

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 Agent2'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.

Report Name	Report Description	Run
ACD Call Details	This report provides detailed information of all inbound or transferred to campaign calls that have reached the ACD	▶
ACD Call Summary	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD.	▶
AGENT Activity Summary	The report provides user wise summary of call information and agent session information (segration for auto_call on and auto_call o...	▶
AGENT Chat Report	This chat report provides user wise summary of session, chat data and feedback data	▶
AGENT Productivity Interval Summary	The report provides user wise summary of call information and agent session information for each time interval (segregated on basi...	▶
AGENT Productivity Report	The report provides user wise summary of interaction activities, call information and agent session information (segregated on the b...	▶
AGENT Productivity Summary	The report provides user wise summary of call information and agent session information (segregated on the basis of auto_call on a...	▶

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.

Report Name	Report Description	Run
ACD Abandon Call Detail Report	This report provides detailed 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 Summary	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD.	▶
AGENT Activity Summary	The report provides user wise summary of call information and agent session information (segration for auto_call on and auto_call off is not present)	▶
AGENT Chat Report	This chat report provides user wise summary of session, chat data and feedback data	▶
AGENT Productivity Interval Summary	The report provides user wise summary of call information and agent session information for each time interval (segregated on basis of auto call on and and...	▶
AGENT Productivity Report	The report provides user wise summary of Interaction activities, call information and agent session information (segregated on the basis of auto call on ...	▶
AGENT Productivity Summary	The report provides user wise summary of call information and agent session information (segregated on the basis of auto call on and auto call off status)	▶

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.

Report Name	Report Description	Run
ACD Abandon Call Detail Report	This report provides detailed 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 Summary	This report summarizes information of all inbound or transferred to campaign calls that have reached the ACD.	▶
AGENT Activity Summary	The report provides user wise summary of call information and agent session information (segration for auto_call on and auto_call off is not present)	▶
AGENT Chat Report	This chat report provides user wise summary of session, chat data and feedback data	▶
AGENT Productivity Interval Summary	The report provides user wise summary of call information and agent session information for each time interval (segregated on basis of auto call on and and...	▶
AGENT Productivity Report	The report provides user wise summary of Interaction activities, call information and agent session information (segregated on the basis of auto call on ...	▶
AGENT Productivity Summary	The report provides user wise summary of call information and agent session information (segregated on the basis of auto call on and auto call off status)	▶

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.

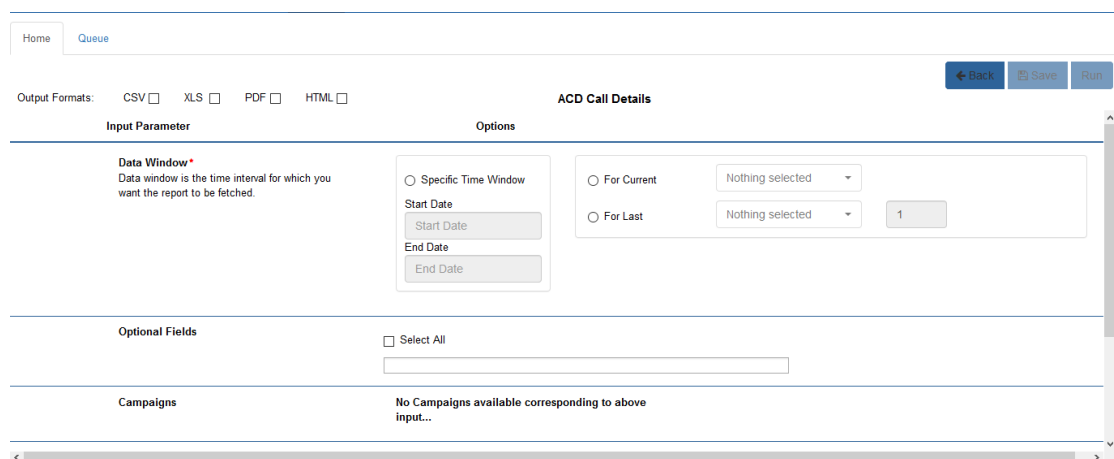
Figure: Add Report

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.

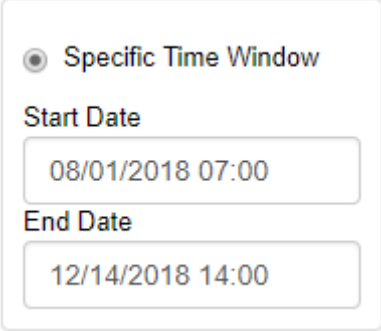


The screenshot shows a web interface for running a report. At the top, there are navigation tabs for 'Home' and 'Queue'. On the right, there are buttons for 'Back', 'Save', and 'Run'. Below this, the 'Output Formats' are listed as CSV, XLS, PDF, and HTML, each with a checkbox. The main section is titled 'ACD Call Details' and is divided into 'Input Parameter' and 'Options'. Under 'Input Parameter', there is a 'Data Window' section with a description and input fields for 'Start Date' and 'End Date'. Under 'Options', there are radio buttons for 'Specific Time Window', 'For Current', and 'For Last', along with dropdown menus and a numeric input field. Below this is an 'Optional Fields' section with a 'Select All' checkbox and a search bar. At the bottom, there is a 'Campaigns' section with a message: 'No Campaigns available corresponding to above input...'. The interface has a scroll bar on the right side.

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.



Specific Time Window

Start Date

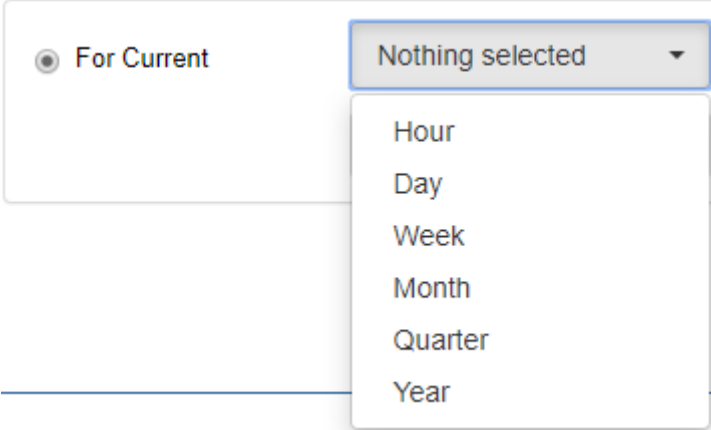
08/01/2018 07:00

End Date

12/14/2018 14:00

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.



For Current

Nothing selected

Hour

Day

Week

Month

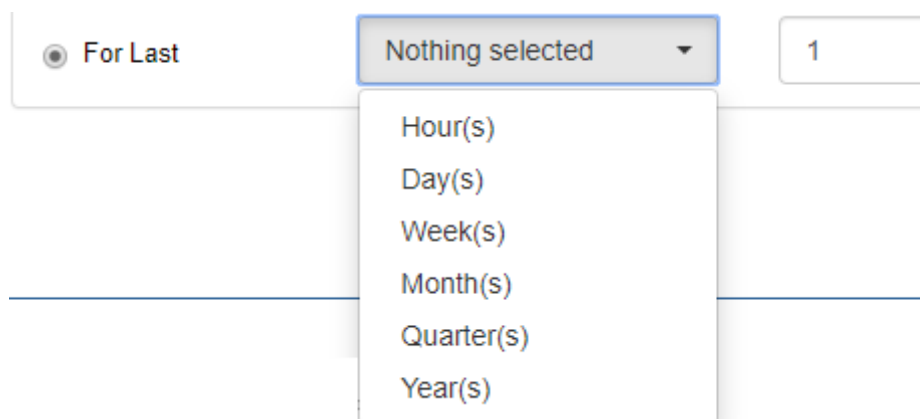
Quarter

Year

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.



The image shows a user interface for the "For Last" data window. On the left, there is a radio button labeled "For Last" which is selected. To its right is a drop-down menu currently showing "Nothing selected". Below the drop-down menu, a list of options is displayed: "Hour(s)", "Day(s)", "Week(s)", "Month(s)", "Quarter(s)", and "Year(s)". To the right of the drop-down menu 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.
- **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.."

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 *'. Each section has a 'Select All' checkbox which is checked. Below the 'Campaigns *' section, there are six buttons with 'x' icons: TestChat, TestIC, TestInbound, TestOutbound, TestParallel, and TestVB. Below the 'Queues *' section, there are four buttons with 'x' icons: TestC2, TestChat1, Test1, and Test2.

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".

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		sup1	WAITING					
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: 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 12:36:58	2019-06-13 12:37:14	sup1	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. 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.

Template Name	Report Name	Date Added	Last Modified Date	Run	Edit	Delete
Test1	AGENT Productivity Report	2018-12-12 15:03:30.811000000	2018-12-12 15:03:30.811000000			
Test	ACD Call Details	2018-12-11 14:38:05.166000000	2018-12-11 14:38:05.166000000			

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.

Home Queue
Output Formats: CSV XLS PDF HTML

AGENT Productivity Report
Back Save Run

Input Parameter

Data Window *
Data window is the time interval for which you want the report to be fetched.

Options

Specific Time Window

Start Date: 11/06/2018 00:00

End Date: 12/12/2018 20:33

For Current: Nothing selected

For Last: Nothing selected

Optional Fields

Select All

Auto Call Off Callback Calls Wrap Time

Auto Call Off Inbound Call Wrap Time

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					

Page 1

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.

Home Queue

Report Queue Template Queue

Template Name	I...	Report Name	Request Time	End Time	Added By User	Status	Re-R...	CSV	XLS	PDF	HTML
Test1	!	AGENT Productiv...	2018-12-12 15:03...	2018-12-12 15:04...	sup1	✓ SUCCESS	🔄	📄		📄	
Test	!	ACD Call Details	2018-12-11 14:38...	2018-12-11 14:38...	sup1	✓ 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.

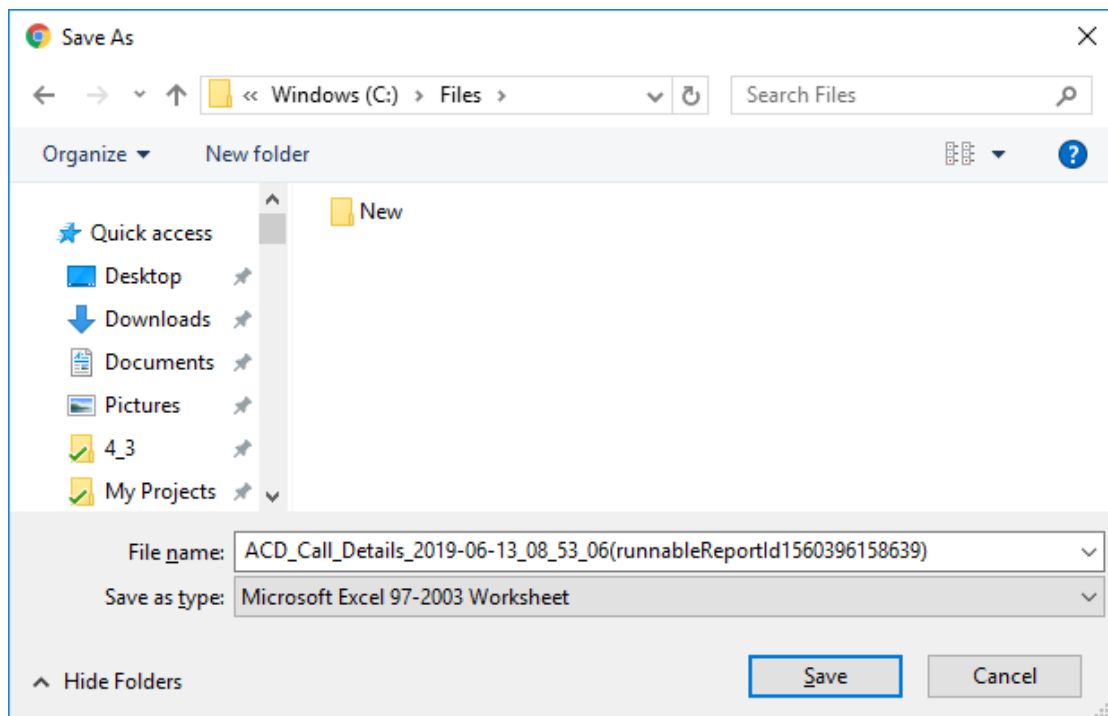



Figure: Dialog Box to save file

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 file 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.

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](#)

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.

The screenshot shows the 'Email Profile' form with the following fields and options:

- 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".
- Add reports as attachment
- 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 shows the 'Email Profile' configuration window. On the left, there is a sidebar titled 'All Profiles' with a search bar and two profile entries: 'TestEmail2' and 'TestEmail1'. The main area displays the configuration for a selected profile with the following fields:

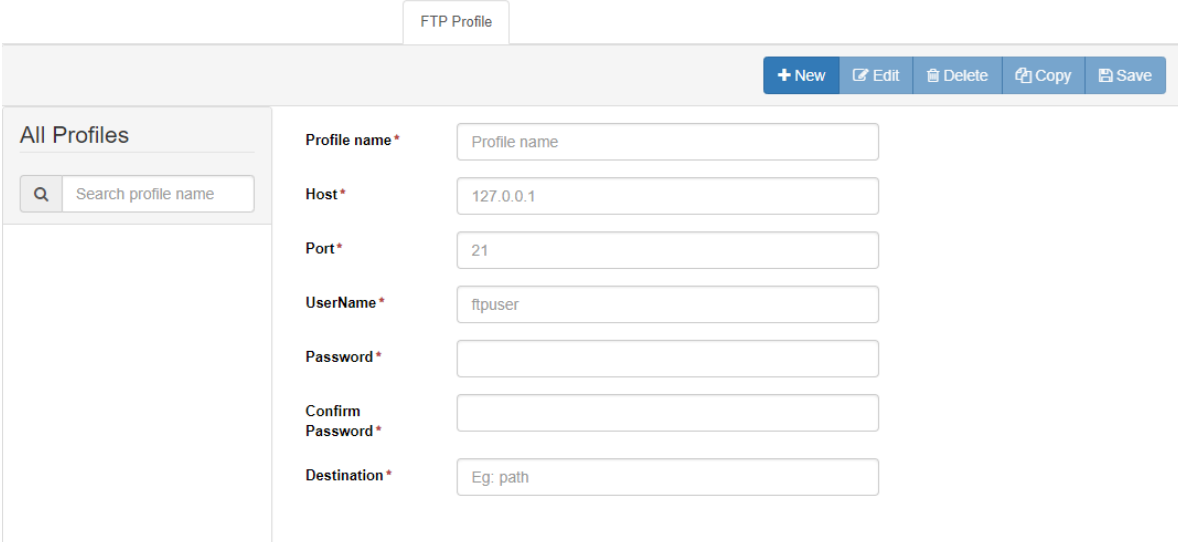
- From***: testing@test.com
- To***: test1@test.com
- CC**: Eg: abcd@company.com,xyz@company2.com
- BCC**: Eg: abcd@company.com,xyz@company2.com
- Subject**: Test
- Message**: Type message here

At the bottom, there are two checkboxes: Add reports as attachment and Embed report in message body. The top right of the main area contains action buttons: '+ New', 'Edit', 'Delete', 'Copy', and 'Save'.

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.



The screenshot shows the "FTP Profile" configuration form. At the top, there is a tab labeled "FTP Profile" and a toolbar with buttons for "+ New", "Edit", "Delete", "Copy", and "Save". On the left, there is a sidebar with "All Profiles" and a search box labeled "Search profile name". The main form area contains the following fields:

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

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 shows 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 area displays the configuration for the selected profile:

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

At the top right, there are action buttons: '+ New', 'Edit', 'Delete', 'Copy', and 'Save'.

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".

The screenshot shows the 'Scheduler' tab in the application. The 'All Schedules' sub-tab is selected. The interface includes 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 top right, there are action buttons: '+ Add', 'Edit', 'Copy', 'Delete', 'Pause', 'Resume', and 'Stop'.

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

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.

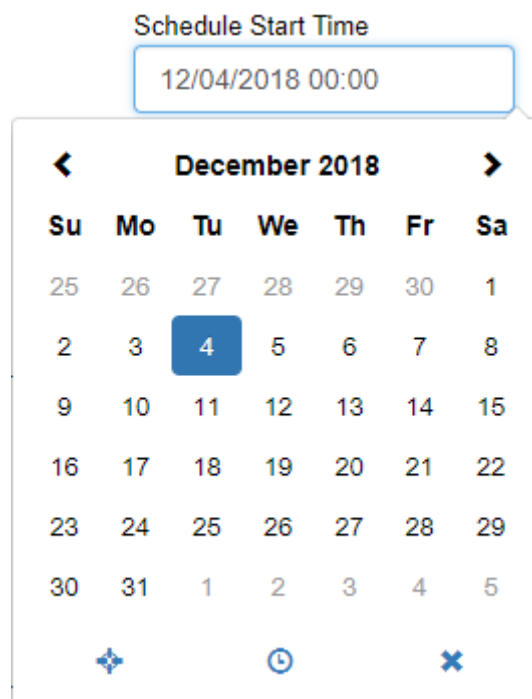
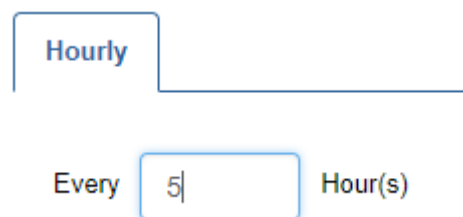


Figure: Select when Schedule start

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.

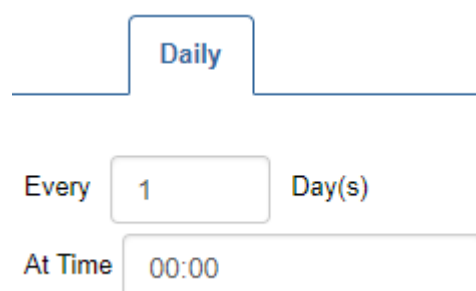


The screenshot shows a configuration interface for the 'Hourly' frequency. At the top, the word 'Hourly' is displayed in a blue box. Below it, the text 'Every' is followed by a text input field containing the number '5', and then the text 'Hour(s)'.

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 '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, and its configuration shows a dropdown menu set to 'January' and a text input field containing '1'. The 'The' option is also visible, with a dropdown set to 'First', another dropdown set to 'Monday', and a third dropdown set to 'January'. The 'At Time' option is currently unselected and has an empty text input field next to it.

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.

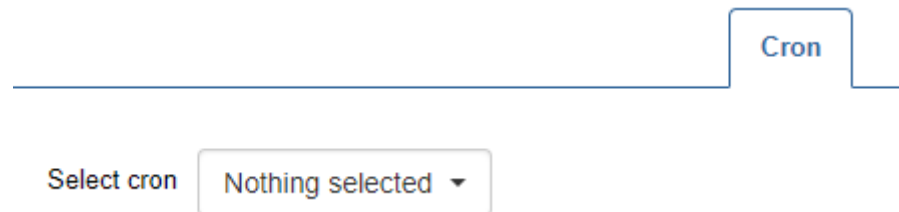


Figure: Cron Job

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.

A screenshot of a form titled 'Specific Time Window'. It features a radio button that is selected. Below the radio button are two input fields: 'Start Date' with the value '08/01/2018 07:00' and 'End Date' with the value '12/14/2018 14:00'.

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

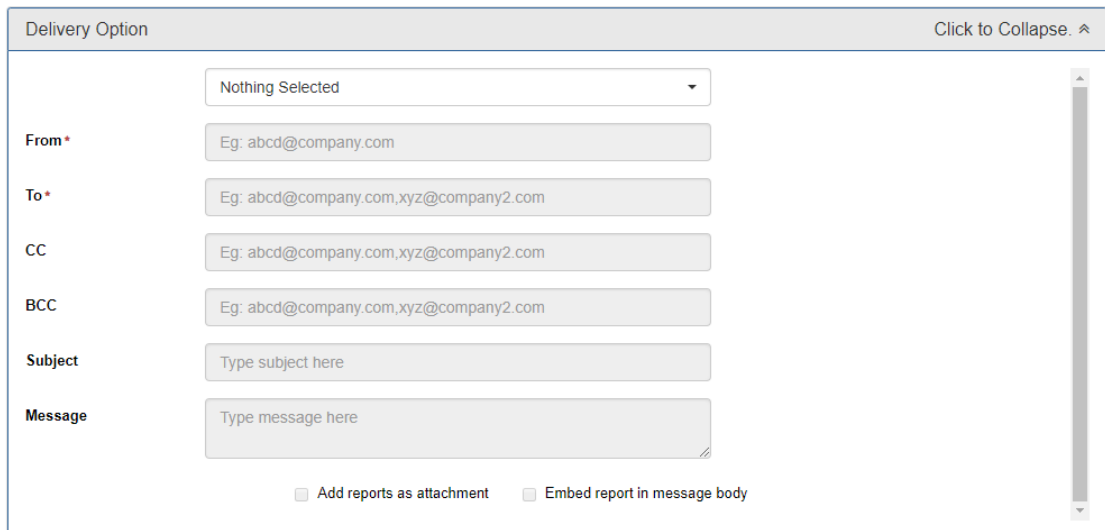
The values of Optional Fields and Charts can be different for different reports.

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 'Eg: abcd@company.com'.
- To*:** Input field with placeholder 'Eg: abcd@company.com,xyz@company2.com'.
- CC:** Input field with placeholder 'Eg: abcd@company.com,xyz@company2.com'.
- BCC:** Input field with placeholder 'Eg: abcd@company.com,xyz@company2.com'.
- Subject:** Input field with placeholder 'Type subject here'.
- Message:** Text area with placeholder '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.

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.

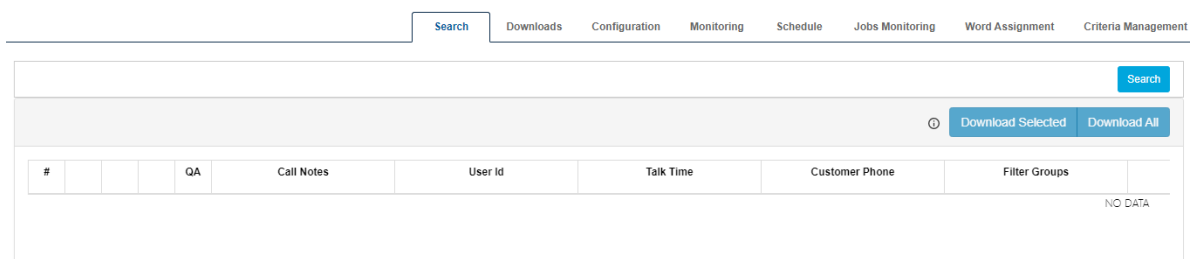


Figure: Voicelogs Tab

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.

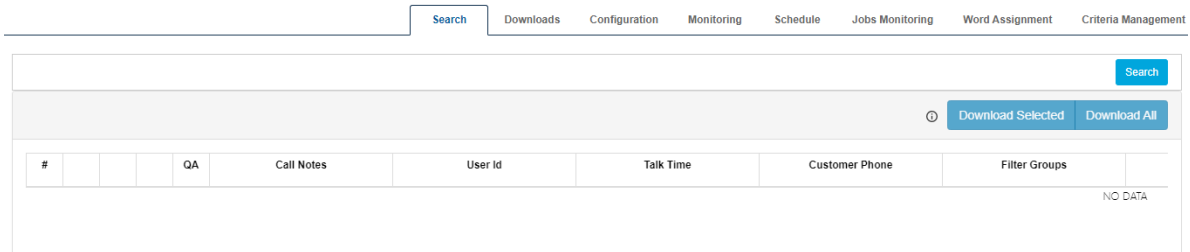


Figure: Search Tab of Voicelog

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

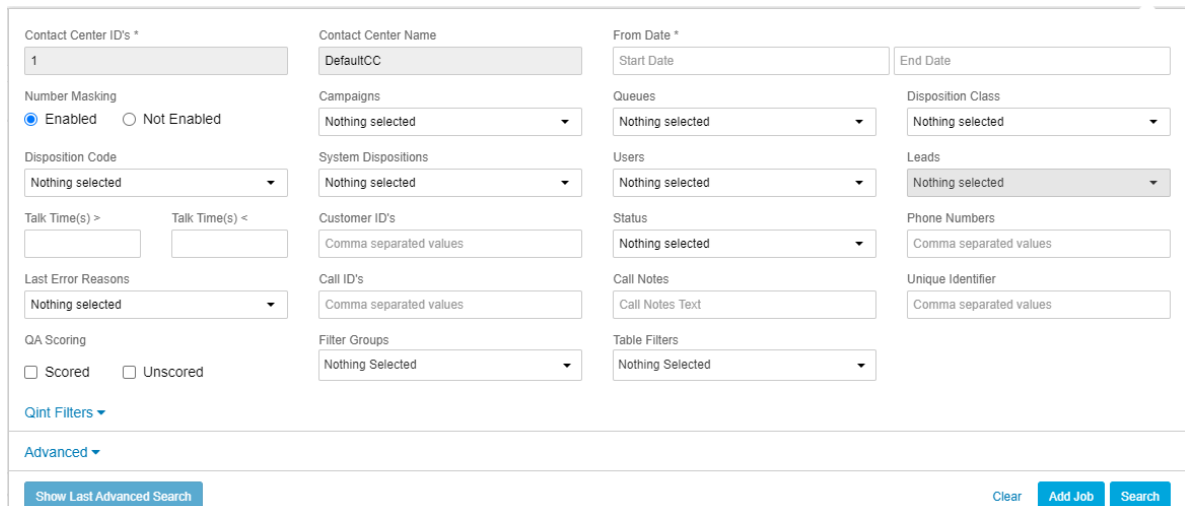


Figure: Voicelog Search

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.

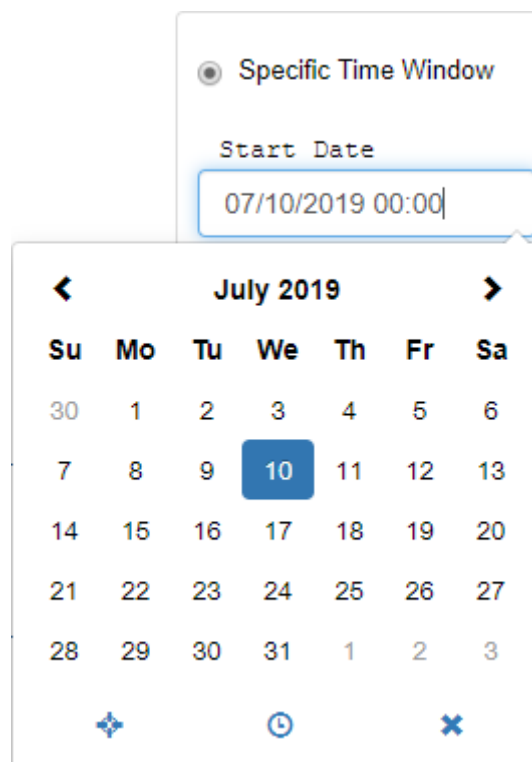





Figure: Select Start Date in Calendar

- 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.

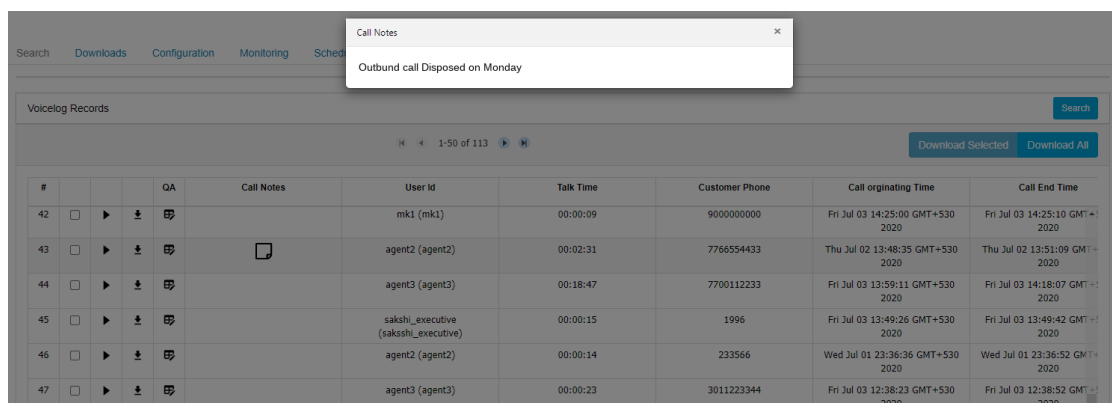
19. **Last Error Reason:** It lets you search for the voicelogs of those cases, which are marked with the selected last error reason. By default, it contains the following options.

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.



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

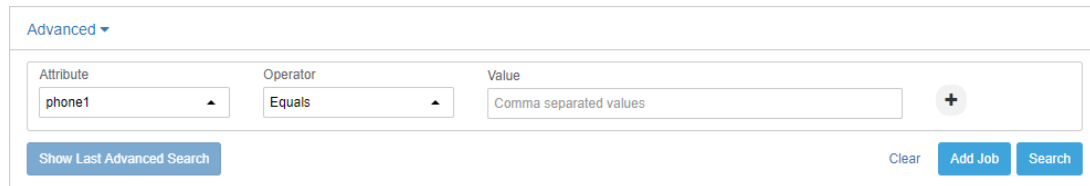
#	OA	Call Notes	User Id	Talk Time	Customer Phone	Call originating Time	Call End Time
42			mk1 (mk1)	00:00:09	9000000000	Fri Jul 03 14:25:00 GMT+530 2020	Fri Jul 03 14:25:10 GMT+530 2020
43			agent2 (agent2)	00:02:31	7766554433	Thu Jul 02 13:48:35 GMT+530 2020	Thu Jul 02 13:51:09 GMT+530 2020
44			agent3 (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.



Advanced ▾

Attribute	Operator	Value
phone1 ▾	Equals ▾	Comma separated values

Show Last Advanced Search Clear Add Job 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.

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'.
 - Buttons: 'Show Last Advanced Search', 'Clear', 'Add Job', and 'Search'.

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	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	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	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.

The screenshot shows a web interface titled "Voicelog Records". At the top right is a "Search" button. Below it is a pagination bar showing "1-50 of 162" and two buttons: "Download Selected" and "Download All". The main content is a table with the following columns: #, User Id, Talk Time, Customer Phone, Call originating Time, and Call End Time. A pop-up player is overlaid on the table, showing "Playing" and a progress bar at "0:01 / 0:02". A "Close" button is visible at the bottom of the pop-up.

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

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.

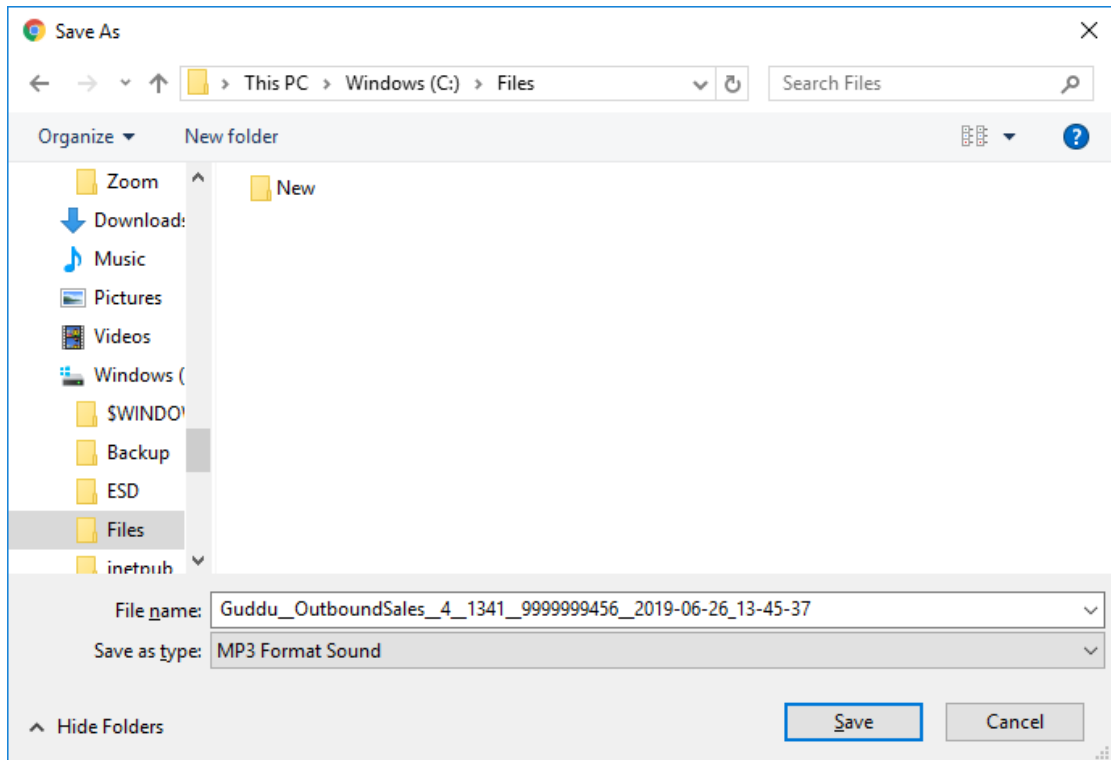


Figure: Download the Voicelog

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.

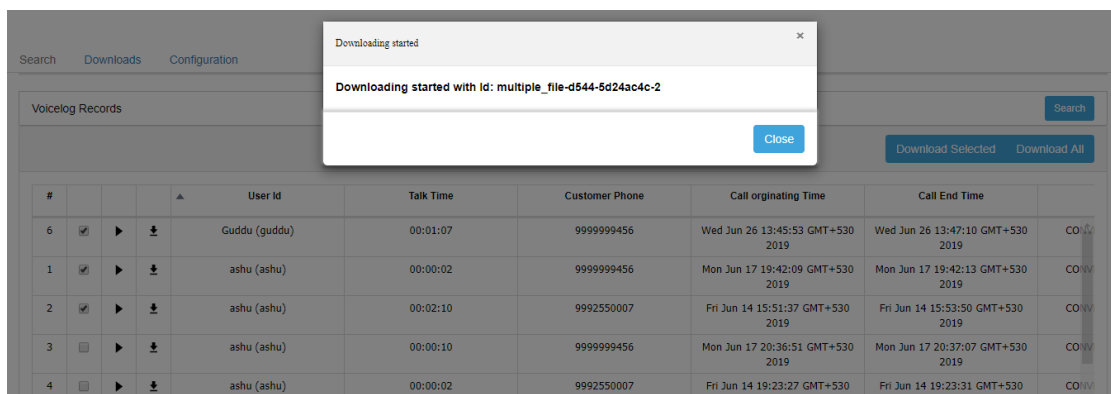


Figure: Download Selected Voicelogs

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.

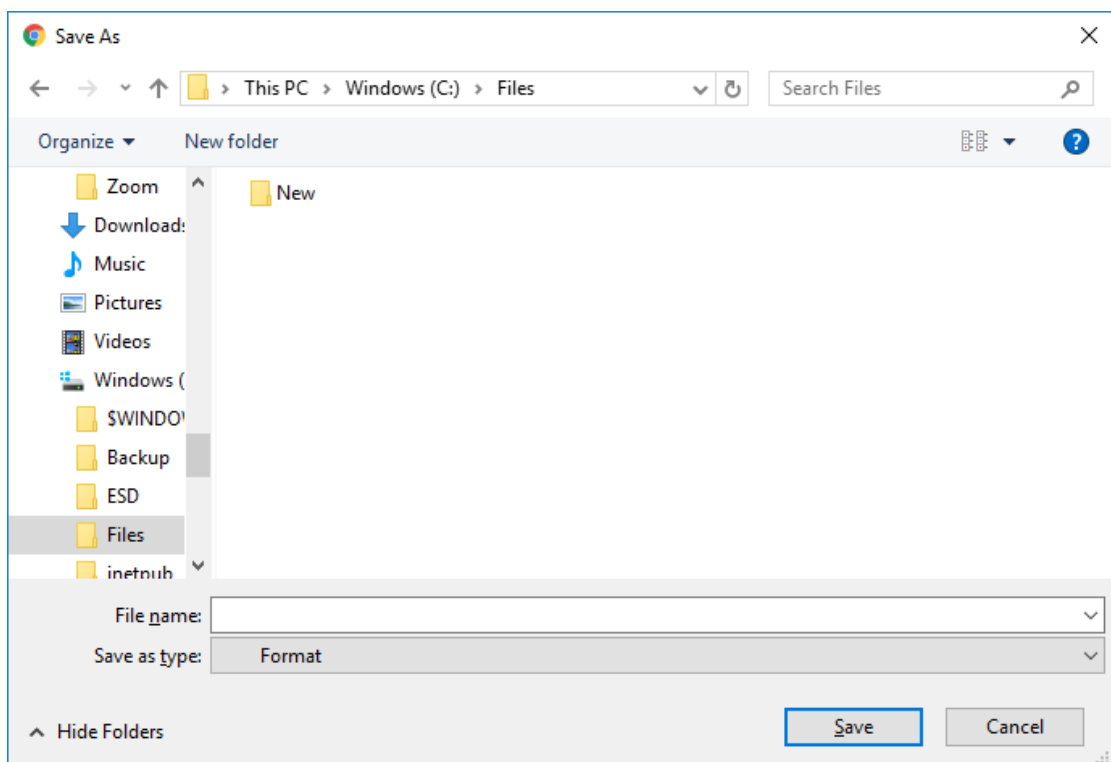


Figure: Download File

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.

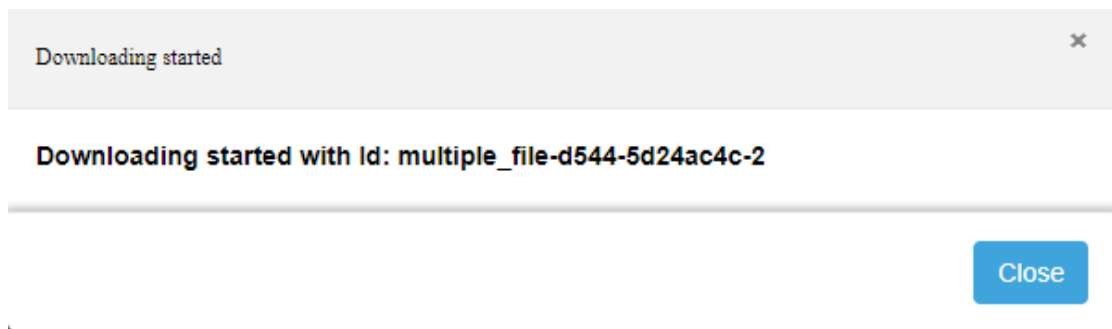


Figure: Pop-up to show that downloading has been started

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.

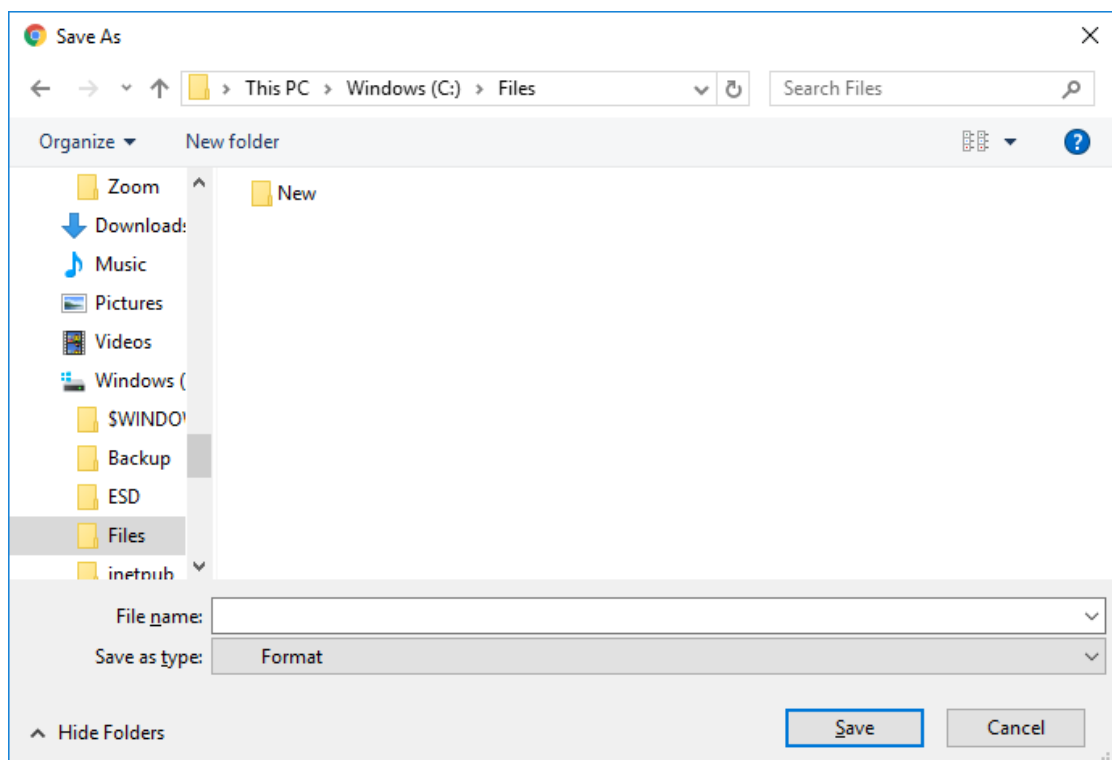



Figure: Download File

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.

QA Scoring ✕

QAScore Customer History

Customer Info

Setup ID	MasterSetup
campaign ID	1
User Id	dhillon
Call Id	d814-5d778333-vcall-41
OverAll Comment	<input type="text"/>

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

kavinder	<input type="text" value="NOT APF"/>	<input type="text" value="comment"/>
dhillon	<input type="text" value="Enter 1 to 5"/>	<input type="text" value="comment"/>
Review	<input type="text" value="NOT APF"/>	<input type="text" value="comment"/>
Rate	<input type="text" value="NOT APF"/>	<input type="text" value="comment"/>

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.

QA Scoring
✕

QAScore

Customer History

Customer Info

Setup ID

campaign ID

User Id

Call Id

OverAll Comment

Show Call's QA Score History

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

kavinder	<input style="width: 100%;" type="text" value="NOT APF"/>	<input style="width: 100%;" type="text" value="comment"/>
dhillon	<input style="width: 100%;" type="text" value="Enter 1 to 5"/>	<input style="width: 100%;" type="text" value="comment"/>
Review	<input style="width: 100%;" type="text" value="NOT APF"/>	<input style="width: 100%;" type="text" value="comment"/>
Rate	<input style="width: 100%;" type="text" value="NOT APF"/>	<input style="width: 100%;" type="text" value="comment"/>

Apply

Cancel

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 Administrator (Administrator) [17-C ▼]

Call Id d814-5d778333-vcall-41

QA Parameter Name	Value	Comment	Score
Review	COMMEI ▼	2	0
dhillon	3 ▼	done	3
kavinder	true ▼	done	1
Rate	Excelent ▼	good	5

Back

Apply
Cancel

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.

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 orginating Time
1	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	<input type="external-link"/>	Austin (Austin)	00:00:15	705550559	Fri Aug 30 17:38:45 GMT+530 2019
2	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	<input type="external-link"/>	Austin (Austin)	00:00:02	705550559	Fri Aug 30 17:15:32 GMT+530 2019
3					Austin (Austin)	00:00:00	45646545	Fri Aug 30 17:34:19 GMT+530 2019
4	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	<input type="external-link"/>	Austin (Austin)	00:00:22	860393339	Fri Aug 30 17:13:23 GMT+530 2019
5	<input type="checkbox"/>	<input type="play"/>	<input type="download"/>	<input type="external-link"/>	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

5.3 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

5.4 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+

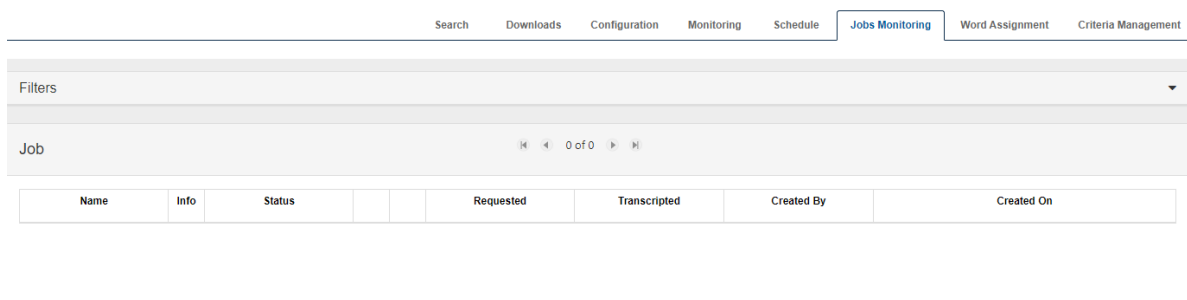
After making a change, you can click "Save" to save the changes.

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

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.

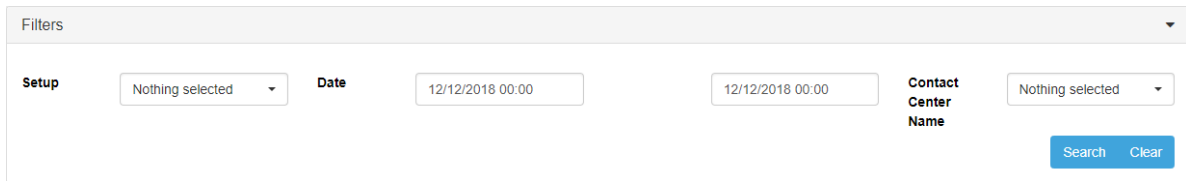


The screenshot shows a web interface with a navigation bar at the top containing 'Search', 'Downloads', 'Configuration', 'Monitoring', 'Schedule', 'Jobs Monitoring', 'Word Assignment', and 'Criteria Management'. Below the navigation bar is a 'Filters' section with a dropdown arrow. Underneath is a 'Job' section with a pagination indicator '0 of 0'. The main content is a table with the following columns: Name, Info, Status, Requested, Transcribed, Created By, and Created On.

Name	Info	Status	Requested	Transcribed	Created By	Created On
------	------	--------	-----------	-------------	------------	------------

Figure: Monitoring

You can click "Filters" to expand its section.



The screenshot shows a 'Filters' panel with the following elements:

- Setup:** A dropdown menu currently showing 'Nothing selected'.
- Date:** Two input fields, both containing the text '12/12/2018 00:00'.
- Contact Center Name:** A dropdown menu currently showing 'Nothing selected'.
- Buttons:** 'Search' and 'Clear' buttons located at the bottom right of the panel.

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.