Customer Contact Process System

Operating Manual

Introduction

The Customer Contact Process System helps to manage and monitor the recorder server. Recorded call logs can be retrieve be using the search feature. Call logs would be able to play & download. General health of the recorder server may be monitor via the System. Call statistics may also be checked using the system.

System requirement

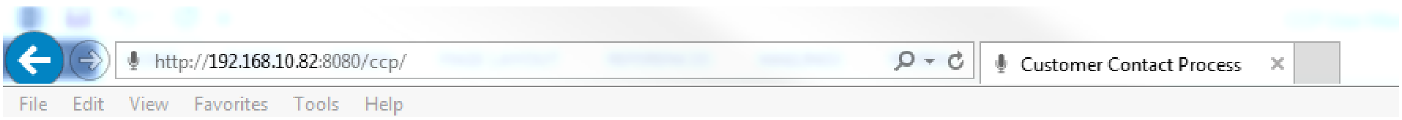
In order to use the Customer Contact Process System, an internet Web Browser is required.
Supporting browsers:-

- ✓ Microsoft Internet Explorer (IE11 Update11.0.56 or above)^
- ✓ Microsoft Edge^
- ✓ Google Chrome
- ✓ Apple Safari
- ✓ Mozilla Firefox

*Different browsers may display a minor different layout. This will not affect any functionality of the system
^Some features may not support; Windows Server version of "Internet Explorer" is not supported.

Starting the application & Operation

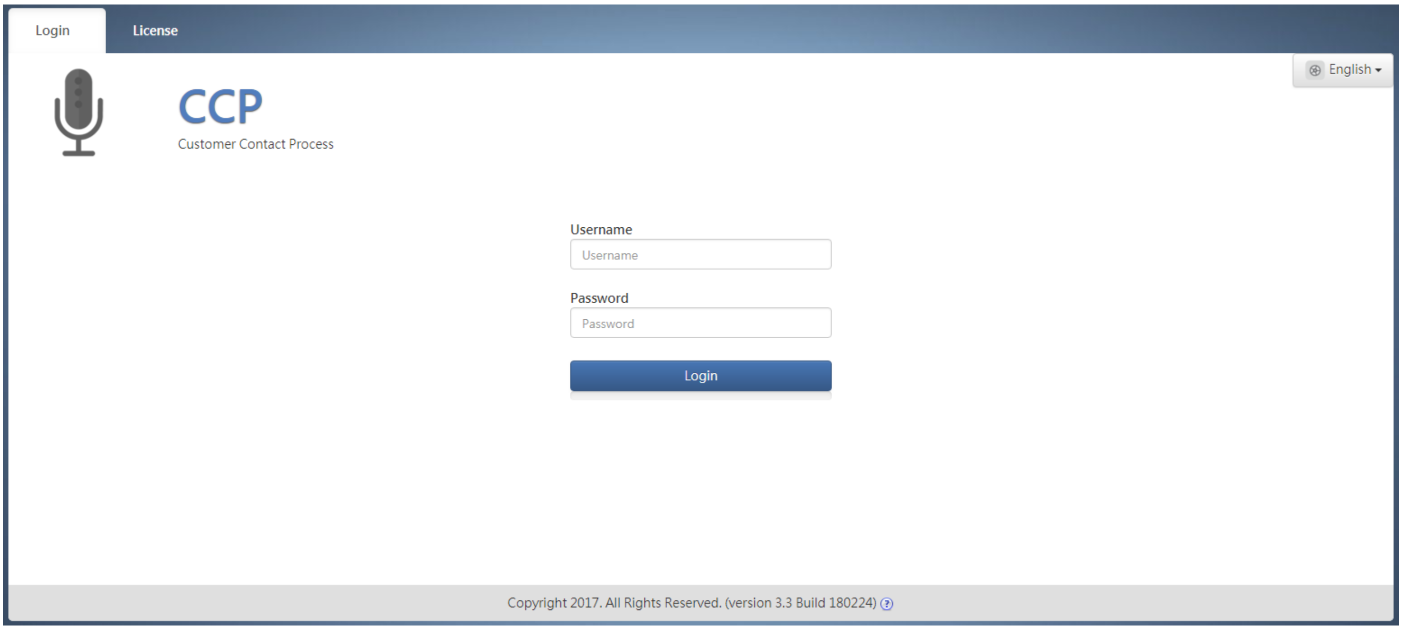
To proceed with the Customer Contact Process System, open an internet browser



Once a browser is opened, insert an appropriate URL link at the address bar (IP Address of the Recorder with port number).

Login Tab

A login page will be shown as follow.
Enter the user name and password accordingly.
User may choose the corresponding language at the top-right corner.



Login Requirements

Username:

✧ Only lowercase characters, numbers & without space
✧ Minimum of 4 characters

Password:

✧ Minimum of 8 characters
✧ Complex password: Minimum 1 alphabetic(a-z) and 1 numeric(0-9)
✧ For first time login, the default* password is "**exchange**"

*Default password is use for the first time login or after the password is being reset
*Do not accept current password as new password
*No past 6 used passwords allowed

Login Failure

If an incorrect entry is entered 3 times simultaneously (user name or password), the account will be locked for 10 minutes. After the first lock, single attempt would be allowed per every 10 minutes.

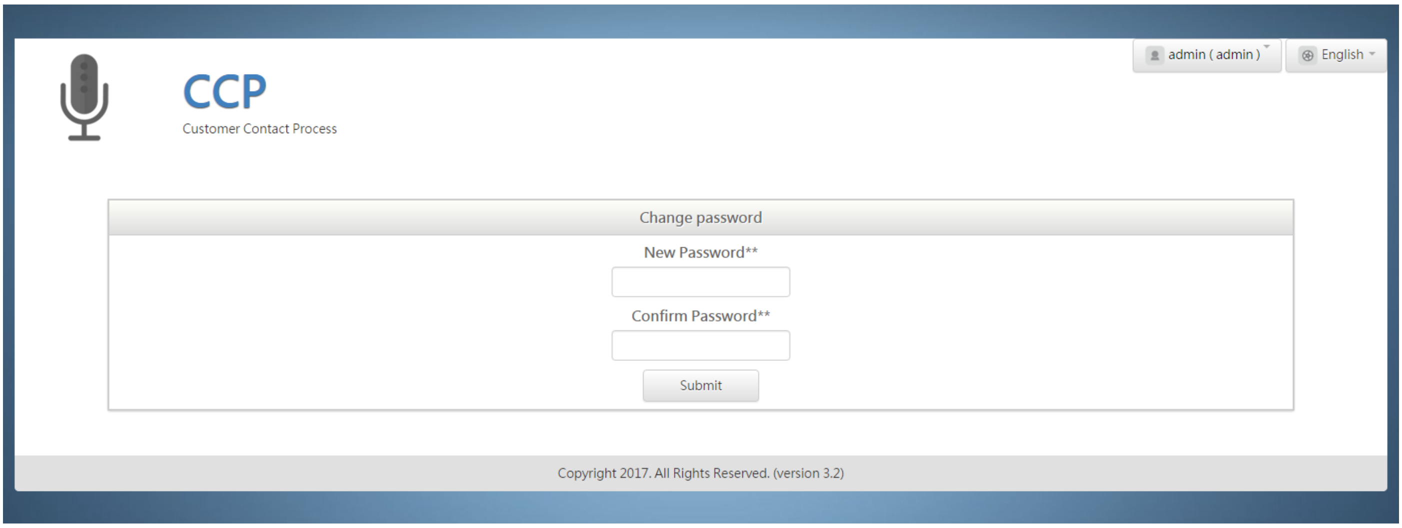
System Timeout

The System has a Timeout feature which can be enable by system administrator.

Once set, system would logout automatically after a predefined time range.

Refer to **Access Control** for Timeout configuration.

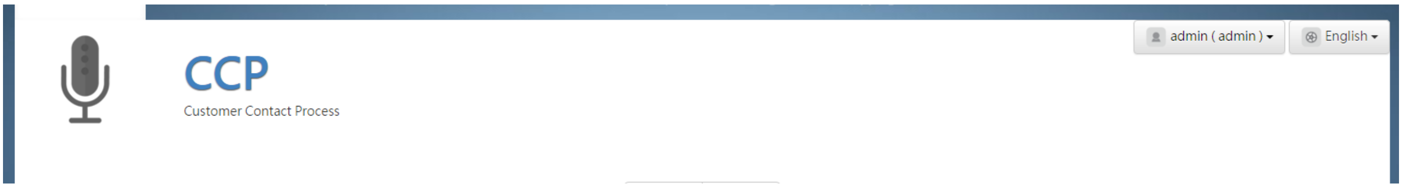
First time Login

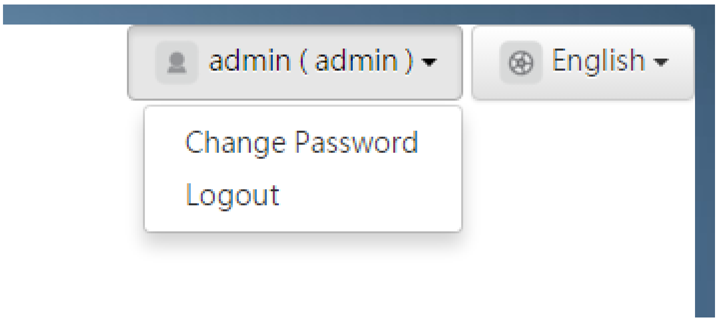


Individual user is asked to change their password after the first time login.

Login Status

After login successful, the top-right shows the current login User (Group)





Change Password

User may change their password at any time by clicking the user button selecting **Change Password**. Note: Past 6 used passwords are not allowed to use; periodical password change is an optional feature which allow to enable.

Logout

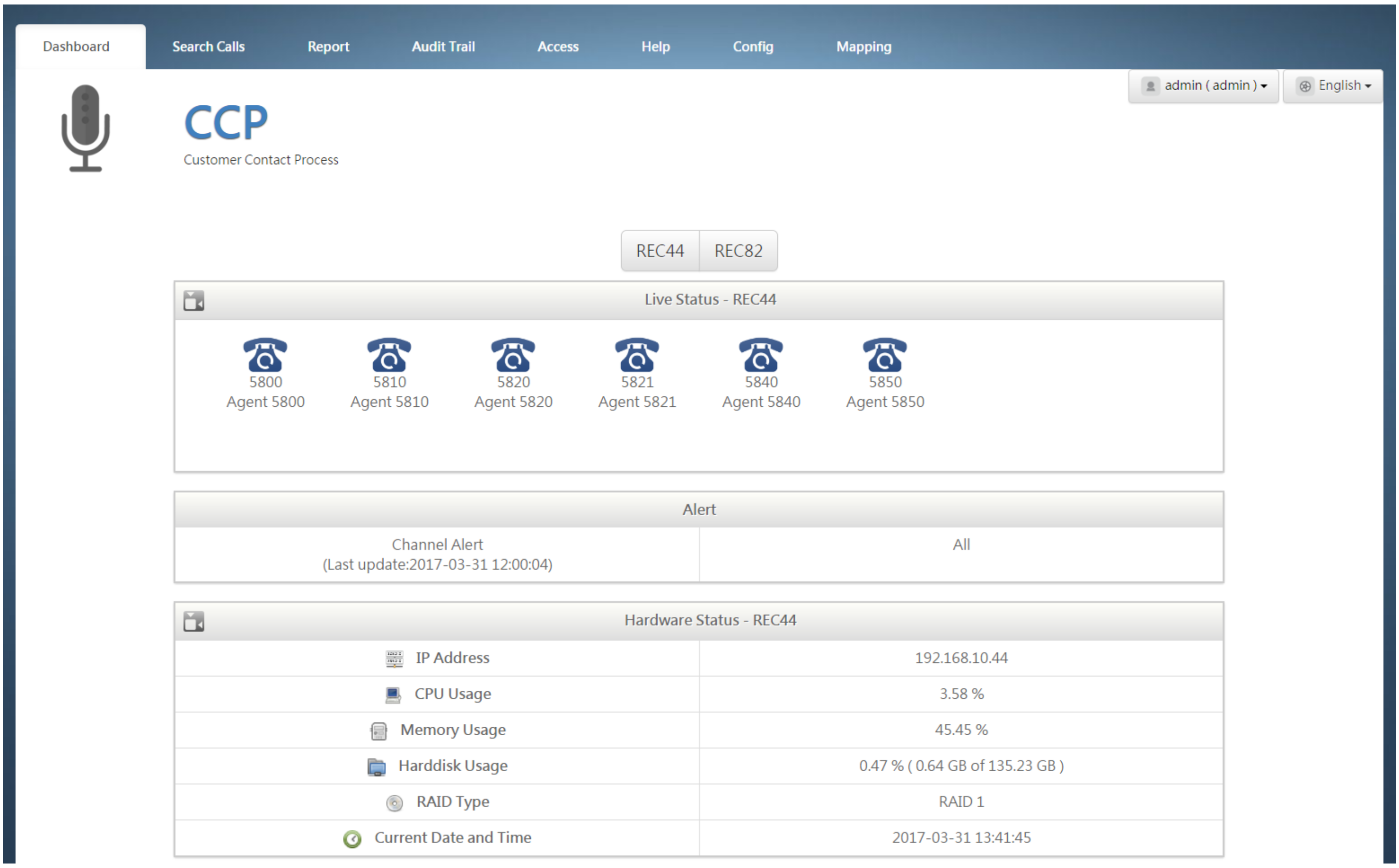
Select **Logout** in the dropdown list with user button at the top-right to logout system. Confirm to complete logout.

Change Language

Click language button and select a language in dropdown list

Dashboard Tab

Once Login, system starts at the Dashboard Tab (System Default Page).
From which, the system general information will be shown
Due to individual user permission access, the Dashboard features may display differently.



Recorder

If in some cases, multiple recorders are in use. The buttons can switch between the recorders. For example, “REC 44” and “REC82” in the image above.

Alert

It shows which channel have not been recorded in past few hours. In default, it shows past 12 hours since the update time.

*Alert is not supported in Internet Explorer and Edge

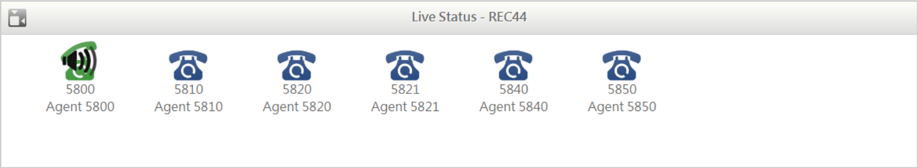
Live status

This is to display the status of each extension or lines of the selected recorder. The extensions will be shown in three status (Idle, Recording or unplugged). Available lines will only be display according to user permission access

Live Monitor (Option)

If live monitor is enabled, user are allowed to listen the call at real time by clicking the phone icon.

Notes: Live monitor required to install an application in a client Windows PC which is using to monitoring.



Hardware Status

The general information of the selected recorder is displayed accordingly. This shows the real time hardware status of the selected recorder.

Hardware Status - REC44	
IP Address	192.168.10.44
CPU Usage	4.29 %
Memory Usage	45.41 %
Harddisk Usage	0.47 % (0.64 GB of 135.23 GB)
RAID Type	RAID 1
Current Date and Time	2017-03-31 15:26:32

Server IP – the IP address of the selected recorder

CPU usage – real time CPU usage

Memory usage – real time memory usage

Hard disk usage – real time hard disk space usage

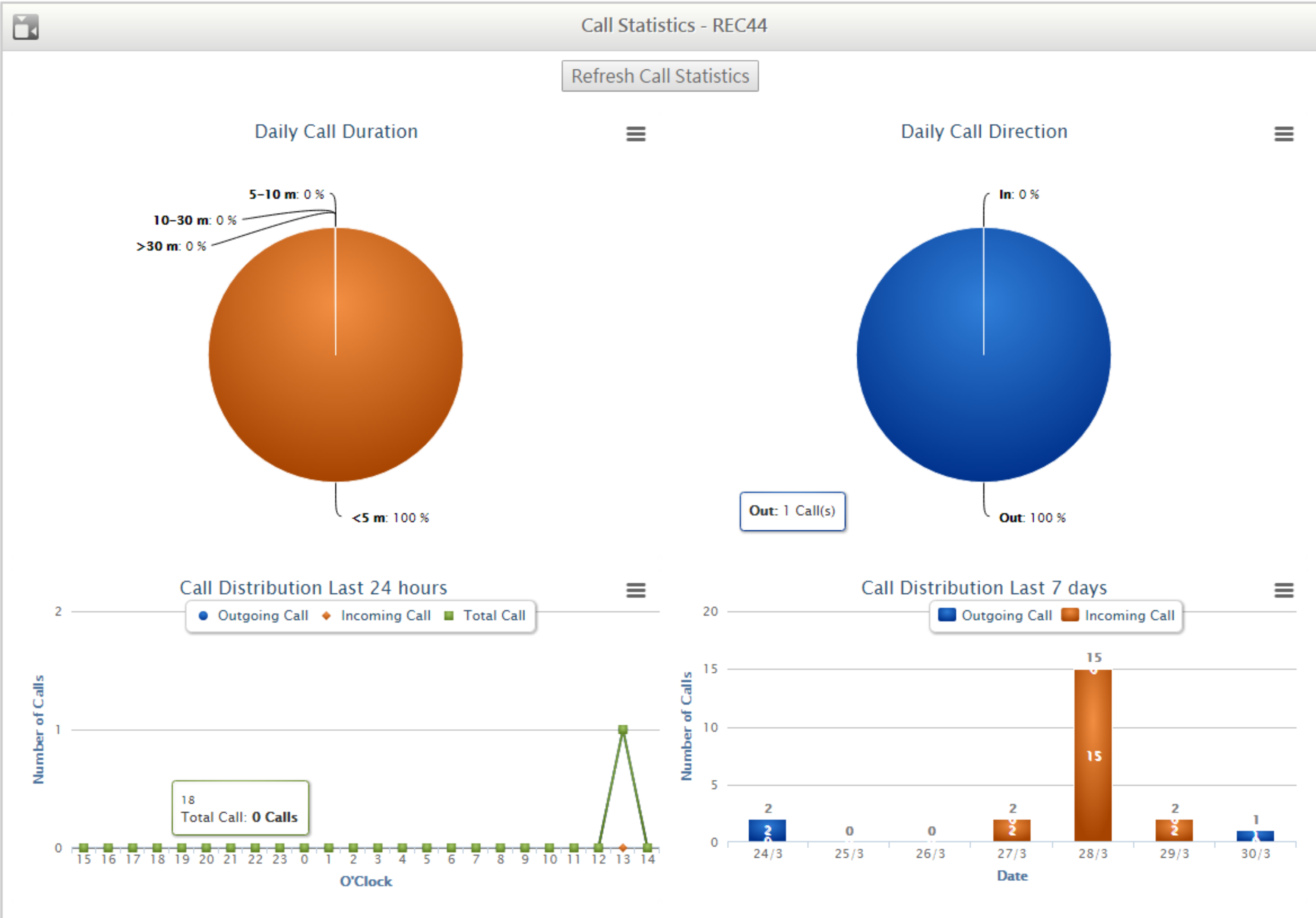
RAID type – supporting RAID type

Current Date and time - Current Time & Date of recorder selected

**Usage: Text would turn red once go over 70% or above.

Call Statistics

This shows the General Statistics of calls in a graphical format.



Call Statistics Update Time: 2017-03-31 15:27:00

Daily call duration – total no of calls in a respective time

Daily call direction – total, incoming & outgoing calls

Last 24hrs' call statistics – total, incoming & outgoing calls

Last 7 days' call statistics – total, incoming & outgoing calls

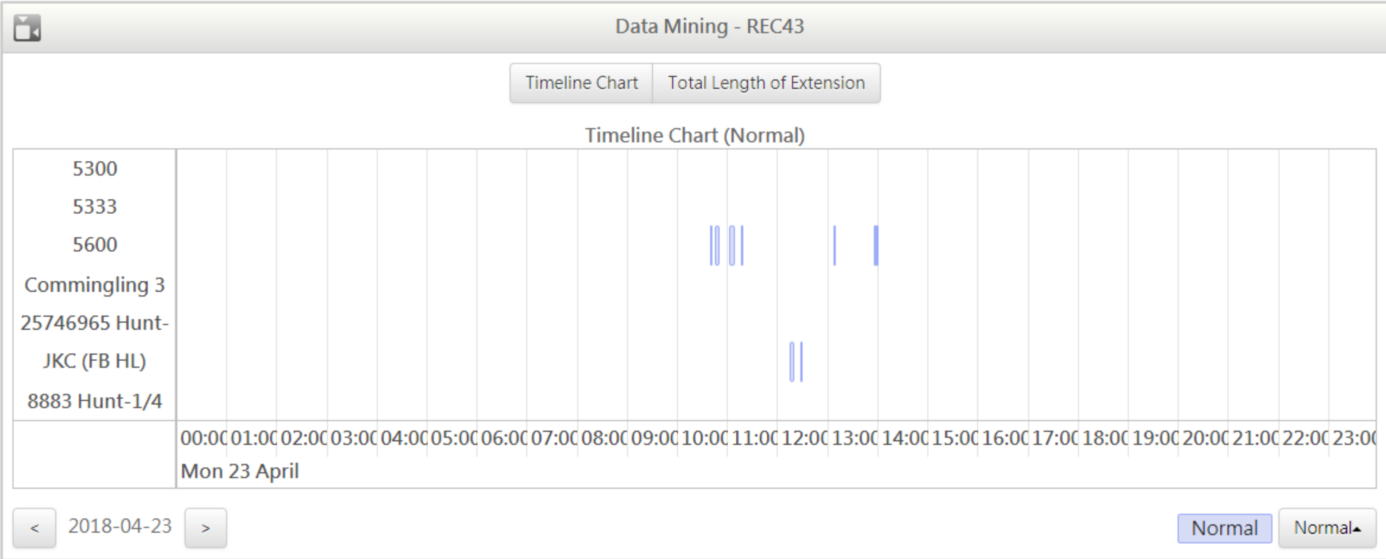
User can refresh the charts at any time by pressing the **Refresh Call Statistics** button.

Individual chart allows to download in local PC and save for further references (Download feature requires internet access).

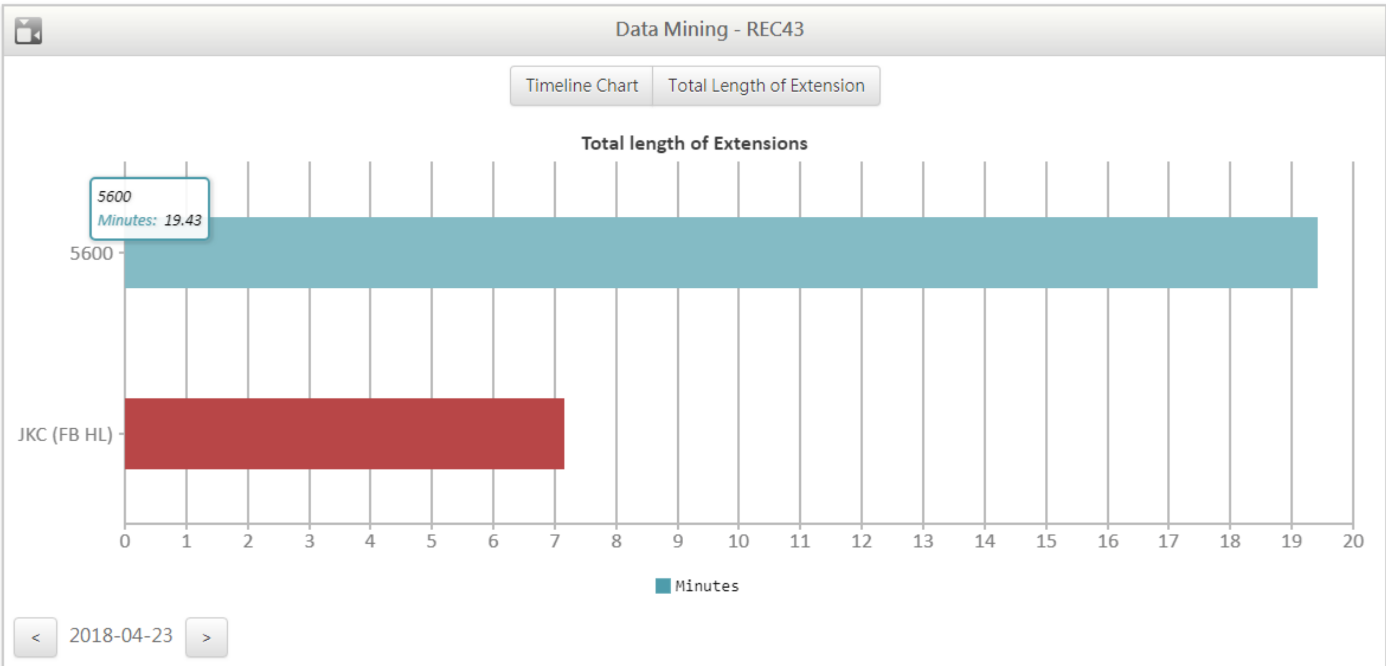
By default, the files should save under the "downloads" folder of the PC.

Data Mining

Click on **Load Data Mining** button to show Timeline Chart and Total Length of Extension Chart.



User can change different view of Timeline Chart by changing the button at left-bottom corner such as Normal, Duration, Direction, Hold, and Transfer.



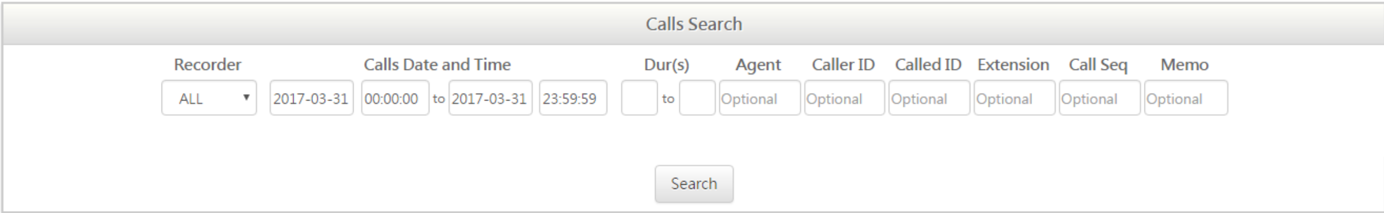
Total length of Extension chart shows extensions' total recorded time in a day.

Search Calls

Under the Search Calls Tab, any previous call records can be search, play, download and memo.
By default, a table will display call logs of today. It starts with most recent records from the top of the list.

Calls Search

By entering the options, a more specific or detail search can be done. Selecting more options can further accurate the search result. When finish inputting the options, click the Search button to start searching.



Search Results

The record detail are displayed in a table format similar to the screen below.

Show 10 entries   Search:

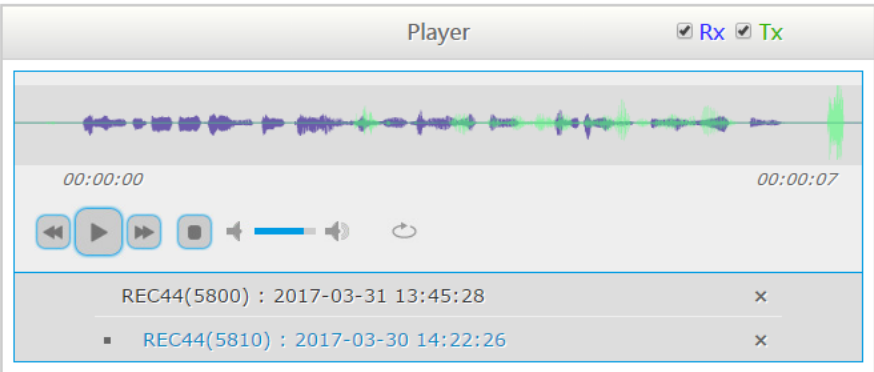
ID	Rec	Start Date	Dur	Agent	Caller ID	Called ID	Ext	Seq	Dir	Memo
1	REC44	2017-03-31 13:45:28	00:01:19	--	--	91000	5800	44		--
2	REC44	2017-03-30 14:22:26	00:00:07	--	--	91000	5810	43		--
3	REC82	2017-03-30 12:50:48	00:00:10	--	--	25123123	5773	493		--
4	REC82	2017-03-29 11:12:43	00:00:03	--	39719700	--	5773	462		--
5	REC44	2017-03-29 11:12:41	00:00:03	--	934235773	--	5810	42		--
6	REC82	2017-03-29 11:12:17	00:00:11	--	--	25123123	5771	461		--
7	REC44	2017-03-29 11:11:57	00:00:04	--	934235773	--	5850	41		--
8	REC44	2017-03-28 18:17:52	00:00:26	--	External	--	5821	40		--
9	REC44	2017-03-28 17:51:42	00:00:18	--	External	--	5821	39		--
10	REC44	2017-03-28 14:06:12	00:00:18	--	External	--	5821	38		--
ID	Rec	Start Date	Dur	Agent	Caller ID	Called ID	Ext	Seq	Dir	Memo

Showing 1 to 10 of 1,166 entries (filtered from 3,477 total entries)   First Previous 1 2 3 4 5 Next Last

Play back the recorded Sound file

Adding Call to Play List

Click on the desired row of call to select. The record will automatically add to the Play List.
A multable number of calls can be added to the play list for easier management.



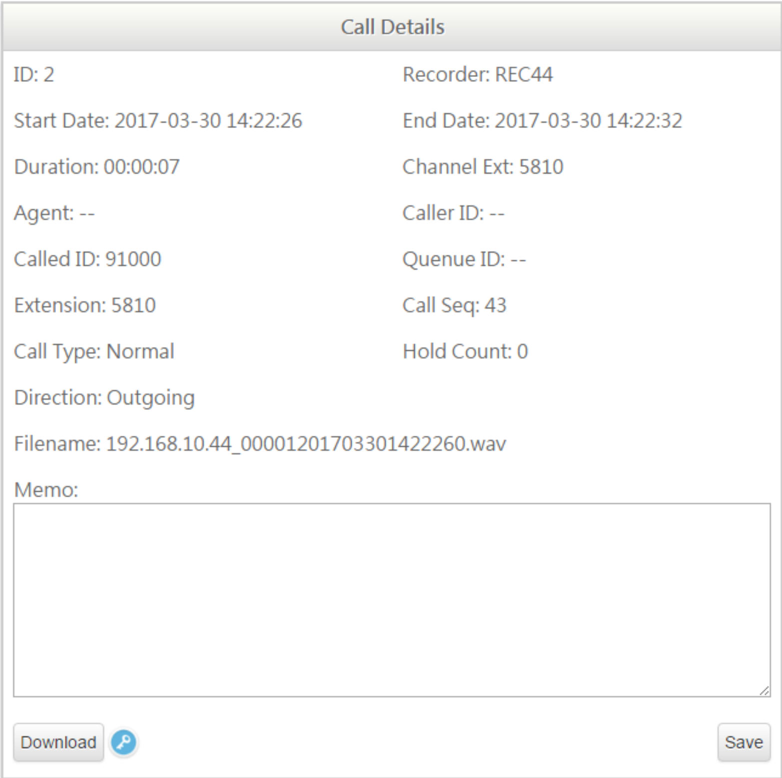
Users can selected to listen Rx/Tx only by clicking the checkbox at Rx/Tx Column.*
*Not all type of recorders support Rx/Tx function

Playing Calls

Once the call is added to the play list, use the Player to play back a call. For fast forward and back, user may drag the time line back and forth along the wave diagram.

Call Details

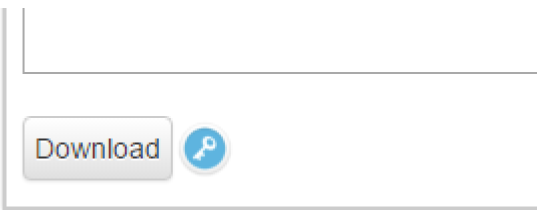
Under the Call Details panel, the selected record is displayed.

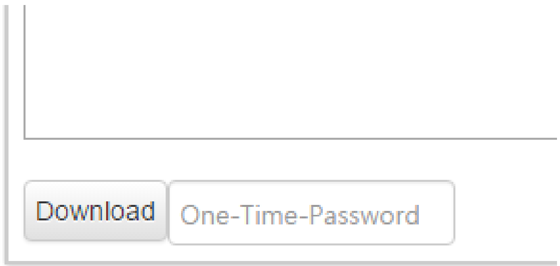


Download

Click on the **Download** button to dowload the call to the local PC. The file will start to download automatically. The downloaded file will be saved as .wav format. By default it should save under the "downloads" folder of the PC.

One-Time-Password (Option)





User can download a call record with One-Time-Password(OTP) Encryption, which means the downloaded file is encrypted. CCPPlayer is required to play the record. This feature is enabled if permited.

Memo

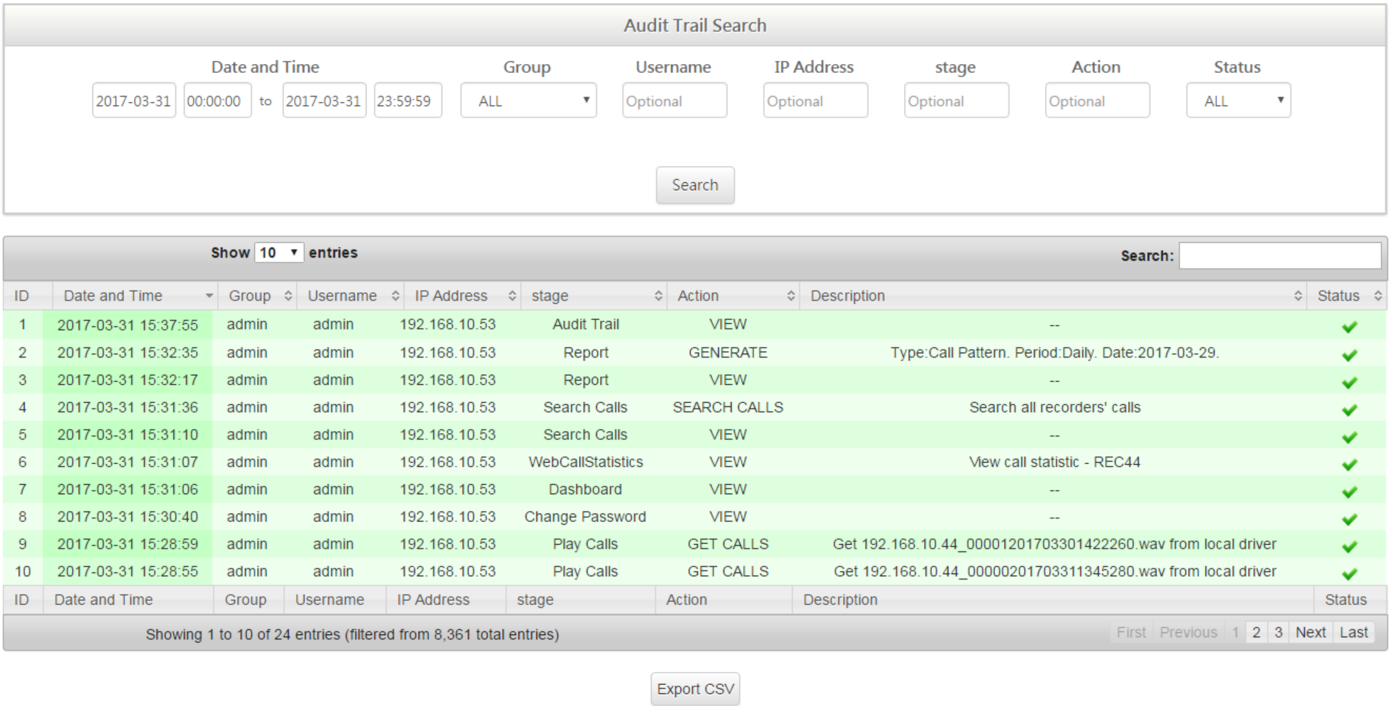
A memo can be add & edit to the selected call.

While a selected record is displaying under the Call Detail panel, the memo can be entered at the space provided. Click the **Save** button to finish editing.

The memo will automatically be display within the list under the Memo colume.

Audit Trail Tab

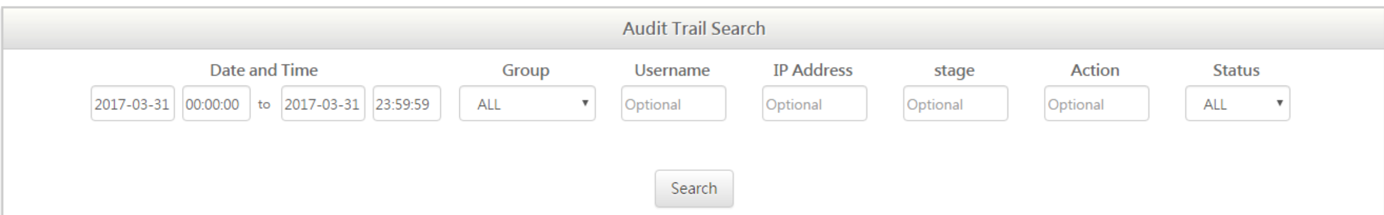
System automatically record all actions of whom, when, what & where.
Audit trail displays the track record of the system.
By default, system will display the log of the current day.
The record detail are displayed in a table format similar to the screen below.
Displaying permissions: only the login group or below would be shown



ID	Date and Time	Group	Username	IP Address	stage	Action	Description	Status
1	2017-03-31 15:37:55	admin	admin	192.168.10.53	Audit Trail	VIEW	--	✔
2	2017-03-31 15:32:35	admin	admin	192.168.10.53	Report	GENERATE	Type:Call Pattern. Period:Daily. Date:2017-03-29.	✔
3	2017-03-31 15:32:17	admin	admin	192.168.10.53	Report	VIEW	--	✔
4	2017-03-31 15:31:36	admin	admin	192.168.10.53	Search Calls	SEARCH CALLS	Search all recorders' calls	✔
5	2017-03-31 15:31:10	admin	admin	192.168.10.53	Search Calls	VIEW	--	✔
6	2017-03-31 15:31:07	admin	admin	192.168.10.53	WebCallStatistics	VIEW	View call statistic - REC44	✔
7	2017-03-31 15:31:06	admin	admin	192.168.10.53	Dashboard	VIEW	--	✔
8	2017-03-31 15:30:40	admin	admin	192.168.10.53	Change Password	VIEW	--	✔
9	2017-03-31 15:28:59	admin	admin	192.168.10.53	Play Calls	GET CALLS	Get 192.168.10.44_00001201703301422260.wav from local driver	✔
10	2017-03-31 15:28:55	admin	admin	192.168.10.53	Play Calls	GET CALLS	Get 192.168.10.44_00000201703311345280.wav from local driver	✔
ID	Date and Time	Group	Username	IP Address	stage	Action	Description	Status

Audit Trail Search

The search panel can be used to filter out records for easier management
By entering the options, a more specific or detail search can be done. Selecting more options can further accurate the search result. When finish inputting the options, click the Search button to start searching.



Export Data

User can download a csv file of the audit trail record by click the button under the table.

Access Control Tab

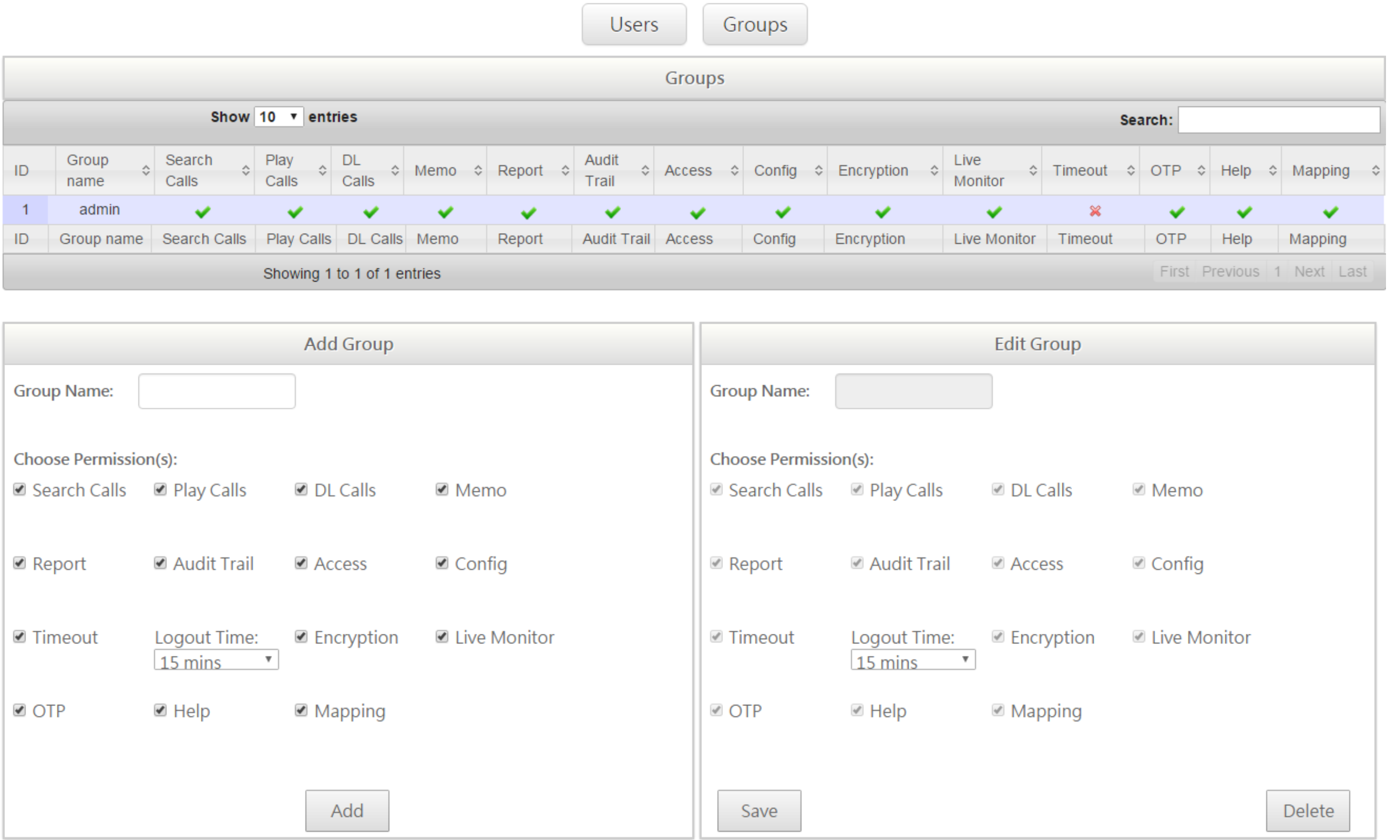
Accounts can be managed at this page. Controls include group and user management.

Groups Access

Before creating any user account, a group must first be created.

System Administrator must define the permission(s) for each of the group(s).

Available Groups are displayed in a table format



Add Group

To create a new group, select the **Group** button.

Under the **Add Group** panel, insert a group name and choose the appropiate premission(s) accordingly.

Click the **Add** button to complete.

Edit Group

To edit group, click and select the **Group** from the listed table.

Under the **Edit Group** panel, modify the group name or the chosen premission(s) accordingly.

Click the **Save** button to complete.

Delete Group

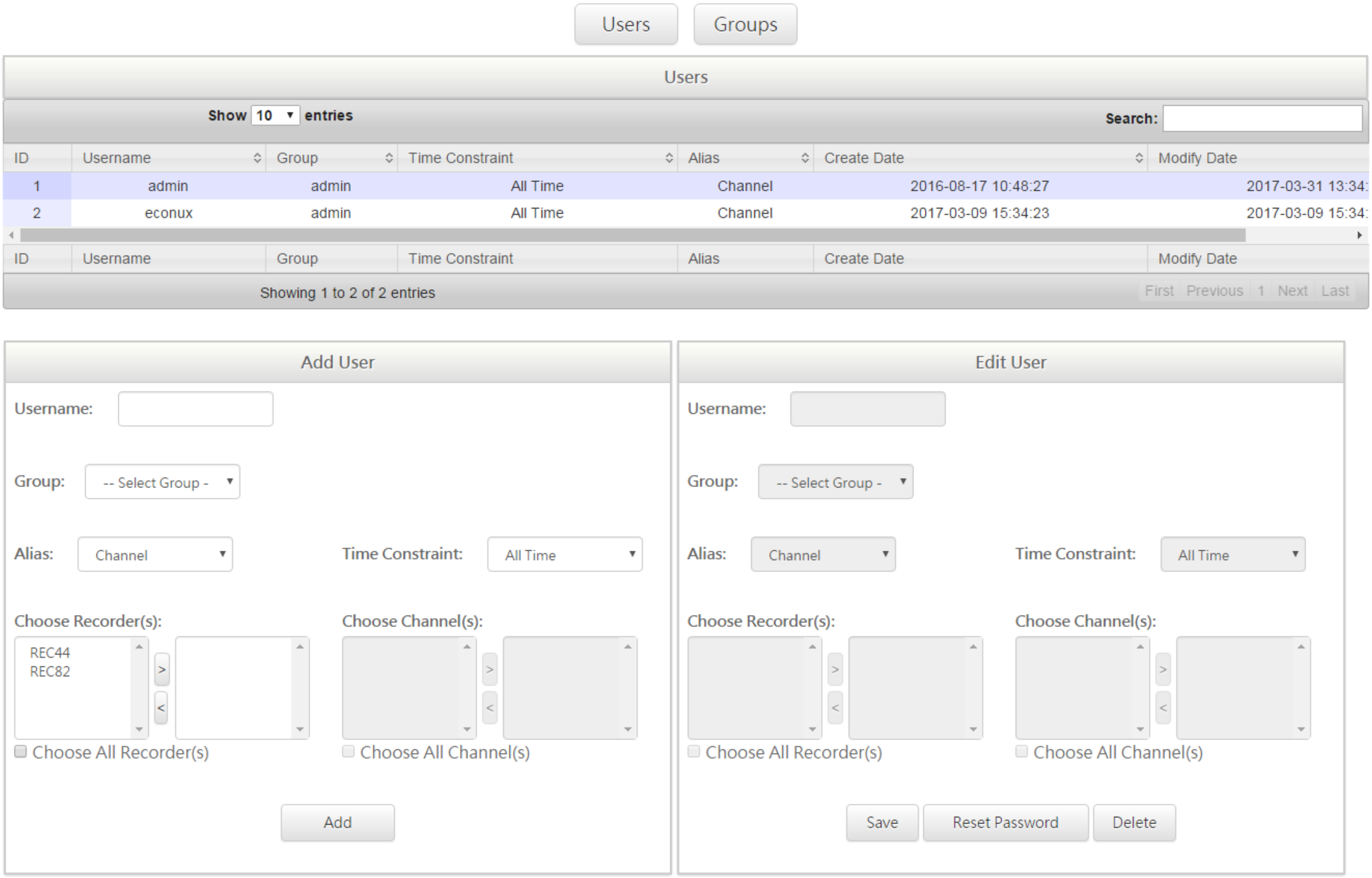
To delete group, click and select the **Group** from the listed table.

Under the **Edit Group** panel, click the **Delete** button to complete.

Users Access

Each User's permissions are defined by the group which it's under.

Available Users are displayed in a table format



Add User

To create a new user, select the **User** button.

Under the **Add User** panel, insert a user name and choose the group accordingly.

Timezone of the user can also be added.

Click the **Add** button to complete.

Edit User

To edit user, click and select the **User** from the listed table.

Under the **Edit User** panel, modify the Username or the chosen group accordingly.

Click the **Save** button to complete.

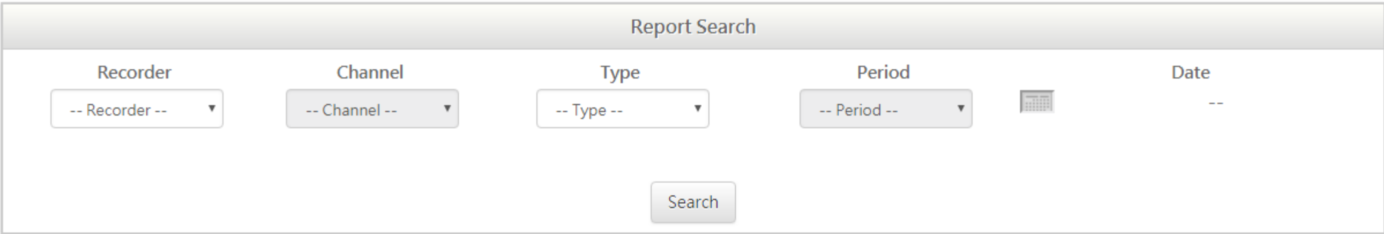
Delete User

To delete user, click and select the **user** from the listed table.

Under the **Edit User** panel, click the **Delete** button to complete.

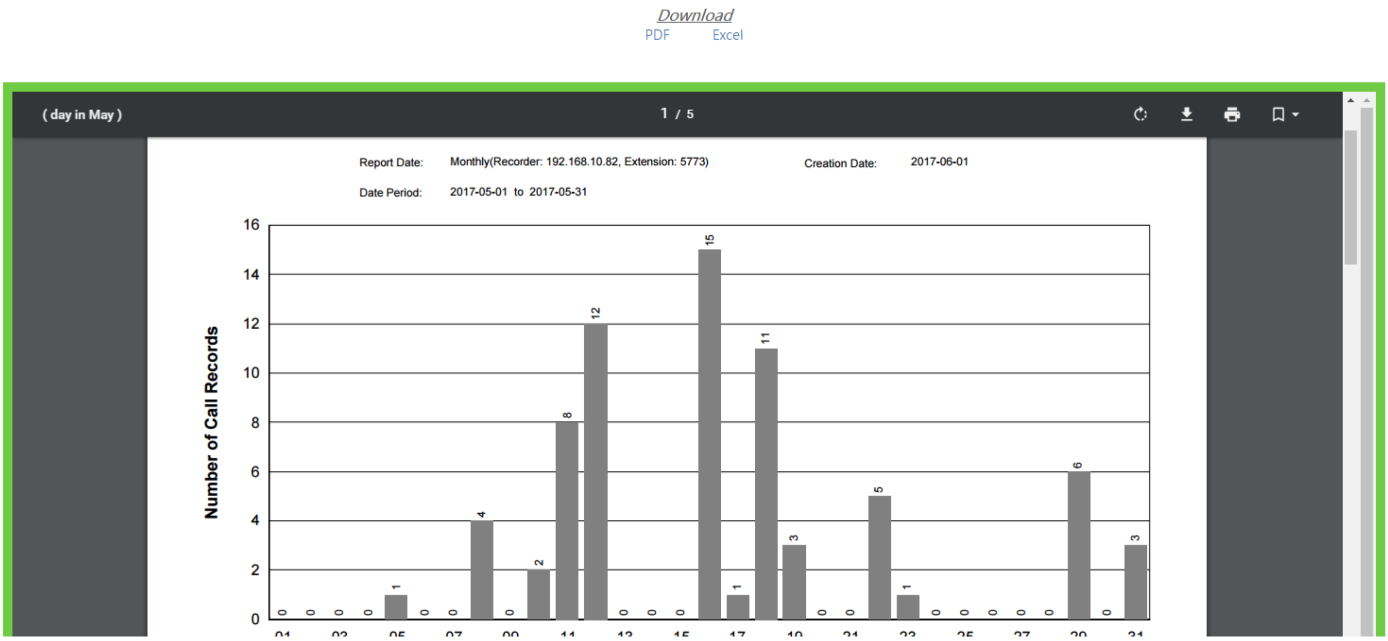
Report Tab

Select the **Report** Tab to create call reports.
There are 3 types of report which can be generated within the system:-
Choose the type of report accordingly:
Call Patten, Call Traffic, and Call Duration, also individual Recorder and Channels are available to select.



Select the appropriate date range, group, Start Date and other options if applicable.
Click on the Generate button when finish the input.

Once the Report is generated, by moving the mouse to the bottom right of the screen, a tool bar will show. The generated reports can be printed or save it to the desired location. After the report is generated, user can either download the report in PDF or XLS format.

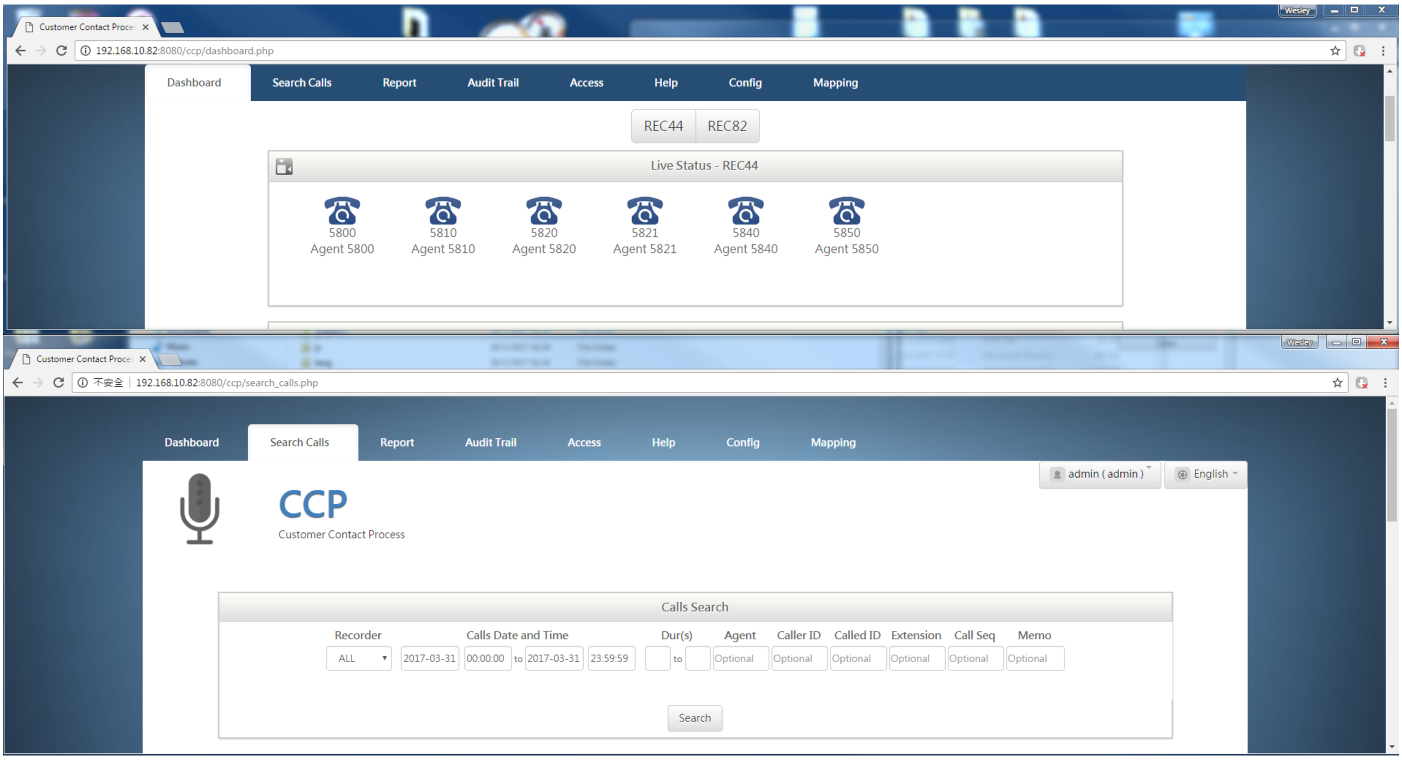


*The downloading function is subject to user permission access.
To continue generating reports, press **Search** button at the top to display the options again.

Help Tab

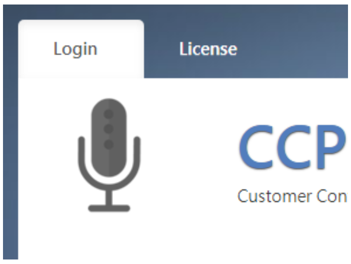
Select **Help** for Operation Manual
Using the predefine functions such as the print button to aquire the Operation Manual print out.

Additional Features
The Sytem register the login IP Address of individual computer. Therefore, once the account is logged in, a multipal browser or multipal tab within the same browser can be open simultaneously for easier managment.



License Page

User can check the detail information of current license and upload new license by clicking the **License** at Login page.



License page shows the current license status and allow user to upload license.

License Info	
Status	ACTIVE
Start Datetime	Unlimited
End Datetime	Unlimited
CORE Server	ACTIVE
Passive Recording - IP/TDM	ACTIVE Recorder 0001: 8 VCLogger Channel(s)
Active Recording - IP	INACTIVE
Recorder Engine	Full
CTI Plugin	1. AVAYA Dev-link
Alarm	ACTIVE
Archive	ACTIVE
Encryption	ACTIVE
Live Monitor	ACTIVE (Number of Licenses:10)
UI Exchange	ACTIVE
Concurrent Web Connection	200

License
Please upload the license file(.key format) Choose File No file selected Upload

<u>License items:</u>

License Status: ACTIVE, INACTIVE, Trial 30 days or DEMO

Start Datetime: Unlimited or a datetime of yyyy-MM-dd HH:mm:ss

End Datetime: Unlimited or a datetime of yyyy-MM-dd HH:mm:ss

CORE Server: ACTIVE or INACTIVE

Passive Recording – IP/TDM: ACTIVE or INACTIVE, and Recorder XXXX: X VCLogger/Standard Channels

Active Recording – IP: ACTIVE or INACTIVE

Recorder Engine: Full, VCLogger or Standard

CTI Plugin: ***by each solution***

Alarm/Archive/Encryption: ACTIVE or INACTIVE

Live Monitor: ACTIVE (Number of Licenses:XX) or INACTIVE

Concurrent Web Connection: ***by each solution***