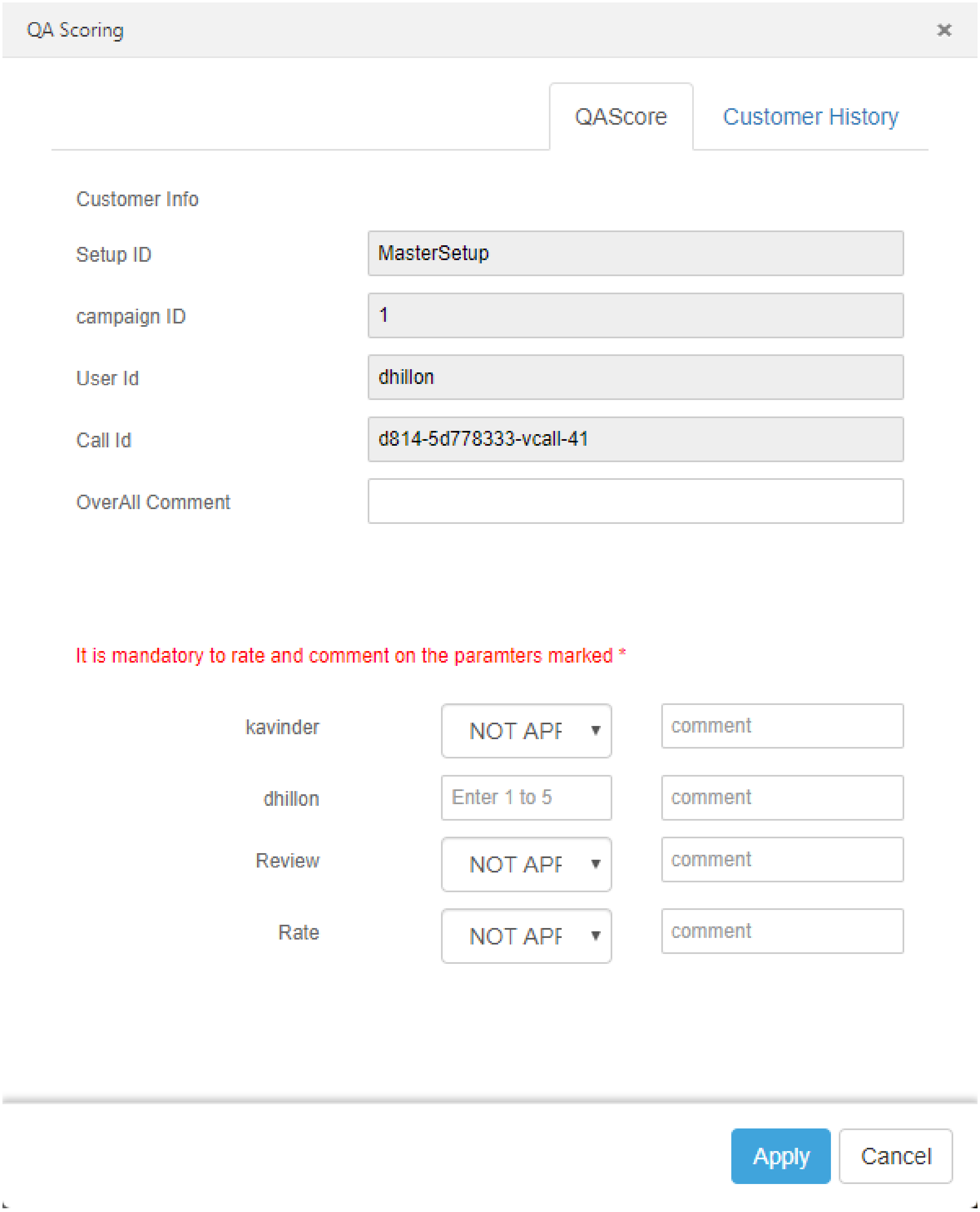


Figure: Score a Call

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.

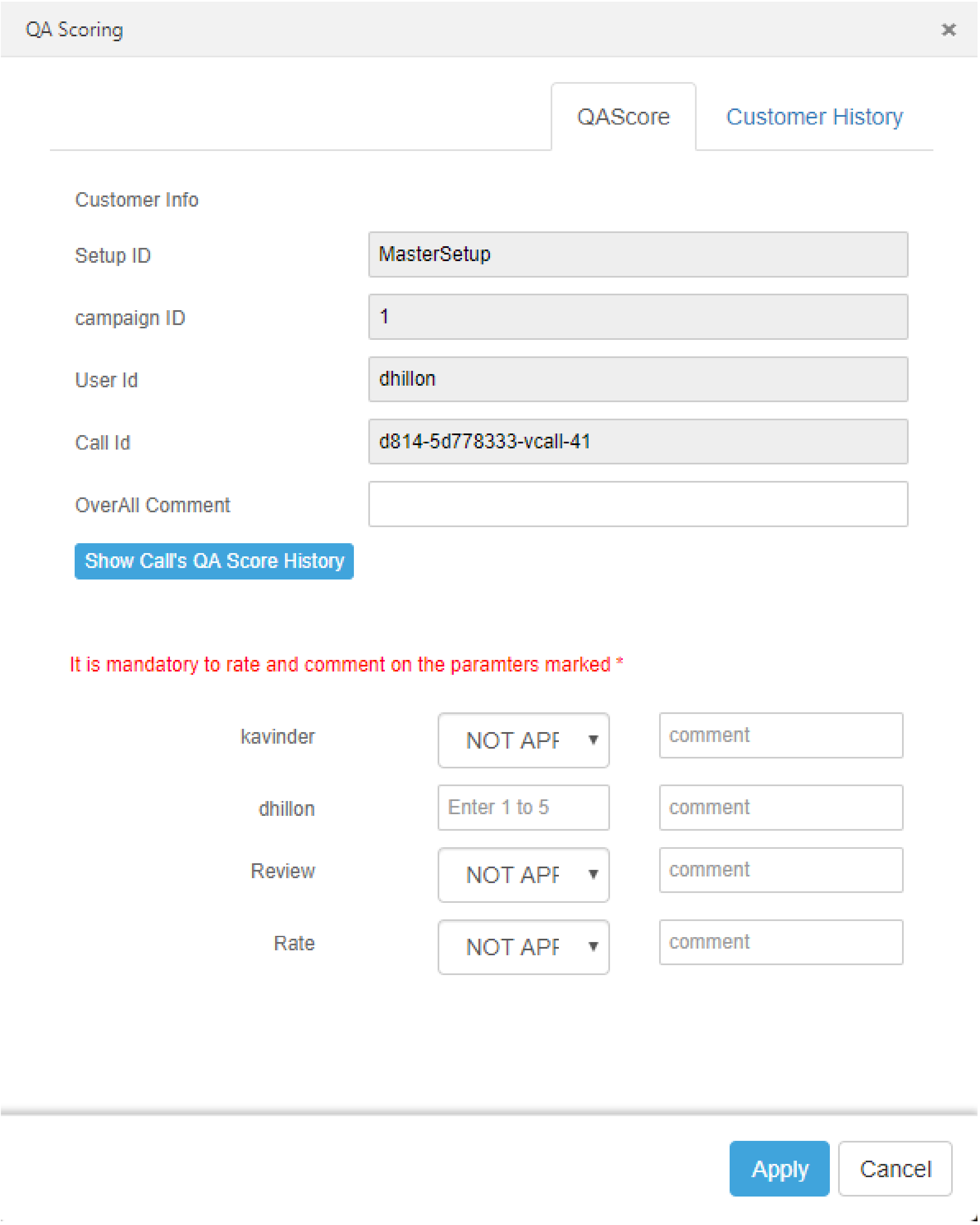


Figure: Scored a Call

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.

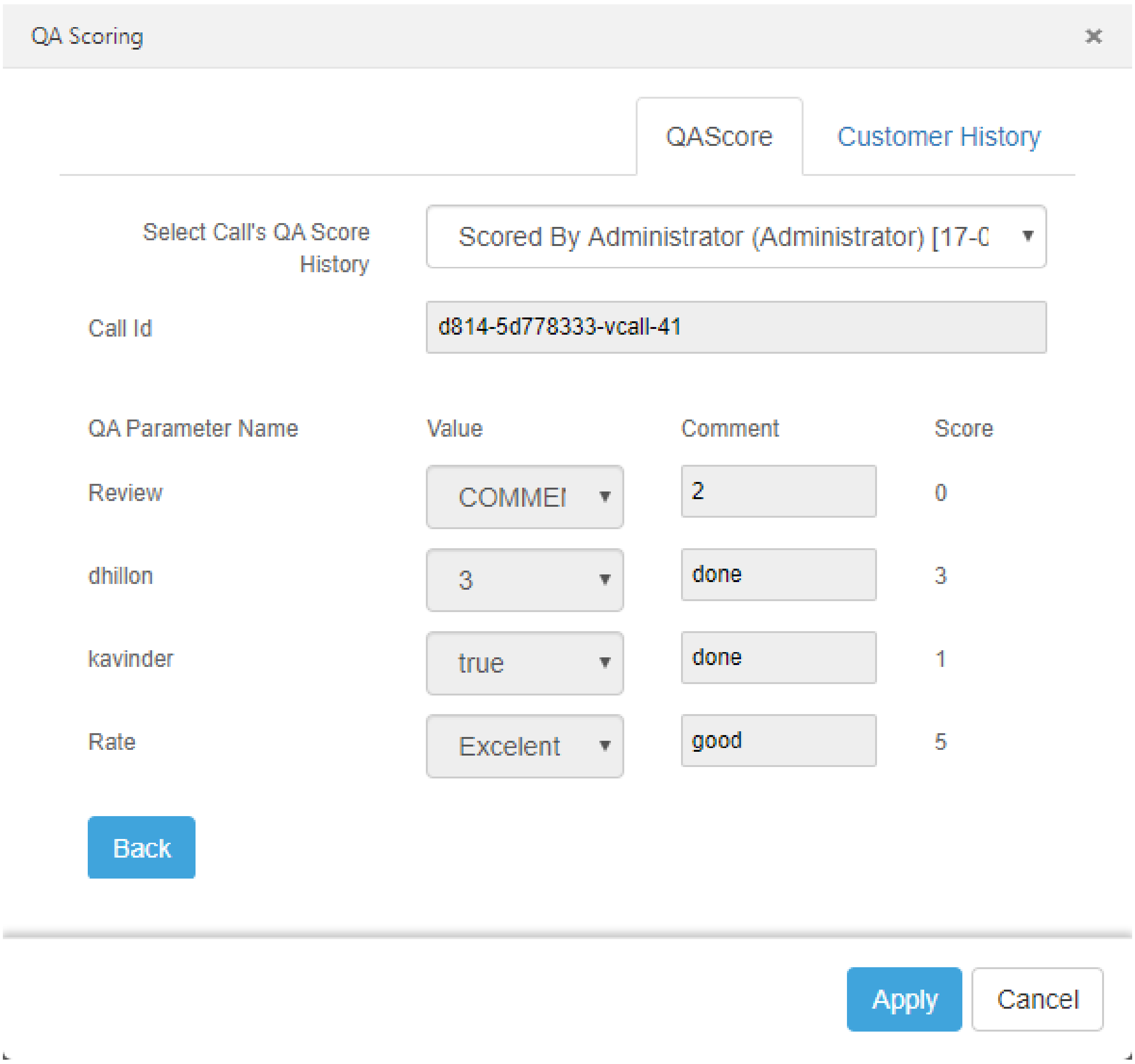


Figure: Scored Call History

5.2.2.1.2 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.

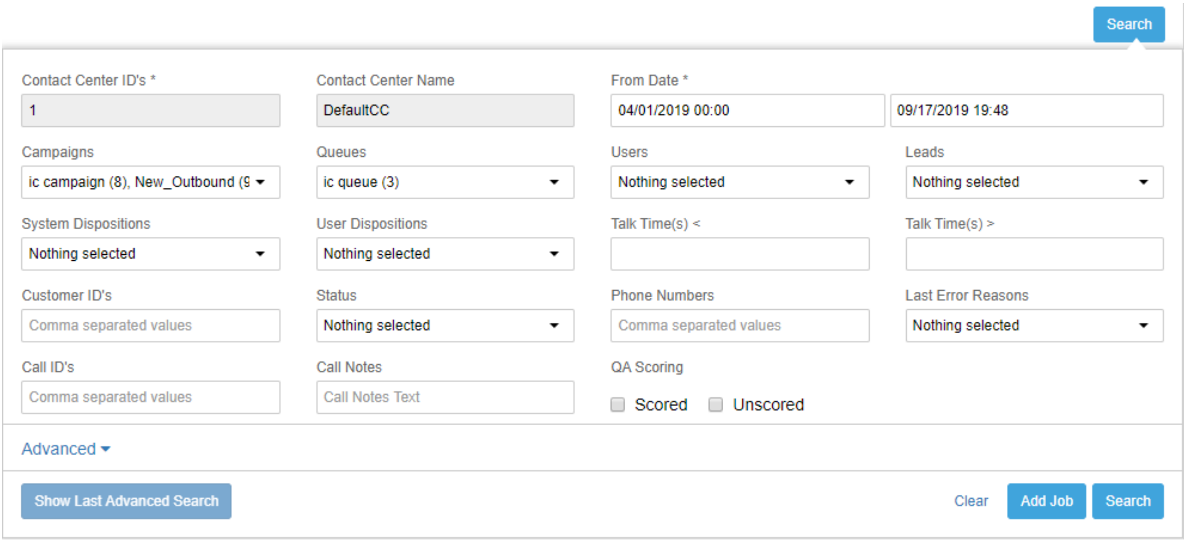


Figure: Filters to search for Scored and Un-scored Calls

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

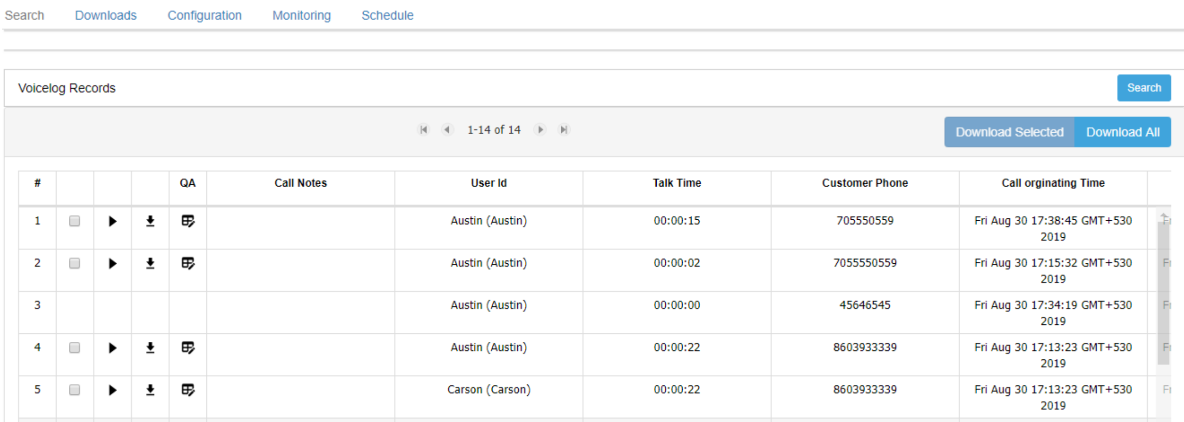


Figure: Filters to search for Scored and Un-scored Calls

5.3 Download Voicelogs

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

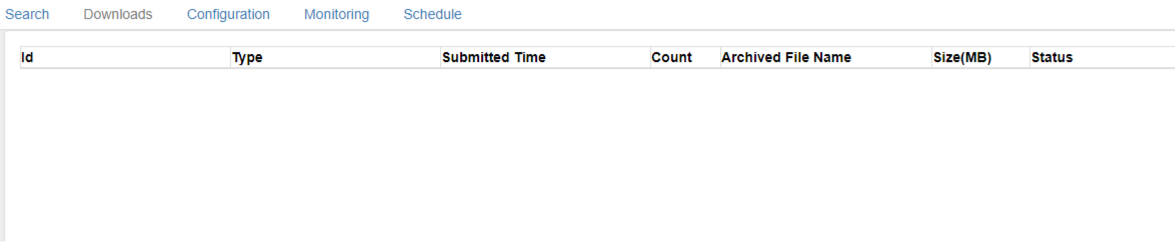


Figure: Downloads

5.4 Configuration of Voicelogs

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

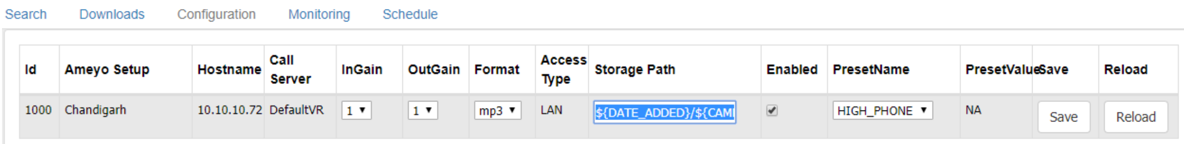


Figure: Configuration

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.

5.5 Monitoring of Jobs

In "Monitoring" tab of Voicelogs, you can perform the monitoring (by viewing the logs) of the following jobs.

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

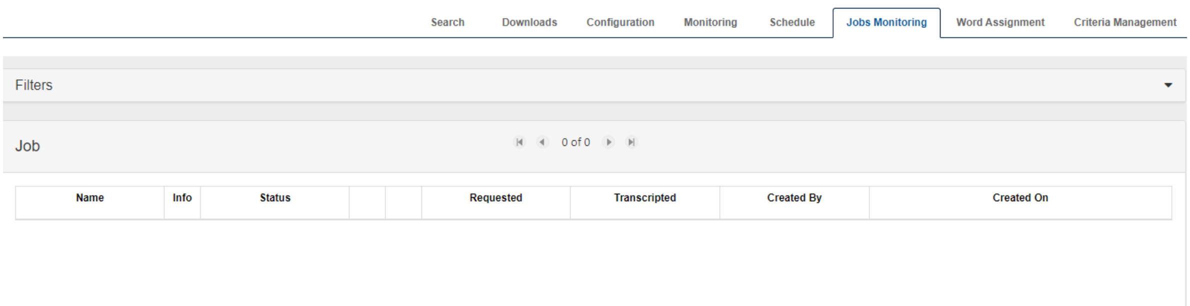


Figure: Monitoring

You can click "Filters" to expand its section.

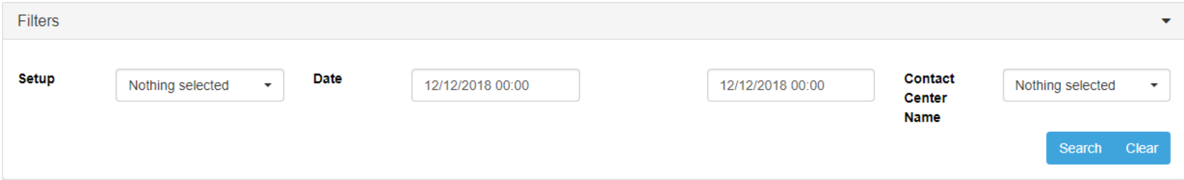


Figure: Filters

Perform the following steps to filter the logs.

1. Configure any of the following filters.
    - **Setup:** Select the setup of which logs you want to show.
    - **Date:** Select the date and time of both from and to filters.
    - **Contact Center Name:** Select the contact center of which logs you want to show.
2. Click "Search" to apply the filter and show the logs that meet the selected filters.