ASLogger

(A Complete Call Recording and Call Logging Solution)

User Manual

Version 1.5

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Table of Contents

1. Introduction

ASLogger provides recording applications including call recording and call logging in legislature, call centers, financial dealing, and control/command operations. Developed with cutting edge technologies it is capable of recording analog/digital and VOIP calls. You can live monitor and playback recorded calls without any noticeable interruption. Recordings are stored internally and can be retrieved locally or remotely through Web Interface. You can generate 256 types of reports out of it.
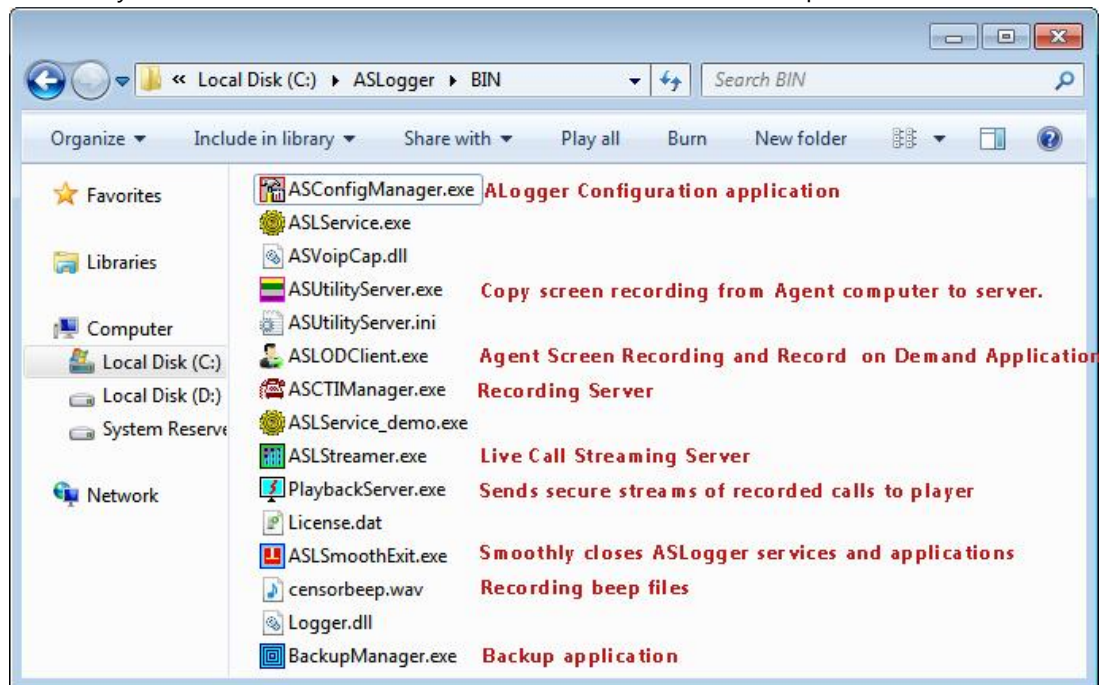
2. ASLogger Default Directories

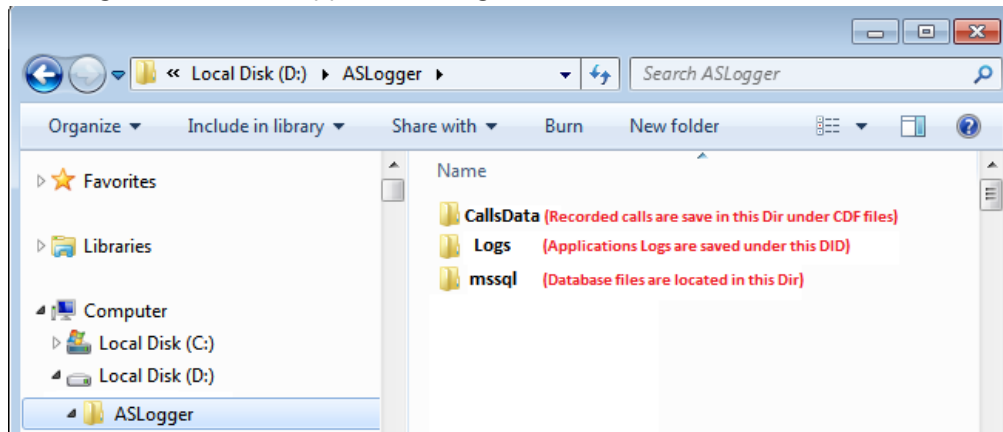❖ ASLogger software binaries directories
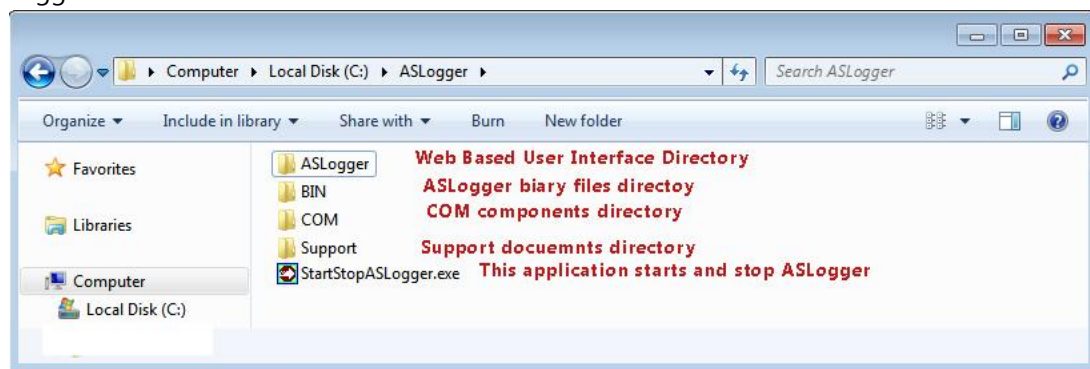
BIN Directory

BIN directory contains software exe and DLL files on which software depends:

In this document each application has complete description with screenshots.

❖ Calls Recording, Database and Applications Logs directories


3. ASLogger Service (StartStopASLogger.exe)

ASLogger is service oriented software. To start and stop ASLogger software please execute application **StartStopASLogger.exe** i.e. "C:\ASLogger\StartStopASLogger.exe".

4. ASCTIManager (C:\ASLogger\BIN\ASCTIManager.exe)

ASCTIManager is the main recording and call logging application. It records all types of calls i.e. ANALOG / DIGITAL / VOIP. Double click on **ASCTIManager** icon in system tray and you will see pop-up:
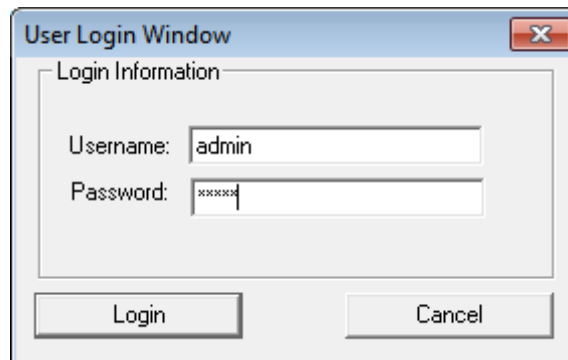
Default username and password are "admin". On successful login you will see screen like below Figure named as CTIManager.
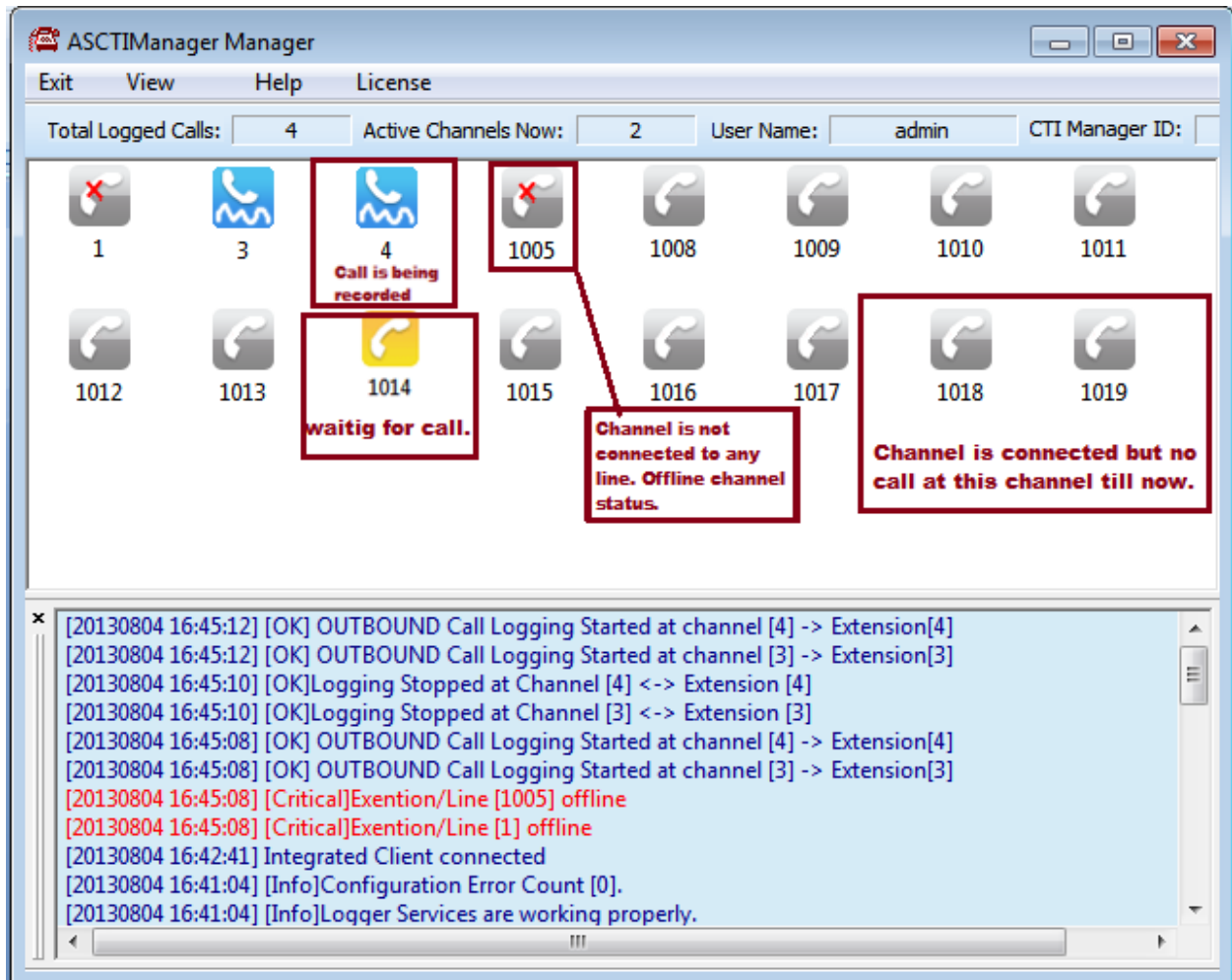
Figure CTIManager
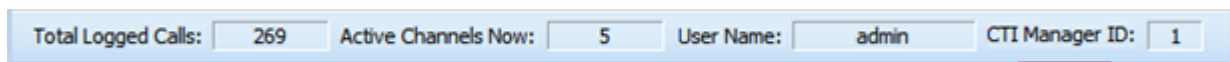
- **Total Logged Calls:** It means today's recorded total calls.
- **Active Channels Now:** It means total channels on which calls are being recorded currently.
- **User Name:** It means who logged in to CTI Manager to see its status.
- **CTI Manager ID:** It means recorder number. This is useful when more than one recording servers are installed.

4.1 Licensing

Click on 'License' menu item to view the license state. To register the software license please copy the serial key and send to your vender / dealer by email or tell on phone. Vender email address is info@ahmadsoftware.com of sales@ahmadsoftware.com .
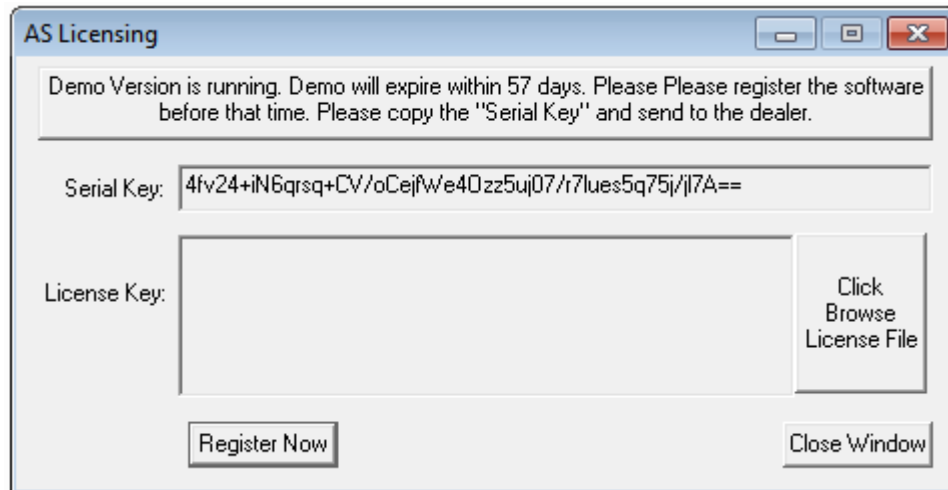
<div style="text-align:center">**Licensing screen**</div>

On getting license file from the dealer or vender, please keep a copy of the "License.dat" to **"C:\ASLogger\Bin"** and restart the software using **StartStopASLogger.exe**

OR

Click Browse License File button on above screenshot. Then Click "Register Now".

5. Playback Streaming Server
(C:\ASLogger\BIN\PlaybackServer.exe)

Playback streaming server sends recording calls data to Web based player named as ASPlayer. It runs at default port 9786. You can change its ports but better is set with configuration Manager.
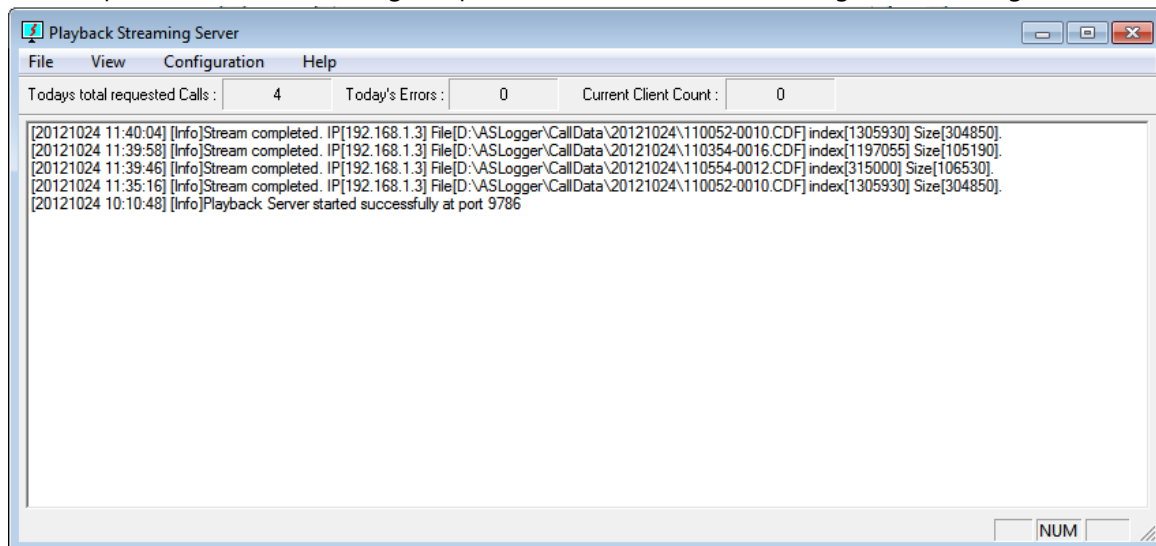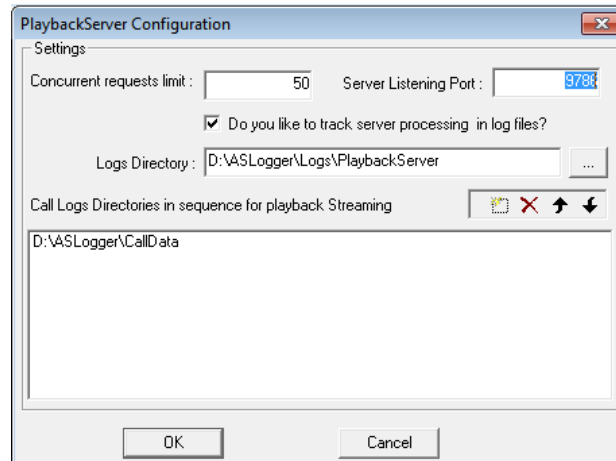
6. Live Call Streaming Server (C:\ASLogger\BIN\ASLStreamer.exe)

It sends live calls data to web based ASLPlayer for real time call play. It default port is 8005.
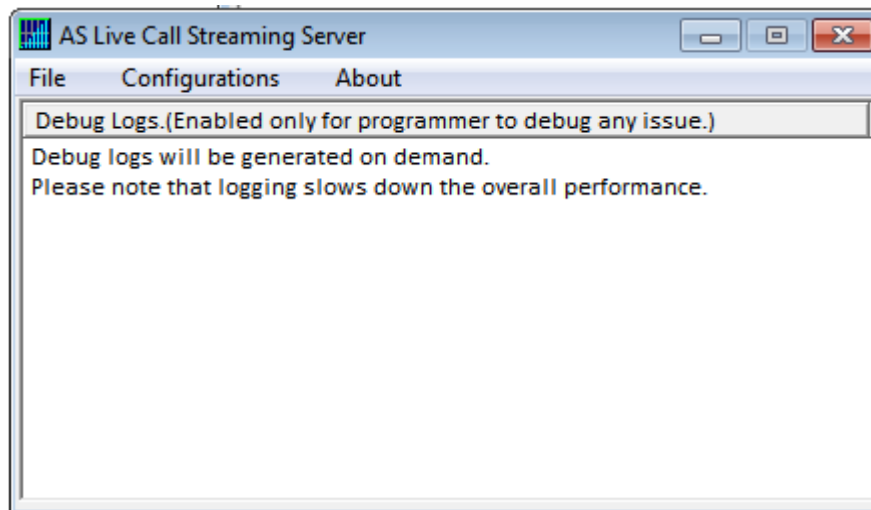
❖ You can set configurations for the application by the below Configuration screen.
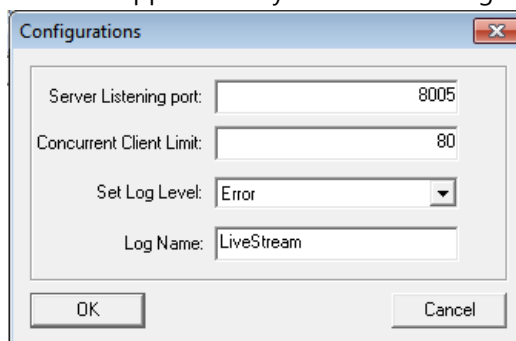
7. Backup Manager (C:\ASLogger\BIN\BackupManager.exe)

Backup Manger is a small utility that take backup of database and recorded calls data (CDF Files) and deletes temporary tables in database after set time. Please have a look on the below screenshot:
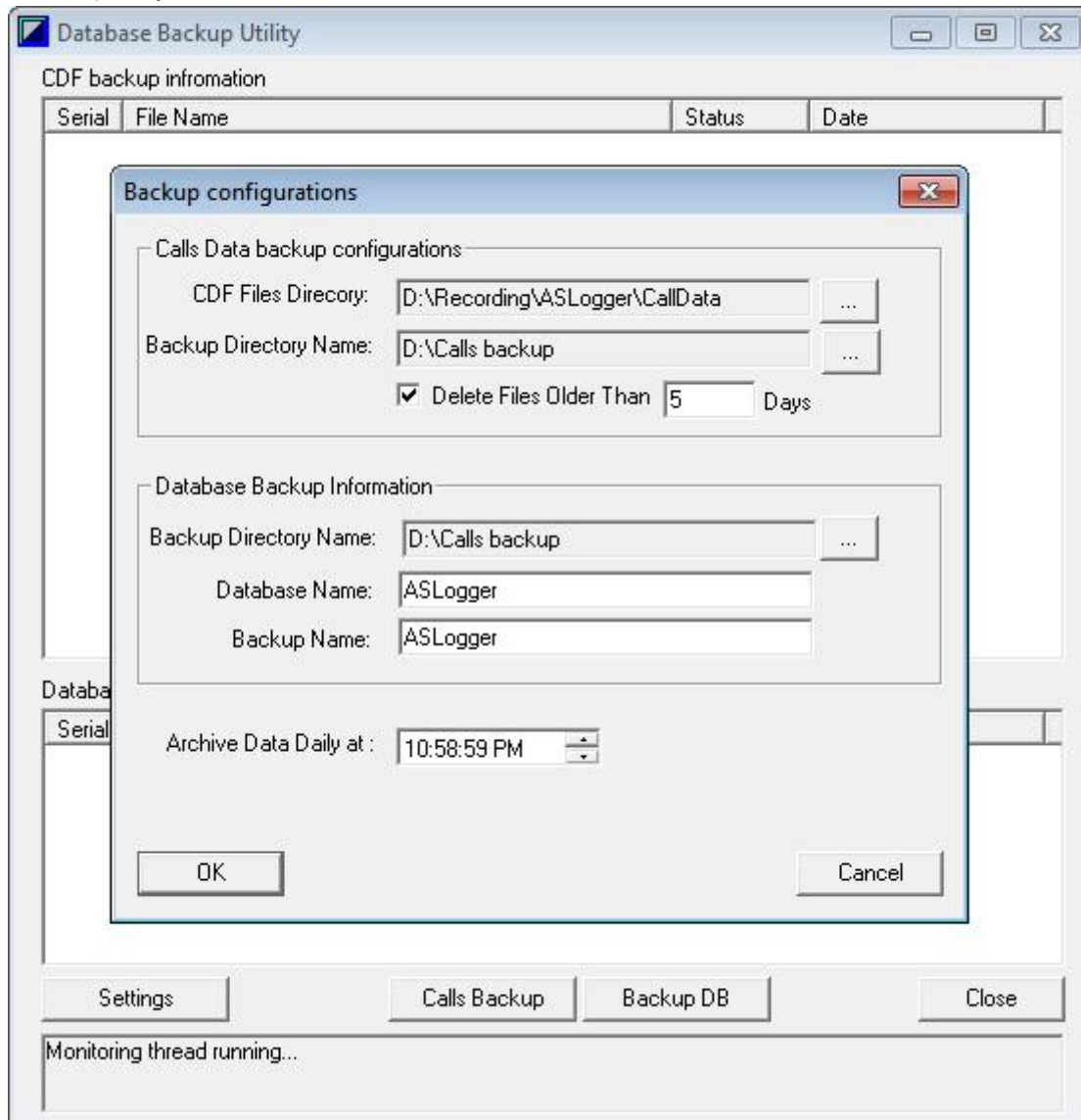
❖ Click on 'Settings' button to do configurations so that backup should be automatic.

❖ **Calls data backup (CDF files):** Please set CDF directory, CDF backup directory, delete CDF files after taking backup. Backup directory should be USB or Network drive.

❖ **Database Backup:** Database backup directory should be external drive or network drive. You can also set database name and backup file name.

❖ **Set backup time:** You can also set daily backup time. Time setting is the last item in configuration dialog.

❖ **Manual Calls data backup (CDF files):** You can do manual backup by clicking on 'Calls Backup' button.

❖ **Manual Database Backup:** Click on 'Backup DB' button to take Backup manually.

8. Web Interface (Client Side applications)

Web Interface is the main client side application Used to interact with ASLogger system.
Please follow the below steps to understand how to use the system.

8.1 How to start internet explorer (IE)?

Start Internet Explorer (IE) 32 bit, 6.0 or above version.

UAC Enabled: If your windows 7 or Vista has full UAC protection then run IE with administrator rights as shown in below screenshot:
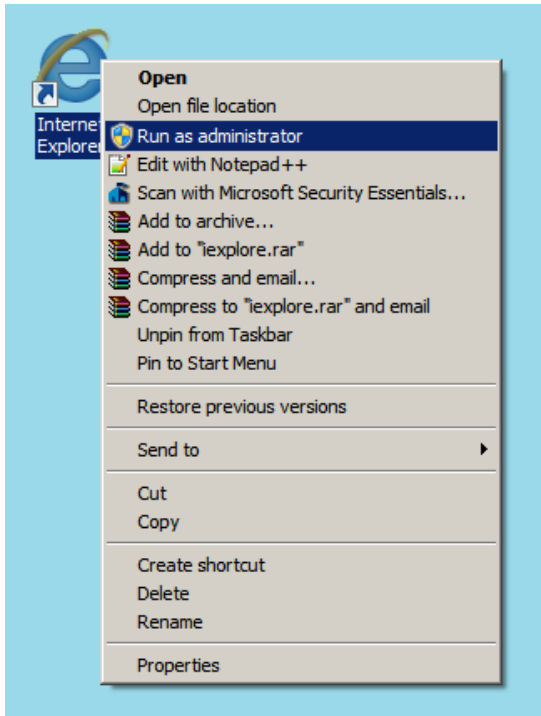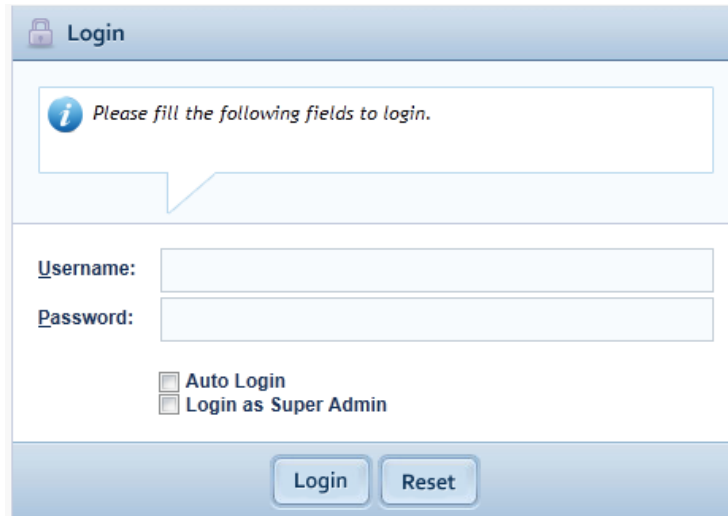
Note:- In case UAC enabled and you run IE with normal user rights then windows don't allow to install ASLogger Players therefore you must run IE with administrator rights as shown in above screenshot.

UAC Disabled: If UAC is disabled on your system then please run the IE with just double click.

8.2 Login Page

Enter http://ASLogger_Server_IP_Address/ASLogger (for example: http://localhost/ASLogger) on the address bar of the IE. You will see Log on Page:

Enter your Username and Password, and then click the Login button.

- ❖ **LOGIN AS AN ADMINISTATOR OR NORMAL USER:** If you want to save username / password and want to auto logon when you open the browser then check the "Auto Login" check box.
- ❖ **LOGIN AS SUPPER ADMINISTRATOR:** If you are administrator and want to do configurations how this application should work or want to see logs then use default username / password "master" and check the "Login as Supper Admin" checkbox.

8.3 LOGIN AS SUPPER ADMINISTRATOR

On successful login to configuration side you can do configurations and can see logs. There are two tabs:

- ❖ Configuration
- ❖ Logs

8.2.1 Configuration tab

❖ From the tab you can set:
  ✓ **Activity Log Mode:** Debug or None. Please keep '***None***' for best performance. Debug is used for debugging purposes only.
  ✓ **Pages:** You can set maximum number of pages that you want to see on call search page.
  ✓ **Page Count:** You can set maximum number of call records per page on search screen.
  ✓ **DB Server URL:** It is ASLogger database server path.
  ✓ **Database Name:** Set database name for ASLogger. Default is 'ASLogger' and it should be 'ASLogger' except any emergency.
  ✓ **Database User:** Database username. Default it is "***sa***".
  ✓ **Database Password:** It is database user password. Default database password is "12345678"
  ✓ **Master User Password:** Default username / password for supper administrator are "**master**". Please change it so that other users can not access the supper admin side.

8.3.2 Activity Log

This tab is used to see activity logs and debug logs.

  ❖ Click on the Left panel log file to view the logs.
  ❖ Right Panel will show logs detail.

❖ Select and Delete Logs that you want to delete.

❖ Click on top right link to logout.

8.4 LOGIN AS AN ADMINISTATOR OR NORMAL USER

Players Installation Process: If you are logging first time as an administrator or normal user then IE will show you a screen as shown below:
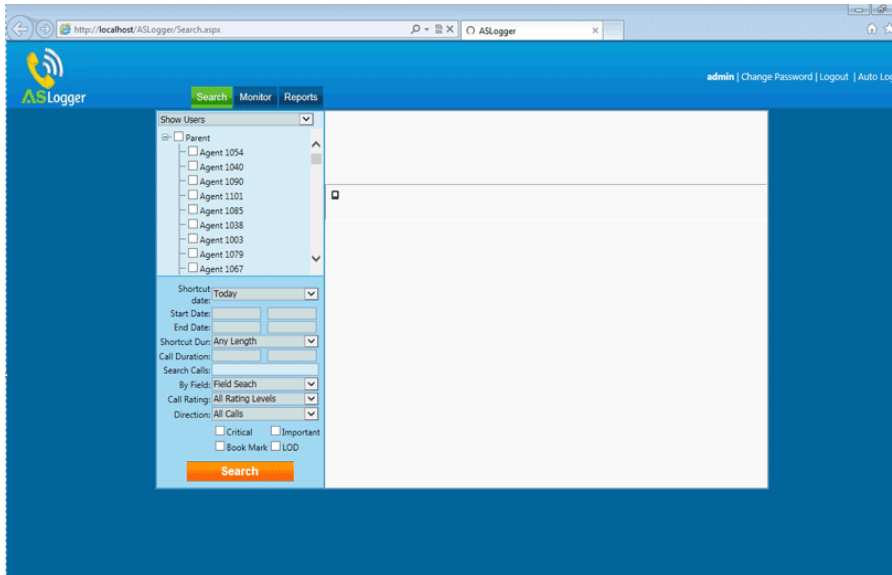
You should for some time until you see the below screen:
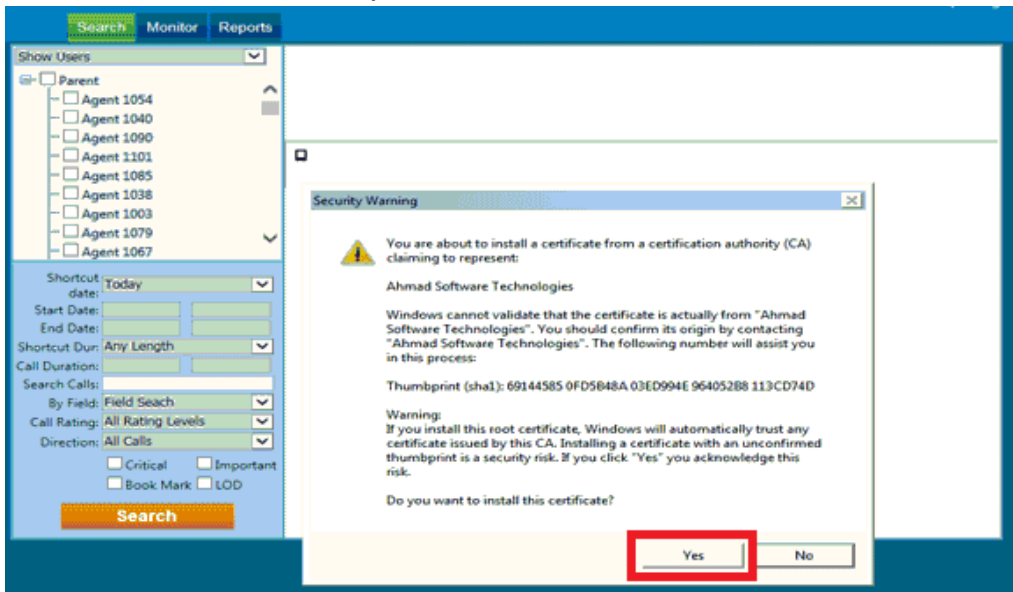
The above screen is saying to install digital certificate so that digitally signed ActiveX should be installed on you system. Please click "Yes" to install the certificate.

After successful installation of digital certificate ActiveX controls (Players) will also be installed and you will see the screen like the below:
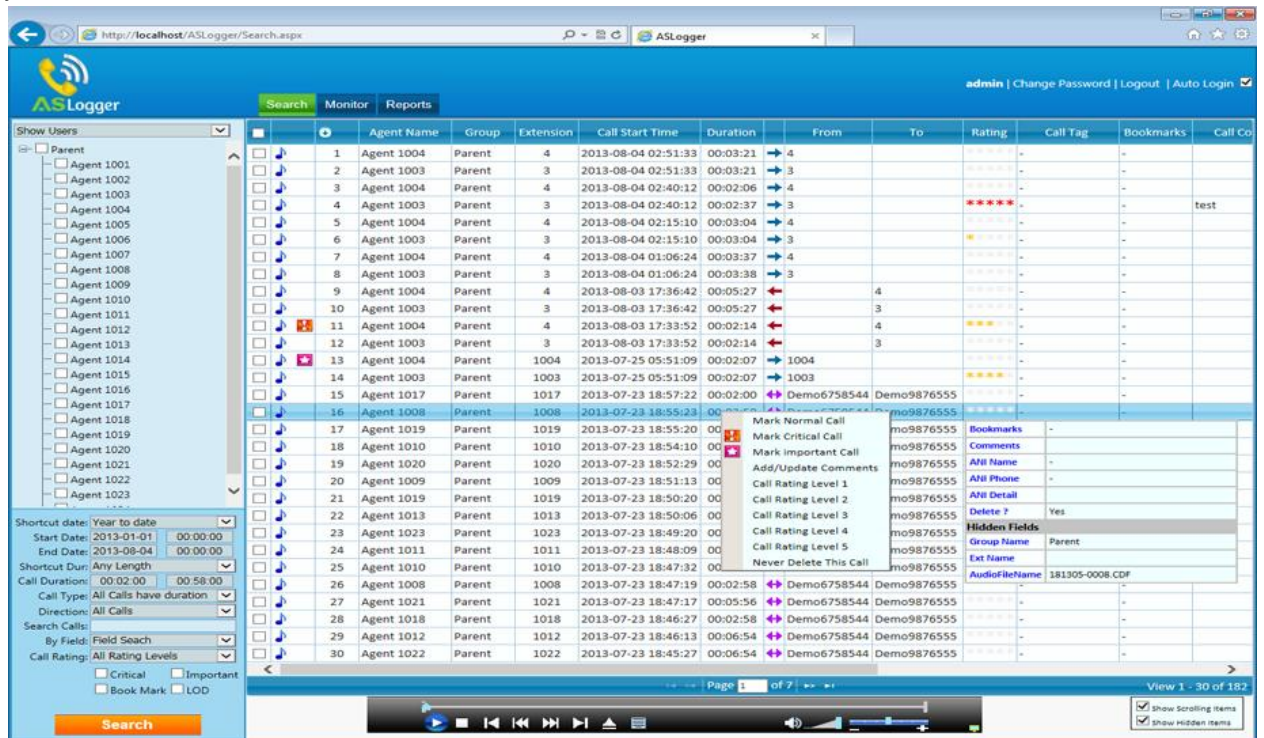
There are 3 tabs on the above screen

- ❖ Search
- ❖ Monitor
- ❖ Reports

8.4.1 Search

On this screen user can find and playback recorded calls by selecting specific search criteria from left panel i.e.

Search Filters:
User, channel, Start Date, End Date, Call start Time, Call End Time, Minimum call duration, Maximum Call Duration, Text Search, Field based search, Call Direction, Critical Calls, Start Mark Calls, Book Marked Calls, Answered/Unanswered Calls, Logged on demand calls(LOD). You can also use shortcuts dropdowns "Between" and "Call Length" for fast selection filters.
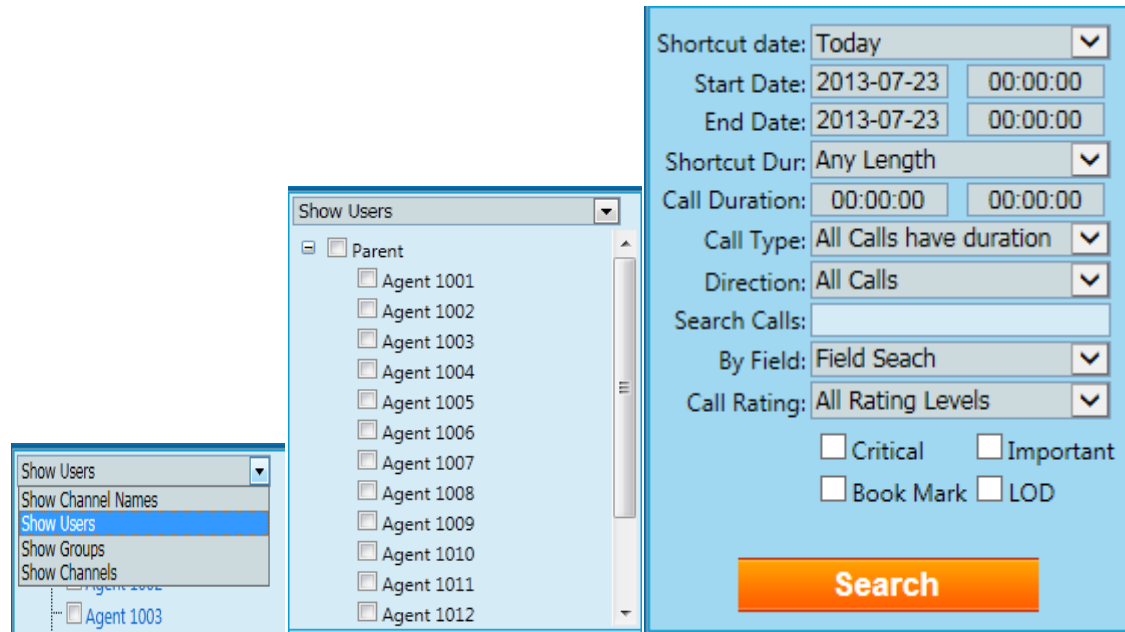
Player Detail information is given in below screenshot:
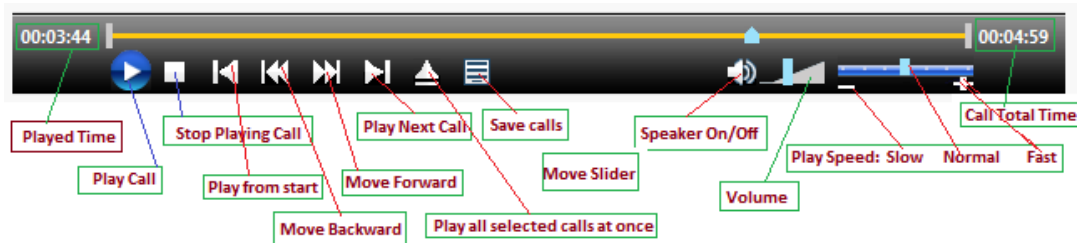
❖ **Add Bookmark:** if you want to add bookmarks to currently active call then click on slider bar on the location where you want to add bookmark.
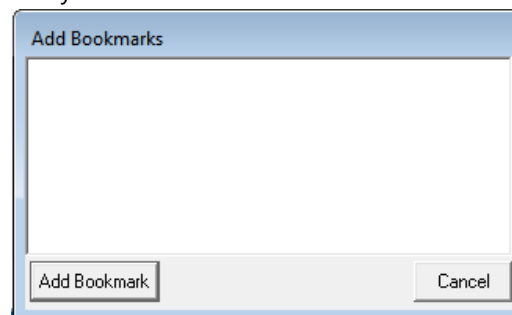
❖ You added bookmarks in call will be shown on top of player with green marks as shown below:
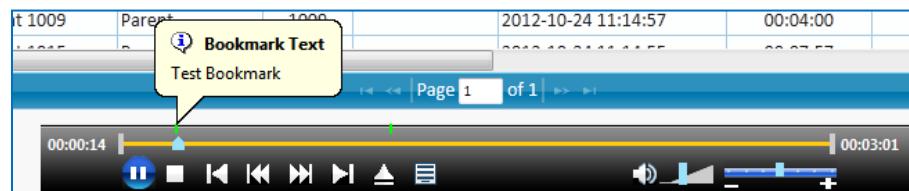
❖ Left Click on green mark to see the bookmark.

❖ Right Click on green mark to edit the book mark.

❖ **Playing searched Calls**

❖ Select calls. The call you will select will be added in player's play list
❖ Click on Play button.
❖ You can also play a call on double clicking the selected record.
    ❖ You can also play all selected call simultaneously by clicking on "Multi-Call Play" button. Multi-play can play 20 calls simultaneously.
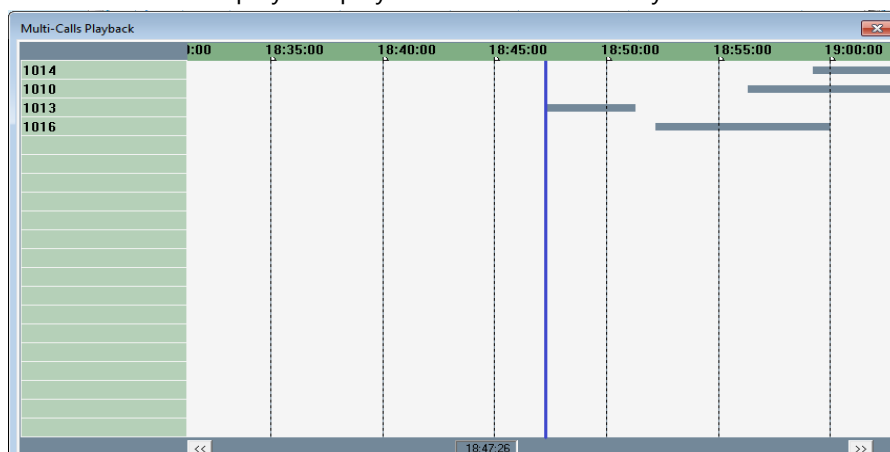
❖ You can save calls as wave/wma. When you click save button then below pop screen will open from where you can save calls:
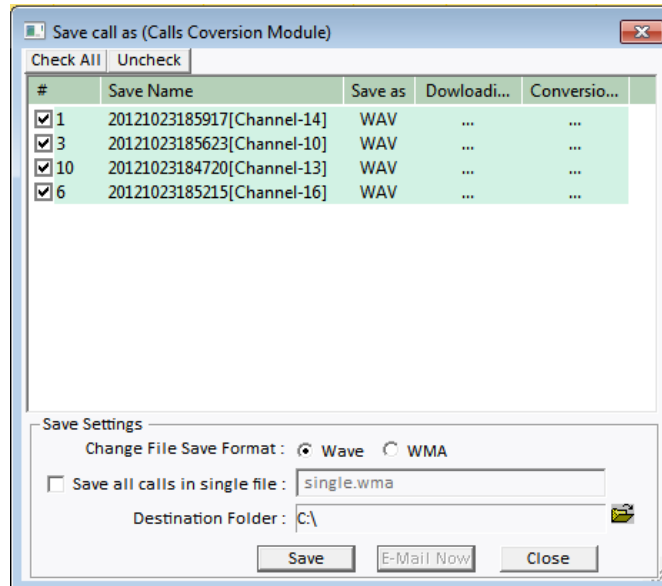
- ❖ You can also mark calls as Normal.(Popup Menu)
- ❖ You can also mark calls as critical.(Popup Menu)
- ❖ You can also mark calls as important.(Popup Menu)
- ❖ You can add comments on call. (Popup Menu)
- ❖ You can add book marks on call. (Popup Menu)
- ❖ You can add call rating from 1 to five levels. (Popup Menu)
- ❖ You can mark a call 'Never delete' when backup is taken. (Popup Menu)
- ❖ You can do by right clicking on any search call record with the pop menu:

Popup Menu

8.4.2 Monitor

On monitoring tab you can monitor live calls for any of the

❖ **Live Monitor Player:** Please carefully read the Live Monitor Player. It plays live calls and also can rewind Live Call. You can also play multiple live calls simultaneously.
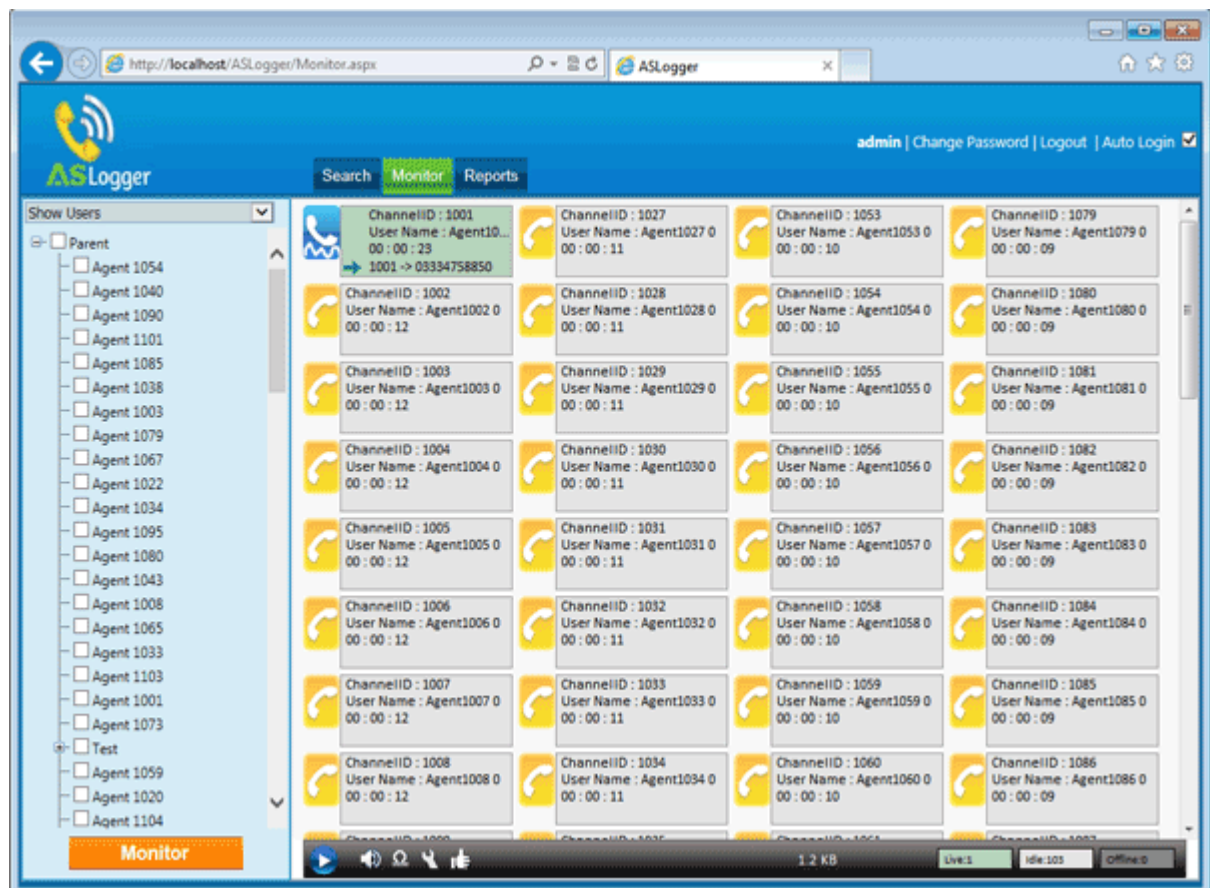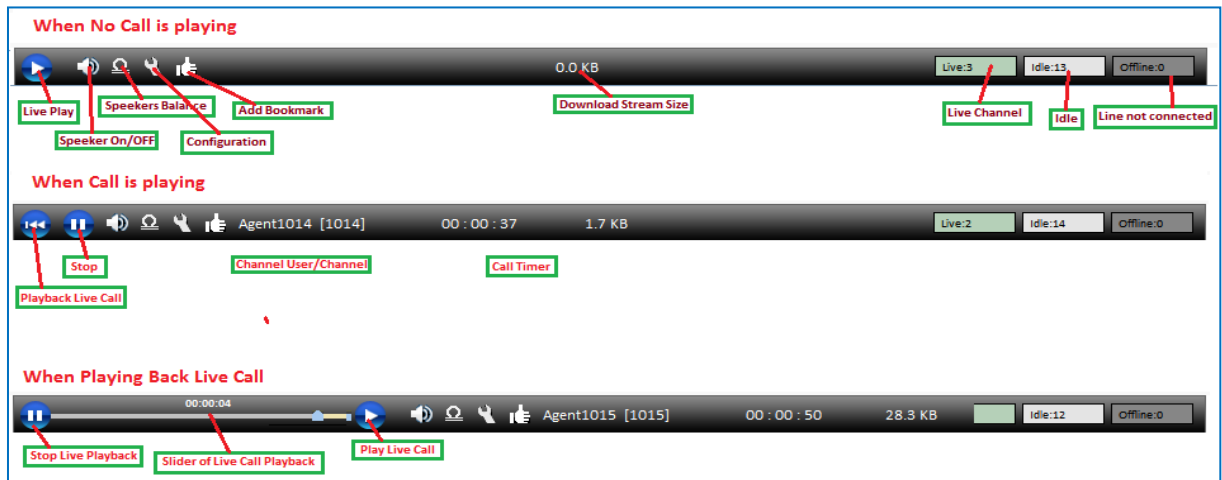
❖ Select channel/Users from dropdown:
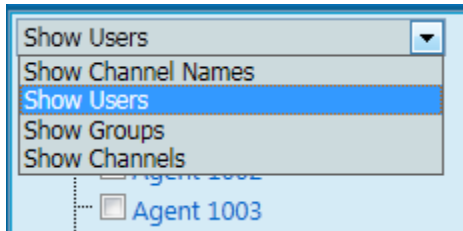
❖ Select Channels/Users from left pane and click on "Monitor" Button or if you are Administrator then you can click on Monitor button without selecting any user or group if you want to see all the channels in right pan.

❖ Select Active Channel and click on Play button to play live call OR double click the active channel and live call play will start.

❖ Click on bookmark button to add in currently playing call.
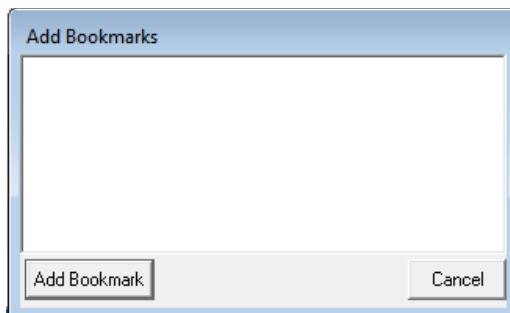
❖ Click on Configuration button if you want to do any configurations like multi-call play etc.
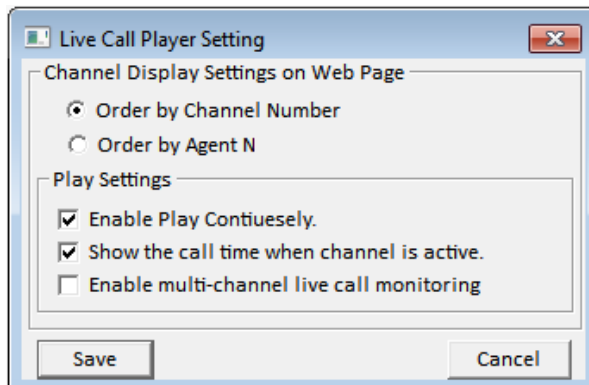
❖ You can set display order of channels.

❖ You can enable multi-channel live call monitoring.

❖ You can also do the following on a call if you have assigned rights by the administrator:
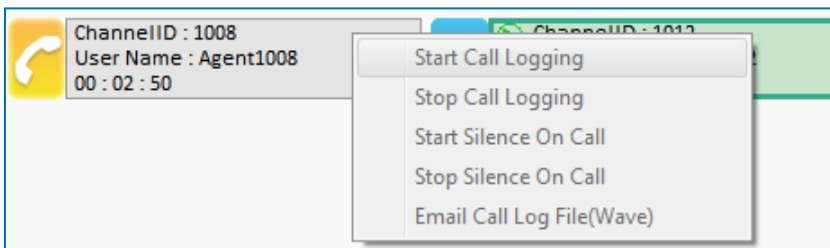
8.4.3 Agent's Evaluations

Agent's evaluations are the key part of any call recording solution especially for call centers. Flexible scorecard templates allow you to align your quality monitoring efforts with your strategic business goals.

❖ **New QA Campaign**

Please click on "New QA Campaign" and you will see screen like below in the right panel:

- Write Campaign Name.
- Select Campaign Start Date.
- Select Campaign End Date. End date should be greater than the start date.
- Check "Activate After End Date" check box if you want to continue the QA Campaign after end date.
- Check "Is Shared" check box if you want to share your created campaign with other non-admin users. You Campaign should automatically be shared with other users having administrator rights.
- Click "Save Campaign" button. On successful Campaign creation you will see a new box below the "New QA Campaign" as shown in below screen:

- **Question Statement:** Write Campaign question in "Question Statement" text box.
- **Question Type:** Select "Question Type" from the drop down box. Question types should be:
  - o **Single Selection**

    If you select this option; your question will options with radio buttons.

    User will be able to select one option only. Question total score will be equal to the score of an option having highest scores.
  - o **Multiple Selection**

    If you select this option your question will options with checkboxes. User can select multiple options during answering. Question total score will be equal to the sum of score of all options.

- **Display Order:** You can set question displayer.
- **Option Text:** Add answer option text.
- **Rating:** Add option rating. Rating would be digit. You can add decimal if your option rating has floating point value.
- **+Add More:** If you want to add more option choices then please click on button **"+ Add More**".
- **"X" Button:** If you want to delete option then click "X" button next to "Rating".
- **Save Question:** Click save button on completing options and rating. On saving question, detail of question will be added to grid like below:

Disp. Order	Question	Type	Options Count	Action
1	Communication Way	Single Selection	4	✖ 📝

- **Edit Question:** To edit the question and options then click on button 📝.
- **Delete Question:** To delete the question with all options then click on button ✖.

❖ **QA Campaign List**

To see all the campaigns click on left side menu item "QA Campaign List" and screen will look like below:

Publish Campaign: Click on publish campaign 🌐 button. If a campaign is published then you will not be able to edit or delete it.

Delete Campaign: Click on delete button ✖.

View Published Campaign Detail: click on button 🌐 to view campaign in detail.

Edit Campaign: To edit campaign 🖼 button. On clicking edit campaign, screen will look like below:

❖ **Add Call to Evaluations:**

You can add calls to evaluations on *search* page. There are two options to add calls in evaluations. Calls already added to evaluations will have icon on *search* page.

• **Right click method:** To add calls to evaluations, please right click on call in grid on search page; there will be a popup menu and click on [Add call to Evaluation]. Again there will be a popup dialog that will say to select evaluation form:

If you want to share evaluating call with other users having normal user rights there check the "*Is Shared Evaluation?*" checkbox.
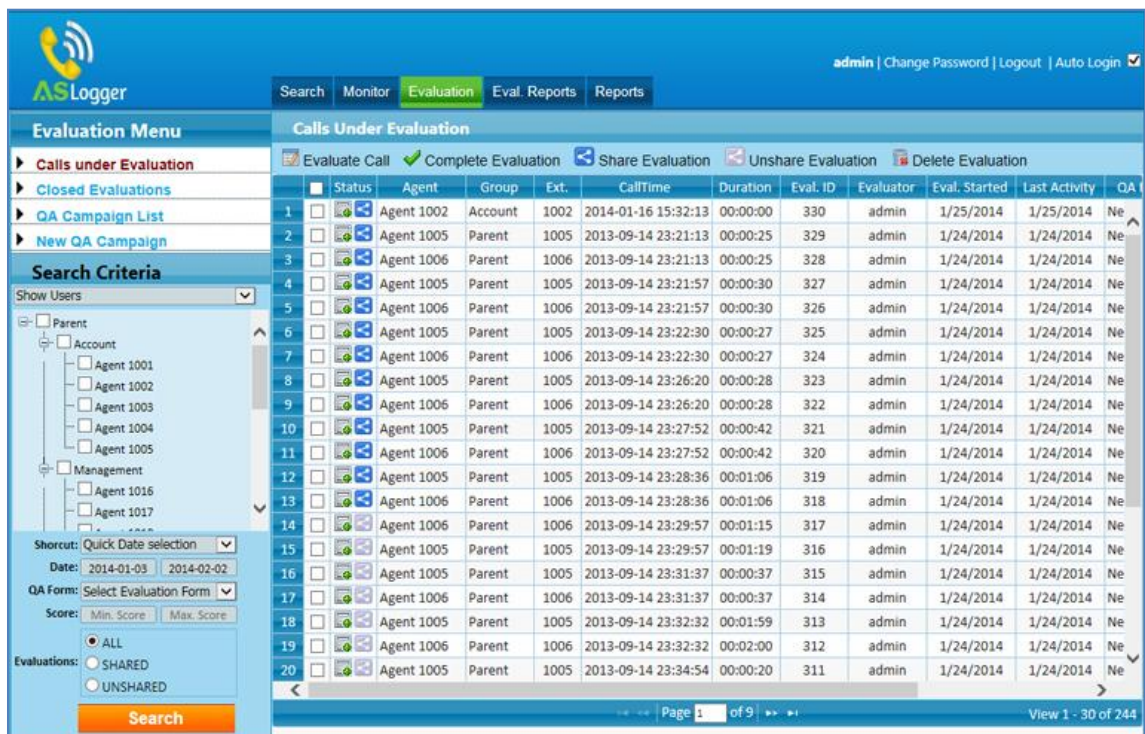
- **Add Multiple calls to Evaluation Simultaneously:** Please select multiple calls and click on button at bottom of left pane.

❖ **Calls under Evaluation:**

To see calls under evaluations (Calls being evaluated), please click on left side menu item "**Calls under Evaluation**" on *evaluation* tab.

Below are icons and their meaning on the page:

[: *Score the call or edit call scores*] [*Un-Shared Evaluation*] [*Shared Evaluation*]

[*All questions are answered in evaluation and click to move the call in closed evaluations*] [*Delete Selected Evaluations*] [*Complete selected evaluations*]

How to Evaluate Calls? Select multiple calls under evaluation grid and click on button
Evaluate Call then there will be pop-up for scoring calls with multiple tabs indicating Evaluation
ID as shown in below screenshot:

You can also open scoring pop-up by just clicking icon or double click row.

❖ Close Evaluations

"Close Evaluations" means calls whose scoring has been completed and calls are sealed for
further score changing.

What you can do with closed evaluations?

- Share the evaluations
- Un-share Evaluations
- See Score detail on just double click the call row or select the evaluations and click the button "View Detail".
- Reject the evaluation. On rejecting evaluation, calls will be deleted from evaluations.

8.4.4 Evaluation REPORTS

You can create Evaluation in tabular or graphical formats. You can also create reports by user/agent, group, or evaluator.

8.4.5 REPORTS

From reports tab you can create different types of reports (more than 200 reports) i.e. Excel type reports, bar char reports, pi-chart reports. User can select Report filter from left Pane i.e. Users/Channels, Report type, Report X-axis, Report Y-Axis, Report based on, ANI/ALI, Start and End Date, Start and End call time, Call Duration, Call Length. After selecting report parameters click on "Report" Button. After report creation you can email the report using outlook attachment by clicking on "Email" button.

Search Filter:

❖ You can do with reports:

✓ Navigate report paging using paging navigation.
✓ Zoom reports.
✓ Search text within the report.
✓ Export report in formats:
  ▪ Excel
  ▪ PDF
  ▪ Word
✓ Refresh the report by clicking on refresh button.
✓ Print report by clicking on the Print Button.
✓ Pi-Char Report will look like below:
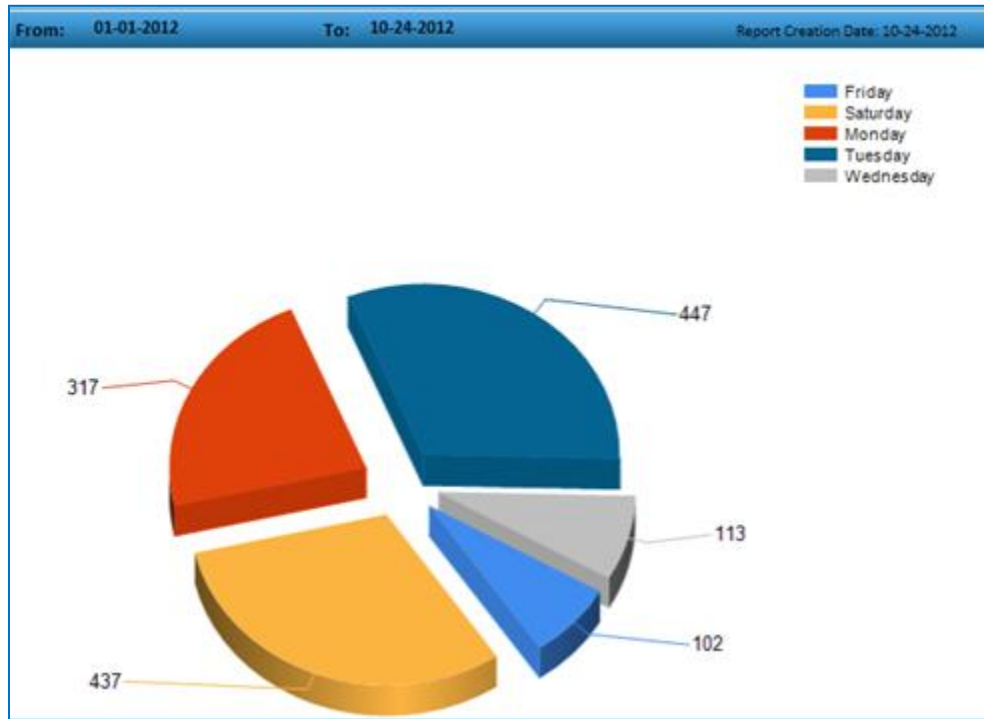
❖ BAR CHART will look like below:

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