

# **Administrator Manual of Ameyo ART 4.6**

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## 1. Document Versioning

<b>Version</b>	<b>Date</b>	<b>Purpose</b>	<b>Author</b>
4.6.1-ArM	12-Jul-2019	First Draft	Keshav Arora

## 2. Getting Started

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

1. [Enable ART](#)
2. [Enable Voicelogs](#)
3. [Configure SSL for ART](#)
4. [Configure Single-Sign On for ART](#)

Click the links to know more about them.

## 2.1 Enable ART

Perform the following steps.

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

```
psql -U postgres
```

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

```
create database art_configuration_db ;
```

3. Execute the following command to create Reports Database.

```
create database reportsdb ;
```

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

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

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

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

**Figure:** Activate Archiving and Reporting Tool

- Execute the following command to list the databases.

```
\l
```

- Execute the following command to exit from PostgreSQL Console.

```
\q
```

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

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

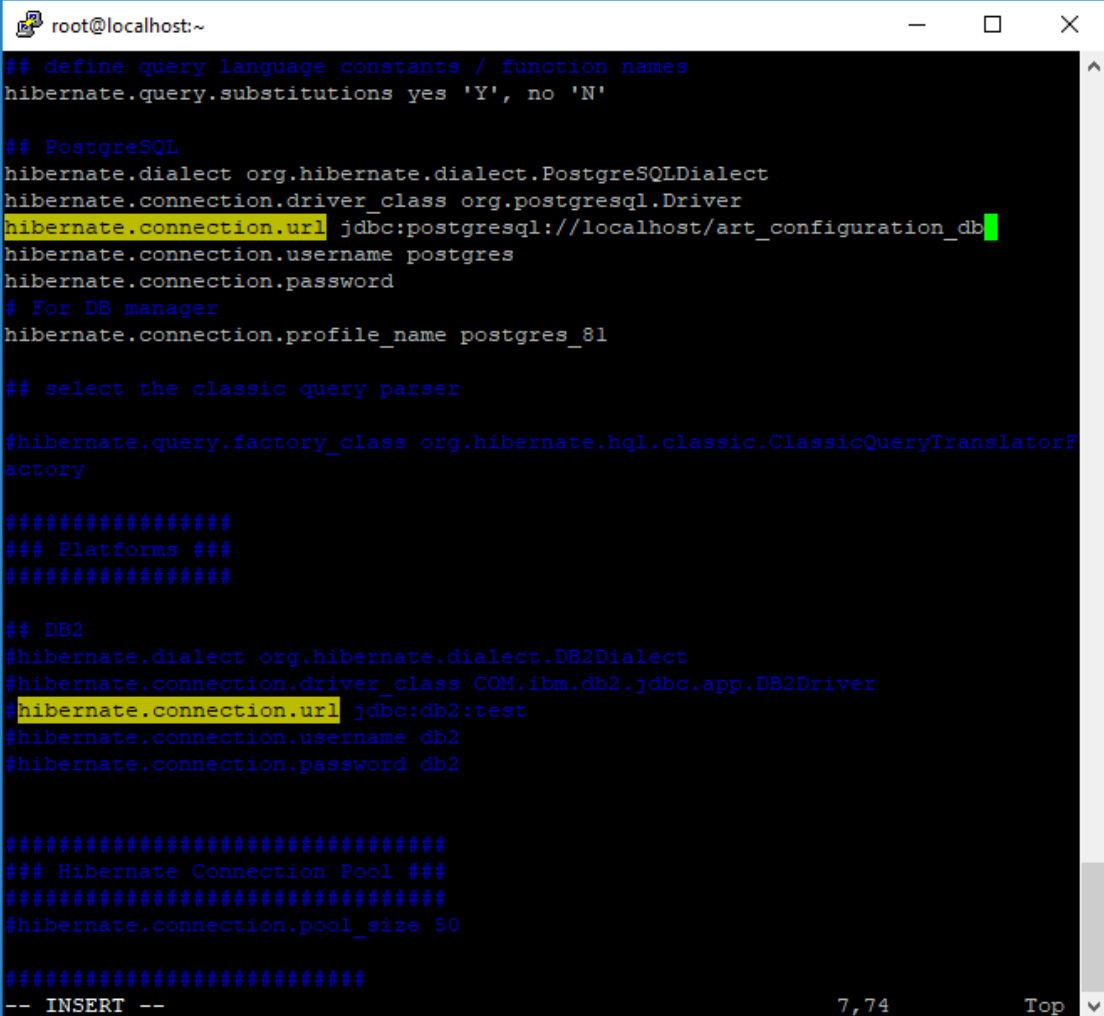
```
vim  
/dacx/var/ameyo/dacxdata/ameyo.art.product/conf/hibernate.properties
```

You have to change the following value.

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

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

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



```
root@localhost:~  
## define query language constants / function names  
hibernate.query.substitutions yes 'Y', no 'N'  
  
## PostgreSQL  
hibernate.dialect org.hibernate.dialect.PostgreSQLDialect  
hibernate.connection.driver_class org.postgresql.Driver  
hibernate.connection.url jdbc:postgresql://localhost/art_configuration_db  
hibernate.connection.username postgres  
hibernate.connection.password  
# For DB manager  
hibernate.connection.profile_name postgres_81  
  
## select the classic query parser  
  
#hibernate.query.factory_class org.hibernate.hql.classic.ClassicQueryTranslatorFactory  
actory  
  
#####  
### Platforms ###  
#####  
  
## DB2  
#hibernate.dialect org.hibernate.dialect.DB2Dialect  
#hibernate.connection.driver_class COM.ibm.db2.jdbc.app.DB2Driver  
#hibernate.connection.url jdbc:db2:test  
#hibernate.connection.username db2  
#hibernate.connection.password db2  
  
#####  
### Hibernate Connection Pool ###  
#####  
#hibernate.connection.pool_size 50  
  
#####  
-- INSERT --
```

**Figure:** Changed the Database in Hibernate.Props file

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

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

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



```

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

**Figure:** AmeyoART.ini file

Search for the following values and change it.

**Table:** Replace Old Values in AmeyoART.ini File

Old Value	New V
archiverSourceDbUrl=jdbc:postgresql://127.0.0.1/ameyodb	archiverSourceDbUrl=jdbc:postgr You can also mention IP Address
archiverDestinationDbUrl=jdbc:postgresql://127.0.0.1/reportsdb	archiverDestinationDbUrl=jdbc:p You can also mention IP Address
setupName=MasterSetup	setupName=<value> You can mention a different setup obtain from Service Delivery Team

<p>setupID=</p>	<p>setupID=&lt;value&gt; You can mention a different setupID obtain from Service Delivery Team</p>
<p>archiverServerIP=127.0.0.1</p>	<p>archiverServerIP=localhost You can also mention IP Address</p>

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

**Figure:** Changed AmeyoART.INI file

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

x-frame-options=<PROTOCOL>://<appserver\_IP\_name>:<PORT>

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

**Table:** Replace Sample Values

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

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

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

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

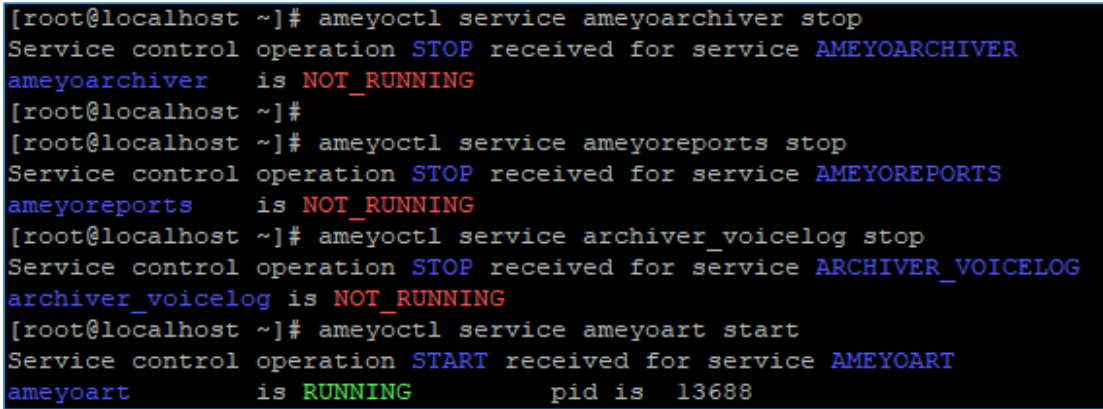
```
ameyoctl service ameyoarchiver stop
```

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

```
ameyoctl service ameyoreports stop
```

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

```
ameyoctl service archiver_voicelog stop
```

9.  The screenshot shows a terminal window with the following output: [root@localhost ~]# ameyoctl service ameyoarchiver stop; Service control operation STOP received for service AMEYOARCHIVER; ameyoarchiver is NOT\_RUNNING; [root@localhost ~]# ameyoctl service ameyoreports stop; Service control operation STOP received for service AMEYOREPORTS; ameyoreports is NOT\_RUNNING; [root@localhost ~]# ameyoctl service archiver\_voicelog stop; Service control operation STOP received for service ARCHIVER\_VOICELOG; archiver\_voicelog is NOT\_RUNNING; [root@localhost ~]# ameyoctl service ameyoart start; Service control operation START received for service AMEYOART; ameyoart is RUNNING pid is 13688

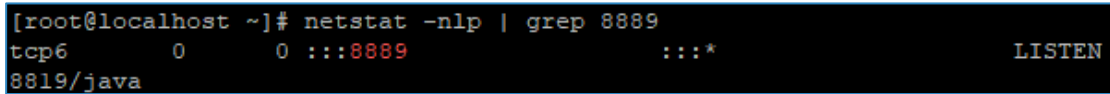
**10. Figure:** Stopping other Services and Starting AmeyoART Service

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

```
ameyoctl service ameyoart start
```

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

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



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

**Figure:** Status of PORT

13. It is required to update "art\_configuration\_db" with the two entries listed hereinbelow. Perform the following steps.

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

```
psql -U postgres
```

- B. Execute the following command to enter the art\_configuration\_db database.

```
\c art_configuration_db
```

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

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

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

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

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

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

**Figure:** Update "art\_configuration\_db"

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

```
\q
```

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

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

```
psql -U postgres
```

- B. Execute the following command to enter art\_configuration\_db database.

```
\c reportsdb
```

- C. Execute the following commands one by one.

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

```
SELECT * from users_dimension ;
```

```
SELECT * from campaign_context_dimension ;
```

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

\q

## 2.2 Enable Voicelogs

Perform the following steps.

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

```
psql -U postgres
```

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

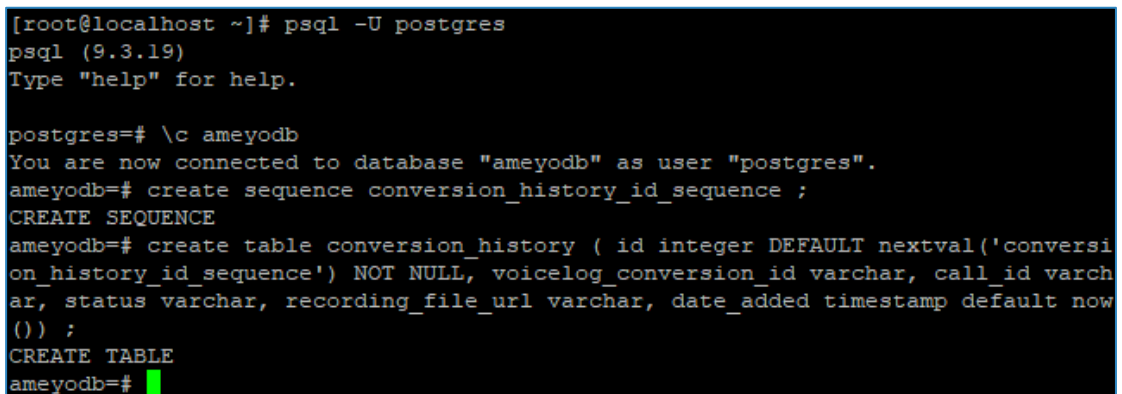
```
\c ameyodb ;
```

3. Execute the following command to create conversion\_history\_id sequence.

```
create sequence conversion_history_id_sequence ;
```

4. Execute the following command to create conversion\_history sequence.

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



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

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

**Figure:** Activate Voicelogs

5. Execute the following command to enter the console of "art\_configuration\_db".

```
\c art_configuration_db
```

- Execute the following command to insert an entry in

"va\_ameyo\_setup\_configuration" table.

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

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

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

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

**Figure:** Activate Voicelogs

- Execute the following command.

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



```
'{"runnableReportsExecutorName":{"executerCapacity":10,"conveyorC
apacity":25,"conveyorMinThreshold":10,"conveyorPollingTime":30},"
regularExecutor":{"executerCapacity":10,"conveyorCapacity":25,"co
nveyorMinThreshold":10,"conveyorPollingTime":30}}' WHERE
name='jobExecutorConfigurationParams';
```

8. Execute the following command.

```
insert into transformables
va_ameyo_setup_configuration(source_persist_policy_instance, sourc
e_table_name, destination_persist_policy_instance, destination_tabl
e_name, transformer_type, configuration_json, cursor_metadata, enable
d) values
('DESTINATION', 'va_call_denormalized_table', 'DESTINATION', 'va_cal
l_denormalized_table', 'beanTransformer', '{"batchSize":100,"cursor
Attribute":"ch_archive_id","rewindIntervalMs":60000,"rewindDurati
on":"2hours","rewindAttribute":"date_added","enableVoicelogDataCo
nfiguration":true,"timeAttribute":"ch_date_added","dataDurationPe
rTransaction":"7days","voiceResourceId":"1"}', '{"cursorPosition":
0}','t');
```

```
art_configuration_db=# insert into transformables (source_persist_policy_instanc
e, source_table_name, destination_persist_policy_instance, destination_table_name, t
ransformer_type, configuration_json, cursor_metadata, enabled) values ('DESTINATION
', 'va_call_denormalized_table', 'DESTINATION', 'va_call_denormalized_table', 'beanT
ransformer', '{"batchSize":100,"cursorAttribute":"ch_archive_id","rewindIntervalM
s":60000,"rewindDuration":"2hours","rewindAttribute":"date_added","enableVoicelo
gDataConfiguration":true,"timeAttribute":"ch_date_added","dataDurationPerTransac
tion":"7days","voiceResourceId":"1"}', '{"cursorPosition":0}','t');
INSERT 0 1
```

**Figure:** Adding an Entry

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

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

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

**Figure:** List of Available Modes

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

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

10. Execute the following to exit from PostgreSQL Console.

```
\q
```

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

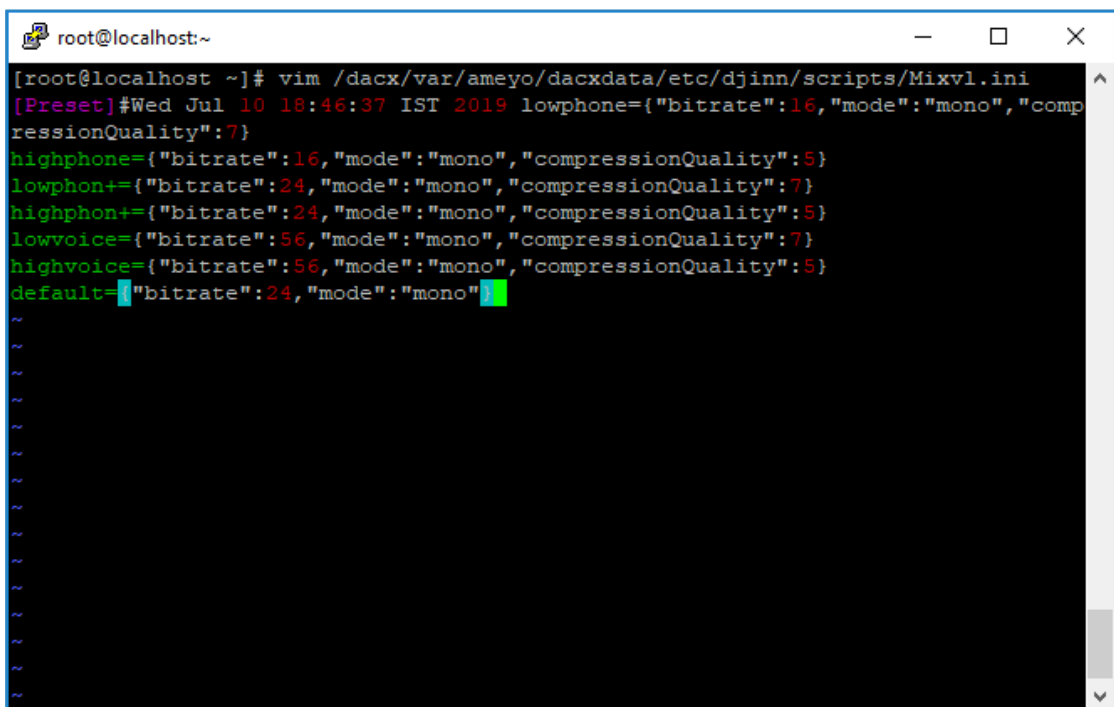
```
"/dacx/var/ameyo/dacxdata/etc/djinn/scripts/".
```

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

Copy the following content in this file.

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

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



```
root@localhost:~
[root@localhost ~]# vim /dacx/var/ameyo/dacxdata/etc/djinn/scripts/Mixvl.ini
[Preset]#Wed Jul 10 18:46:37 IST 2019 lowphone={"bitrate":16,"mode":"mono","comp
ressionQuality":7}
highphone={"bitrate":16,"mode":"mono","compressionQuality":5}
lowphon+={"bitrate":24,"mode":"mono","compressionQuality":7}
highphon+={"bitrate":24,"mode":"mono","compressionQuality":5}
lowvoice={"bitrate":56,"mode":"mono","compressionQuality":7}
highvoice={"bitrate":56,"mode":"mono","compressionQuality":5}
default={"bitrate":24,"mode":"mono"}
```

**Figure:** Content of new MixVl.ini file

Press "Esc" to exit the edit mode. Type ":wq!", and press "Enter" to save and close the file.

## 2.3 Configure SSL for ART

If you want to configure SSL for Ameyo Archiving and Reporting Tool (ART), then you must have configured the SSL for Ameyo AppServer. Please refer to ["Manual to configure SSL for Ameyo AppServer"](#) to know more.

If SSL is configured for Ameyo AppServer, then perform the following steps to configure SSL for ART.

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

```
psql -U postgres
```

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

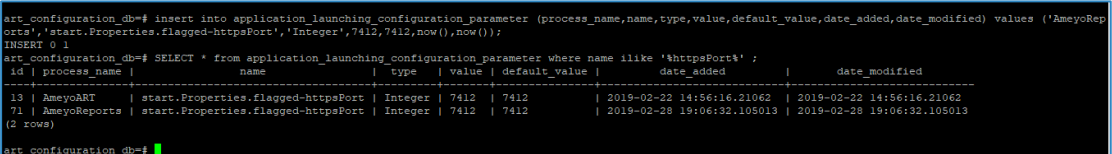
```
\c art_configuration_db ;
```

Replace "art\_configuration\_db" with the name of ART Configuration Database used in your environment.

3. Execute the following query to enter the values of HTTPS and PORT in

application\_launching\_configuration\_parameter table.

```
insert into
application_launching_configuration_parameter(process_name,name,t
ype,value, default_value,date_added,date_modified) values
('AmeyoReports','start.Properties.flagged-
httpsPort','Integer',7412, 7412,now(),now()) ;
```



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

**Figure:** Command to configure SSL for ART

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

```
insert into application_launching_configuration_parameter
(process_name,name,type, value,default_value) values
('AmeyoART','start.Properties.flagged-x-frame-options','String',
'https://<Domain_Name>.com:7412;https://<Domain_Name>.com:8443"'
, '');
```

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

**Figure:** Command to configure X-Frame Options

- Execute the following command to exit from PostgreSQL Console.

```
\q
```

## 2.4 Configure Single Sign-On

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

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

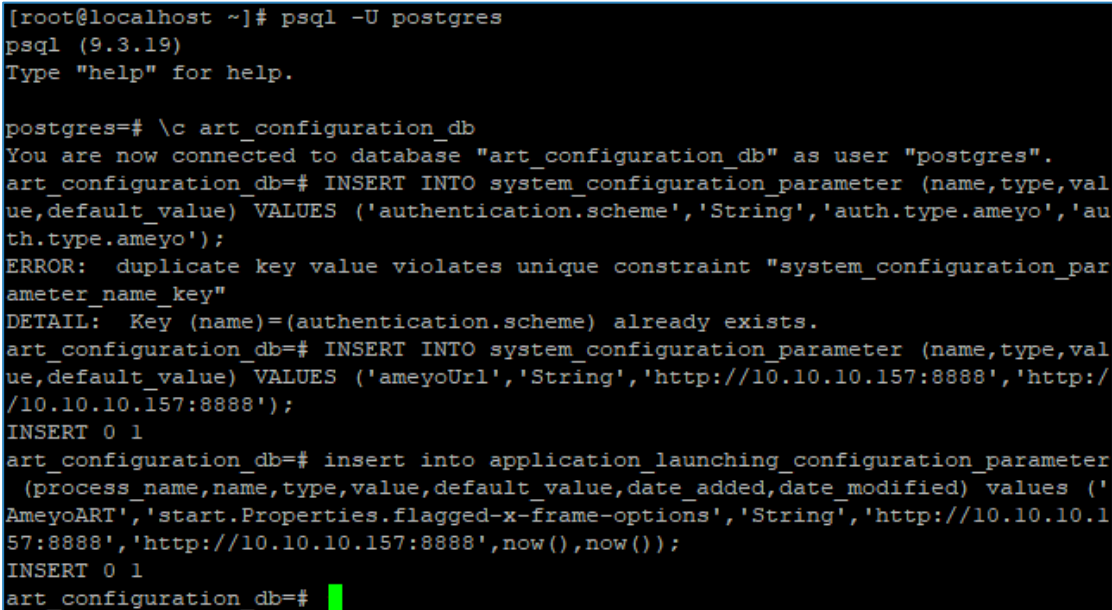
```
psql -U postgres
```

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

```
\c art_configuration_db ;
```

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

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



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

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

**Figure:** Enable SSO

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

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

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

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

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

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

**Table:** Replace Sample Values

- Execute the following command to exit from PostgreSQL Console.

```
\q
```

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

```
locate ameyoconfig.props
```

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

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

```
[root@localhost ~]# locate ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
emerge_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
engage_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
supervisor_engage_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
web_server_1.0.0.201811060402/ameyoconfig.props
[root@localhost ~]# vim /ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/pl
ugins/com_drishti_ameyo_web_server_1.0.0.201811060402/ameyoconfig.props
UpdatedTue Aug 23 23:09:03 IST 2016
#Tue Aug 23 23:09:03 IST 2016
iframeUrl=http://www.w3schools.com/
refreshConfig=true
requesting-host=web-supervisor
ameyoDatabasePassword=
missedCallIntervalMin=60
missedCallServerProtocol=http
IFRAME_PRESENTER=false
waitTimeForQueueManagementRefresh=60000
displayVoiceLogModule=true
enableAssignScoreButtonForContactCenterId=0
isAuthPolicyEnabled=false
```

**Figure:** Locate and Edit AmeyoConfig.props file

- Press "Esc" key, type /, and type "reportsServer". Press "Enter" key to search for the following entries and modify them.
  - ameyoURL=<appserver\_IP>
  - reportsServerIP=<appserver\_IP>
  - reportsServerProtocol=<PROTOCOL>
  - reportsServerPort=<ART\_PORT>
  - vlaServerIP=<appserver\_IP>



- `vlaServerProtocol=<PROTOCOL>`
- `vlaServerPort=<VLA_PORT>`

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

**Table:** Replace Sample Values

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

10. Execute the following command to stop AmeyoART service.

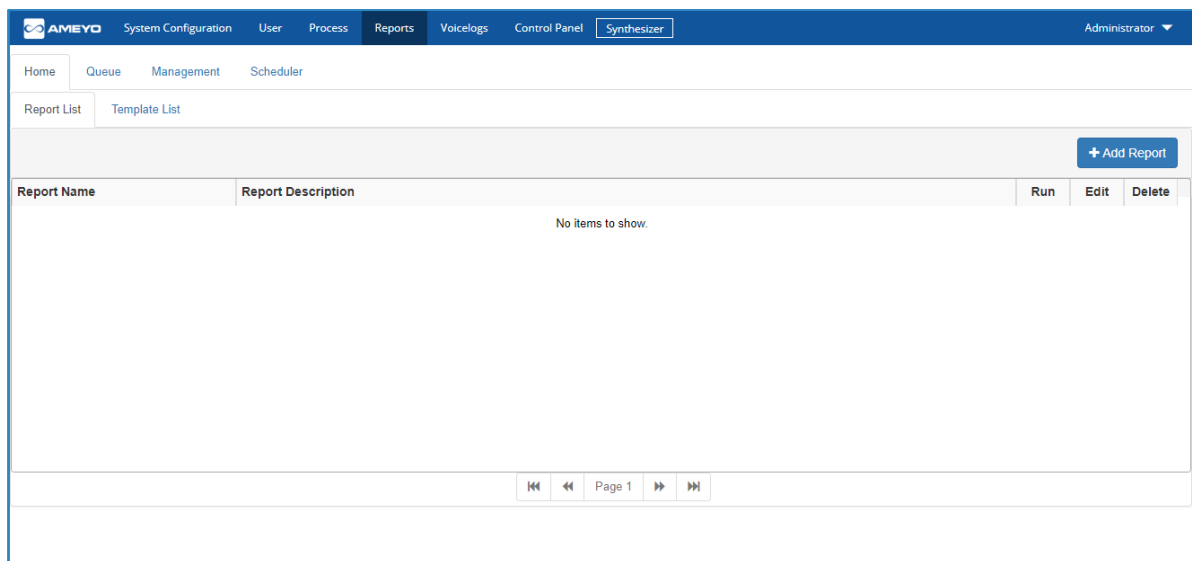
```
ameyoctl service ameyoart stop
```

11. Execute the following command to start AmeyoART service.

```
ameyoctl service ameyoart start
```

### 3. Configure ART

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



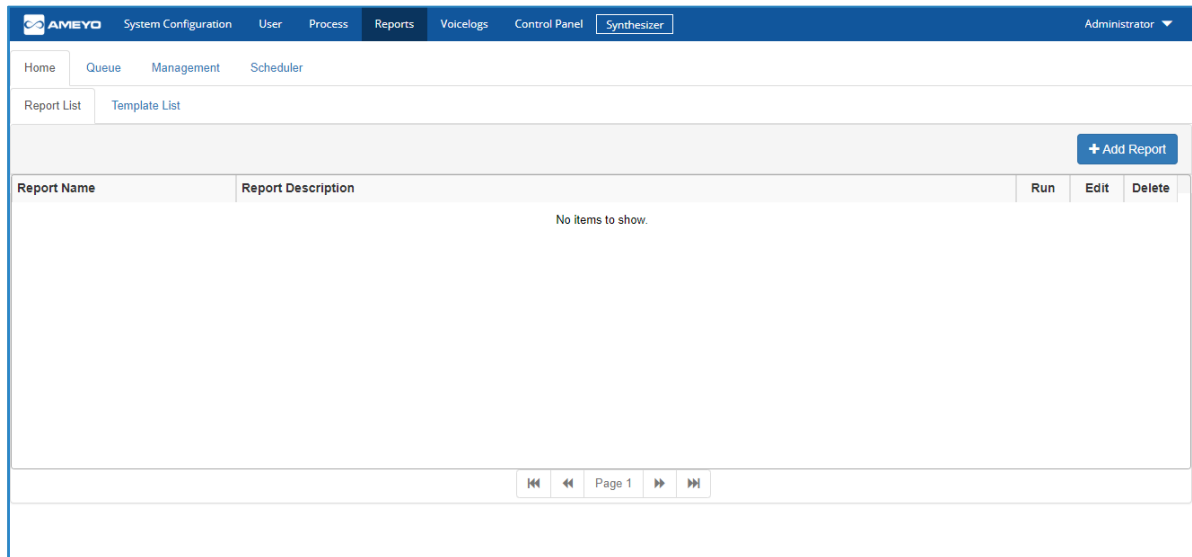
**Figure:** ART Console

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

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

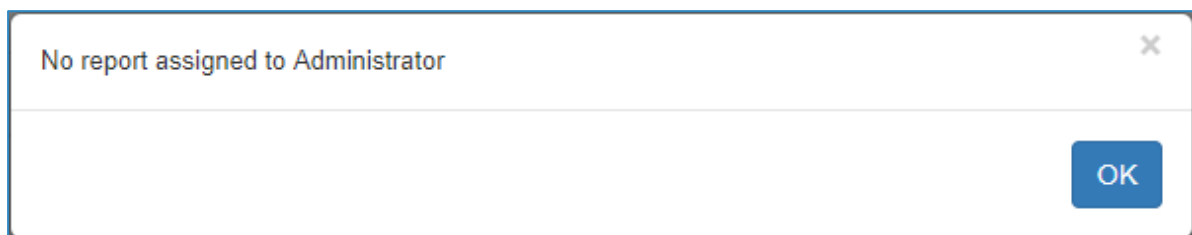
### 3.1 Home Tab

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



**Figure:** Home Tab

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



**Figure:** No Report Assignment Warning Message

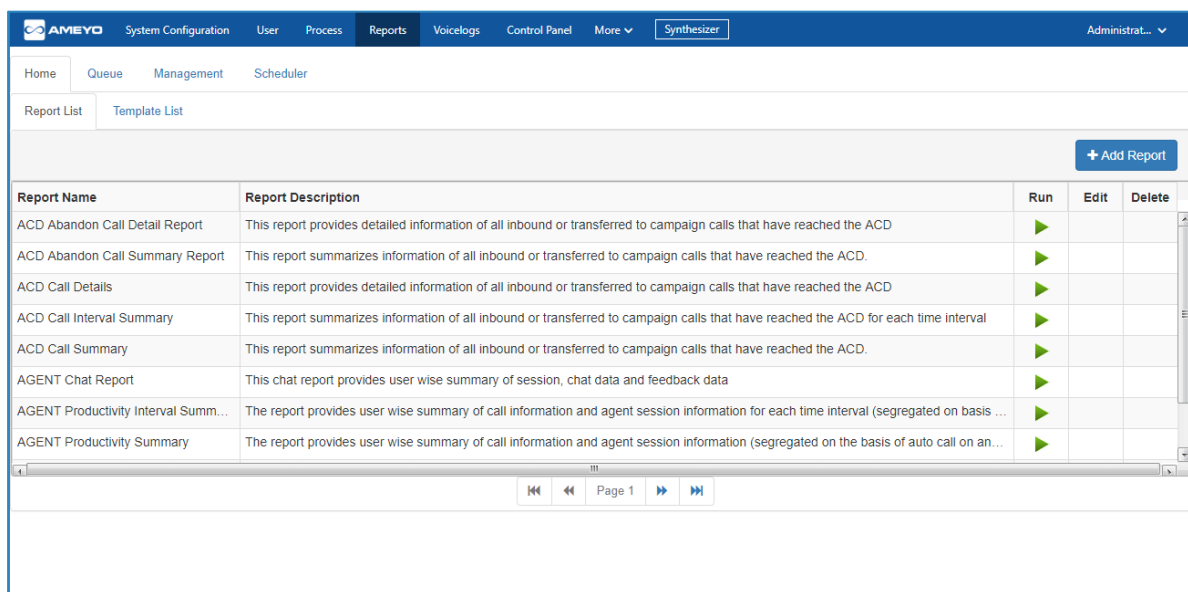
It contains the following two tabs. Click the links to know more about them.

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

### 3.1.1 Report List Tab

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

Multiple changes has been made in Ameyo Archiving and Reporting Tool 4.6. Please refer to ["ART" Section in "Enhancements" page of "Release Notes of Ameyo 4.6" document](#) to know more about the same.



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

**Figure:** "Report List" in Home Tab

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

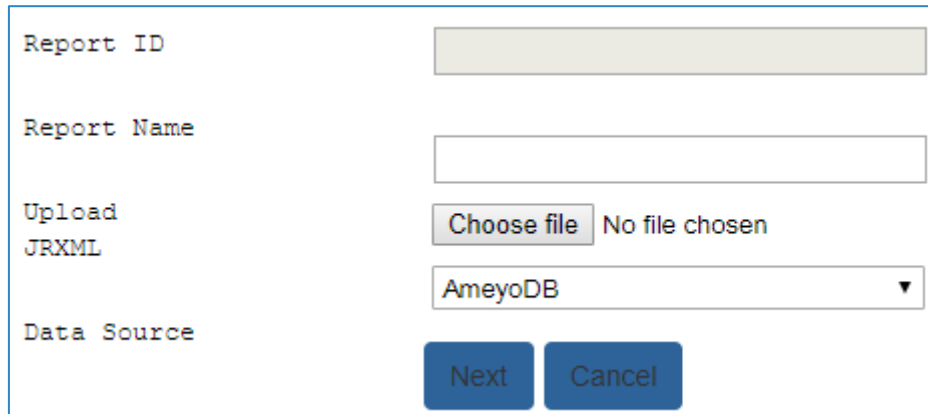
The Administrator can perform the following operations.

- Add [Custom] Report
- Generate Report

#### 3.1.1.1 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.



The screenshot shows a form with the following elements:


- Report ID**: A text input field.
- Report Name**: A text input field.
- Upload JRXML**: A file upload area containing a "Choose file" button and the text "No file chosen".
- Data Source**: A dropdown menu with "AmeyoDB" selected.
- Next** and **Cancel**: Two blue buttons at the bottom right.

**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.

### 3.1.1.2 Generate Report

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

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

AMEYO System Configuration User Process Reports Voicelogs Control Panel More Synthesizer Administrat...

Home Queue Management Scheduler

Output Formats: CSV XLS PDF HTML

ACD Call Details

Back Save Schedule Report Run

Input Parameter

Options

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

Specific Time Window

Start Date  
Start Date

End Date  
End Date

For Current Nothing selected

For Last Nothing selected 1

Optional Fields

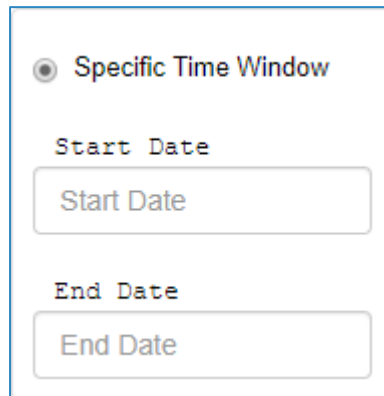
Select All

Campaigns

No Campaigns available corresponding to

**Figure:** Run Report

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

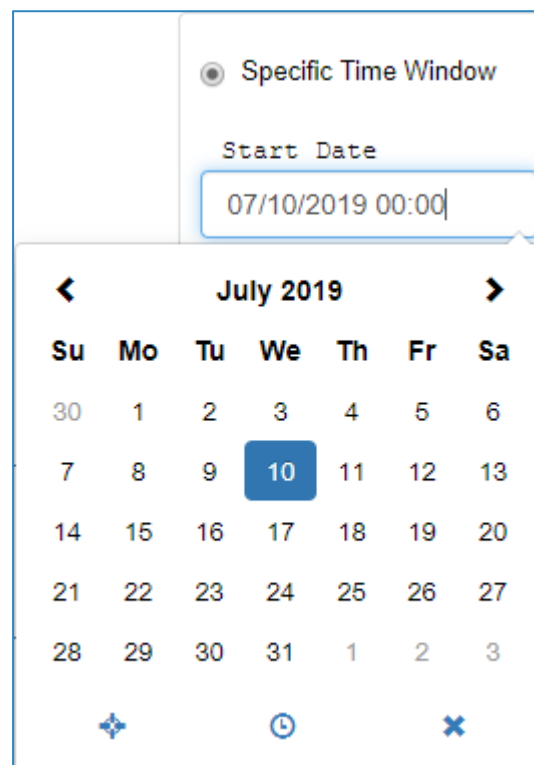


The screenshot shows a form with a radio button labeled "Specific Time Window" which is selected. Below it are two text input fields. The first is labeled "Start Date" and contains the text "Start Date". The second is labeled "End Date" and contains the text "End Date".

**Figure:** Provide the specific Duration of Data Collection




Perform the following steps.

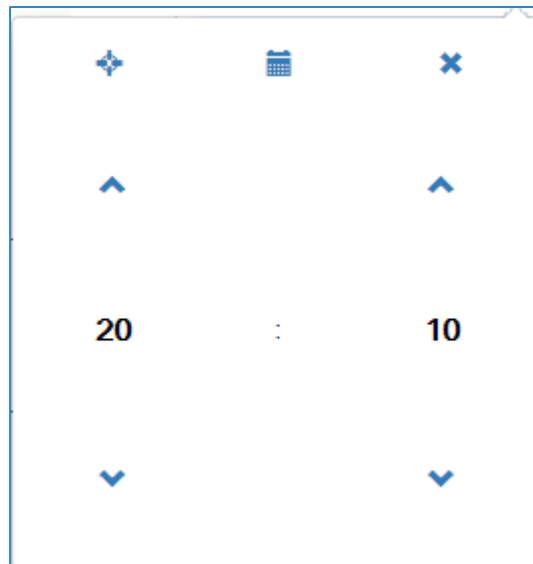
- I. Click "Specific Time Window" radio button to enable this option.
- II. **Select Start Date:** Perform the following steps to select the start date.
  - a. Click "Start Date" textbox to show the calendar.





The screenshot shows the "Specific Time Window" configuration form with the "Start Date" field highlighted. The field contains the text "07/10/2019 00:00". Below the field is a calendar for July 2019. The date "10" is selected and highlighted in blue. The calendar has navigation arrows and icons for zooming and closing.


**Figure:** Select Start Date in Calendar

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



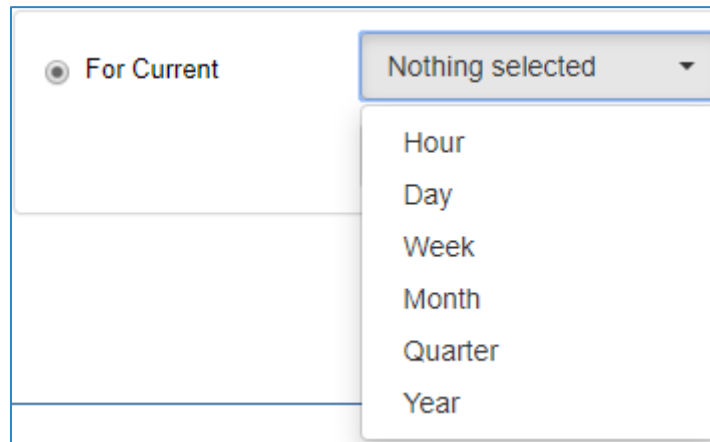
**Figure:** Select Start Time in Calendar

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

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

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





**Figure:** Options for "Current" data window

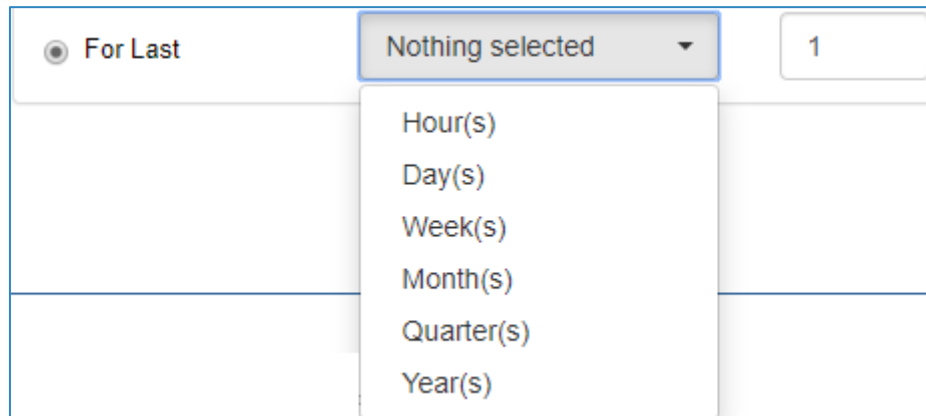
Select this option and click the drop-down menu to select any one of the following values.

2.

A.

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

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

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

**Figure:** Options for "Last" data window

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

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

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

3.

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

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

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

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

Campaigns	No Campaigns available corresponding to above input...
-----------	--

**Figure:** No campaign available for the selected duration

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

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

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

Queues No Queues available corresponding to above input...

**Figure:** No queue available

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

The screenshot displays two sections: 'Campaigns' and 'Queues'. Both sections have a 'Select All' checkbox checked. Under 'Campaigns', five buttons are visible: 'TestChat x', 'TestIC x', 'TestInbound x', 'TestOutbound x', and 'TestParallel x'. Below these, a 'TestVB x' button is also present. Under 'Queues', four buttons are visible: 'TestC2 x', 'TestChat1 x', 'Test1 x', and 'Test2 x'.

**Figure:** Selected the Campaigns and Queues

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

6. **Charts:** Select this option to include any or all of the following charts in the reports.
- Abandoned Call Analysis (Campaign and Queue wise)
  - Queue Wait Time Analysis

The values of Charts can be different for different reports.

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

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

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

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

The screenshot displays the 'ACD Call Details' configuration page. At the top right, there are buttons for 'Back', 'Save', 'Schedule Report', and 'Run'. Below these, the 'Output Formats' section includes checkboxes for CSV, XLS (checked), PDF, and HTML. The main configuration area is divided into several sections:

- Data Window:** Includes a 'Data Window' label and a description. It has two radio buttons: 'Specific Time Window' (selected) and 'For Current'. The 'For Current' option has a dropdown menu set to 'Nothing selected'. The 'For Last' option has a dropdown menu set to 'Year(s)' and a text input field containing '2'. There are also 'Start Date' and 'End Date' input fields.
- Optional Fields:** Includes a 'Select All' checkbox (checked) and a list of field selection buttons: 'Actual Channel', 'Call Type', 'DNIS', 'No Optional Field', 'Queue ID', 'Queue wait time', and 'User ID'.
- Campaigns:** Includes a 'Select All' checkbox (checked) and a list of campaign selection buttons: 'TestChat', 'TestC', 'TestInbound', 'TestOutbound', 'TestParallel', and 'TestVB'.
- Queues:** Includes a 'Select All' checkbox (checked) and a list of queue selection buttons: 'TestC2', 'TestChat1', 'Test1', and 'Test2'.
- Charts:** Includes a 'Select All' checkbox (checked) and a list of chart selection buttons: 'Abandoned Call Analysis(Campaign & Queue Wise)' and 'Queue Wait Time Analysis'.
- Date Format:** A dropdown menu set to 'dd-MM-yyyy h:mm:ss a'.

**Figure:** Sample Details to generate a report

You can click any report icon to download it.

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

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

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

Figure: Generating the report

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

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

Figure: Generated the Report

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

Save Template As ✕

Cancel
OK

Figure: Pop-up to save the template

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

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

### 3.1.2 Template List Tab

This tab shows the list of saved report templates.

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

**Figure:** Template List Tab

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

#### 3.1.2.1 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.

AGENT Activity Summary	
Output Formats: CSV <input type="checkbox"/> XLS <input type="checkbox"/> PDF <input type="checkbox"/> HTML <input type="checkbox"/>	<input type="button" value="Back"/> <input type="button" value="Save"/> <input type="button" value="Schedule Report"/> <input type="button" value="Run"/>
<b>Input Parameter</b> <b>Data Window*</b> Data window is the time interval for which you want the report to be fetched.	<b>Options</b> <input checked="" type="radio"/> Specific Time Window Start Date: 09/04/2018 00:00 End Date: 12/11/2018 18:15 <input type="radio"/> For Current: Nothing selected <input type="radio"/> For Last: Nothing selected   1
<b>Optional Fields</b> <input type="checkbox"/> Select All <input type="button" value="Call Back Calls Answered"/> <input type="button" value="Call Back Calls Offered"/>	

**Figure:** Run Template

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

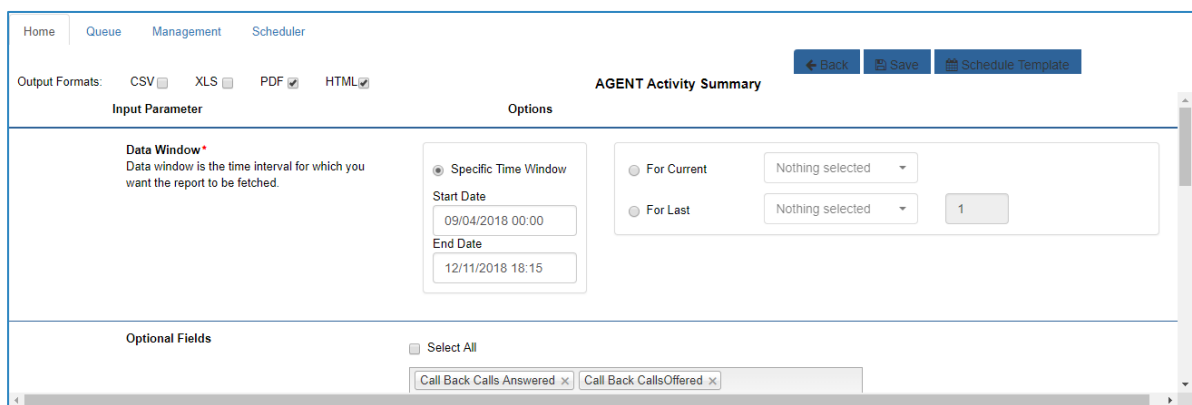
- **Run:** Click it to run and generate the report. The steps to run the report are already discussed in "Run Report" section of "Report List" page. [Know more...](#)



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

### 3.1.2.2 Edit Template

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



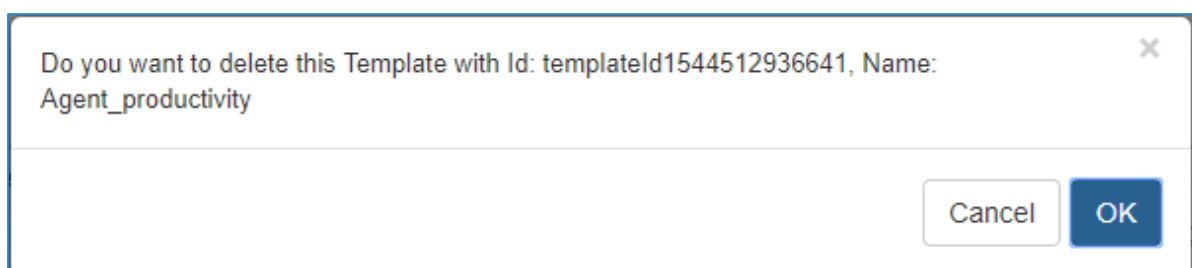
**Figure:** Edit Template

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

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

### 3.1.2.3 Delete Template

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



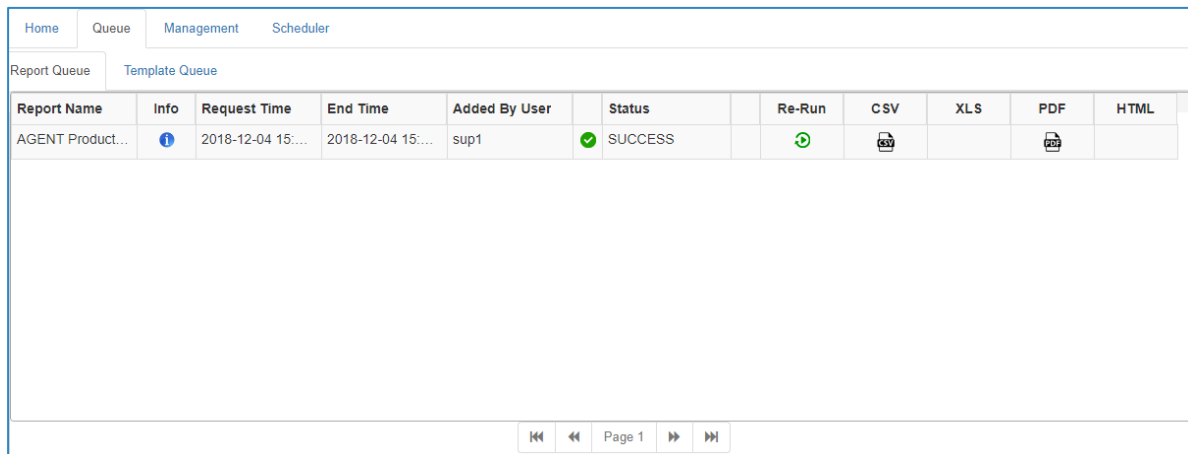
**Figure:** Delete Template

Click "OK" to delete the template.

The deleted template cannot be restored.

## 3.2 Queue Tab

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



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Queue', 'Management', and 'Scheduler'. Below this, there are two tabs: 'Report Queue' (selected) and 'Template Queue'. The main content area displays a table with the following data:

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

At the bottom of the table, there are navigation controls: a double left arrow, a single left arrow, 'Page 1', a single right arrow, and a double right arrow.

**Figure: Queue Tab**

It contains the following two tabs.

- Report Queue
- Template Queue

### 3.2.1 Report Queue

It shows the reports run by the current user (Administrator or Supervisor) with which you are logged in now.

The Administrator can view the reports run by the Supervisors.

### 3.2.2 Template Queue

It shows the templates created or run by the currently logged on user (Administrator or Supervisor).

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

Home Queue Management Scheduler										
Report Queue Template Queue										
I...	Report Name	Template Name	Request Time	End Time	Status	Re-R...	CSV	XLS	PDF	HTML
	AGENT Activity Summary	Agent_productivity	2018-12-11 12:52:16	2018-12-11 12:52:43	✔ SUCCESS	🔄		📄	📄	
	AGENT Activity Summary	Test1	2018-12-05 13:58:11	2018-12-05 13:59:00	✔ SUCCESS	🔄			📄	

⏪ ⏩ Page 1 ⏪ ⏩

**Figure:** Template Queue Tab

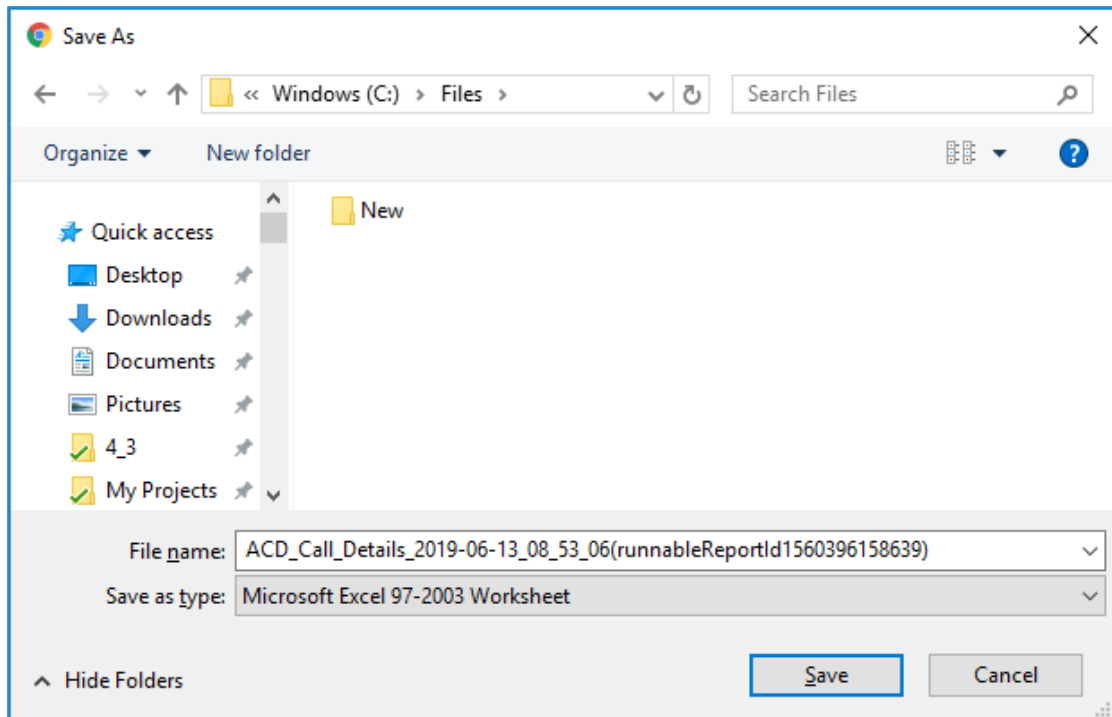
### 3.2.3 Common Operations in both "Report Queue" Tab and "Template Queue" Tab

Administrator can perform the following tasks here.

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


The option to save the report as a file in the selected format is based upon "Save As" functionality of the Web browser. If "Ask where to save each file before downloading" option is not checked, the file will be saved with the default name {[]that is "ACD\_Call\_Details\_2019-06-13\_08\_53\_06(runnableReportId1560396158639)"} at the default download location of the Web browser. It is recommended to keep "Ask where to save each file before downloading" or similar option checked in your Web Browser so that you can specify the name and path while saving the reports or templates as files on the disk.

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



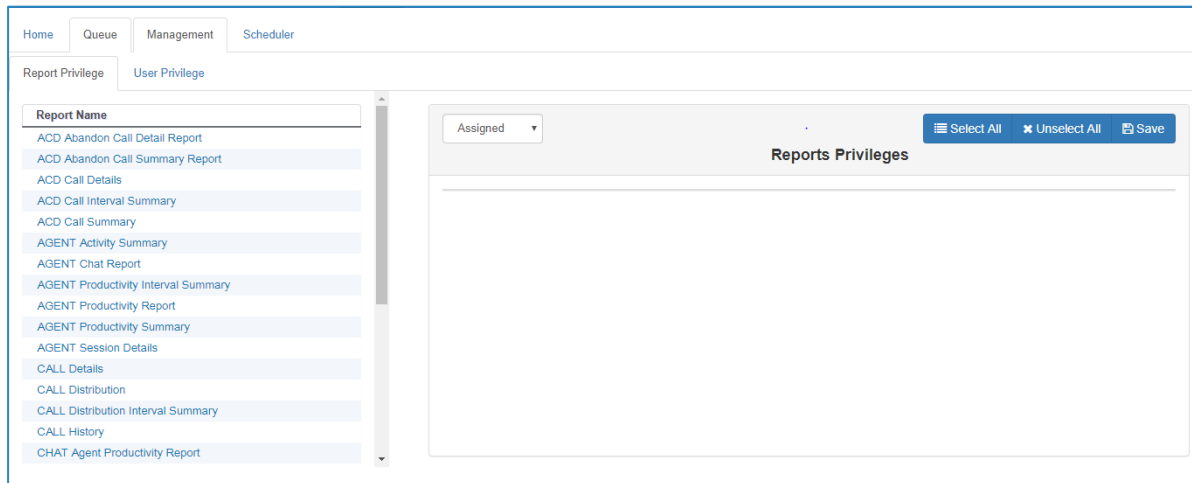
**Figure:** Dialog Box to save file

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

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

### 3.3 Management of Privileges

Here, you can manage the report and user privileges.



**Figure:** Management Tab of ART

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

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

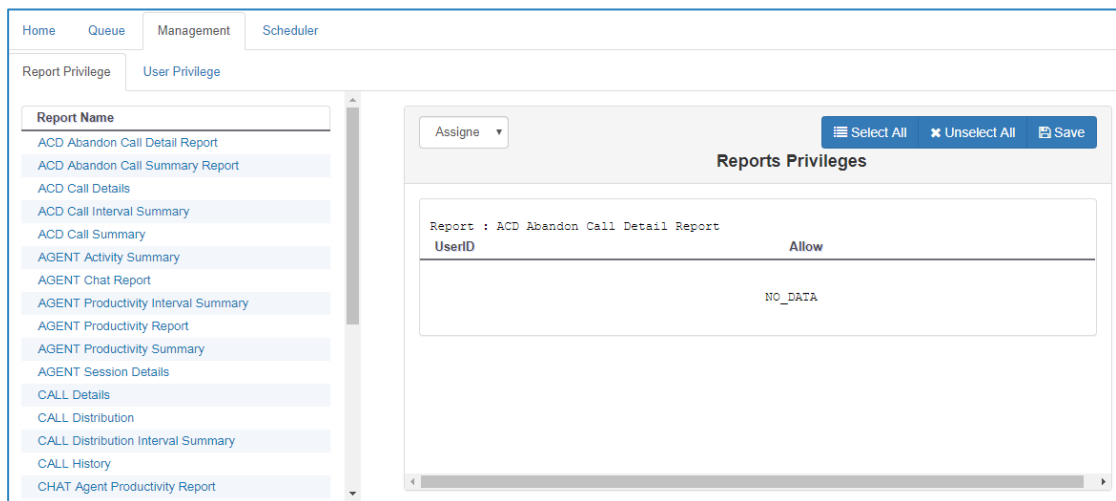
### 3.3.1 Report Privilege

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

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

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

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



**Figure:** Assign Report Privileges

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

UserID	Allow
Administrator	<input type="checkbox"/>
sup1	<input type="checkbox"/>
sup2	<input type="checkbox"/>

**Figure:** Assign Report to users

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

To unassign the report, uncheck the users.

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

Do you want to assign the report to the selected users: ACD Abandon Call Detail Report

Cancel OK

**Figure:** Confirming the Report Assignment

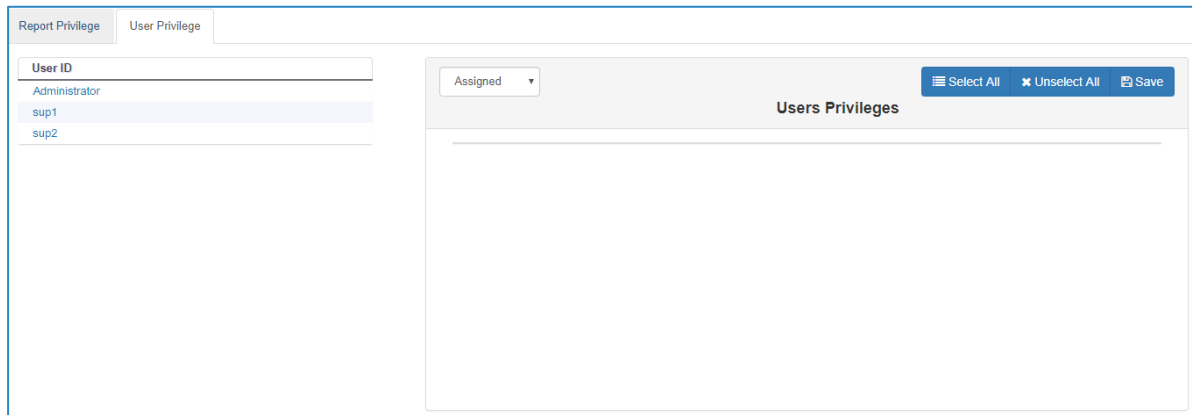
6. Click "OK" to assign the report to the selected users.

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



### 3.3.2 User Privileges

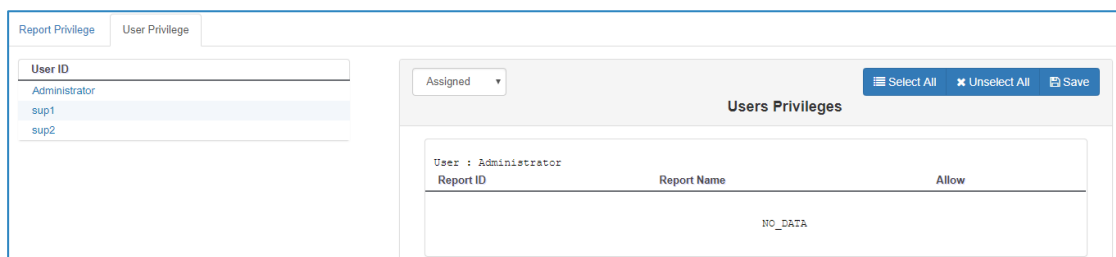
Here, you can select the users to assign the reports to it.



**Figure:** User Privilege Report

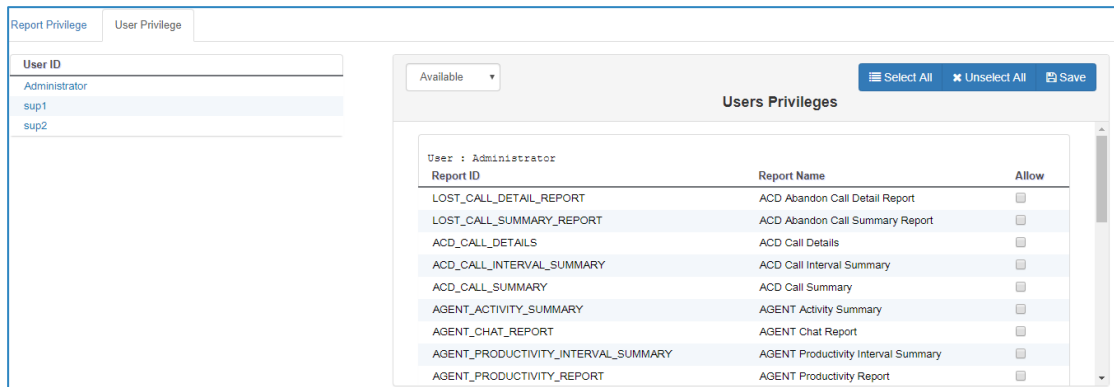
Perform the following steps to assign the reports to a user.

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



**Figure:** List of Assigned Reports

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

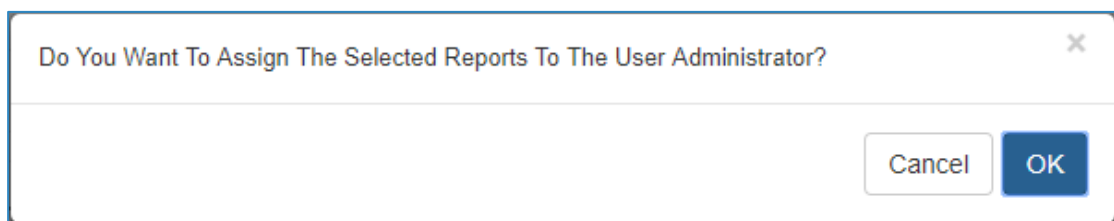


**Figure:** List of Available Reports

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

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

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



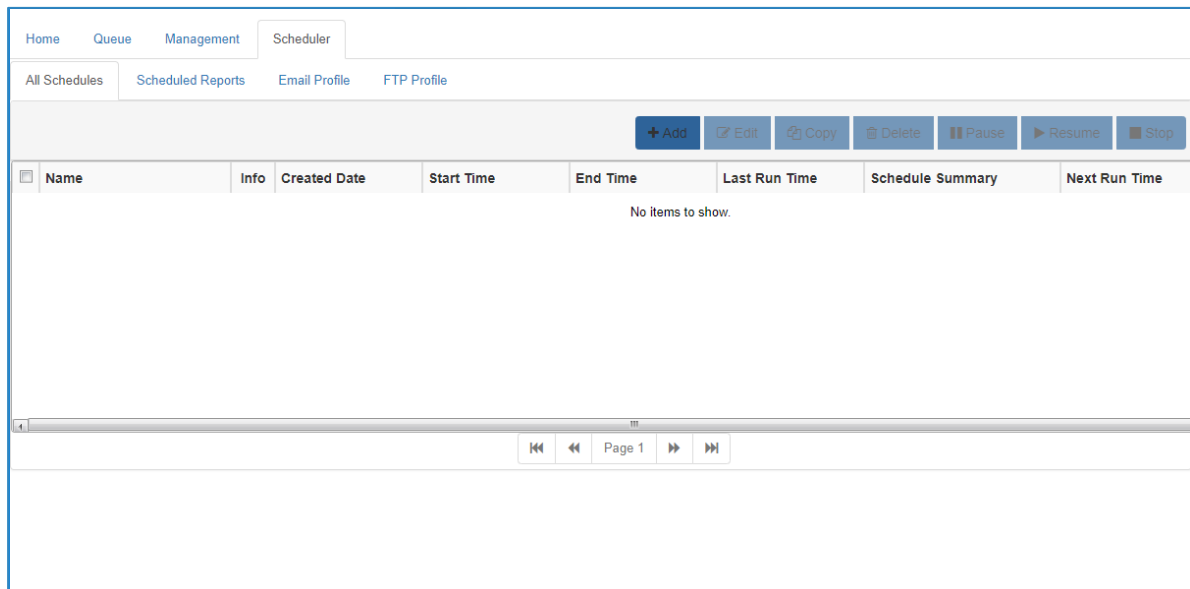
**Figure:** Message

5. Click "OK" to assign the reports.

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

## 3.4 Report Scheduler

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](#)

### 3.4.1 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' creation interface. It includes a search bar for existing profiles, a toolbar for actions, and a form with the following fields:

- Profile name\***: Profile name
- From\***: Eg: abcd@company.com
- Password\***: (Empty)
- Confirm Password\***: (Empty)
- To\***: Eg: abcd@company.com,xyz@company2.com
- CC**: Eg: abcd@company.com,xyz@company2.com
- BCC**: Eg: abcd@company.com,xyz@company2.com
- Subject**: Type subject here
- Message**: Type message here

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

**Figure:** Email Profile

Perform the following steps here to create an email profile.

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

- E. (Optional) Recipients' Email Addresses in CC or BCC field, if required
- F. (Optional) Type the subject that will be sent in the email
- G. (Optional) Enter the message the will be sent in the message body

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

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

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

The screenshot displays the 'Email Profile' configuration window. On the left, there is a sidebar titled 'All Profiles' with a search bar and a list of profiles: 'TestEmail2' and 'TestEmail1' (the latter is selected). The main area contains 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. A toolbar at the top right includes buttons for '+ New', 'Edit', 'Delete', 'Copy', and 'Save'.

**Figure:** List of Email Profiles

### 3.4.2 Create FTP Profile

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

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

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

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

**Figure:** FTP Profile

Perform the following steps here to create a FTP profile.

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

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

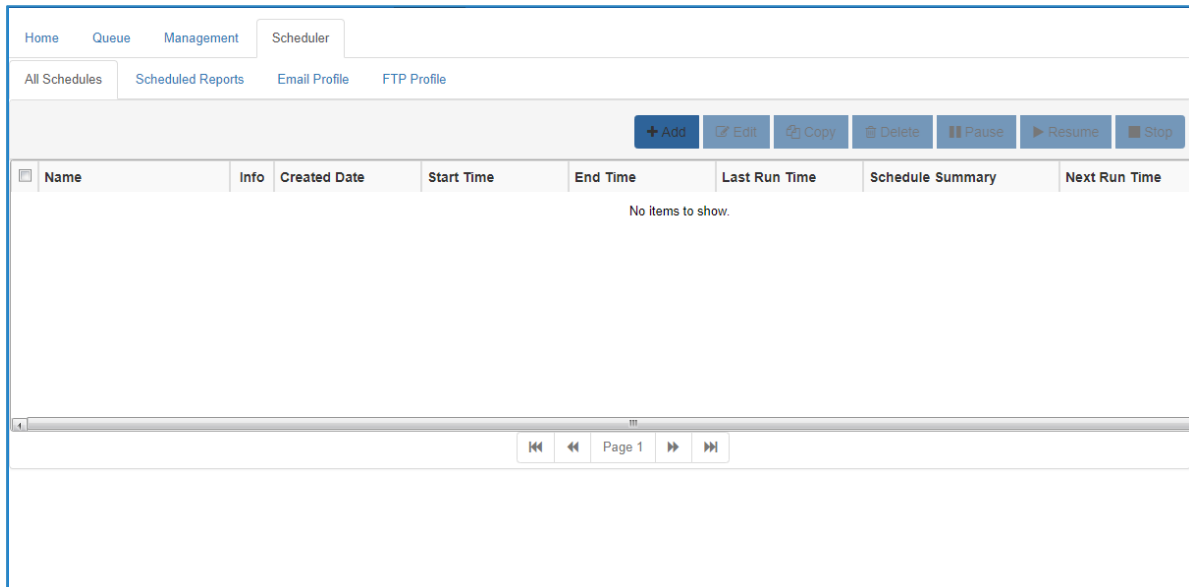
The screenshot displays the 'FTP Profile' configuration page. On the left, under 'All Profiles', there is a search bar and a list of profiles: 'TestFTP1' and 'TestFTP2'. 'TestFTP2' is highlighted with a blue background. On the right, the configuration form for the selected profile shows the following fields:

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

**Figure:** List of FTP Profile

### 3.4.3 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.



Scheduler

← Back Save

**Name \***

**Description**

**Output Formats \***  
Output format in which you want your report to be fetched.

All  CSV  PDF  HTML  XLS

**Schedule Start End Time \***  
Schedule start time is the time when you want the schedule to start. And the schedule according to the criteria.

Schedule Start Time

Schedule End Time

Never Ends

End After Repeations

**Frequency \***  
Schedule will repeat according to frequency selected.

Hourly  Daily  Weekly  Monthly  Yearly  Cron

Every  Hour(s)

**Reports \***

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

Specific Time Window

Start Date

End Date

For Current

For Last

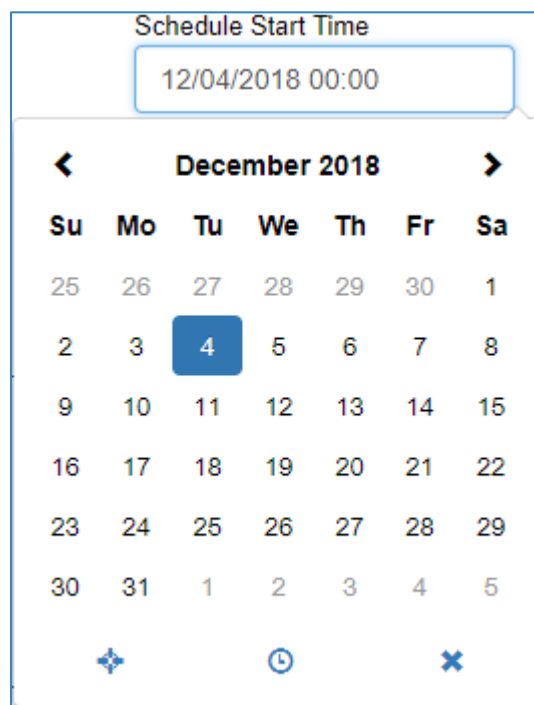
Advanced Filters Leave the following filters to include all future configuration like new users, queue etc. [Click to Expand. ▾](#)

Delivery Option [Click to Expand. ▾](#)

**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.

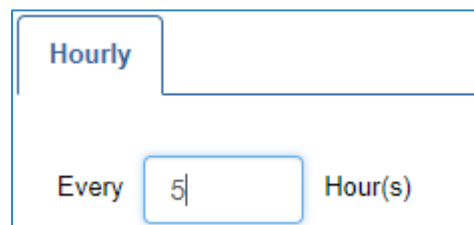
- **XLS:** Select it to send the reports in XLS format.
5. **Schedule Start and End:** Here, you have to provide the start and end time for the schedule.
  4.
    - A. **Schedule Start Time:** Click "Schedule Start Time" box to select the date and time when the scheduler will run. It shows the following 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.

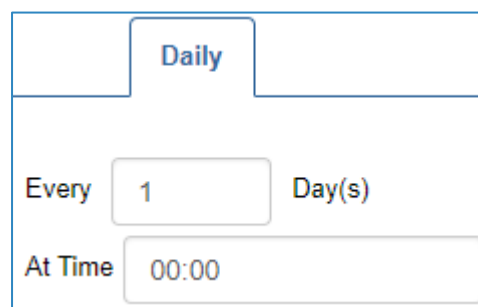


The screenshot shows a configuration window for the 'Hourly' frequency. At the top, the word 'Hourly' is displayed in a blue font. Below it, there is a section labeled 'Every' followed by a text input field containing the number '5', and then the label 'Hour(s)'.

**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 window for the 'Daily' frequency. At the top, the word 'Daily' is displayed in a blue font. Below it, there is a section labeled 'Every' followed by a text input field containing the number '1', and then the label 'Day(s)'. Below that, there is a section labeled 'At Time' 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.

**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

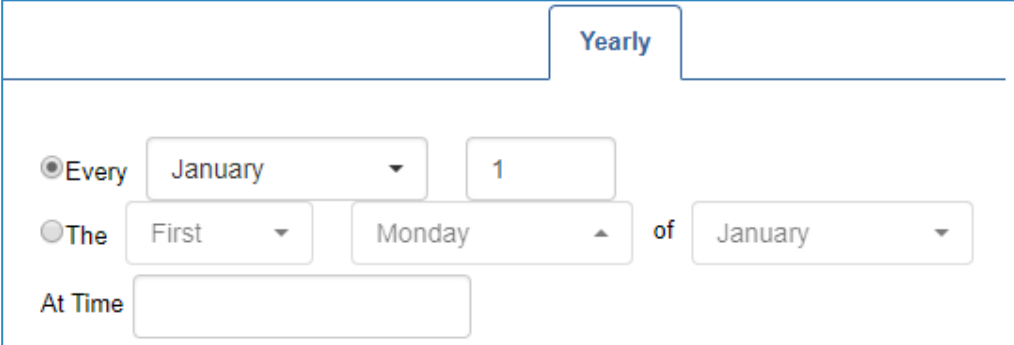
Select any of the following options and select the time when the scheduler will run.

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.



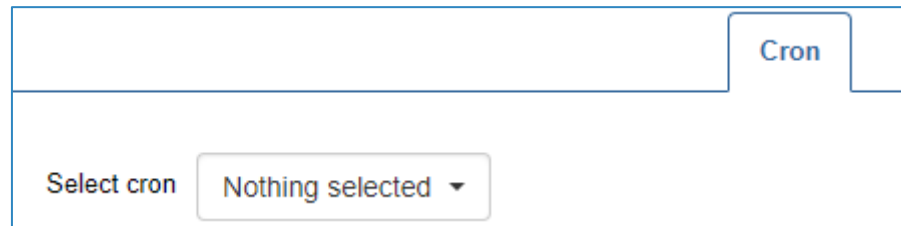
The screenshot shows a configuration interface for a 'Yearly' scheduler. At the top, the word 'Yearly' is displayed in a blue box. Below this, there are three radio button options: 'Every', 'The', and 'At Time'. The 'Every' option is selected. To the right of 'Every' is a dropdown menu showing 'January' and a text input field containing '1'. Below 'The' is a dropdown menu showing 'First', followed by a dropdown menu showing 'Monday', the word 'of', and another dropdown menu showing 'January'. Below 'At Time' is an empty text input field.

**Figure:** Yearly Frequency

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

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

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

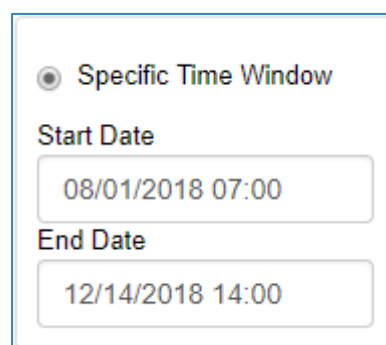


**Figure:** Cron Job

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

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

7. **Data Window:** Select the date and time duration of which data you want to capture. It contains the following options.
  - A. **Specific Time Window:** Select it to specify the start and end time of the date and time duration of which data has to be collected to create the report.



**Figure:** Specific Duration of Data Collection

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

- C. **For Last:** Select it to collect the data for your-entered last number of hours, days, weeks, months, quarters, or years.
8. Select the setups.
  9. Select the campaigns of which report you want to schedule.
  10. Select the queues.
  11. Select the threshold, which is the minimum value that defines how many records should be there at least in the selected data collection window, so that a report can be created.  
  
For example, if 10 is selected, then the report will be sent only when at least, equal to, or more than 10 records of a report are captured in the selected Data Collection window.
  12. **Advanced Filters:** You can click "Advance Filter" accordion header to expand the options that let you select the FTP Profile and filters.

Advanced Filters		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



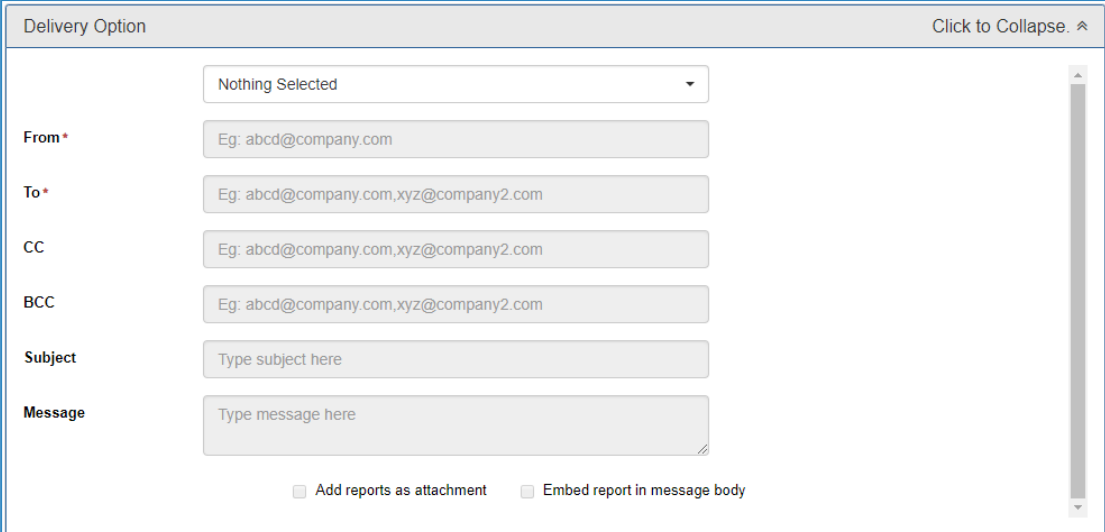
The values of Optional Fields and Charts can be different for different reports.

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.



Delivery Option Click to Collapse. ^

Nothing Selected

**From\*** Eg: abcd@company.com

**To\*** Eg: abcd@company.com,xyz@company2.com

**CC** Eg: abcd@company.com,xyz@company2.com

**BCC** Eg: abcd@company.com,xyz@company2.com

**Subject** Type subject here

**Message** Type message here

Add reports as attachment  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.

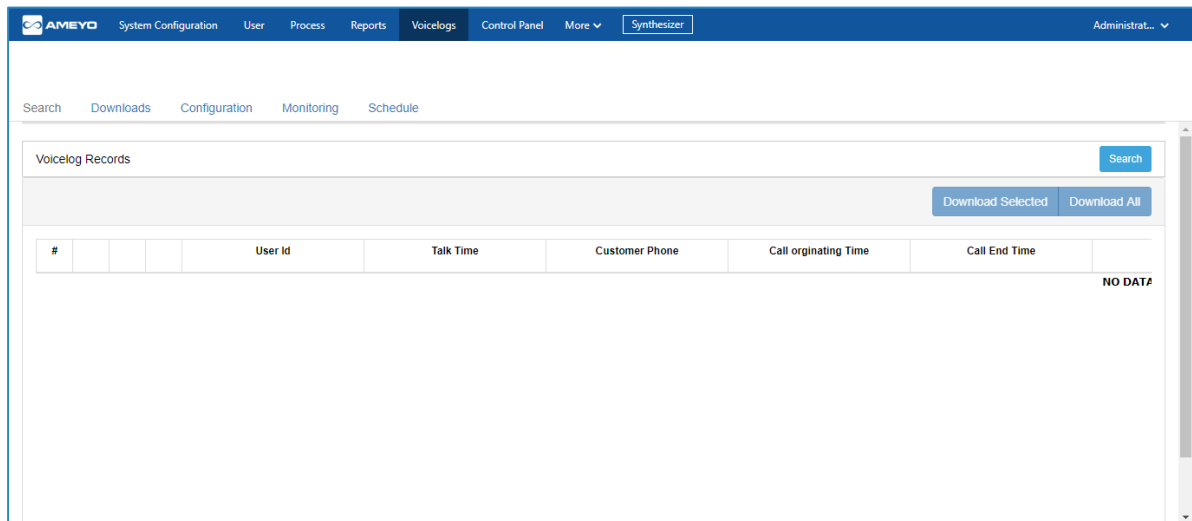
All Schedules								
<input type="button" value="+ Add"/> <input type="button" value="Edit"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/> <input type="button" value="Pause"/> <input type="button" value="Resume"/> <input type="button" value="Stop"/>								
<input type="checkbox"/>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

**Figure:** All Schedules

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

## 4. Voicelogs

Voicelogs Tab lets you search and download the voicelogs.



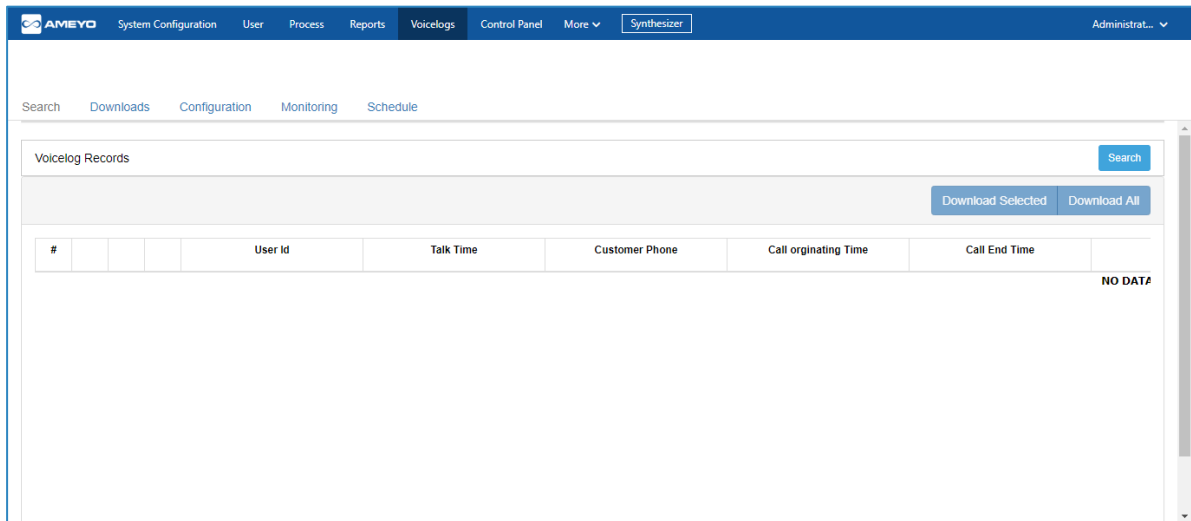
**Figure:** Voicelogs Tab

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

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

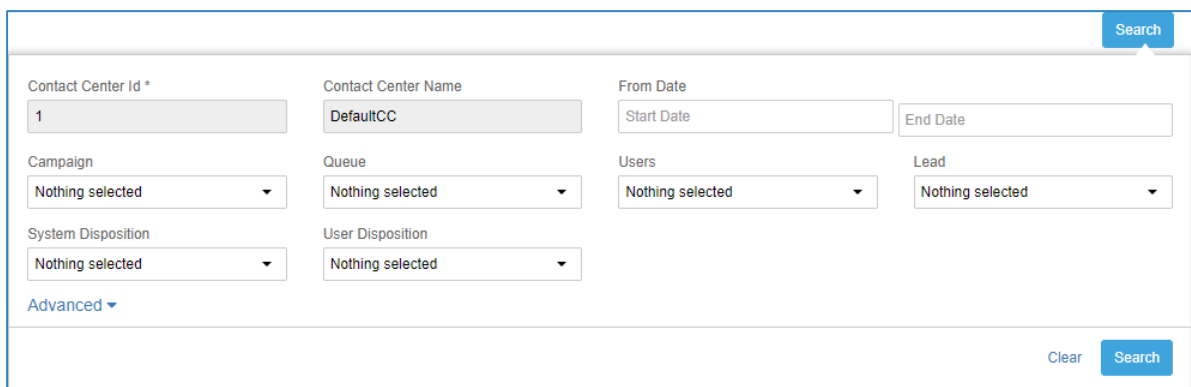
## 4.1 Search Voicelogs

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



**Figure:** Search Tab of Voicelog

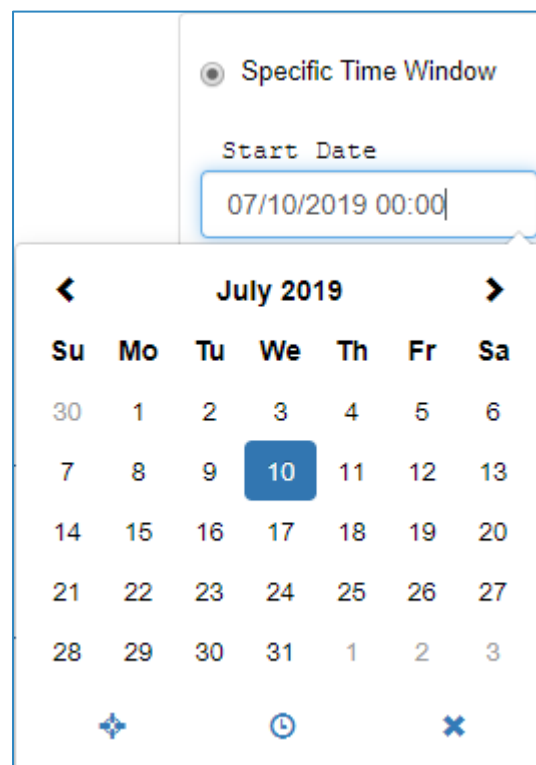
Click "Search" button on the top right corner. It shows a pop-up.






**Figure:** Voicelog Search

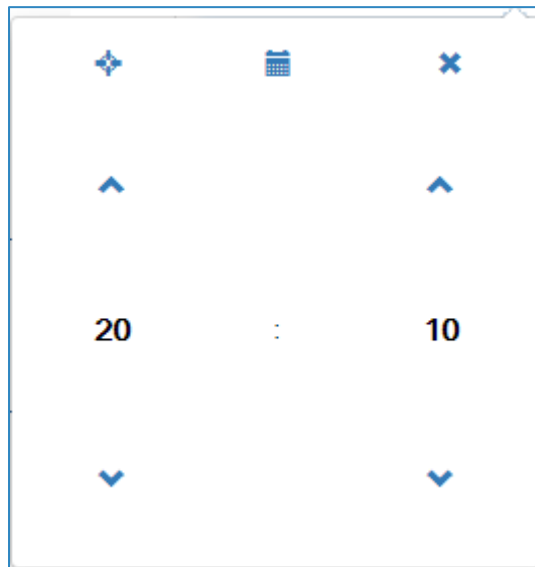
This section contains the following options. You have to provide the inputs for these fields to search the voicelogs.

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 remain disabled in case of Single Tenant Setup.
2. **(Mandatory) Contact Center Name:** In 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 remain disabled in 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 in the calendar. You can click  icon or  icon to browse through months to select a date.
- C. You can click  icon to show the time calendar.



**Figure:** Select Start Time in Calendar

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

- D. Anywhere in Date Calendar or Time Calendar, you can click  icon to select the current date and time as Start Date.
  - E. You can also manually type the date and time in the field.
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. **(Optional) Queue:** The queues available in the selected campaign will be listed here. Select the queue of which voicelogs you want to search.

7. **(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.
8. **(Optional) System Disposition:** It lets you search for the voicelogs created for those tickets, which has been closed in the selected system dispositions.
9. **(Optional) User Disposition:** It lets you search for the voicelogs created for those tickets, which has been closed in the selected user dispositions.
10. **(Optional) Lead:** It lets you search for the voicelogs created for the selected leads. You can click "Advanced" link to use the following advanced options for search.

Advanced ▾

Talk Time(s) >  Talk Time(s) >  Customer Id  Status

Phone No.  Last Error Reason  Call Id

Attribute based

Attribute  Operator  Value

Clear

**Figure:** Advanced Search Options

1. **Talk Time <:** It lets you search for the voicelogs of which duration is less than the provided value.
2. **Talk Time >:** It lets you search for the voicelogs of which duration is more than the provided value.
3. **Customer ID:** It lets you search for the voicelogs of a particular customer ID.

4. **Status:** It lets you search for the voicelogs of those cases, which are marked with the selected status.
5. **Phone Number:** It lets you search for the voicelogs for the provided phone number.
6. **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.
  - Conversion Error
  - Raw Fetch Error
  - System Error
7. **Call ID:** It lets you search for the voicelogs for the selected call ID.
8. **Attribute-based Options:** If table definition fields are mapped to be filterable in "Table Mapping" at System-level and if the filterable fields are assigned to the selected campaigns, then you can use that filterable field to search the voicelogs based upon the customer attributes. You can select an attribute (filterable value), its operator, and provide its value. Refer to the following screenshot.



The screenshot shows a search interface with the following fields and values:

- Contact Center ID's \*: 2
- Contact Center Name: Manav
- From Date \*: 04/03/2019 00:00
- To Date: 07/05/2019 18:53
- Campaigns: Test\_in (40), new out vla (41)
- Queues: Nothing selected
- Users: Nothing selected
- Leads: Nothing selected
- System Dispositions: Nothing selected
- User Dispositions: Nothing selected
- Talk Time(s) <: (empty)
- Talk Time(s) >: (empty)
- Customer ID's: Comma separated values
- Status: Nothing selected
- Phone Numbers: Comma separated values
- Last Error Reasons: Nothing selected
- Call ID's: Comma separated values

Advanced search section:

- Attribute: credit\_card
- Operator: Equals
- Value: 43456

Buttons: Show Last Advanced Search, Clear, Add Job, Search

Figure: Filled Search Box

Provide the inputs for the required and mandatory fields.

The screenshot shows a search interface with the following fields and values:

- Contact Center Id \*: 2
- Contact Center Name: 4\_6GA
- From Date: 01/04/2019 00:00
- To Date: 07/12/2019 17:27
- Campaign: Outbound Sales (4), Inbound Quer
- Queue: Nothing selected
- Users: Nothing selected
- Lead: Nothing selected
- System Disposition: Nothing selected
- User Disposition: Nothing selected

Advanced search section:

- Talk Time(s) >: (empty)
- Talk Time(s) <: (empty)
- Customer Id: (empty)
- Status: Nothing selected
- Phone No.: (empty)
- Last Error Reason: Nothing selected
- Call Id: (empty)

Attribute based section:

- Attribute: phone1
- Operator: Equals
- Value: 9992550007

Buttons: Clear, Add Job, Search

Figure: Sample Inputs

Click "Serach" button at the bottom of pop-up to search for the voicelogs.

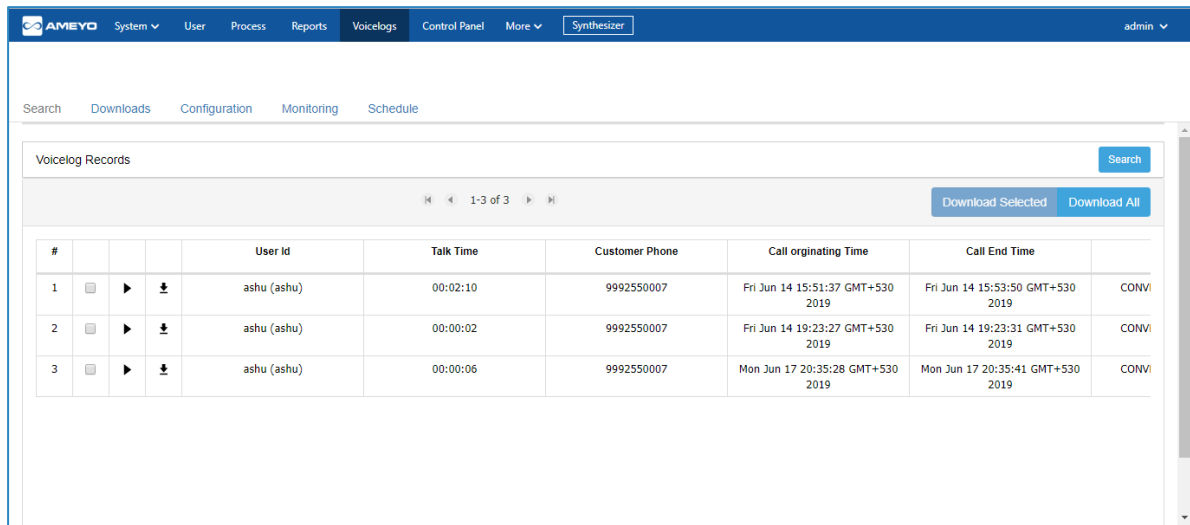



Figure: Sample Search

You have to click "Search" button on 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. It shows the following pop-up.

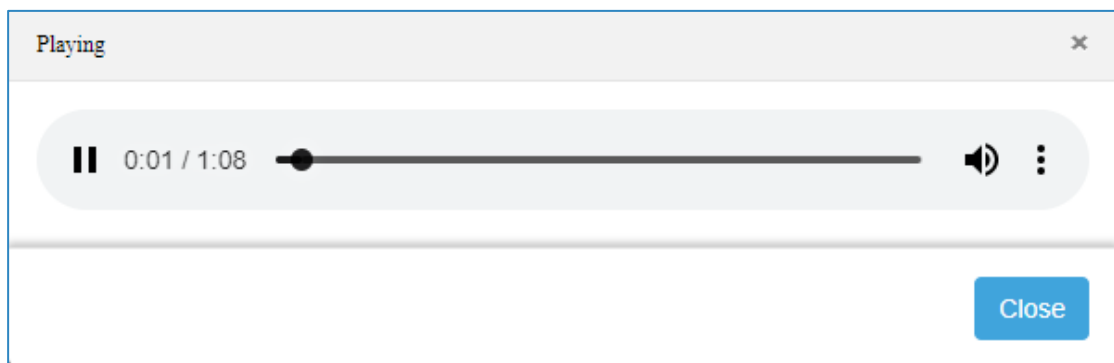

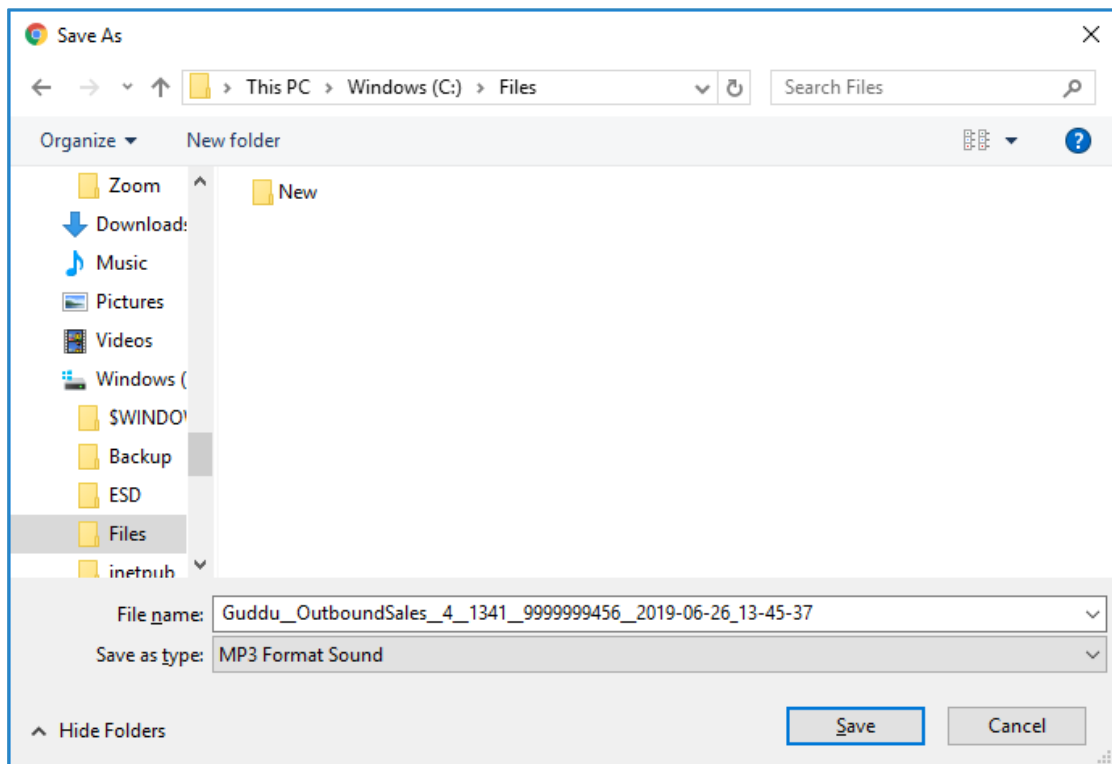


Figure: Playing Voicelog

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

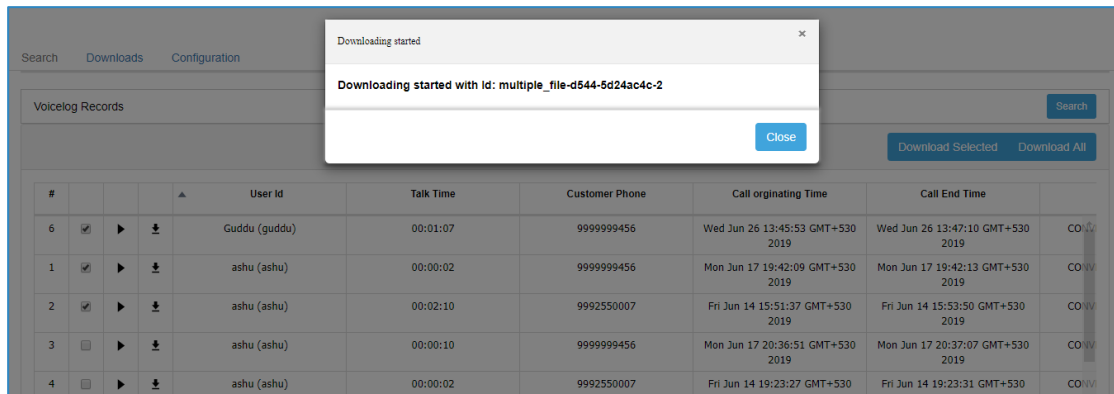
- **Download a Voicelog** For a voicelog, click  icon to download a voicelog. The file download option depends upon the Web browser. If "Ask where to save each before downloading" or similar option is not selected in Browser Settings, then the voicelog file will be downloaded automatically with the default name at the default download location. If this option is checked, then the following dialog box is displayed on the screen.



**Figure:** Download Voicelog

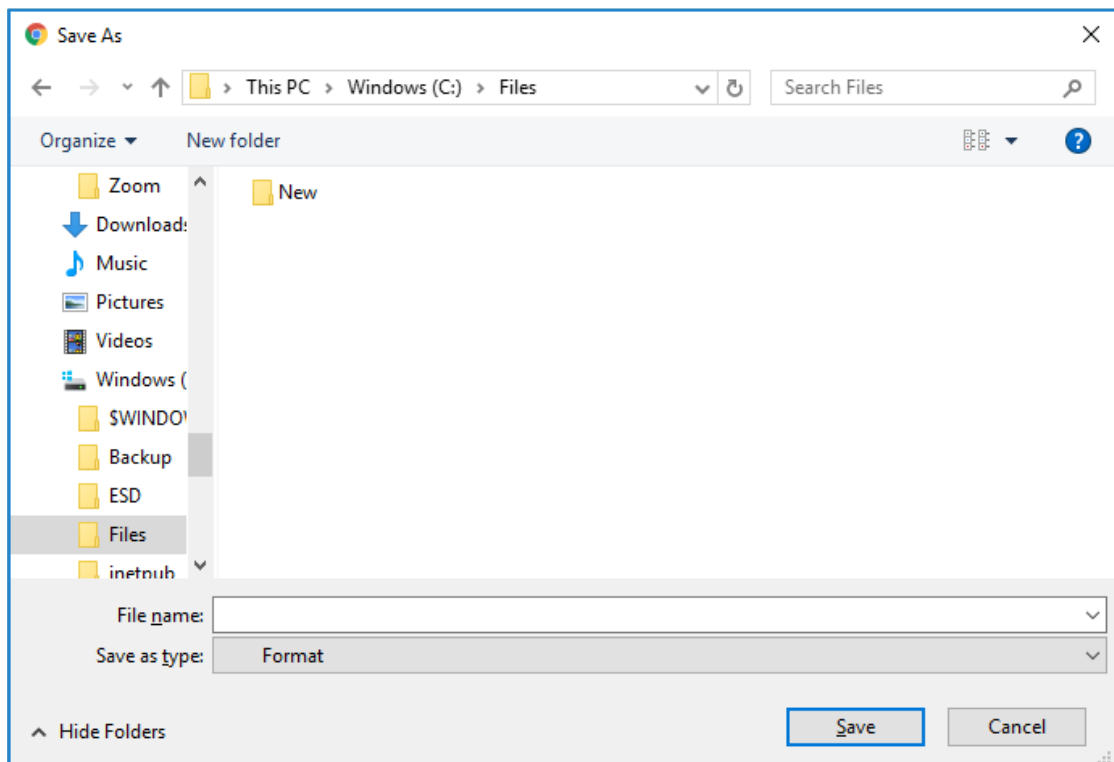
Select the location where you want to save the voicelog file. You can change the default name of voicelog file in "File\_name" textbox. Click "Save" to save the voicelog file.

- **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

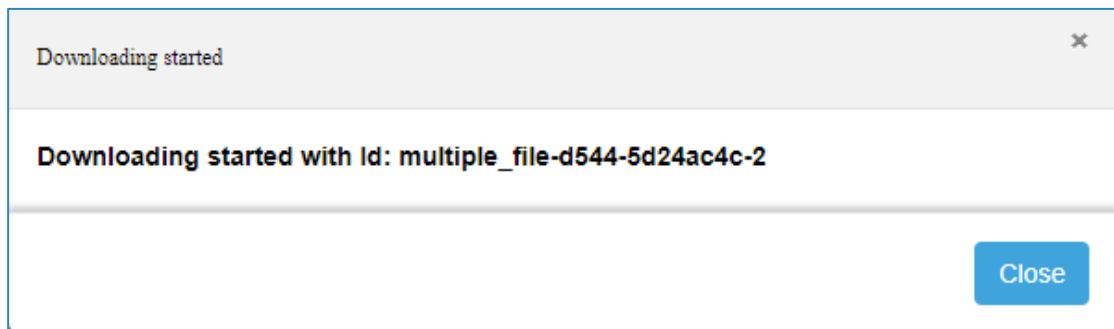
The file download option depends upon the Web browser. If "Ask where to save each before downloading" or similar option is not selected in Browser Settings, then the download of these files will be started with the default name automatically with the default name at the default download location. If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



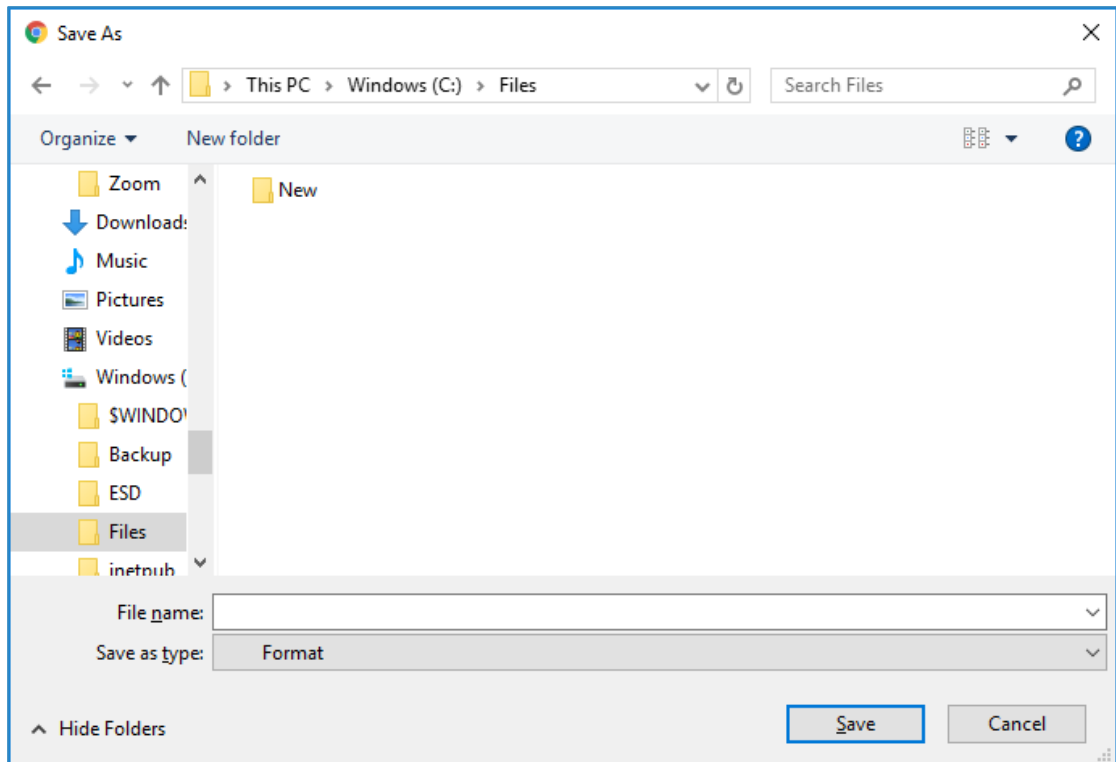
**Figure:** Download File

Select the location where you want to save the voicelog file. You can change the default name of voicelog file 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.



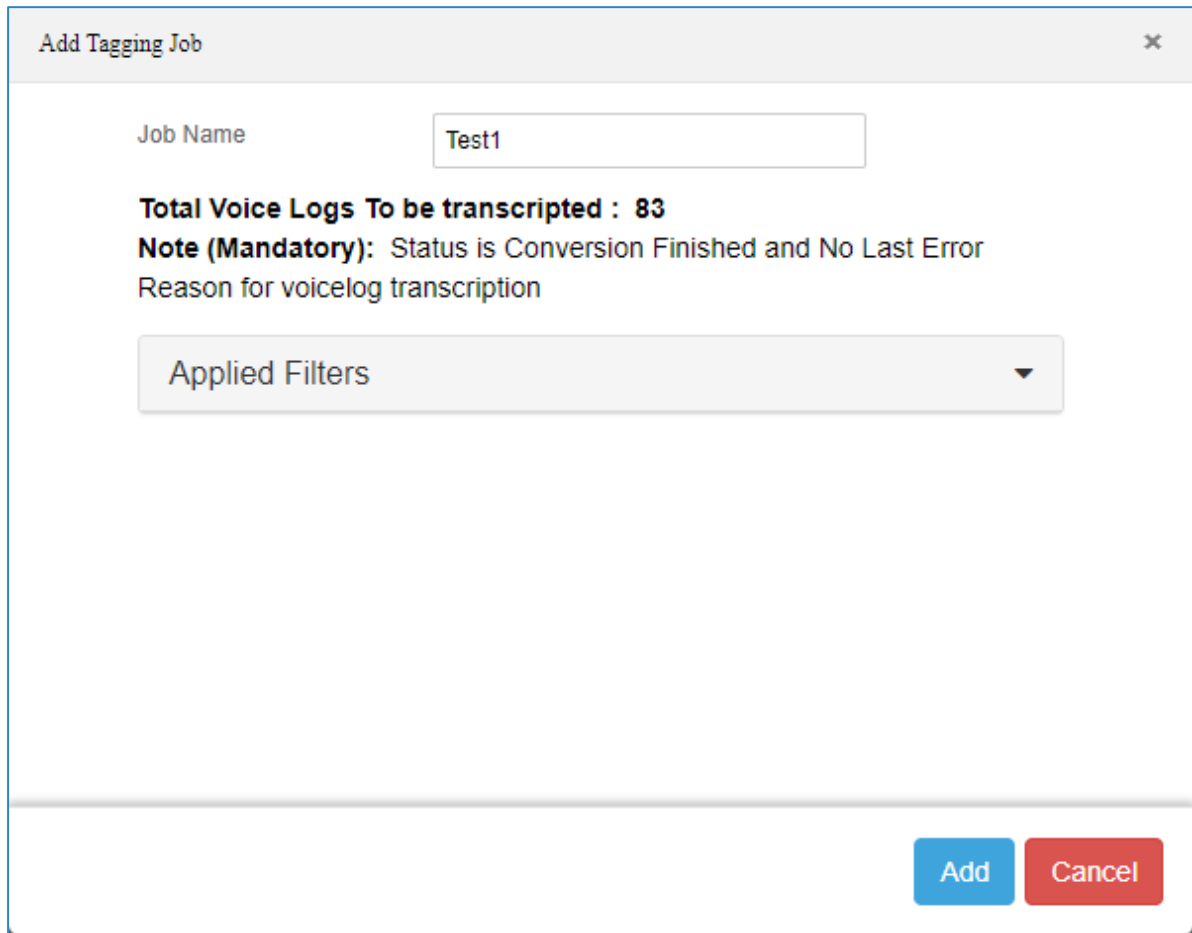
**Figure:** Download File

Select the location where you want to save the voicelog file. You can change the default name of 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.

#### 4.1.1 Add Job

If you are using "Advanced" options to search for the voicelogs, then this may take 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**

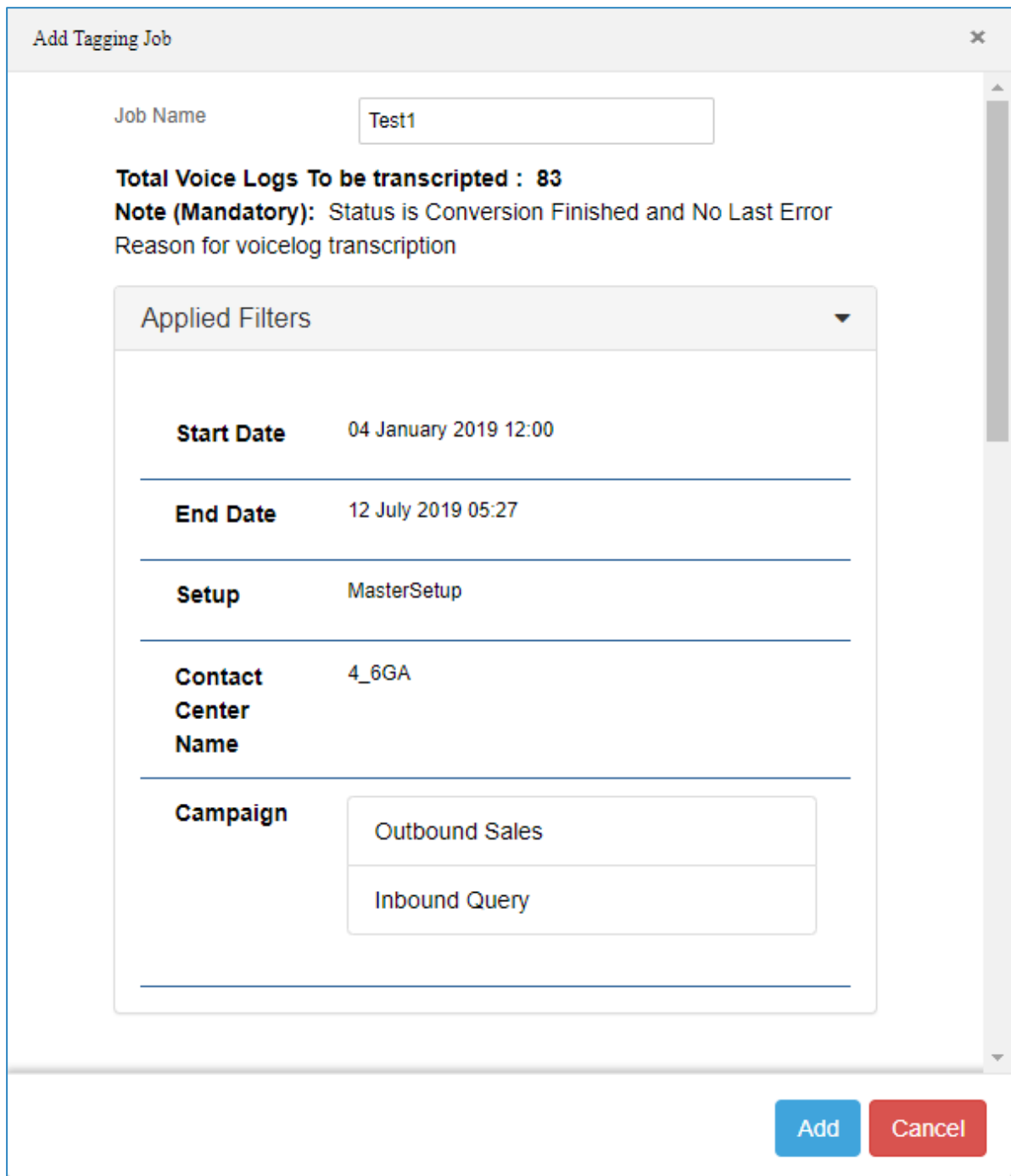
**Note (Mandatory):** Status is Conversion Finished and No Last Error Reason for voicelog transcription

Applied Filters

Add Cancel

**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.



The screenshot shows a dialog box titled "Add Tagging Job" with a close button (X) in the top right corner. The dialog contains the following elements:

- Job Name:** A text input field containing "Test1".
- Total Voice Logs To be transcribed :** 83
- Note (Mandatory):** Status is Conversion Finished and No Last Error Reason for voicelog transcription
- Applied Filters:** A dropdown menu with a downward arrow.
- Start Date:** 04 January 2019 12:00
- End Date:** 12 July 2019 05:27
- Setup:** MasterSetup
- Contact Center Name:** 4\_6GA
- Campaign:** A list box containing "Outbound Sales" and "Inbound Query".
- Buttons:** "Add" (blue) and "Cancel" (red) buttons at the bottom right.

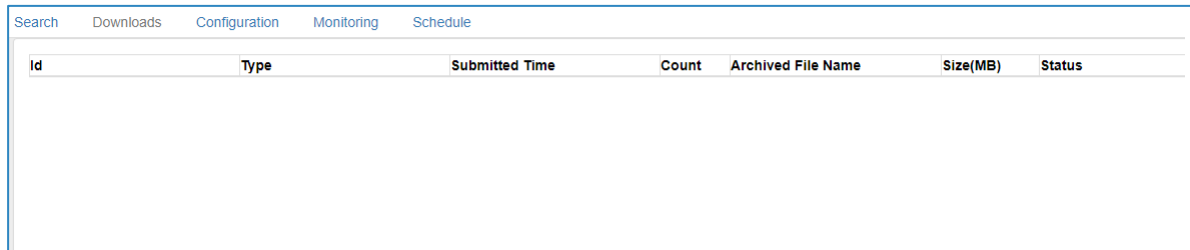
**Figure:** All Filters while adding Job

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



## 4.2 Download Voicelogs

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



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

**Figure:** Downloads

## 4.3 Configuration of Voicelogs

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

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

**Figure:** Configuration

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

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

```
$/DATE_ADDED}/$CAMPAIGN_NAME}/$USER_ID}__$CAMPAIGN_NAME}__$CAMPAIGN_ID}__$CUSTOMER_ID}__$PHONE}__$TIME_ADDED}
```

4. **Enabled:** Select it to enable the configuration. You can uncheck it to disable the configuration.
5. **Preset:** Select any of the following presets.
  - HIGH\_PHONE
  - Default
  - LOW\_PHONE
  - HIGH\_VOICE
  - LOW\_VOICE

- HIGH\_PHON+
- LOW\_PHON+

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

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

## 4.4 Monitoring of Jobs

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

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

The screenshot displays the 'Monitoring' tab of the Ameyo ART interface. At the top, there are navigation tabs: Search, Downloads, Configuration, Monitoring (selected), and Schedule. Below the navigation, the interface is divided into two main panels.

The left panel, titled 'Execution Details', contains a table with the following data:

Component	Button	Status	Time	Id
Conversioning	<input type="button" value="Start"/>	Stopped	2018-12-05 10:38:56	Administrator
Fetching	<input type="button" value="Start"/>	Stopped	2018-12-05 10:38:57	Administrator

The right panel, titled 'Disk Usage', contains a table with the following data:

Type	Used(GB)	Available(GB)
archiverServer	NA	NA

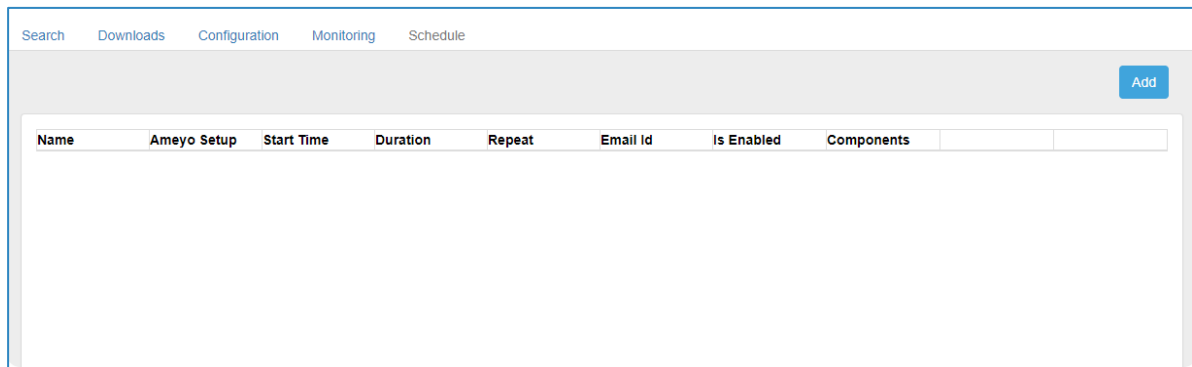
**Figure:** Monitoring

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

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

## 4.5 Schedule Jobs

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



**Figure:** Schedule

Perform the following steps to add a schedule.

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

The screenshot shows a dialog box titled "Add Schedule" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Schedule Name:** A text input field.
- Notification Email Id:** A text input field.
- Enabled:** A checked checkbox.
- Repeat:** A dropdown menu with "Daily" selected.
- Start Time:** Two dropdown menus, both showing "0".
- Duration:** Two dropdown menus, both showing "0".
- Component:** A dropdown menu with "Nothing selected" selected.
- Chandigarh:** An unchecked checkbox.

At the bottom right of the dialog, there are two buttons: "Save" (blue) and "Cancel" (red).

**Figure:** Add Schedule

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

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

The Schedule Tab shows the list of created schedules.

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

**Figure:** List of Schedules

You can edit and remove the schedules.