Administrator Manual of Ameyo Archiving and Reporting Tool (ART) 4.81

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1. Document Versioning

Version	Date	Purpose	Author
4.81.1-AmARM	16-July-2020	First Draft	Saurabh Goyal

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**
5. **Backend Configuration for the Different User Roles**
6. **Backend Configuration for the Reports**
7. **Backend Configuration for Stereo Voicelogs**

Click the links to know more about them.

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

2.1 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 ;
   ```

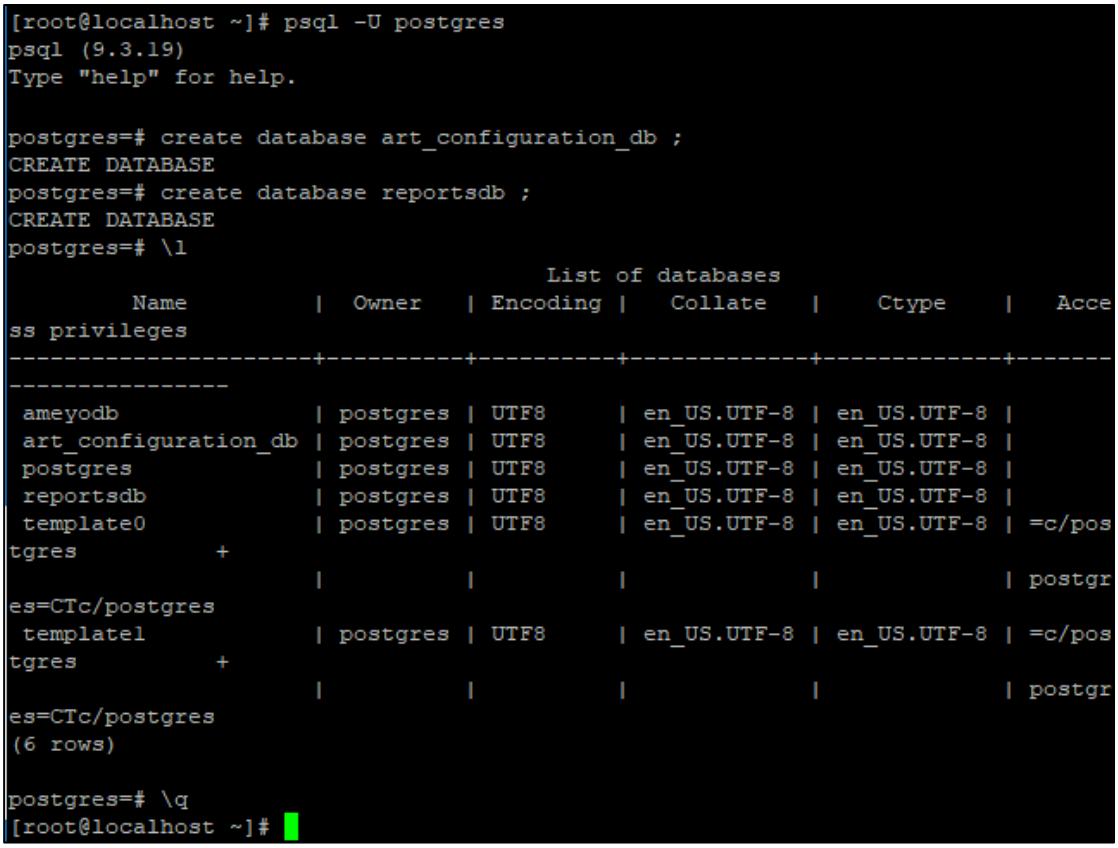

Figure: Activate Archiving and Reporting Tool

4. Execute the following command to list the databases.

```
\l
```

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

   ```
   \q
   ```

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

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

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

   You have to change the following value.

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

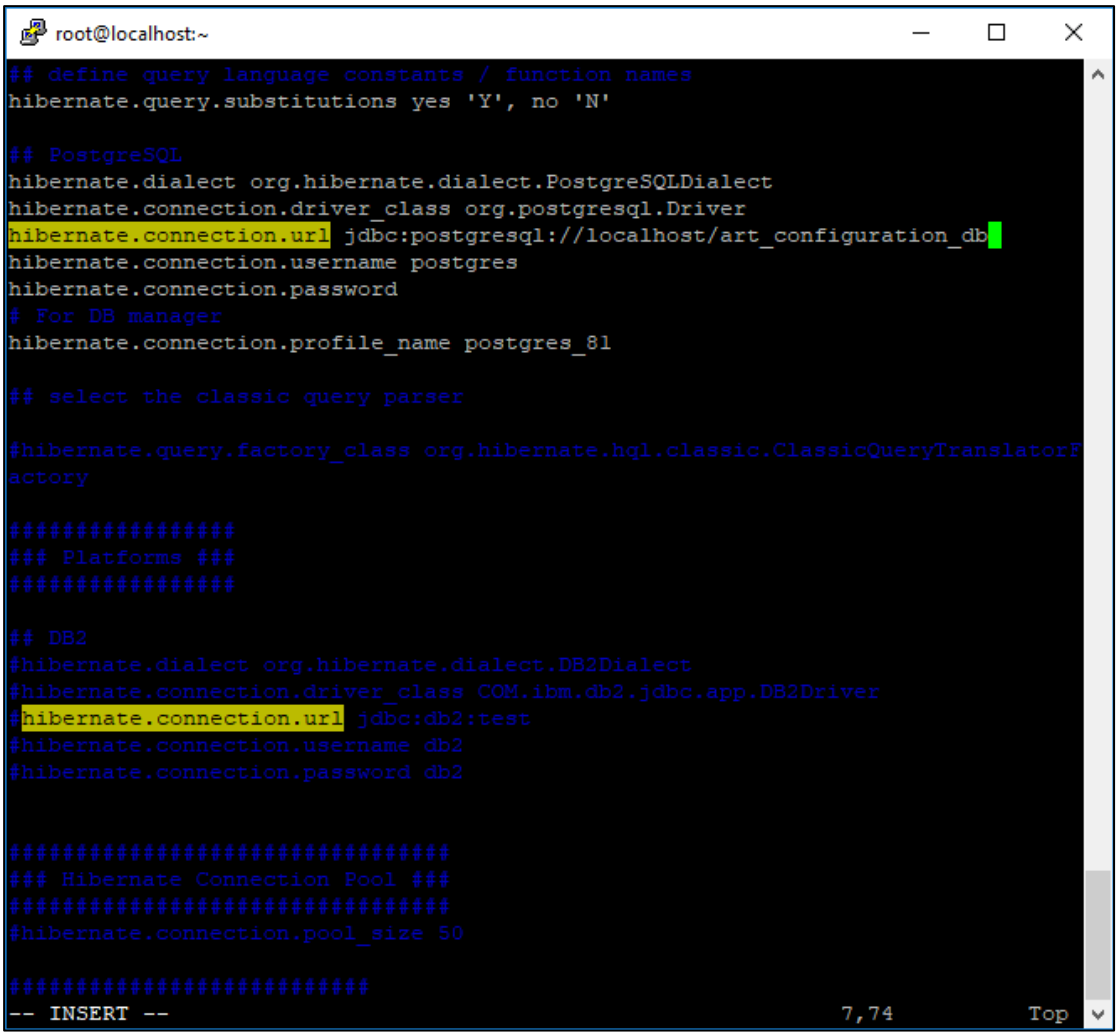

Figure: Changed the Database in Hibernate.Props file

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
   ```

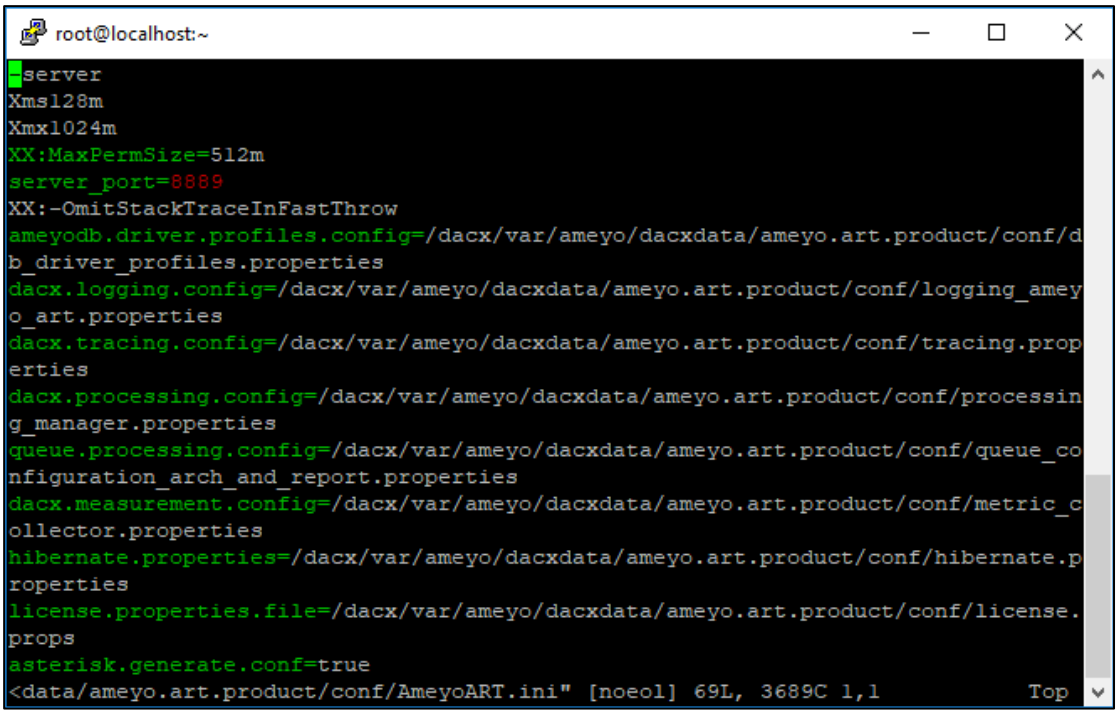

Figure: AmeyoART.ini file

Search for the following values and change it.

Table: Replace Old Values in AmeyoART.ini File

Old Value	New Value
archiverSourceDbUrl=jdbc:postgresql://127.0.0.1/ameyodb	archiverSourceDbUrl=jdbc:postgresql://localhost/ameyodb You can also mention IP Address here.
archiverDestinationDbUrl=jdbc:postgresql://127.0.0.1/reportsdb	archiverDestinationDbUrl=jdbc:postgresql://localhost/reportsdb You can also mention IP Address here.
setupName=MasterSetup	setupName=<value> You can mention a different setupName also, which you can obtain from Service Delivery Team.

Old Value	New Value
setupID=	setupID=<value> You can mention a different setupName also, which you can obtain from Service Delivery Team.
archiverServerIP=127.0.0.1	archiverServerIP=localhost You can also mention IP Address here.

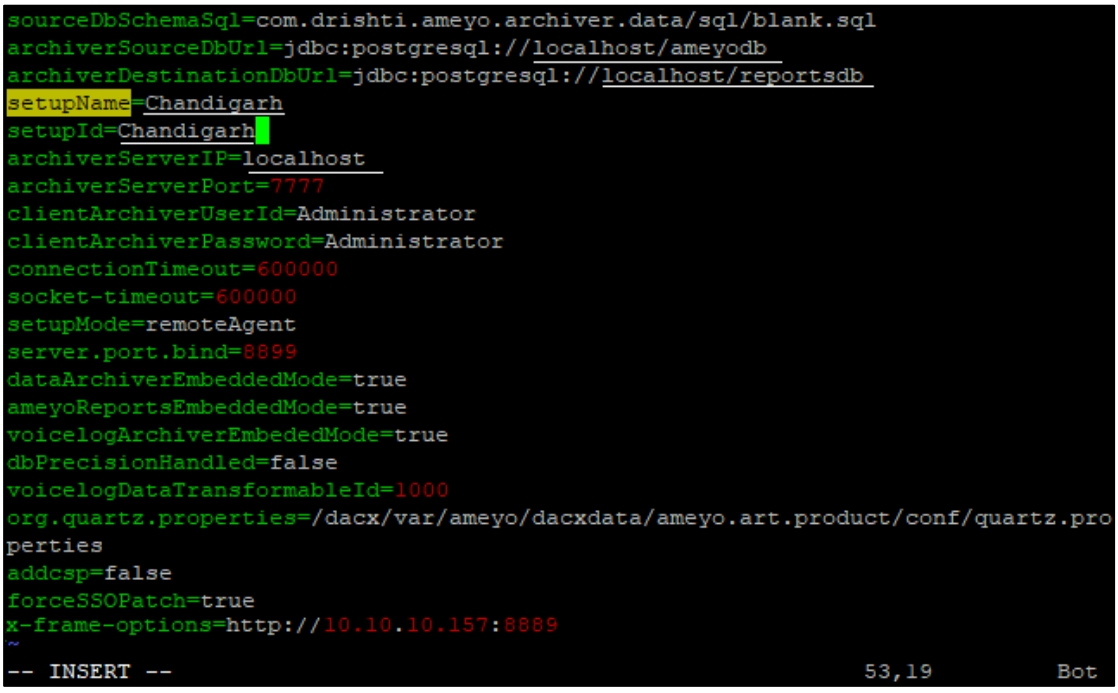

Figure: Changed AmeyoART.INI file

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

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()) ;
   ```

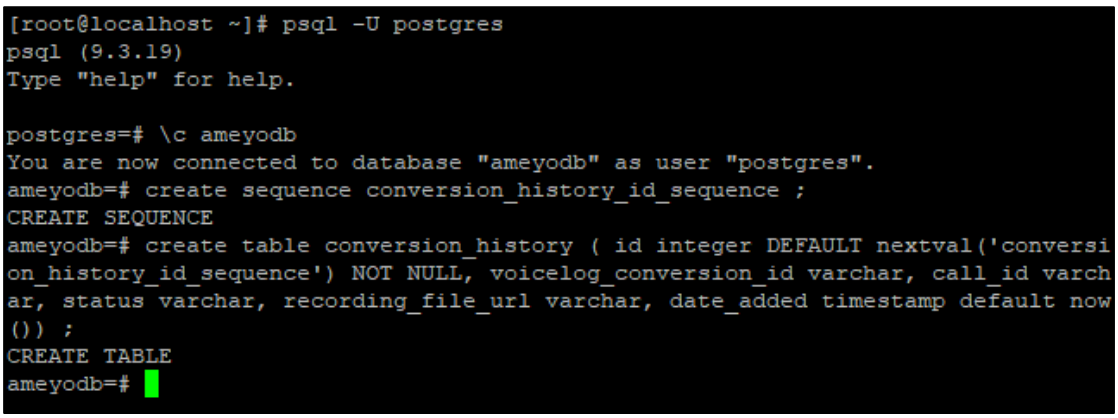

Figure: Activate Voicelogs

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

```
\c art_configuration_db
```

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

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

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

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

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

Figure: Activate Voicelogs

7. Execute the following command.

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

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

8. Execute the following command.

```
insert                    into                    transformables
va_ameyo_setup_configuration(source_persist_policy_instance,sourc
e_table_name,destination_persist_policy_instance,destination_tabl
e_name,transformer_type,configuration_json,cursor_metadata,enable
d)                                                          values
('DESTINATION','va_call_denormalized_table','DESTINATION','va_cal
l_denormalized_table','beanTransformer','{"batchSize":100,"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.

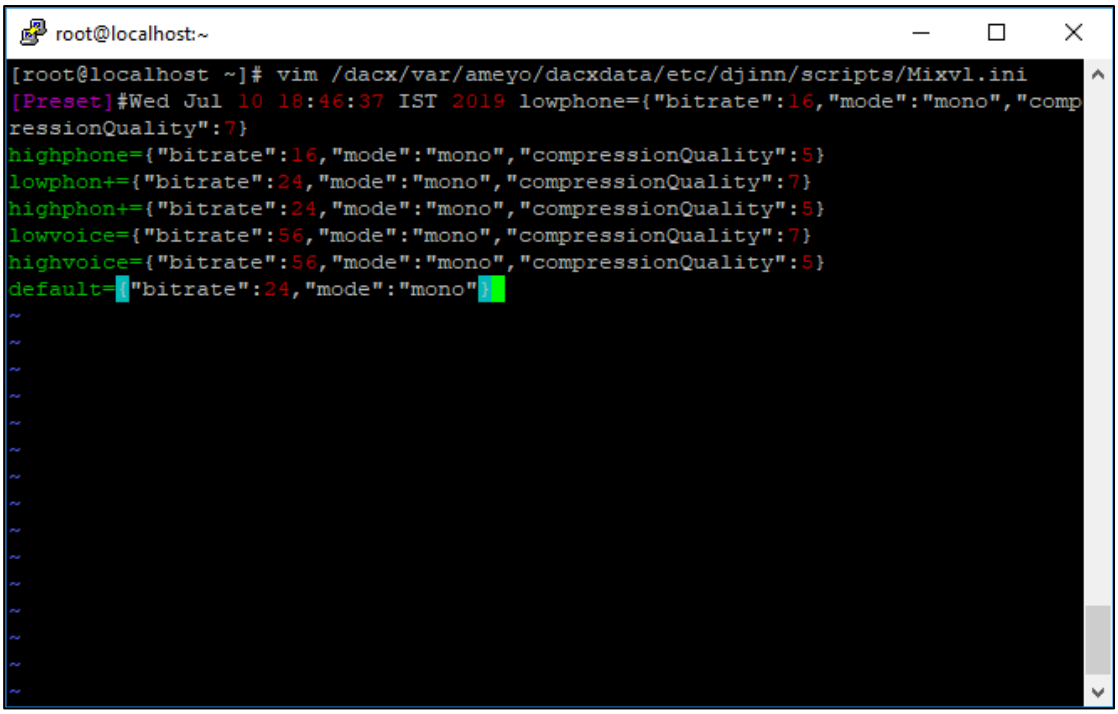

Figure: Content of new MixVl.ini file

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,nam
   e,type,value, default_value,date_added,date_modified) values
   ('AmeyoReports','start.Properties.flagged-
   httpsPort','Integer',7412, 7412,now(),now()) ;
   ```

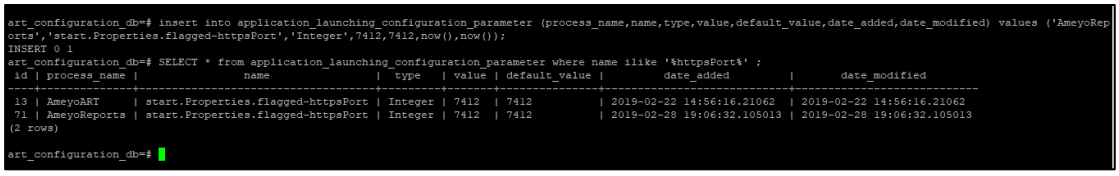

Figure: Command to configure SSL for ART

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

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

Figure: Command to configure X-Frame Options

5. 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');
   ```

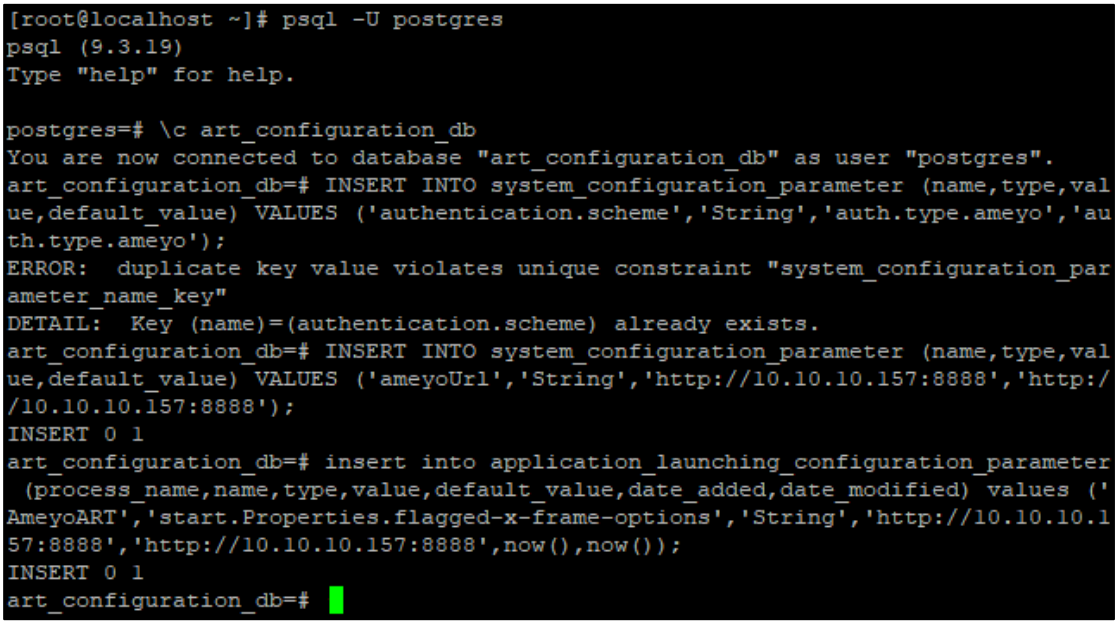

Figure: Enable SSO

4. 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>:<APPSER
VER_PORT>','<PROTOCOL>://<appserver_IP_name>:<PORT>');
```

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

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

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

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

Table: Replace Sample Values

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

```
\q
```

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

```
locate ameyoconfig.props
```

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

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

```
[root@localhost ~]# locate ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
emerge_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
engage_supervisor_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
supervisor_engage_1.0.0.201811060402/ameyoconfig.props
/ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/plugins/com_drishti_ameyo_
web_server_1.0.0.201811060402/ameyoconfig.props
[root@localhost ~]# vim /ameyo_mnt/dacx/ameyo/com.drishti.dacx.server.product/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

9. Press "Esc" key, type /, and type "reportsServer". Press "Enter" key to search for the following entries and modify them.

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

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

Table: Replace Sample Values

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

10. Execute the following command to stop AmeyoART service.

```
ameyoctl service ameyoart stop
```

11. Execute the following command to start AmeyoART service.

```
ameyoctl service ameyoart start
```

2.5 Backend Configuration for the Different User Roles

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

2.5.1 Enable Reports Menu for Different Users

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

- Execute the following command to login to the database.

```
psql -U postgres ameyodb
```

- Run the following query to enable the reports menu.

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

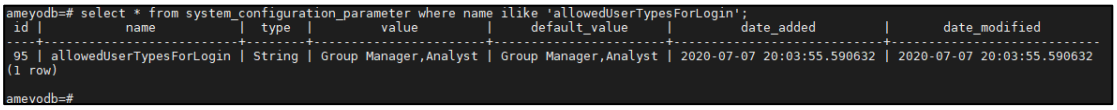

Figure: Enabling Reports Menu Different Users

- Execute the following query to exit from the database.

```
\q
```

2.5.2 Allow the User to view Reports

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

- Execute the following command to login to the database.

```
psql -U postgres art_configuration_db
```

- Run the following query to allow the reports.

```
insert into system_configuration_parameter
(name,type,value,default_value) values
('allowedUserTypesForLogin','String','<comma_separated_list_of
_role_names>','<comma_separated_list_of_role_names>');
```

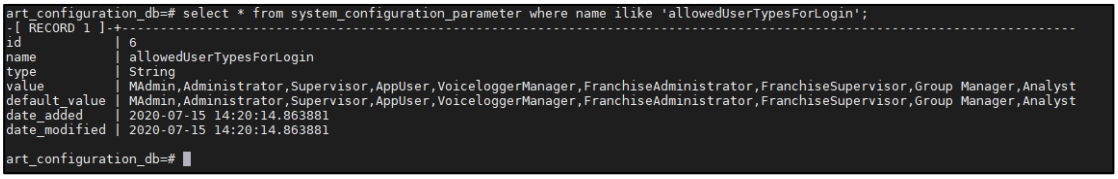

Figure: Allow Logon to Reports Menu for Different Users

- Execute the following query to exit from the database.

```
\q
```

2.5.3 Enable Scheduler for Different User Roles

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

- Execute the following command to login to the database.

```
psql -U postgres art_configuration_db
```

- Run the following query to enable the scheduler tab

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

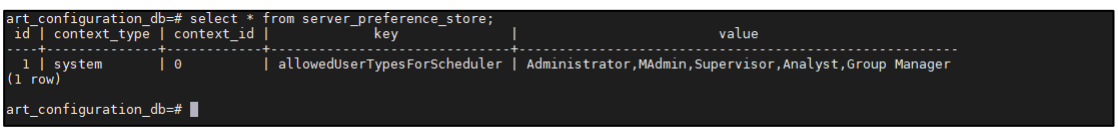

Figure: Enabling Scheduler for Different Users

- Execute the following query to exit from the database.

```
\q
```

Replace <comma_separated_list_of_role_names> with the following different user roles.

- MAdmin
- Analyst
- Supervisor
- Group Manager

and so on.

2.5.4 Show Users Report Only

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

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

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

2. Add the following value in this file.

```
showUserFetchedReportsOnly=true
```

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

```
:wq!
```

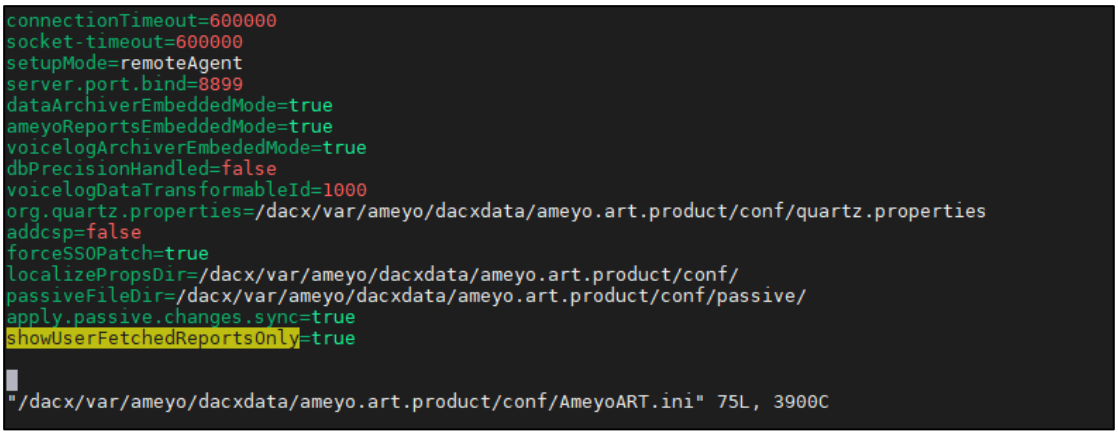

Figure: Enabling Scheduler for Different Users

2.6 Backend Configuration to enable CRM and Lead Penetration Reports

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

Execute the following command to enter the PostgreSQL Console.

```
psql -U postgres
```

Execute the following command to enter a database.

```
\c ameyodb
```

Execute the following command to create a DBlink.

```
create extension dblink;
```

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

2.7 Backend Configuration for Stereo-type Voicelogs

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

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

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

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

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

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

opposite direction; that is, towards the call server from the remote end (for example, telco or softphone or web-browser as the case may be). Based on this direction of travel, the former is called "out" recording, and the later is called "in" recording. Examples:

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

2.7.1 Configuration

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

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

2.7.2 Samples

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

3. Configure and Manage 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.

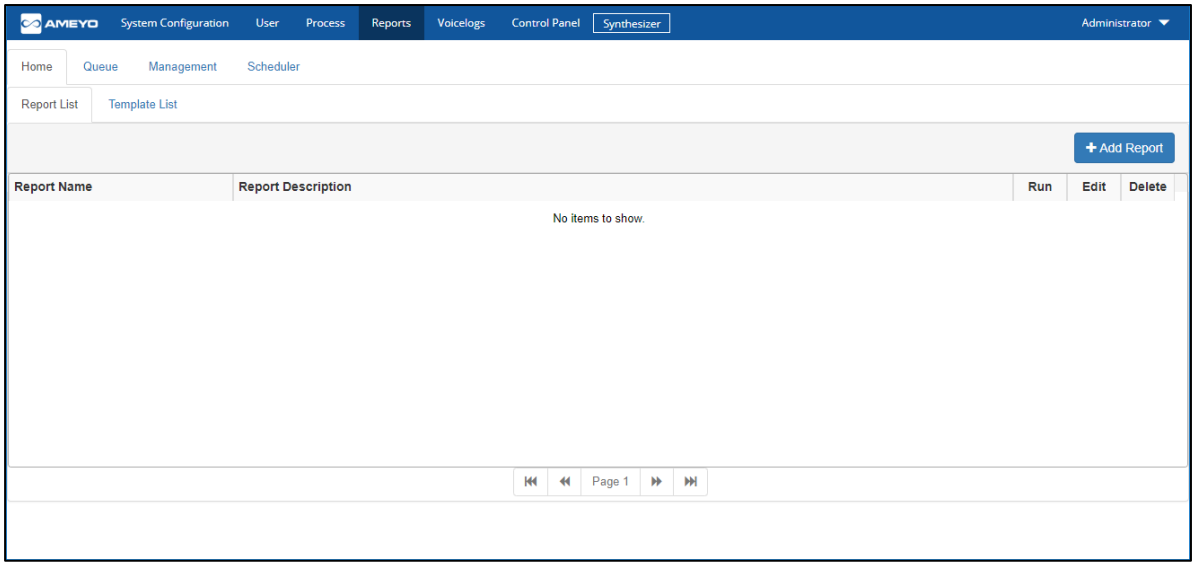

Figure: ART Console

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.

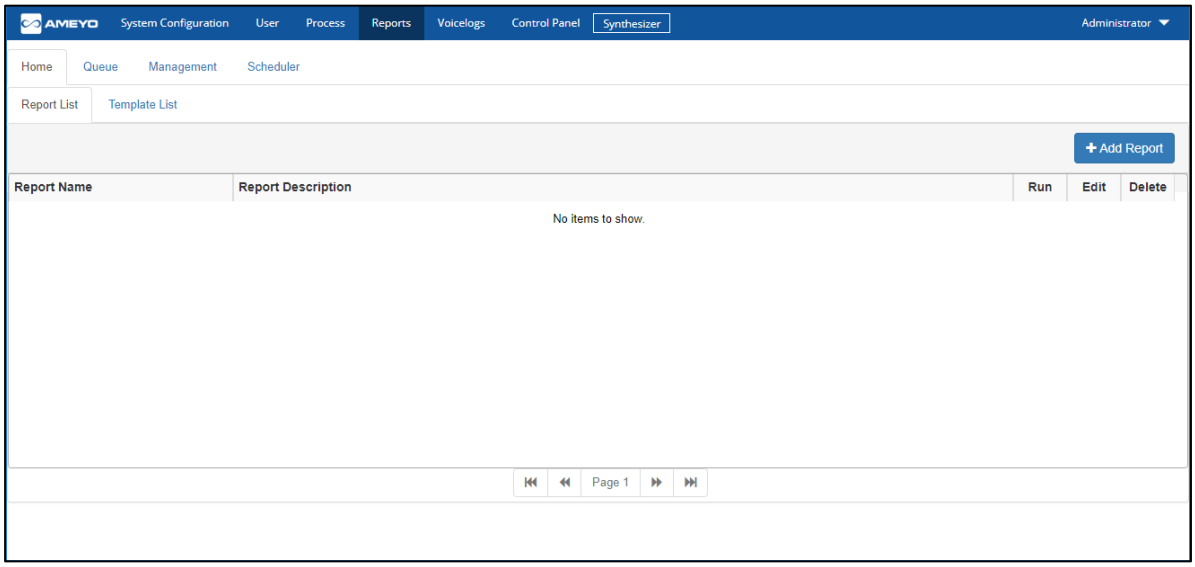

Figure: Home Tab

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.

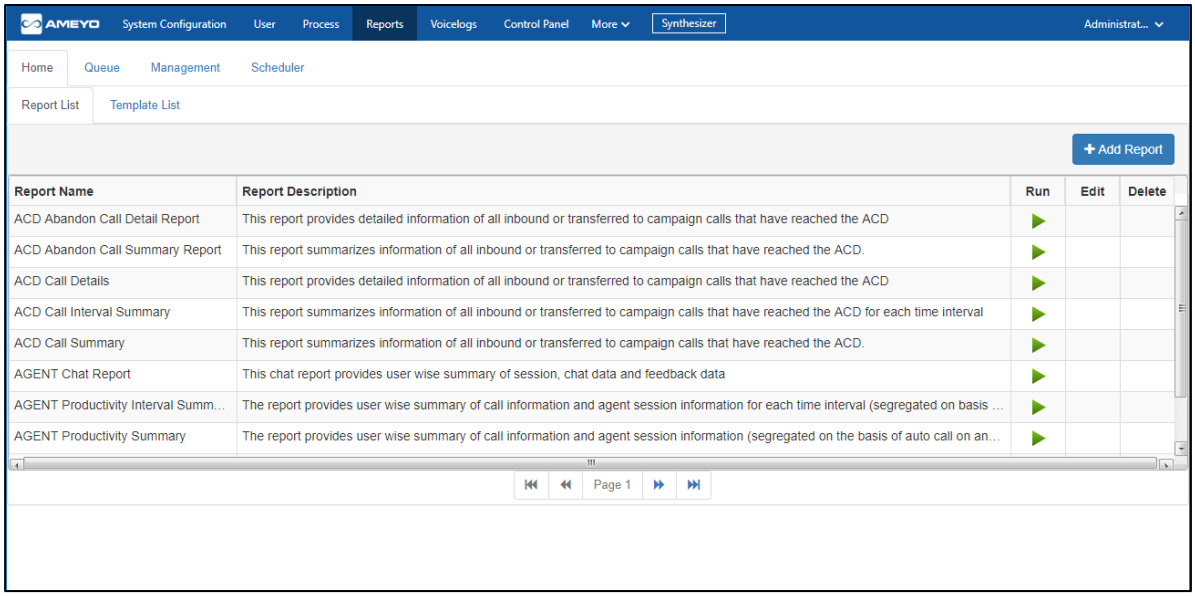

Figure: "Report List" in Home Tab

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.

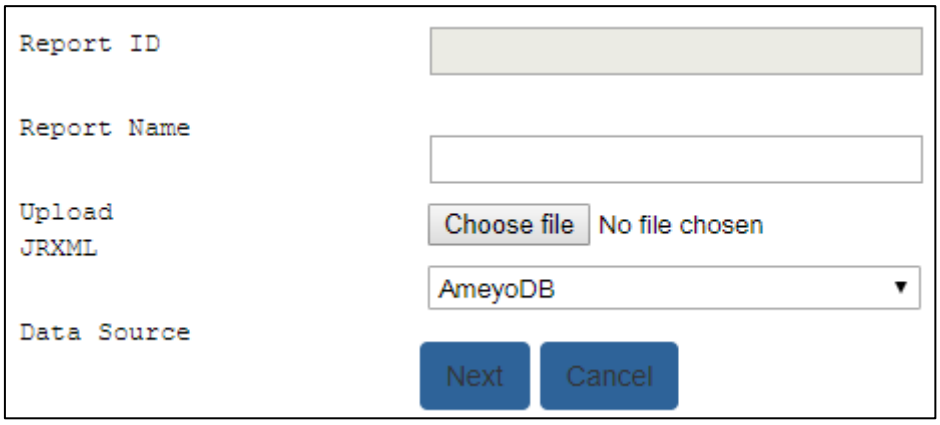

Figure: Add Report

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.

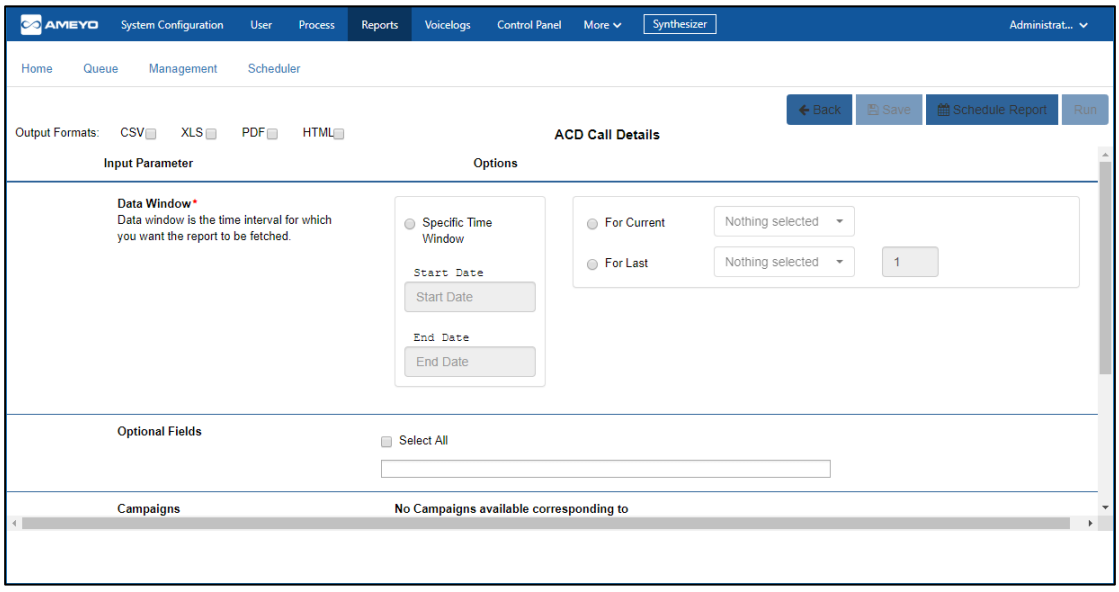

Figure: Run Report

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

Figure: 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.

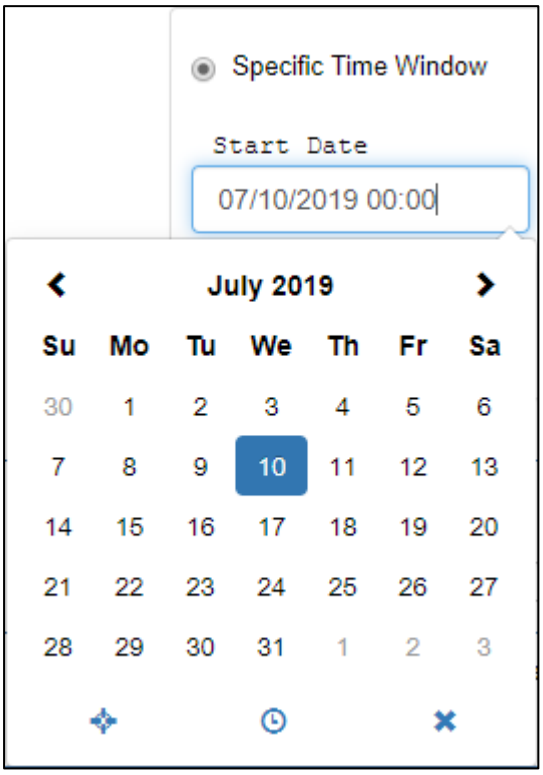

Figure: Select Start Date in Calendar

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.

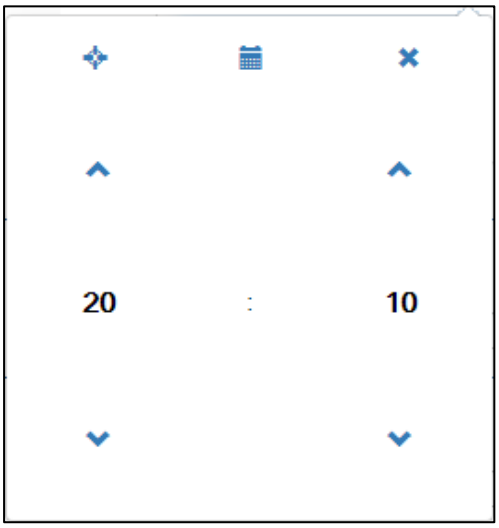

Figure: Select Start Time in Calendar

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 perfom 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.

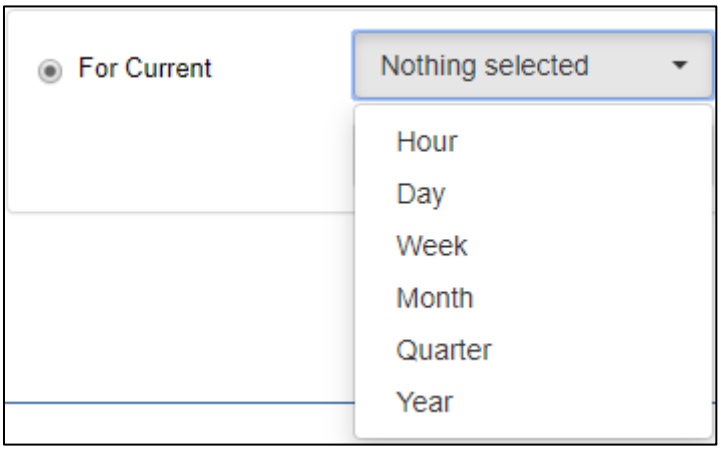

Figure: Options for "Current" data window

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

- **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.

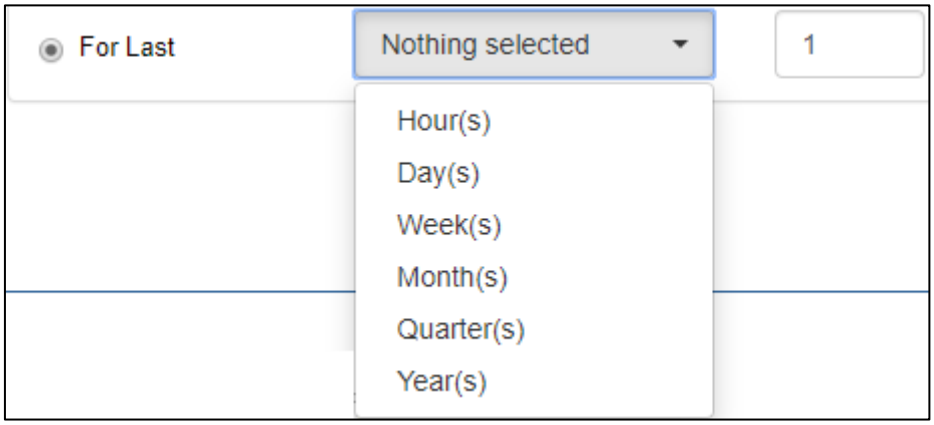

Figure: Options for "Last" data window

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..."

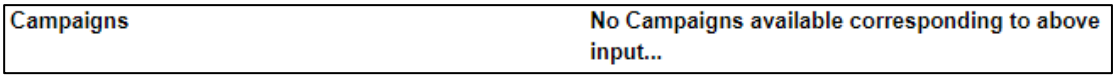

Figure: No campaign available for the selected duration

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..."

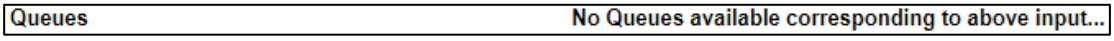

Figure: No queue available

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

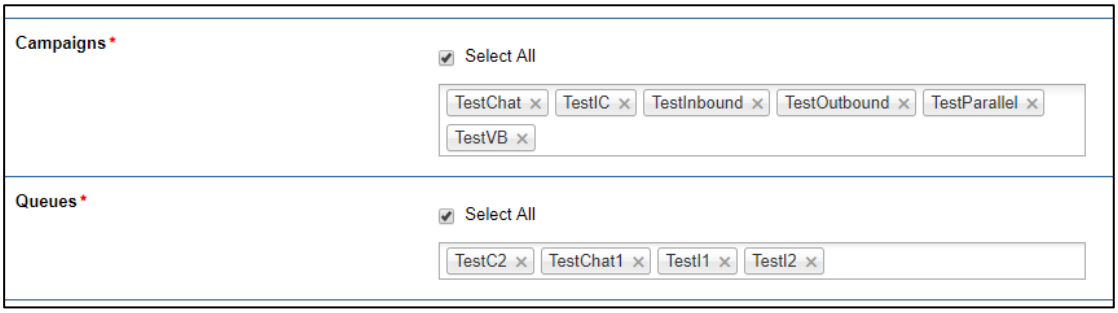

Figure: Selected the Campaigns and Queues

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

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.

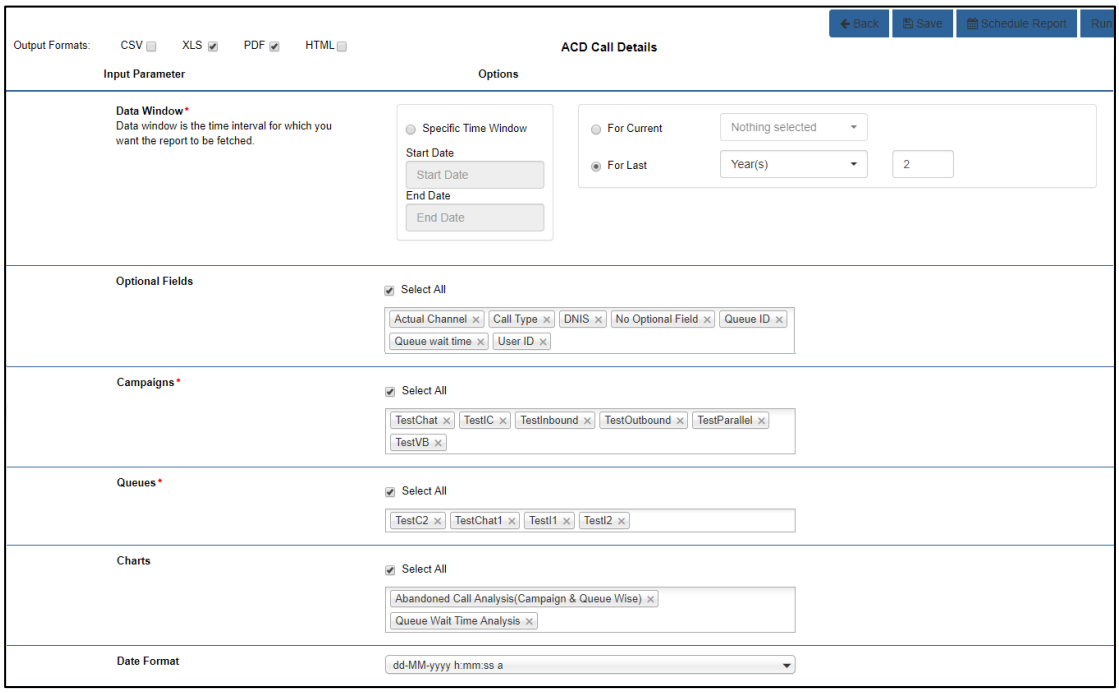

Figure: Sample Details to generate a report

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".

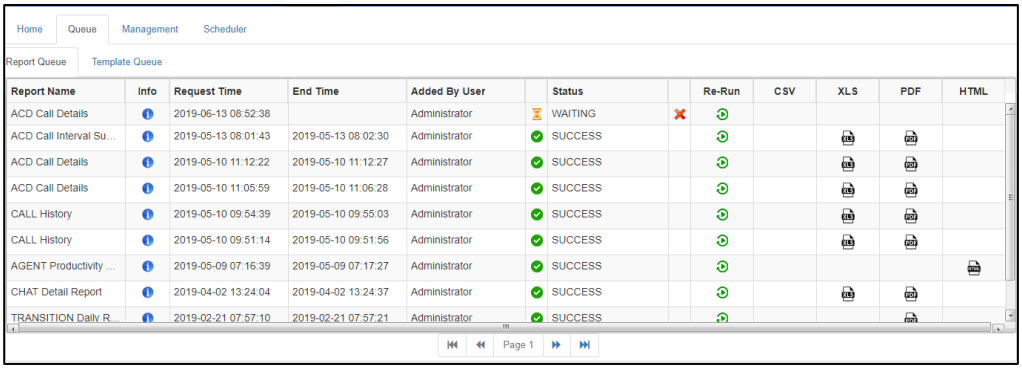

Figure: Generating the report

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

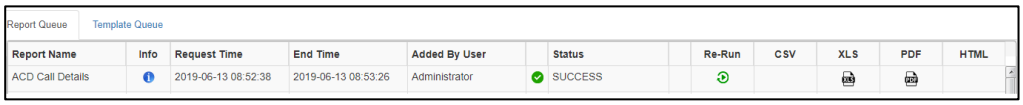

Figure: Generated the Report

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

Figure: Modal to save the template

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

The saved templates will be visible in "Template List" Tab. Know more...

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

Copyright Year Information: Copyright Year is already included in the reports that are exported to PDF, HTML, and XLS file formats. The Copyright Year (for the reports) will be generated dynamically as per the time zone of Server Machine that runs Ameyo AppServer and Ameyo ART.

The code to capture the copyright year dynamically from the server machine and display in the Default Reports is added in Ameyo ART Package for 4.8. However, this code has to be added manually for the Custom Reports.

If both Server and Client (where the Report is generated) are located in the different time zones, then the gap between the time zones of Server and Client will be impacted in the Dynamic Copyright Year. This time zone gap can be between a few minutes (such as five minutes) and maximum to 26 hours.

3.1.2 Template List Tab

This tab shows the list of saved report templates.

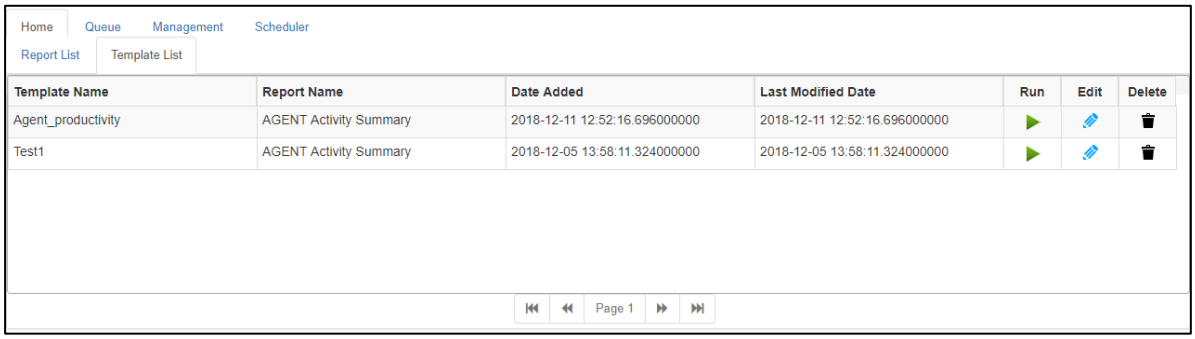

Figure: Template List Tab

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

3.1.2.1 Create Template

The steps to create and save a template are mentioned in "Report List" page. Know more...

3.1.2.2 Run Template

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

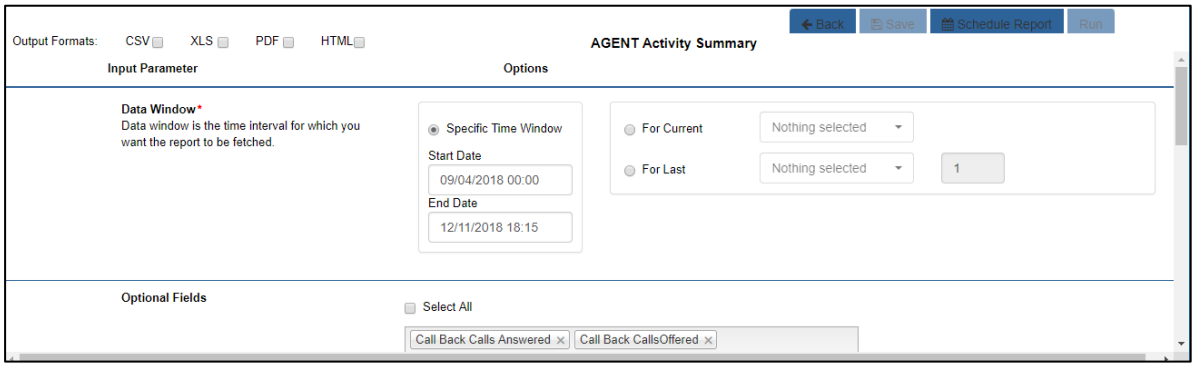

Figure: Run Template

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

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

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

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

3.1.2.3 Edit Template

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

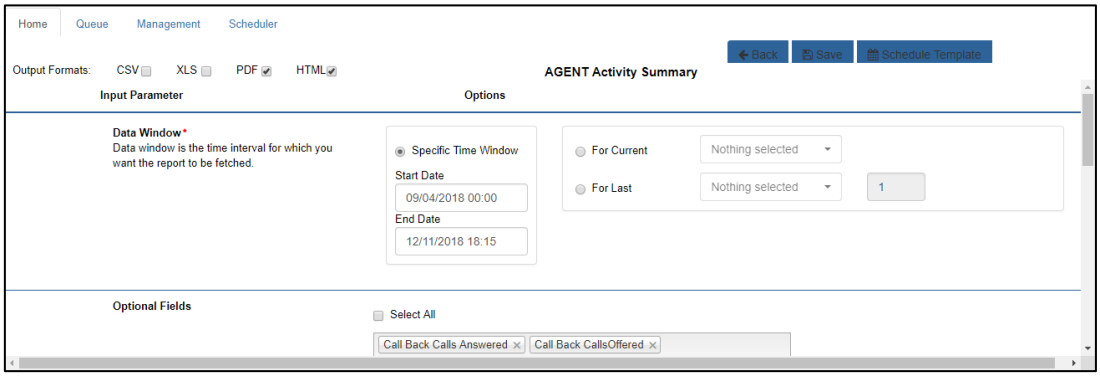

Figure: Edit Template

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

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

3.1.2.4 Delete Template

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

Figure: Delete Template

Click "OK" to delete the template.

The deleted template cannot be restored.

3.2 Queue Tab

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

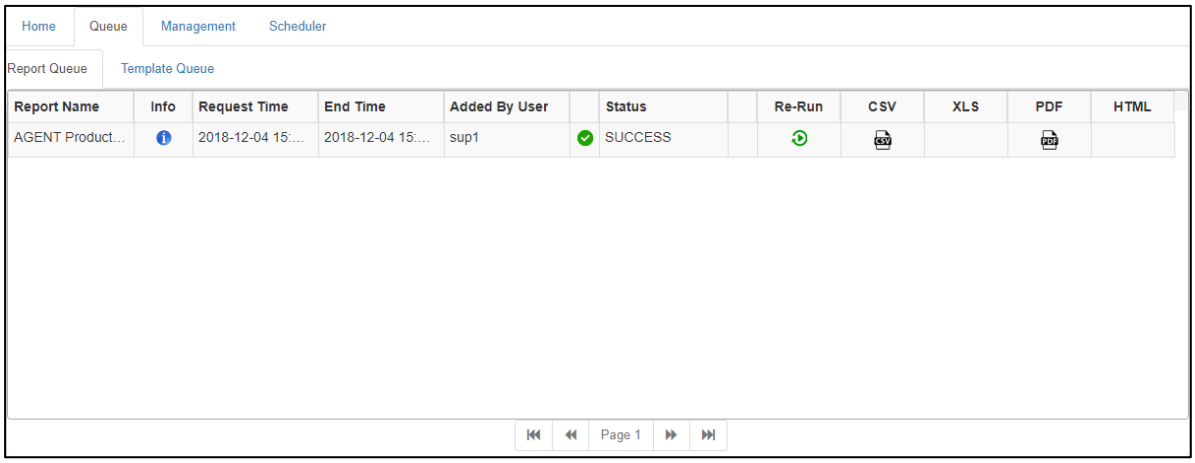

Figure: Queue Tab

It contains the following two tabs.

- Report Queue
- Template Queue

3.2.1 Report Queue

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

The Administrator can view the reports run by the Supervisors.

3.2.2 Template Queue

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

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

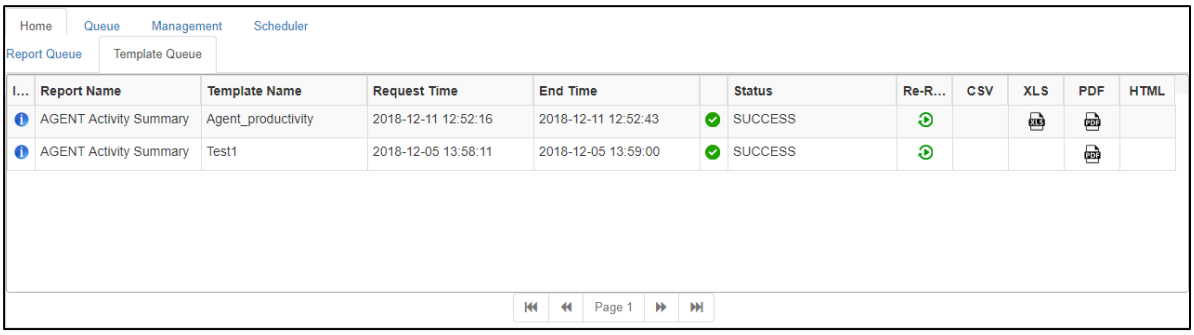

Figure: Template Queue Tab

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.

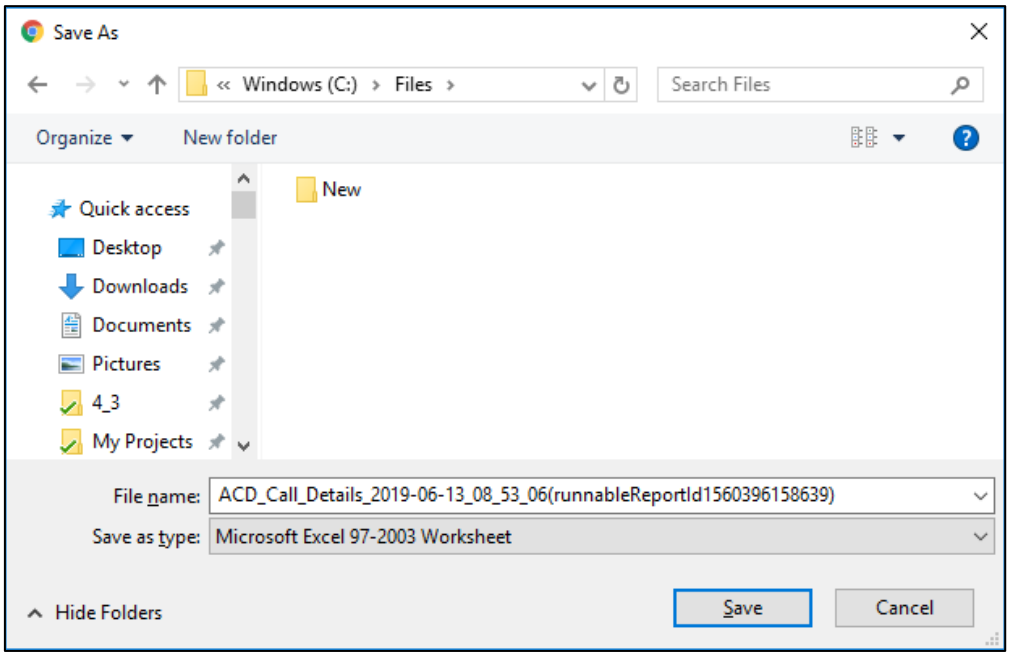

Figure: Dialog Box to save file

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

3.3.1 Management Tab

Here, you can manage the report and user privileges.

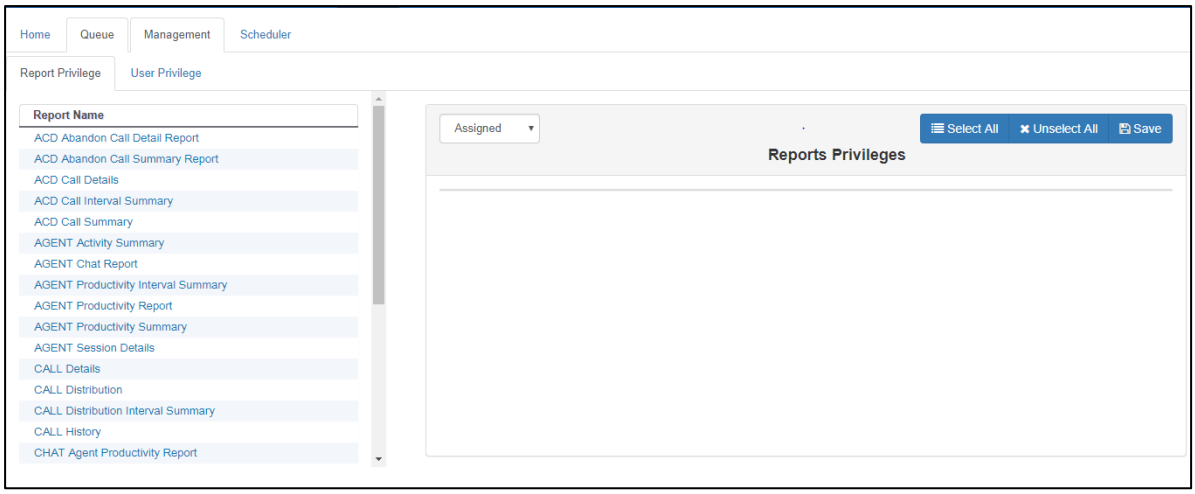

Figure: Management Tab of ART

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

- Report Privilege
- User Privilege

3.3.2 Report Privilege

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

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

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

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

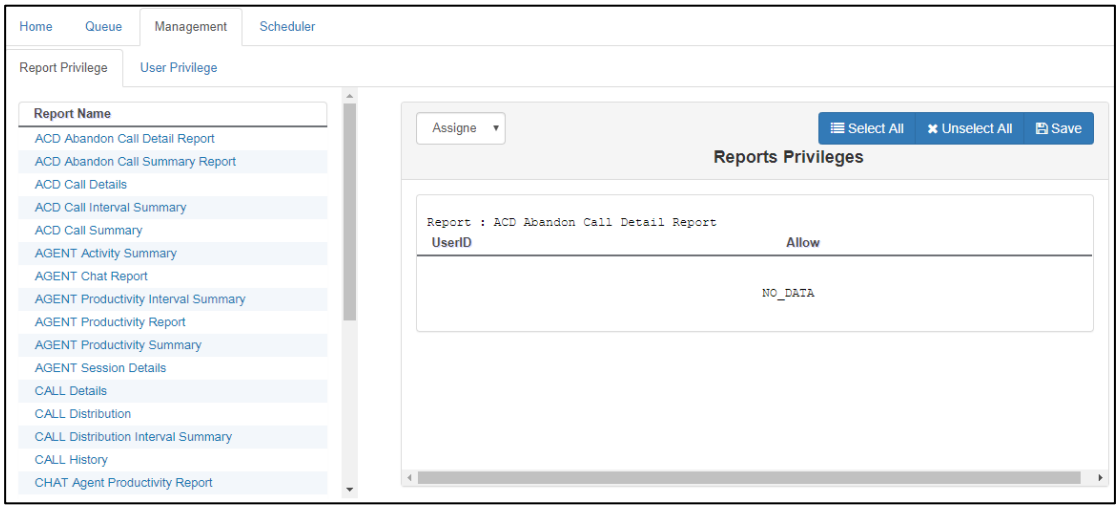

Figure: Assign Report Privileges

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.

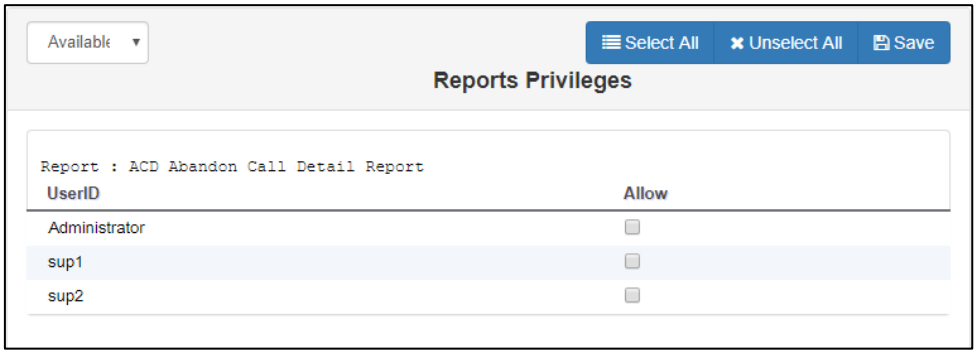

Figure: Assign Report to users

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.

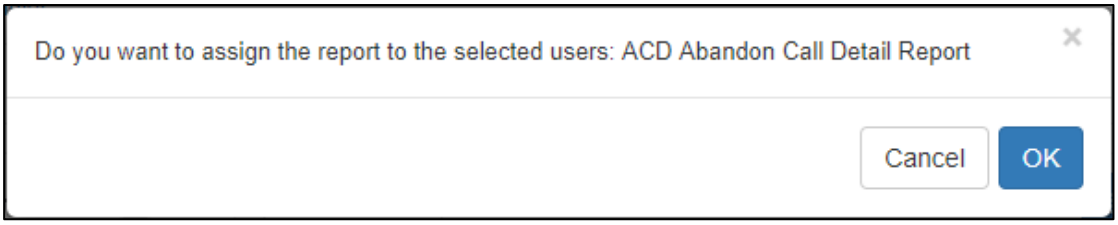

Figure: Confirming the Report Assignment

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.

3.3.3 User Privileges

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

Figure: User Privilege Report

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

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

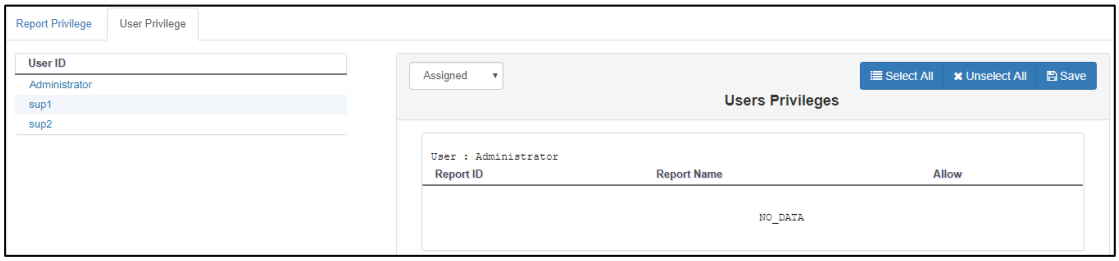

Figure: List of Assigned Reports

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

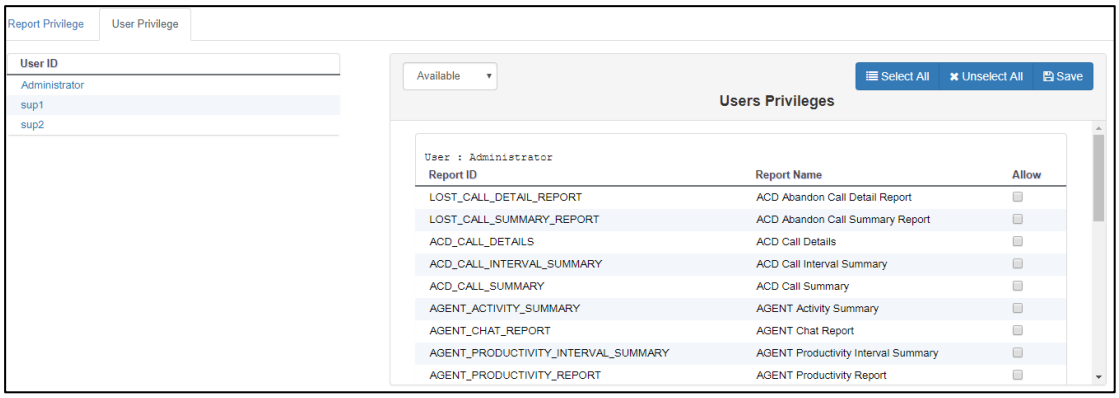

Figure: List of Available Reports

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

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

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

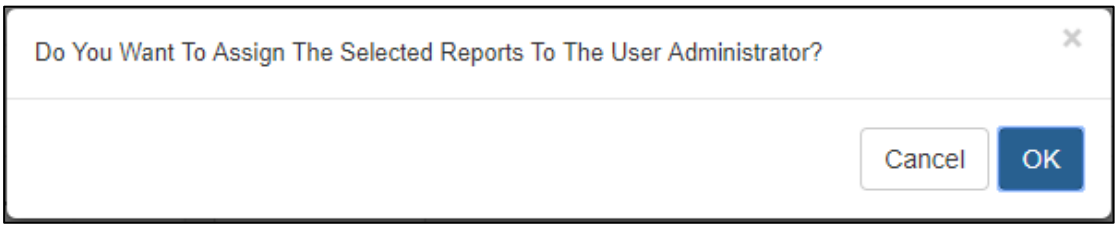

Figure: Message

5. Click "OK" to assign the reports.

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

3.4 Report Scheduler

3.4.1 (Licensable) Scheduler Tab

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

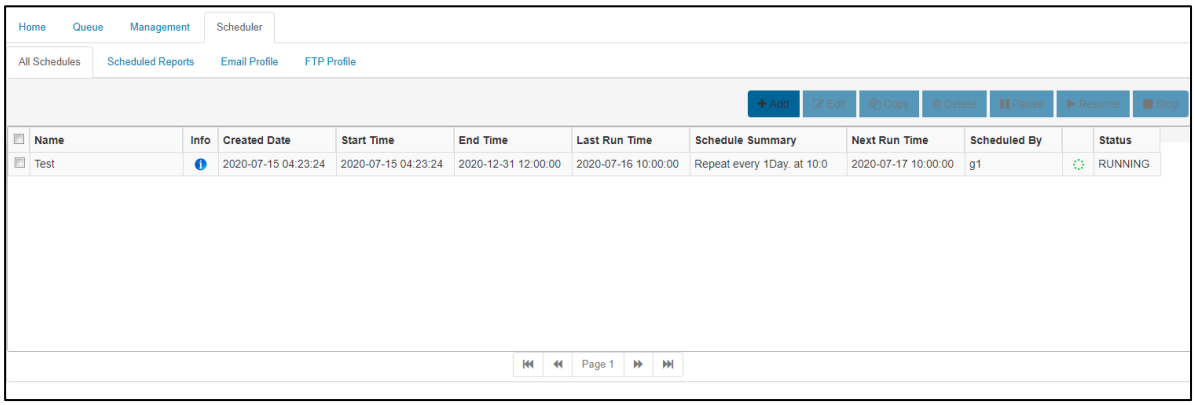

Figure: Scheduler Tab of ART

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

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

3.4.2 Create Email Profile

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

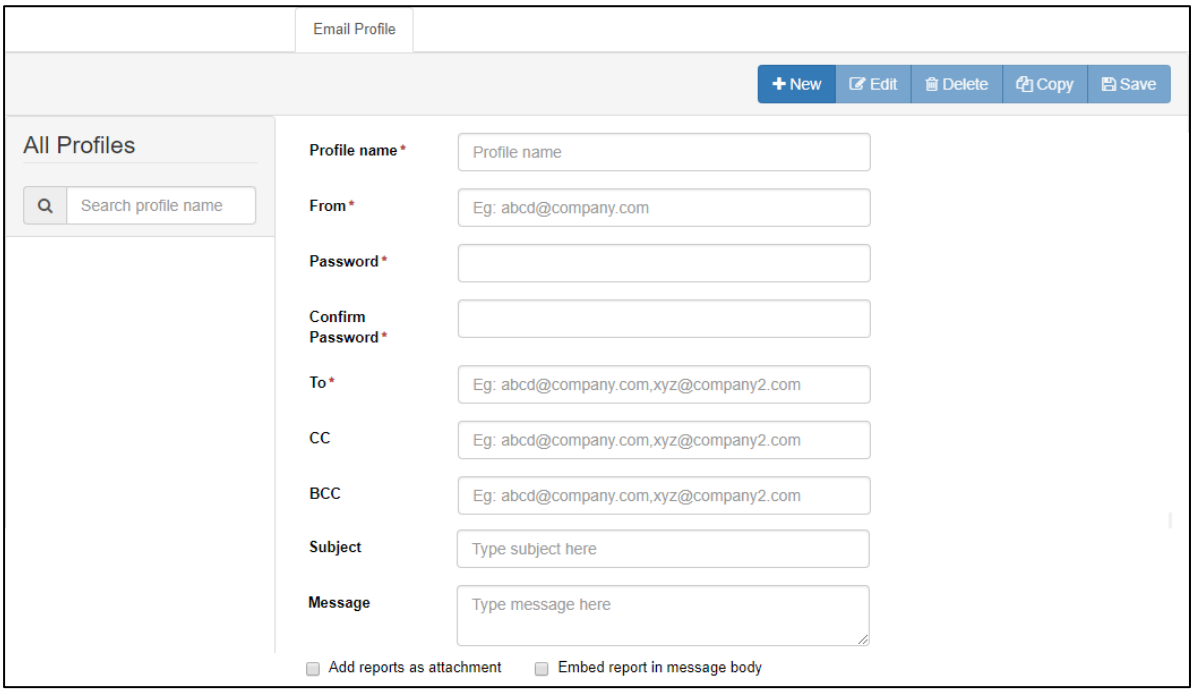

Figure: Email Profile

Perform the following steps here to create an email profile.

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

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

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

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

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

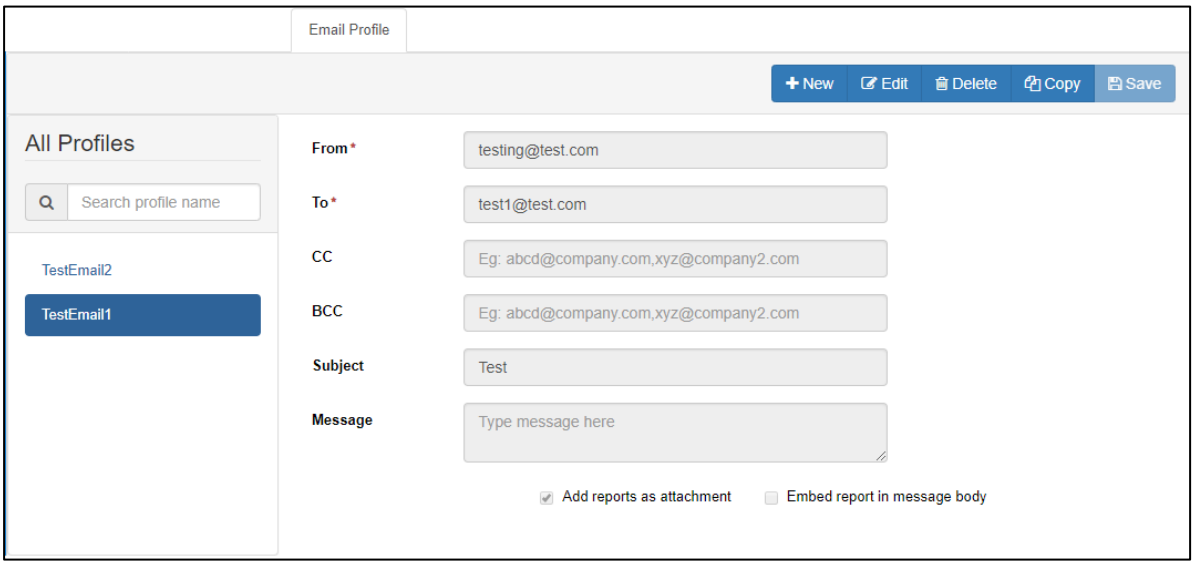

Figure: List of Email Profiles

3.4.3 Create FTP Profile

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

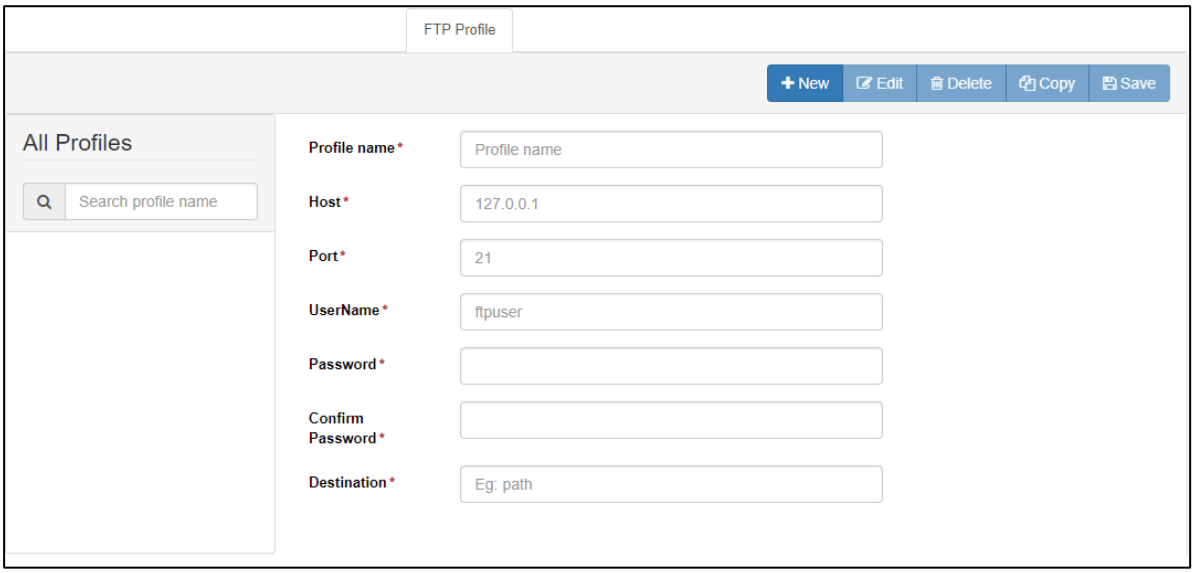

Figure: FTP Profile

Perform the following steps here to create a FTP profile.

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

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

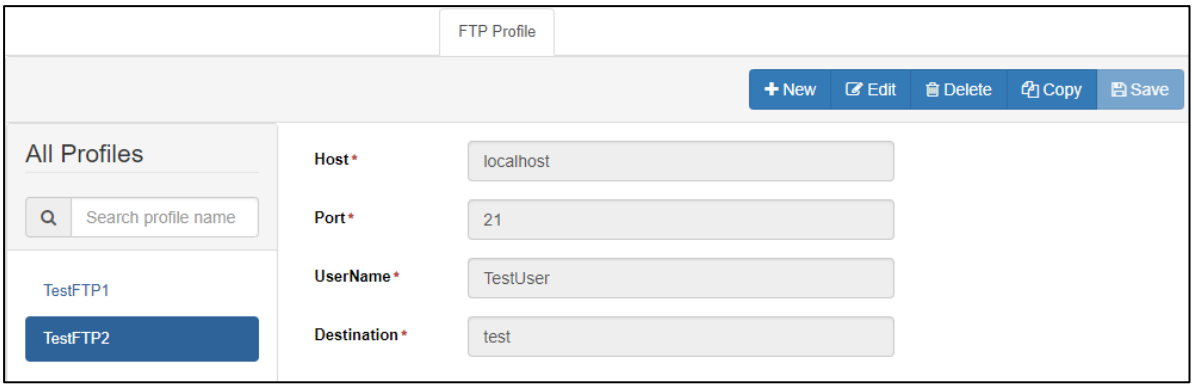

Figure: List of FTP Profile

3.4.4 Create Report Scheduler

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

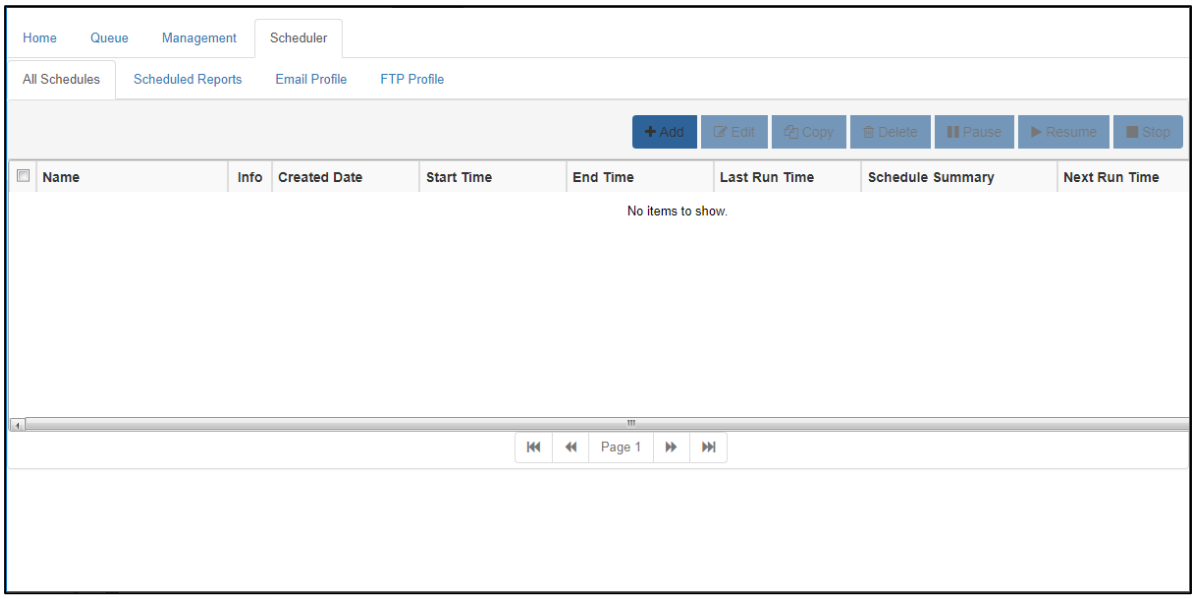

Figure: Scheduler Tab of ART

Perform the following steps to create a report scheduler.

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

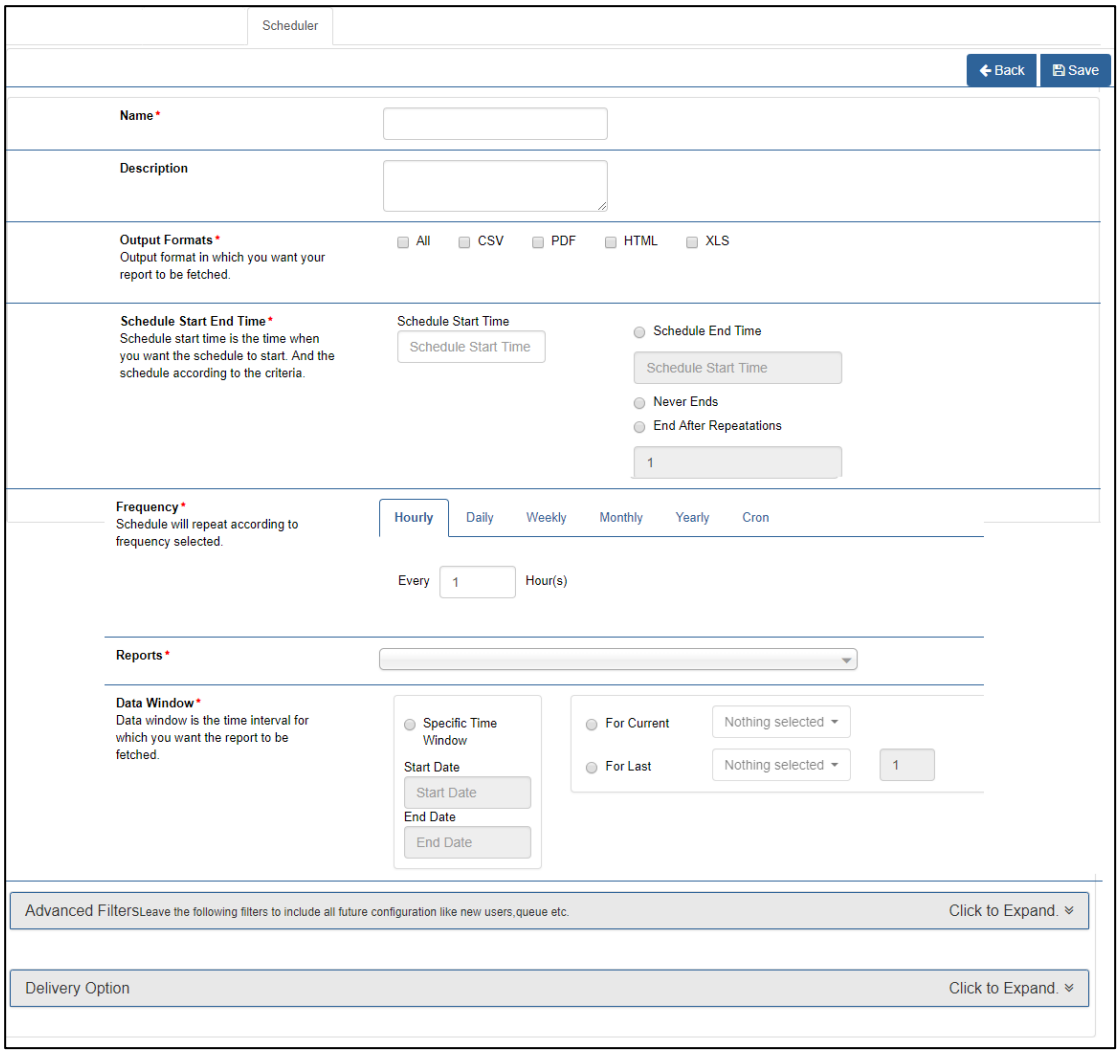

Figure: Adding New Report Scheduler

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

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

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

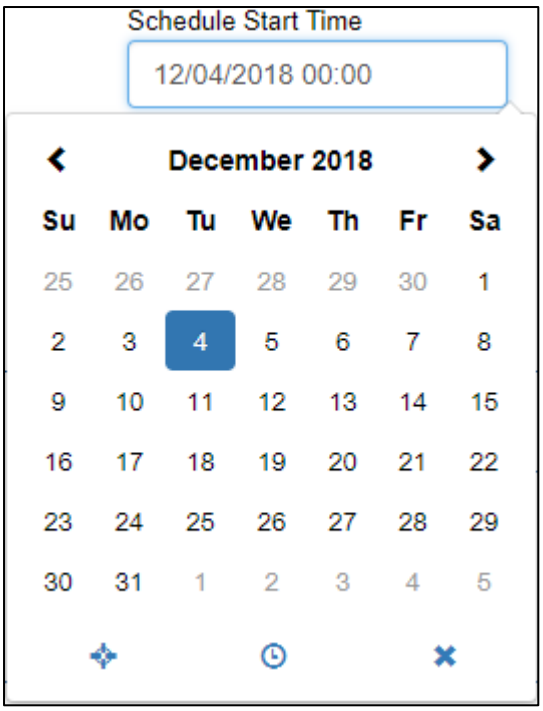

Figure: Select when Schedule start

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

      I. Schedule End Time: Click "Schedule End Time" box to select the date and time when the scheduler will end.

      II. Never Ends: Select it to make this scheduler job infinite. It will run continuously.

      III. Ends After Repetition: Select it to specify how many repetitions this job will end.

5. **Frequency:** Select any of the following frequencies to specify the intervals when the scheduler will run automatically.

A. **Hourly:** Select it to run the scheduler after selected hours until the Scheduler Time, and specified repetitions end.

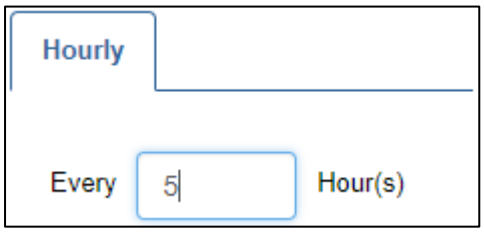

Figure: Hourly Frequency

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

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

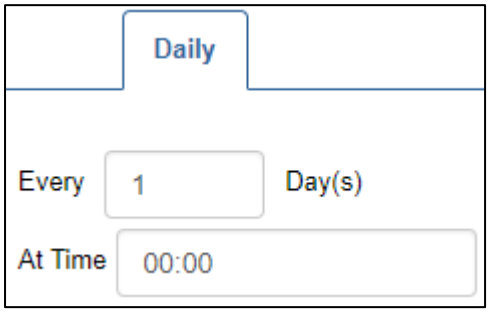

Figure: Daily Frequency

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

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

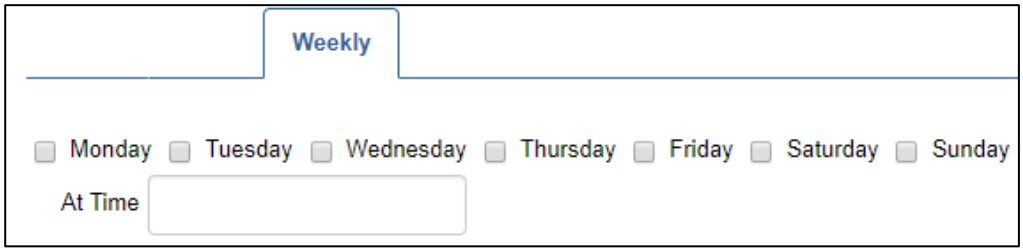

Figure: Weekly Frequency

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

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

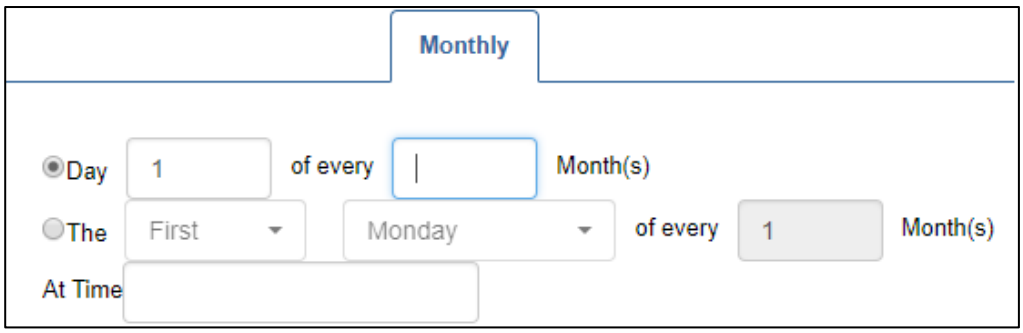

Figure: Monthly Frequency

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

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

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

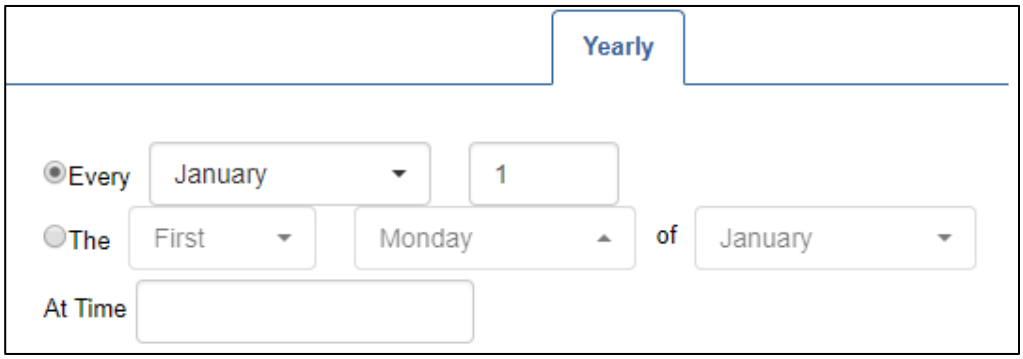

Figure: Yearly Frequency

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

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

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

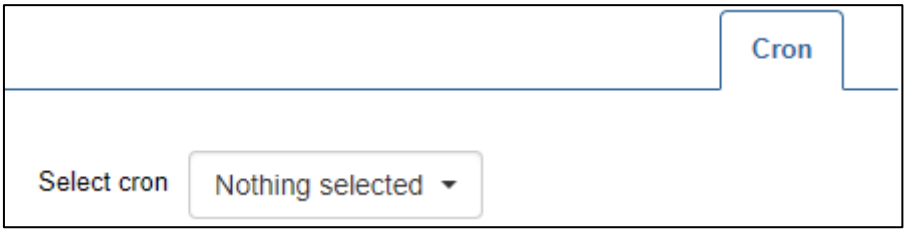

Figure: Cron Job

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.

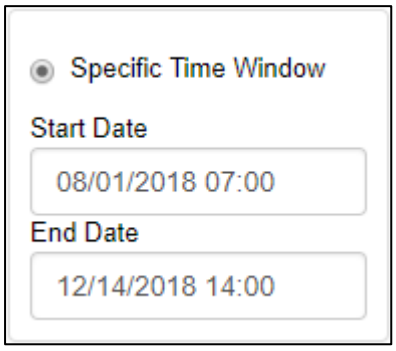

Figure: Specific Duration of Data Collection

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.

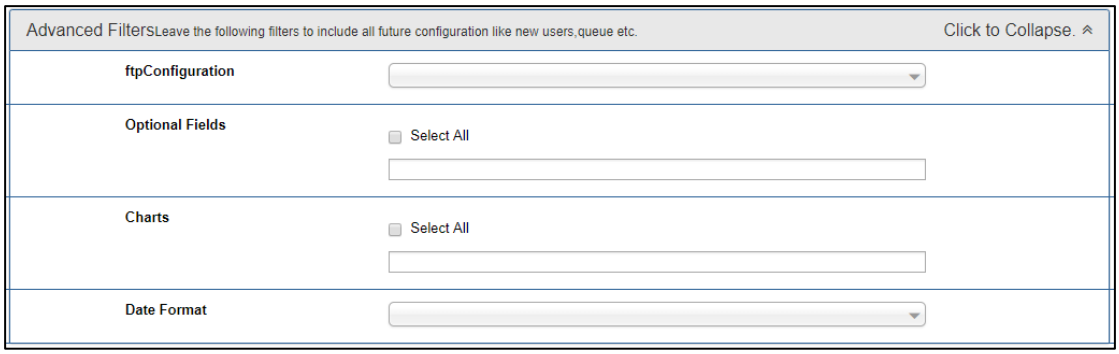

Figure: Advanced Filters

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.

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

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

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

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

      - Abandoned Calls after Target Analysis
      - Abandoned Calls before Target Analysis
      - Average Talktime Analysis

- Served Calls in Target Analysis
- Service Level Analysis

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

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

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

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

List of recipients is also defined in the email profile.

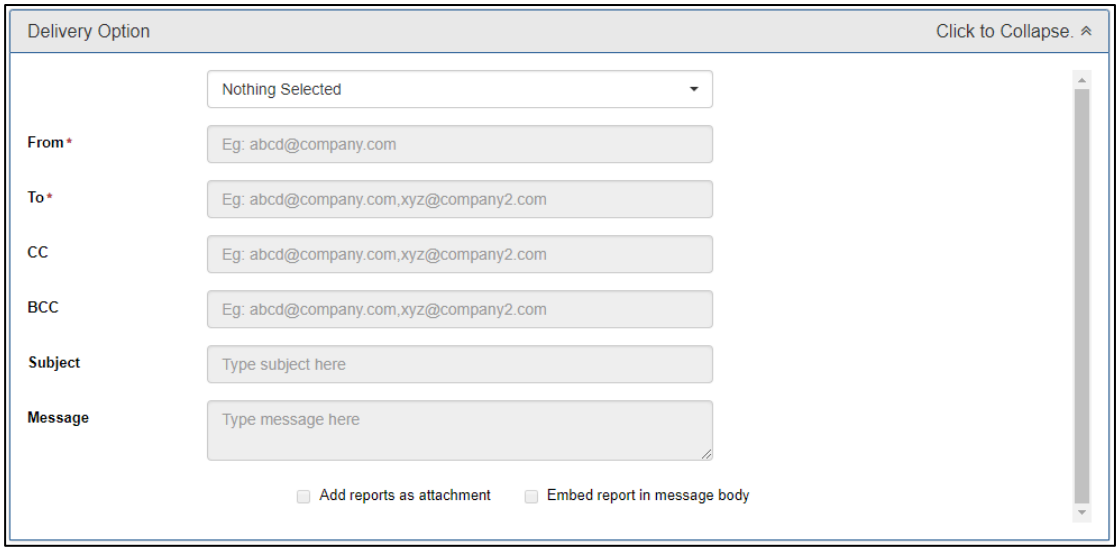

Figure: Select Email Profile

Select the email profile in the drop-down menu.

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

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

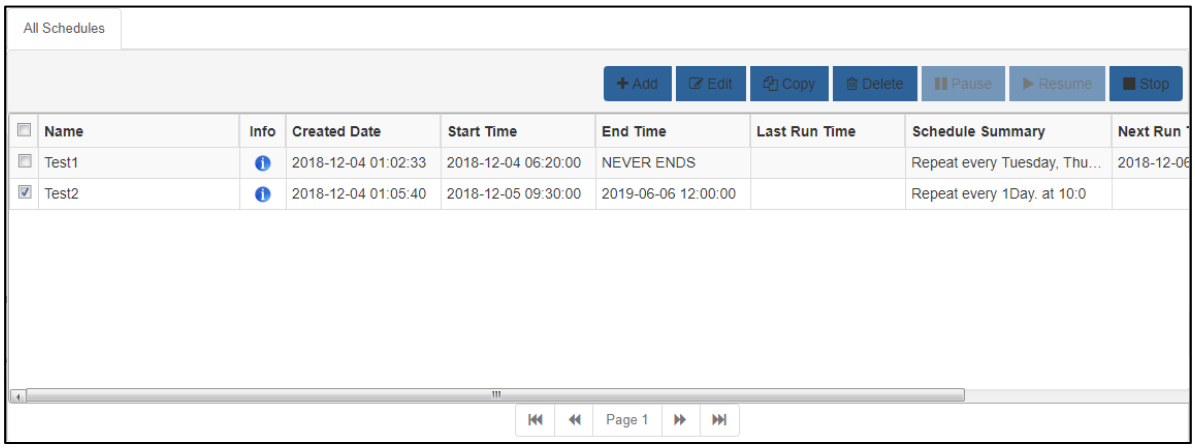

Figure: All Schedules

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

4. Voicelogs

4.1 (Licensable) Voicelogs Tab

Voicelogs Tab lets you search and download the voicelogs.

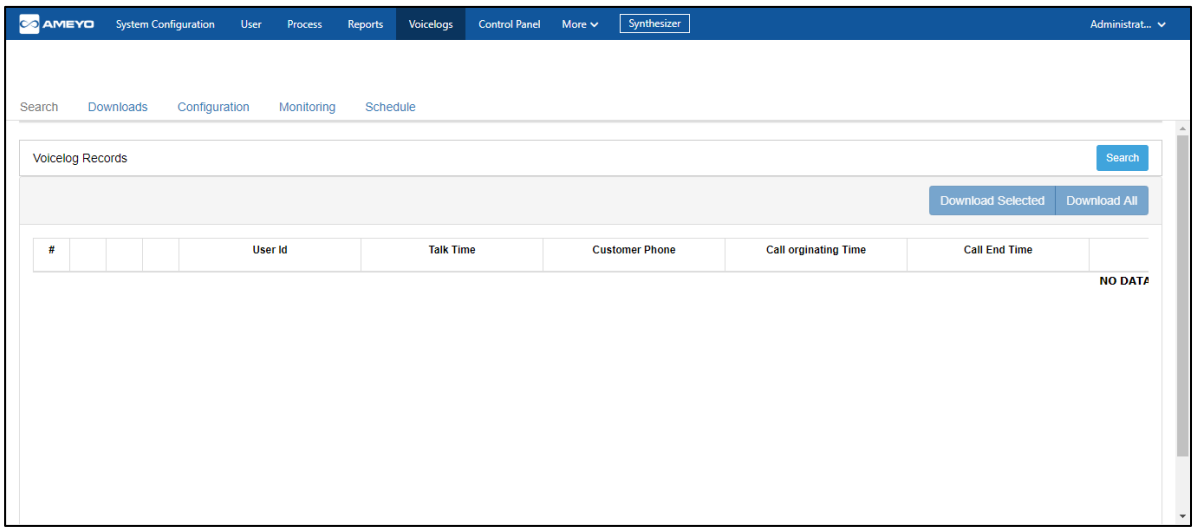

Figure: Voicelogs Tab

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

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

4.2 Search Voicelogs

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

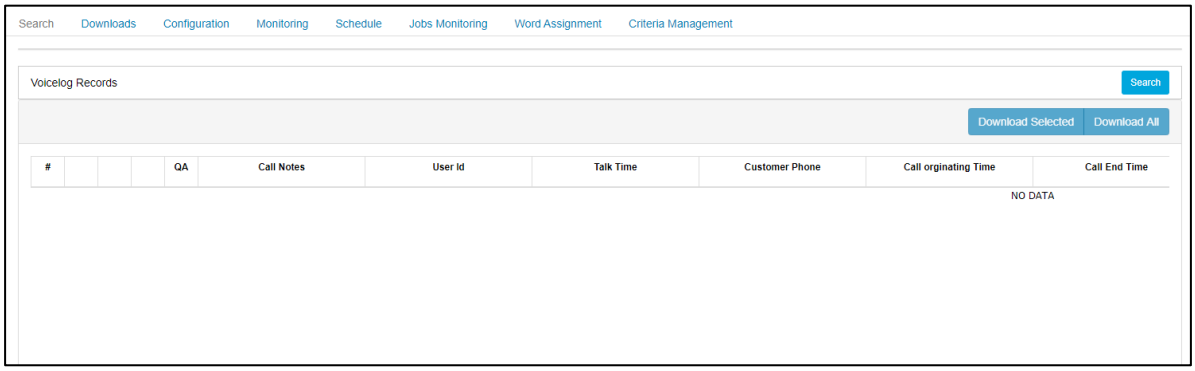

Figure: Search Tab of Voicelog

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

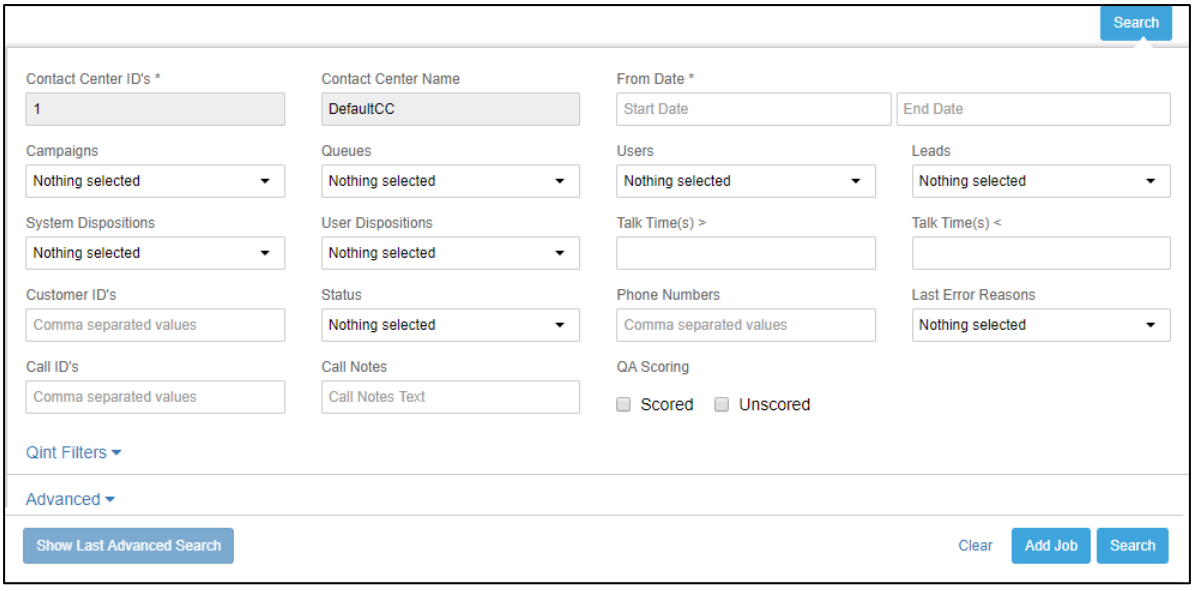

Figure: Voicelog Search

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

1. **(Mandatory) Contact Center ID:** In case of Centralized ART in a Multi-tenant Setup, you can provide the ID of Ameyo Setup through which the calls were made. However, this field remains disabled in the case of Single Tenant Setup.
2. **(Mandatory) Contact Center Name:** In the case of Centralized ART in a Multi-tenant Setup, you can provide the name of Ameyo Setup through which the calls were made. However, this field remains disabled in the case of Single Tenant Setup.
3. **(Optional) From Date:** Perform the following steps to select "From Date".
   A. Click "From Date" textbox to show the calendar.

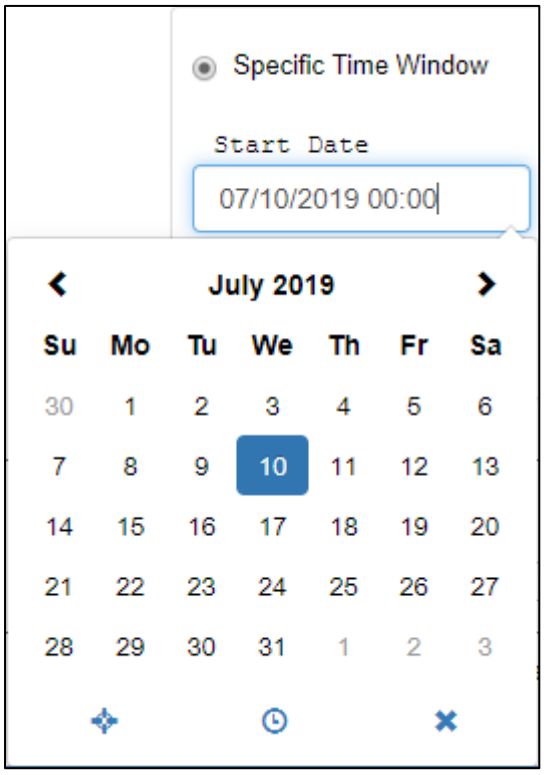

Figure: Select Start Date in Calendar

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

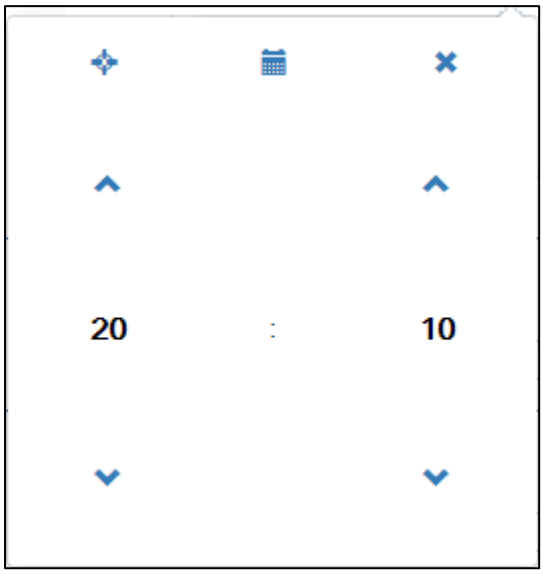

Figure: Select Start Time in Calendar

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

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

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

4. **(Optional) End Date:** You have to perform the same steps to select "End Date", which you have performed to select "From Date".
5. **(Optional, but Required) Campaign:** Select the Campaigns of which voicelogs you want to search. It will show the campaigns created in the selected Contact Center.
6. **(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) Leads:** It lets you search for the voicelogs created for the selected leads.
11. **Talk Time <:** It lets you search for the voicelogs of which duration is less than the provided value.
12. **Talk Time >:** It lets you search for the voicelogs of which duration is more than the provided value.
13. **Customer ID:** It lets you search for the voicelogs of a particular customer ID.
14. **Status:** It lets you search for the voicelogs of those cases, which are marked with the selected status.
15. **Phone Number:** It lets you search for the voicelogs for the provided phone number.
    15. **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
16. **Call ID:** It lets you search for the voicelogs for the selected call ID.
17. **Call Notes:** The notes added on the calls are also accessible. A user can filter the calls based upon the words available in the Call Notes.

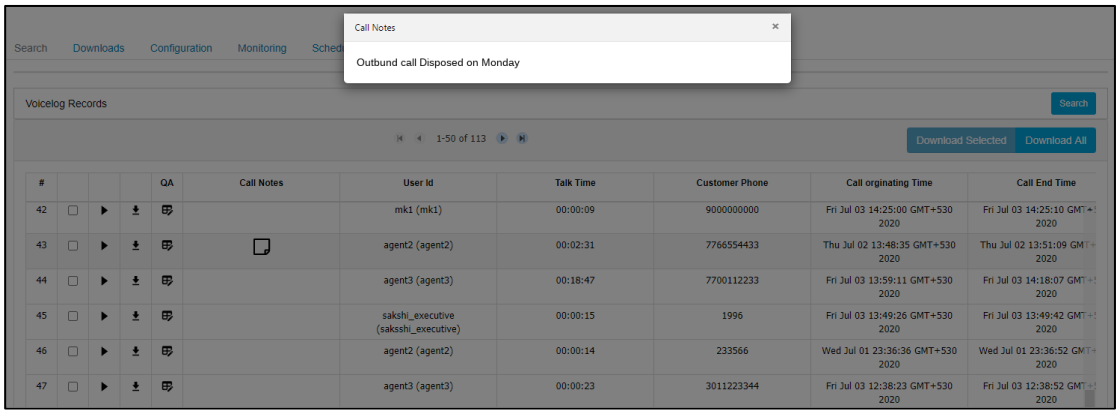

Figure: Call Notes in VLA

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

18. **QA Scoring:** It lets you search for the voicelogs of Scored calls or unscored calls. You can check the boxes to search the voicelogs. Know more...

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

Figure: Advanced Search Options

1. **Attribute-based Options:** If table definition fields are mapped to be filterable in "Table Mapping" at System-level and if the filterable fields are assigned to the selected campaigns, then you can use that filtrable field to search the voicelogs based upon the customer attributes.

   You can select an attribute (filterable value), its operator, and provide its value. Refer to the following screenshot.

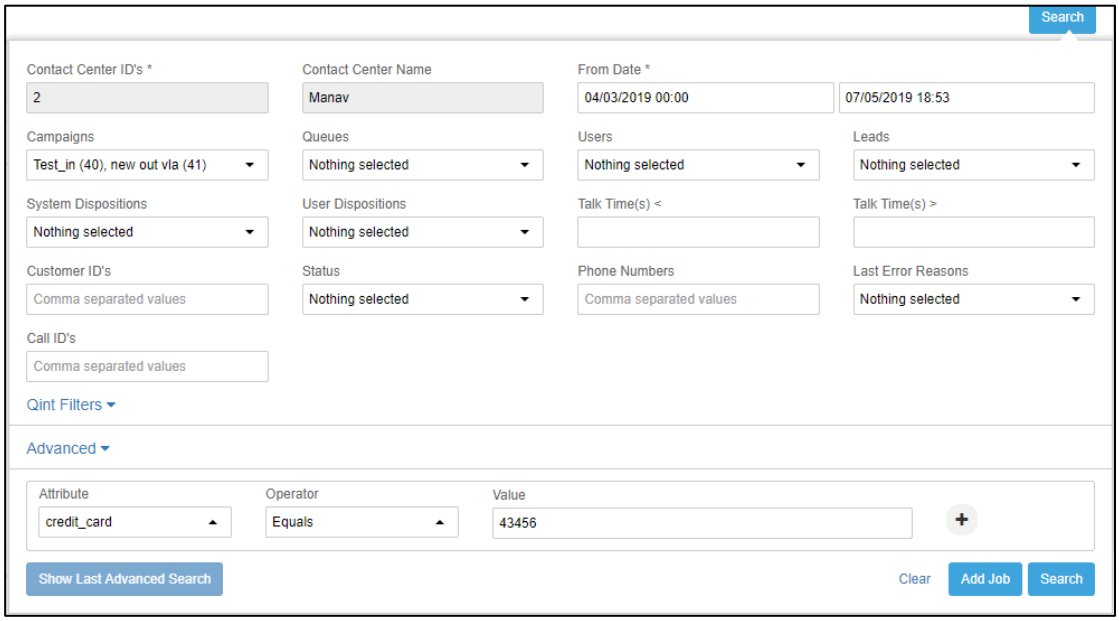

Figure: Filled Search Box

Provide the inputs for the required and mandatory fields.

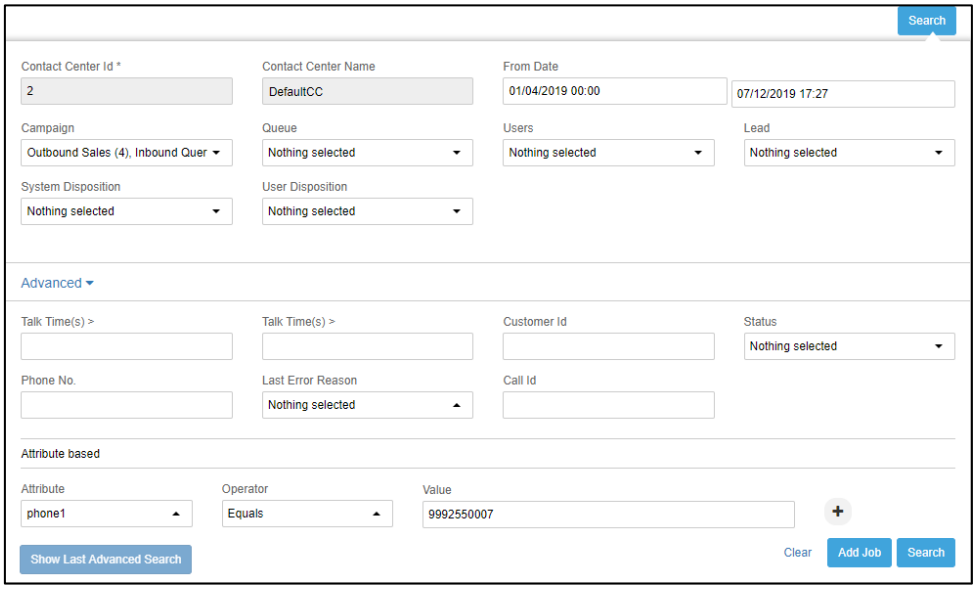

Figure: Sample Inputs

4.2.1 Add Job

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

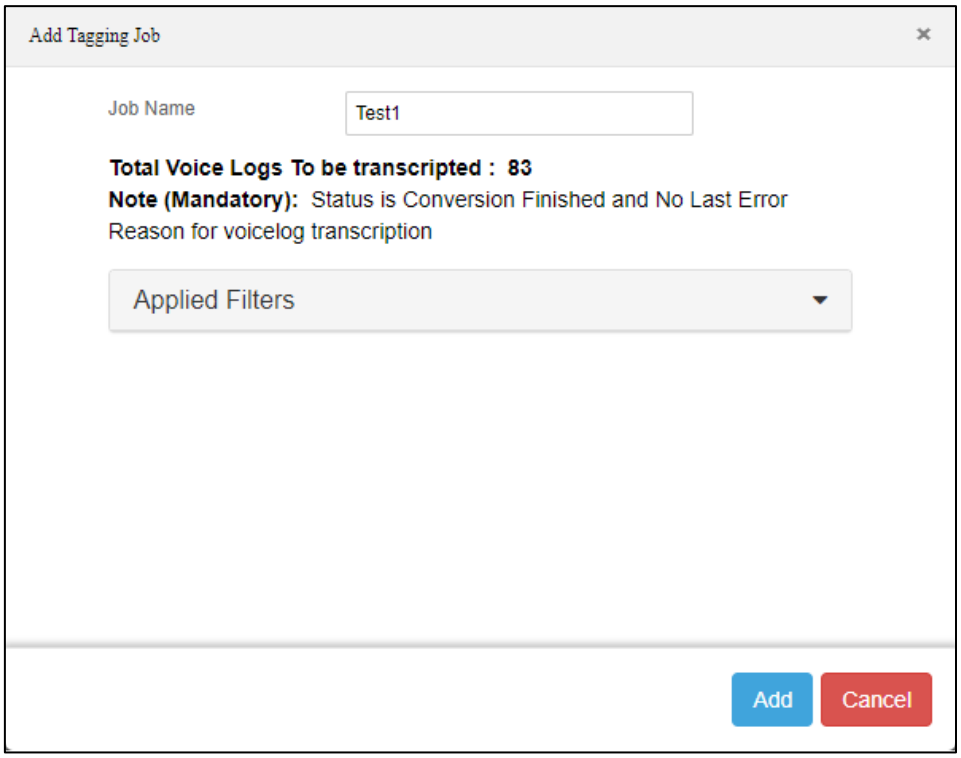

Figure: Add Job

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

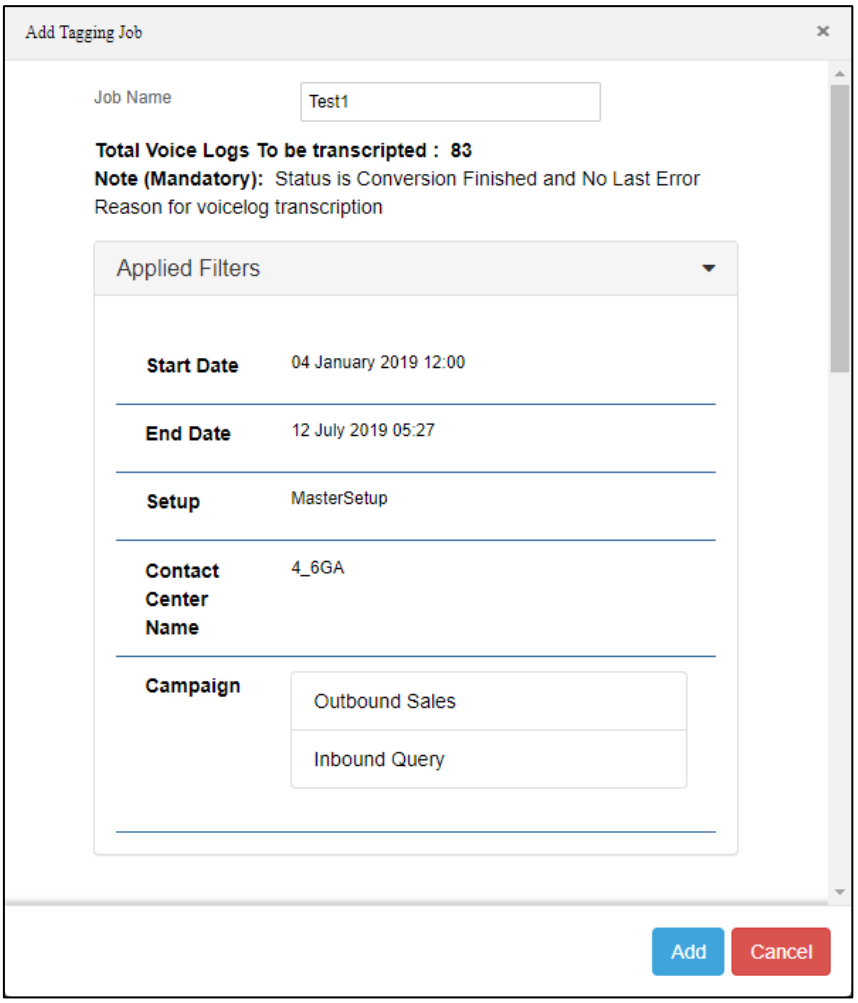

Figure: All Filters while adding Job

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

Show Last Advanced Search

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

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

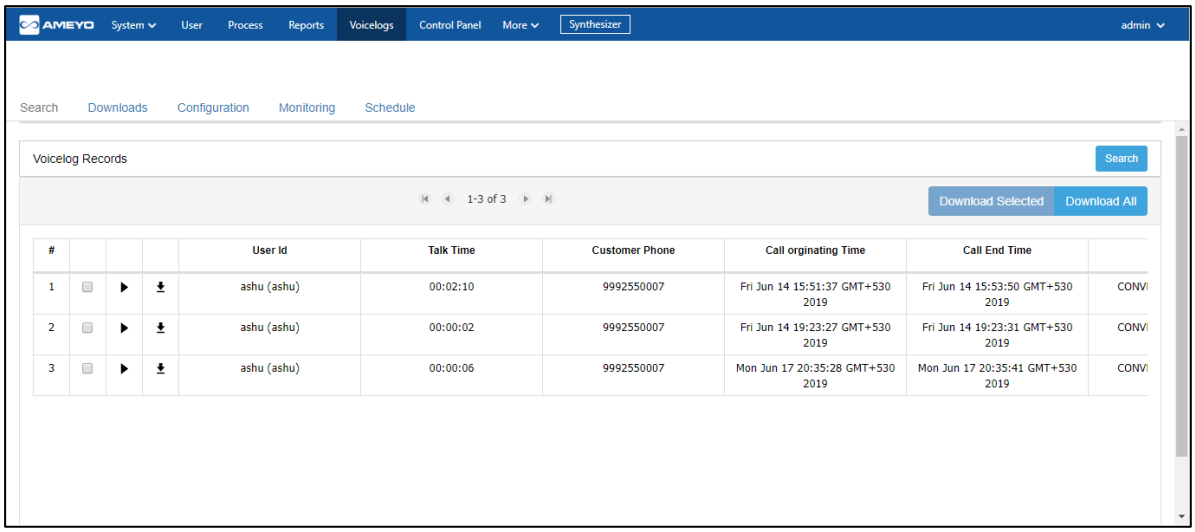

Figure: Sample Search

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

You can perform the following operations here.

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

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

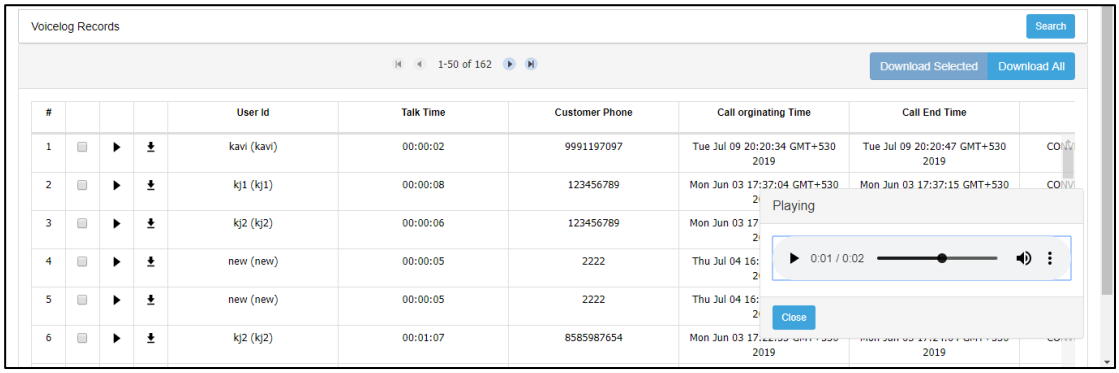

Figure: Playing the Voicelog

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

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

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

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

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

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

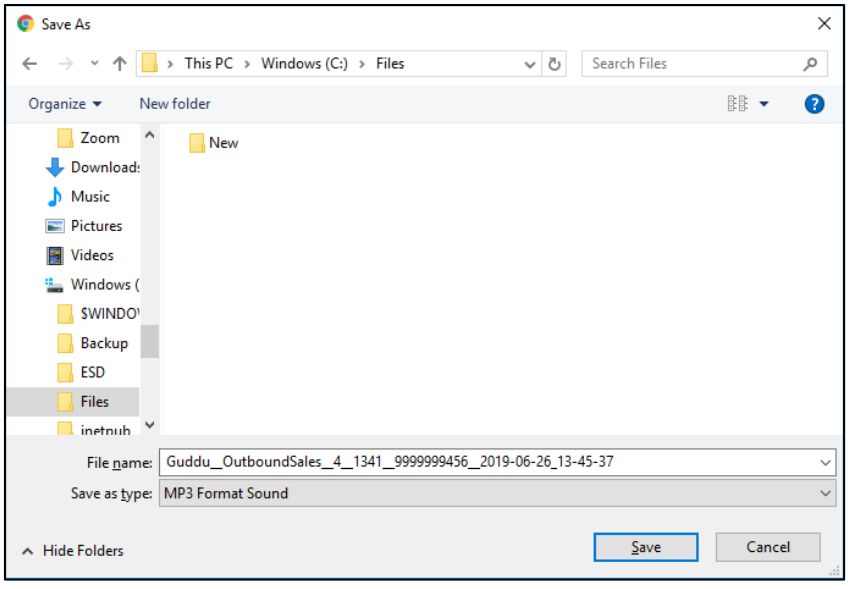

Figure: Download the Voicelog

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

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

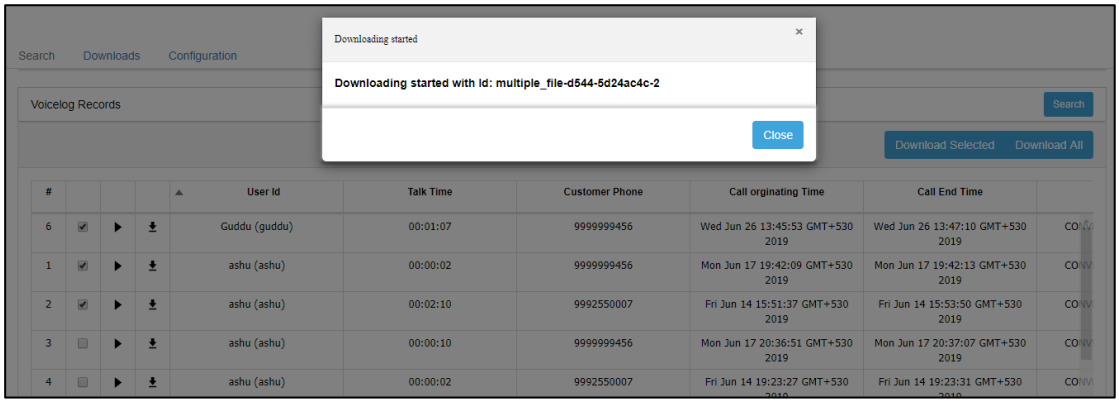

Figure: Download Selected Voicelogs

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

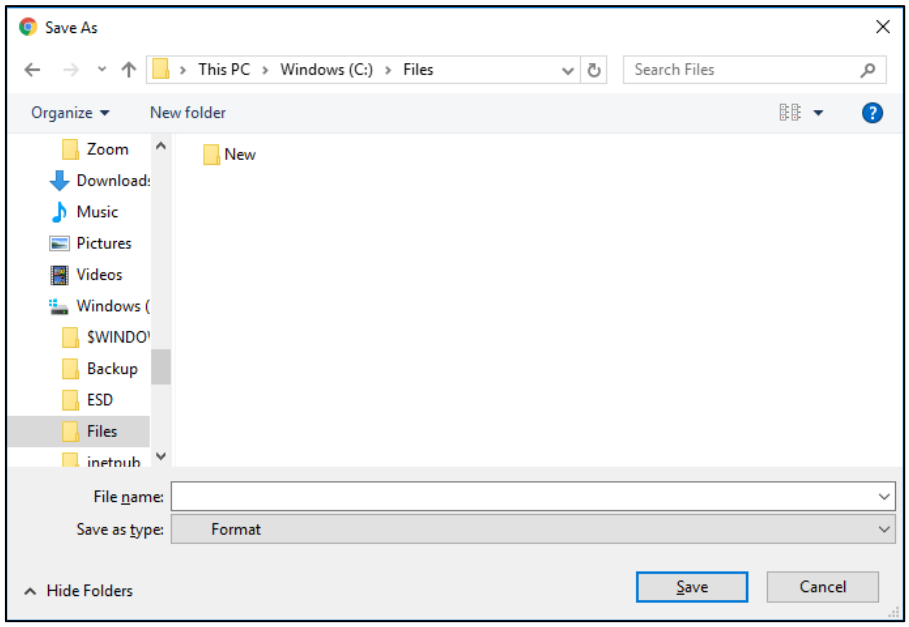

Figure: Download File

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

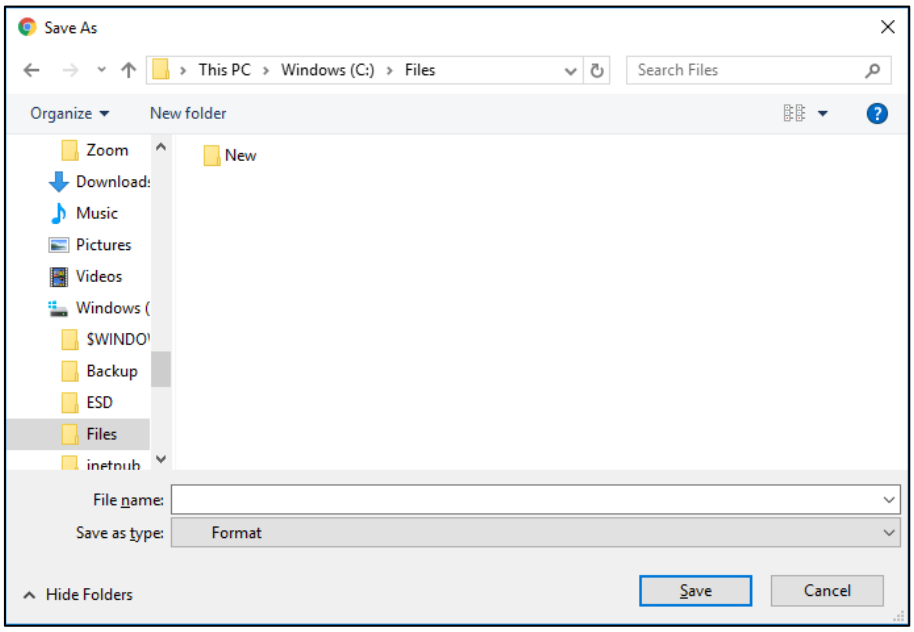

Figure: Download File

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

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

4.2.2 Scoring of Voicelogs

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

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

4.2.2.1.1 Steps to Score a Call in ART-VLA

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

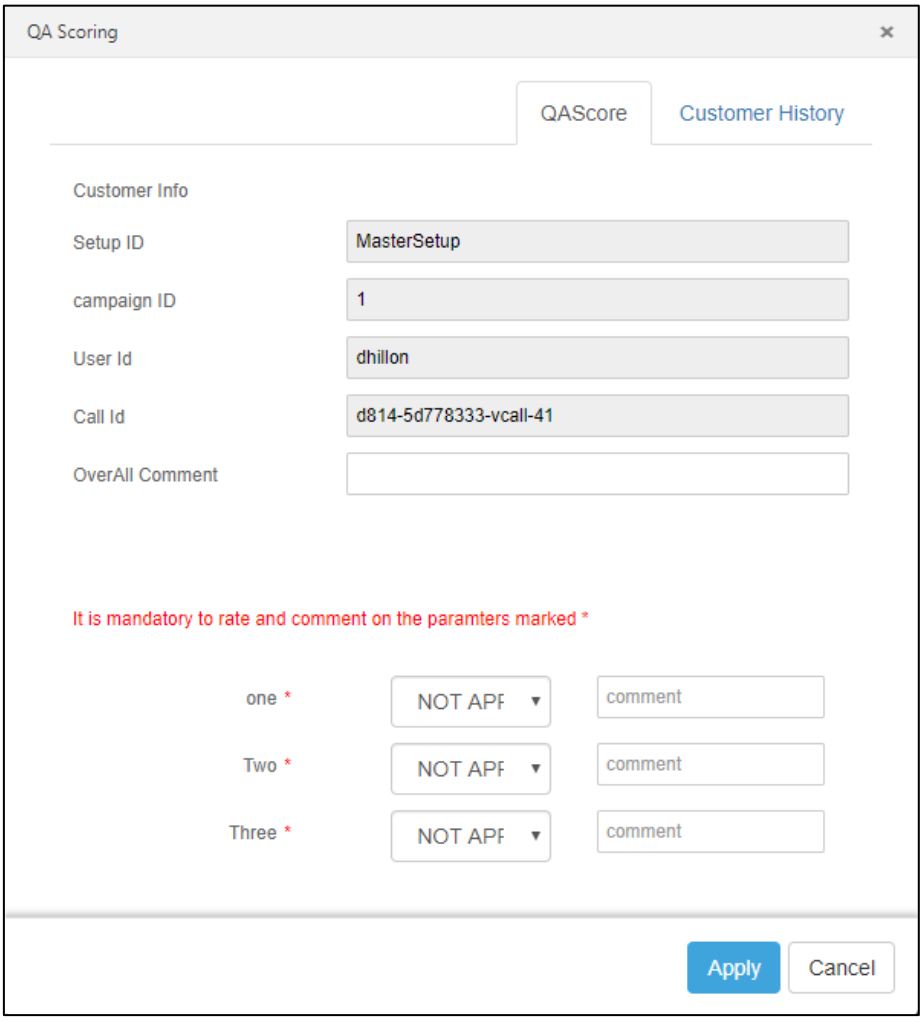

Figure: Score a Call

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

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

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

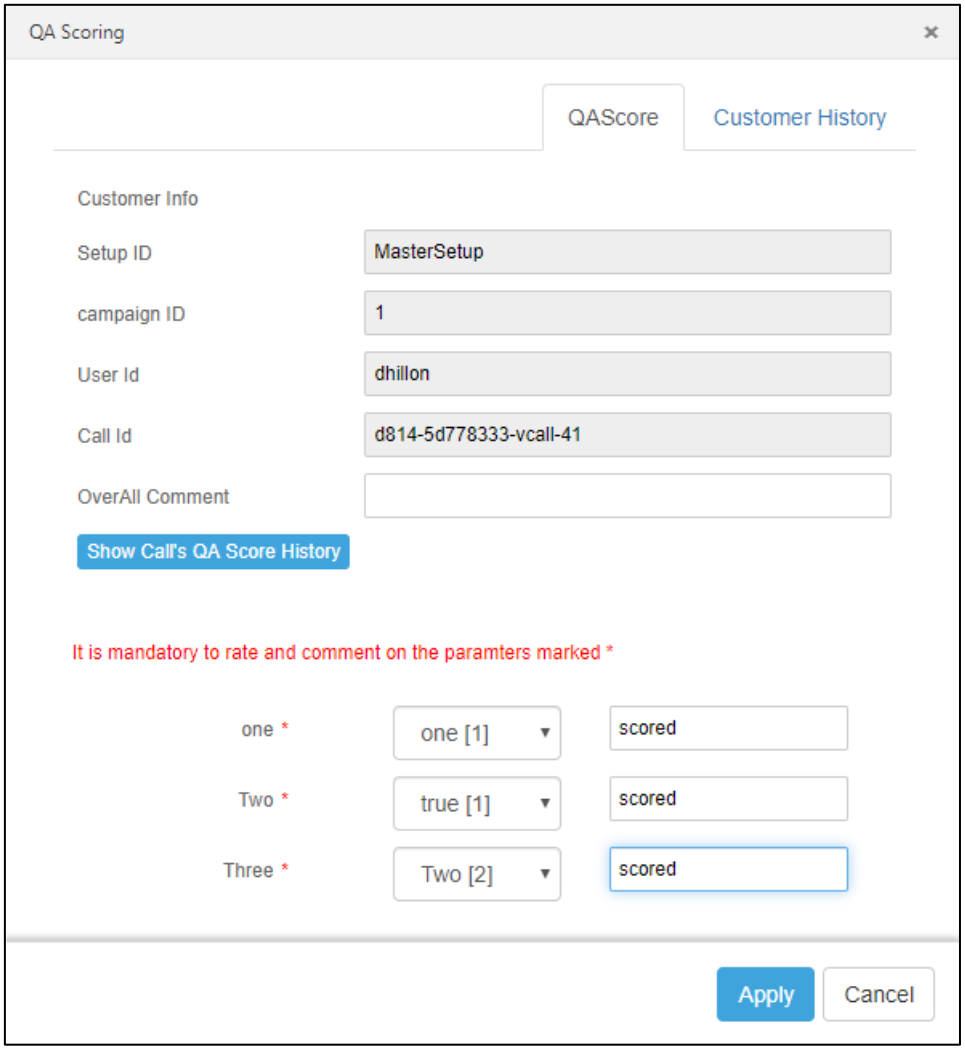

Figure: Scored a Call

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

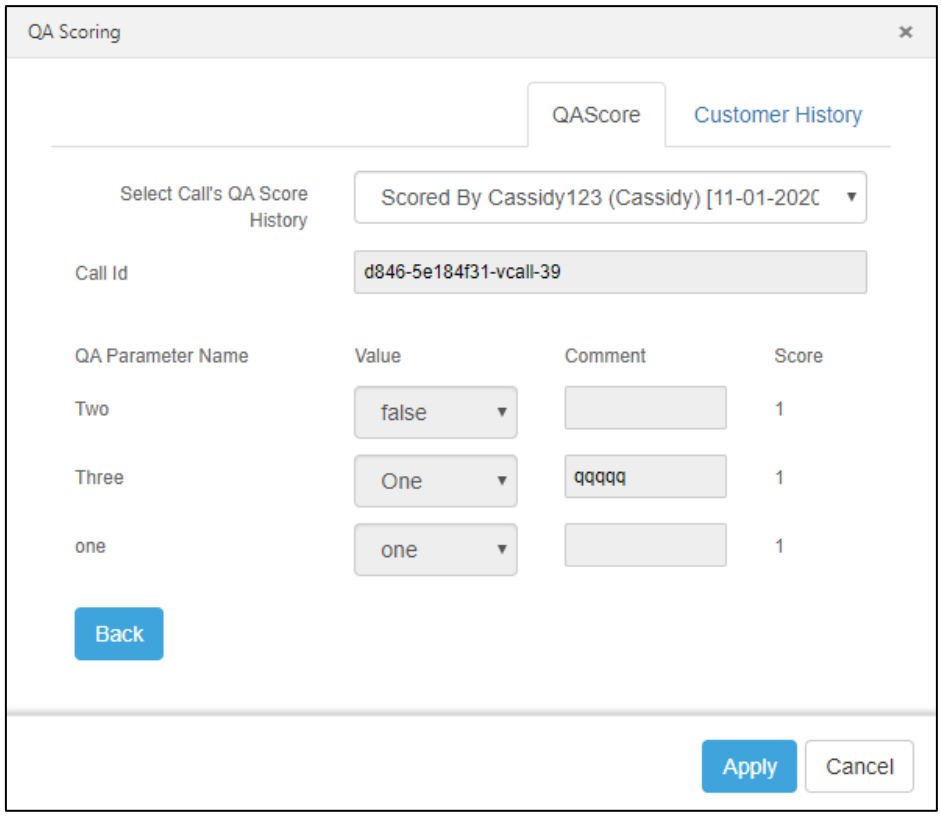

Figure: Scored Call History

4.2.2.1.2 Filters to view Scored and Not Scored Calls

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

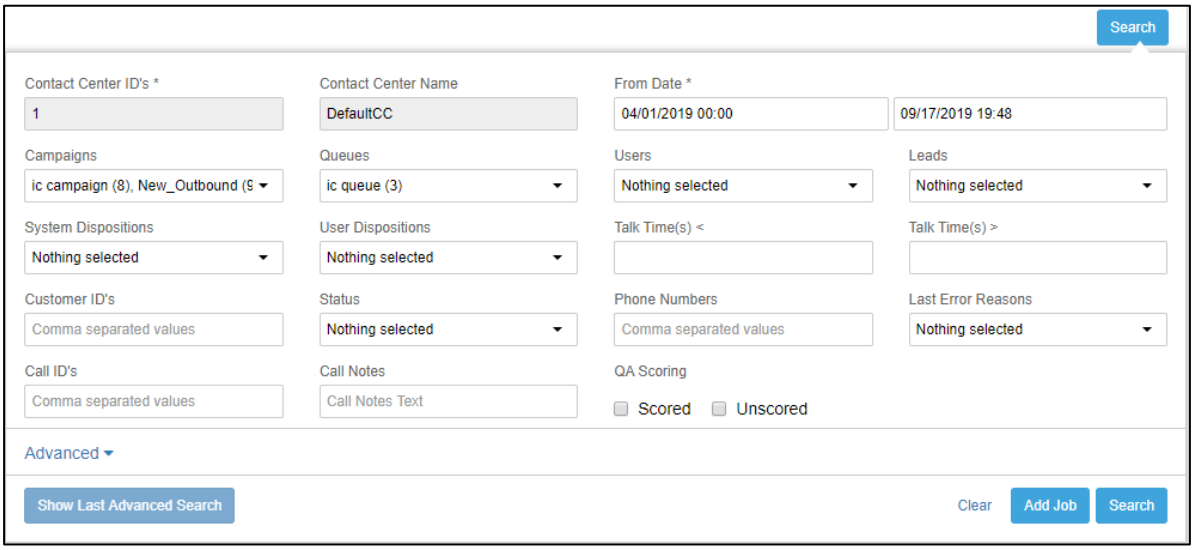

Figure: Filters to search for Scored and Un-scored Calls

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

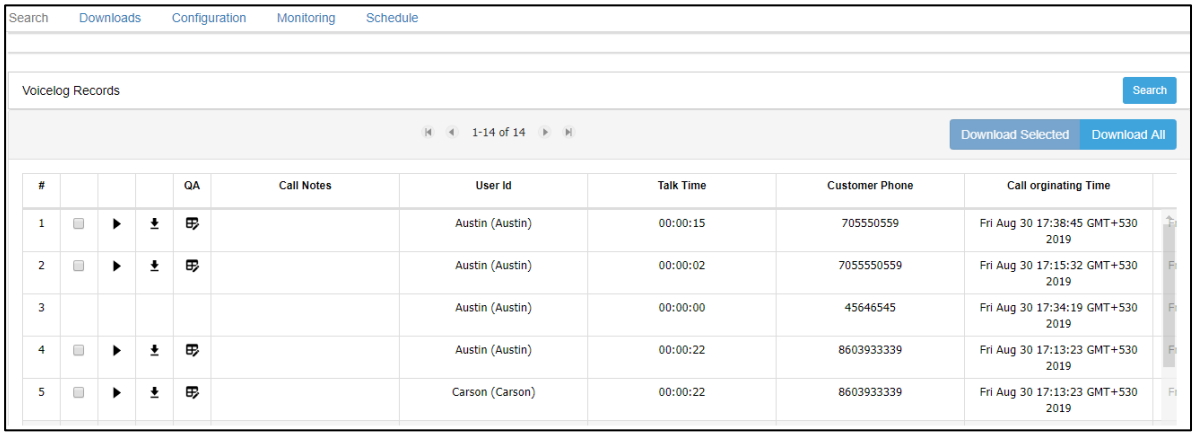

Figure: Filters to search for Scored and Un-scored Calls

4.3 Download Voicelogs

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

Figure: Downloads

4.4 Configuration of Voicelogs

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

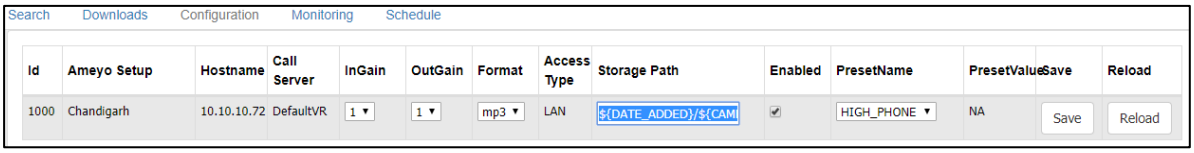

Figure: Configuration

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

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

   `${DATE_ADDED}/${CAMPAIGN_NAME}/${USER_ID}__${CAMPAIGN_NAME}__${CAMPAIGN_ID}__${CUSTOMER_ID}__${PHONE}__${TIME_ADDED}`
4. **Enabled:** Select it to enable the configuration. You can uncheck it to disable the configuration.
5. **Preset:** Select any of the following presets.
   - HIGH_PHONE
   - Default
   - LOW_PHONE
   - HIGH_VOICE
   - LOW_VOICE
   - HIGH_PHON+
   - LOW_PHON+

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

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

4.5 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.

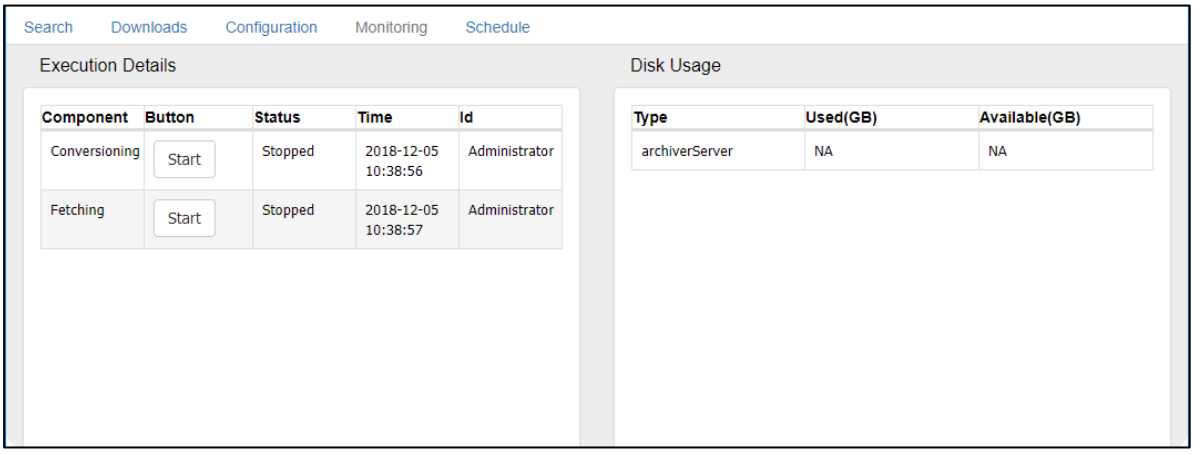

Figure: Monitoring

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

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

4.6 Schedule Jobs

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

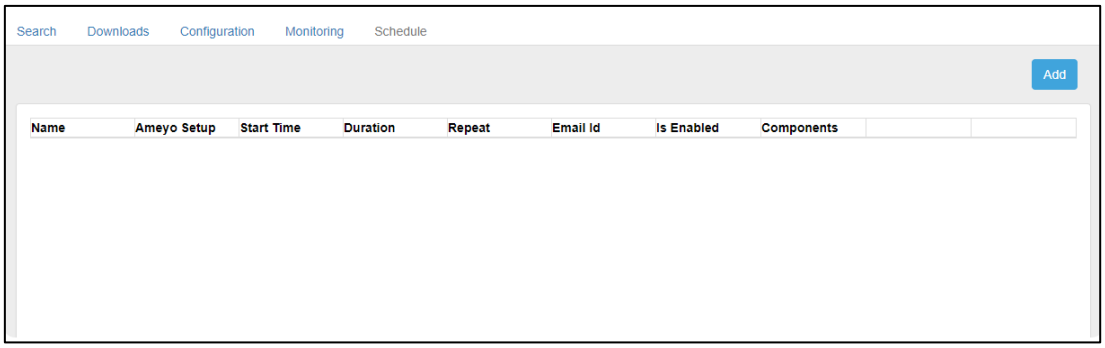

Figure: Schedule

Perform the following steps to add a schedule.

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

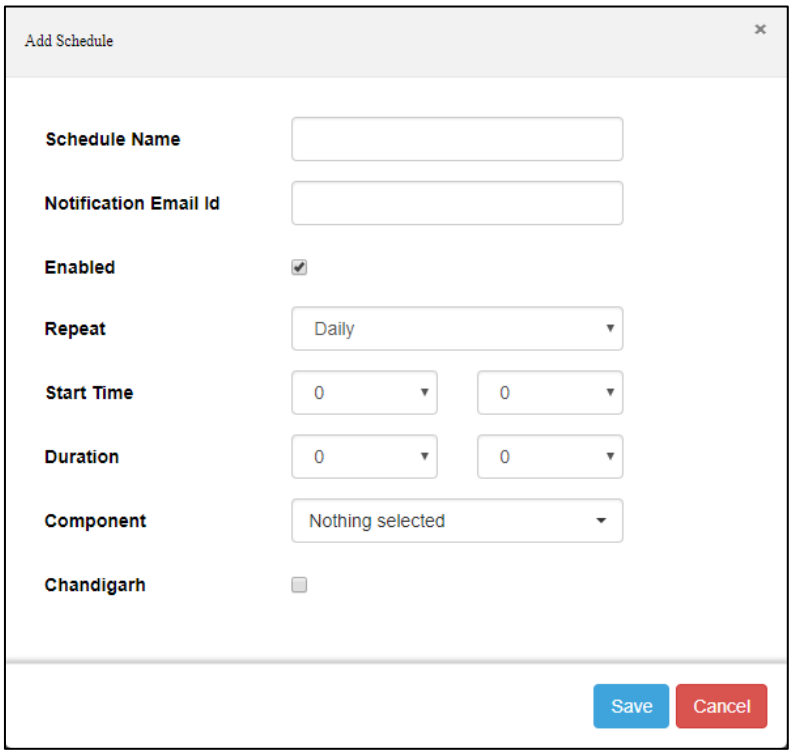

Figure: Add Schedule

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.

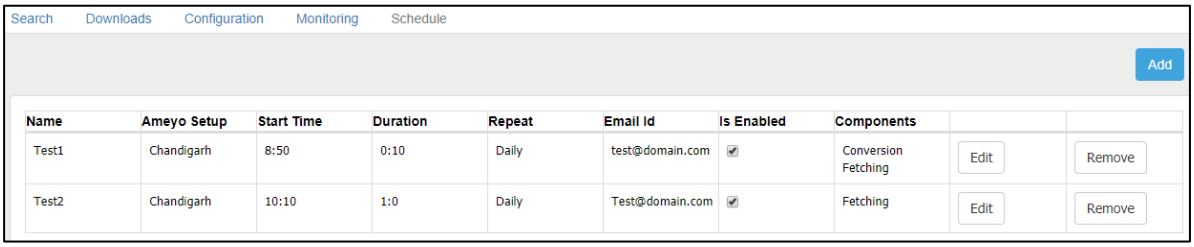

Figure: List of Schedules

You can edit and remove the schedules.