SMART LOGGER II WEB

—

Multichannel Call Recording and Monitoring System
SMART LOGGER II

Program Complex
SMART LOGGER II WEB

—

User Guide

Speech
Technology
Center

Welcome to Smart Logger II!

The manufacturer retains the right to make amendments to this manual in connection with improvements made to **Smart Logger II** design without special notification.

Any such amendments will be published in a new edition of the **Smart Logger II** manual and on the company's website: http://www.speechpro.com.

We welcome your feedback, questions and concerns regarding **Smart Logger II**.

If you have any questions concerning the use of this product, please contact Speech Technology Center's technical support service or your regional dealer.

For technical support:

St. Petersburg	Moscow
Phone +7(812) 325-8848	Phone: +7(495) 661-7550
Fax: +7(812) 327-9297	Fax: +7(495) 661-7517

support@speechpro.com
http://speechpro.com/support_form

Help us assist you by having the following information ready:

– Product name and model/version number;

– Problem description;

– Computer configuration;

– Operating system name/version number.

Speech Technology Center, Ltd developed, introduced and successfully uses a quality management system. The system meets the ISO 9001-2008 requirements that is proved with a conformance certificate issued by international independent certificate foundation Det Norske Veritas.

CONTENTS

INTRODUCTION

The Guide is intended for users to work with the **Smart Logger II Web** program complex as a part of the **Smart Logger II** system. **Smart Logger II** is a multichannel call recording and monitoring system.

Users, who work with **Smart Logger II**, should have basic skills to operate with applications in the **Microsoft Windows** operating systems.

The Guide does not substitute any academic or reference books, operating system manuals or other sources of information.

Typographic conventions

The manual uses the following typographical conventions:

Formatting	Description
Italic	The first appearance of a *term*. Meaning of the term is explained here or in the appendix. Also it is used to attract *attention* or to make up notes.
Bold	Indicates names of construction and software components, names of controls and interface elements (headings, buttons, etc.).
Bold italics	Indicates *file names* and *access paths*.
`Courier New`	Indicates `program code`.

In system description, the word combination "click a button" means: "to place the mouse pointer on the button and click it."

Menu selection is marked in the following way: **Menu > Command**. It means: select **Menu**, then **Command**.

The manual uses the following notification symbols:

⚠️ Note: indicates important information that helps you make better use of the product.

❌ Warning: warns you about potentially serious problems in certain situations and tells you how to avoid them.

Additional documentation

Please refer to the following documentation, before configuring a software module within the **Smart Logger II** system:

– Smart Logger II Multichannel Call Recording and Monitoring System. Smart Logger II Web. Program Complex. Administrator Guide.

Terms in use

Audio recording – audio file with recorded phone conversation (voice, confidential information, etc.).

Automated workplace (user mode) – a **Smart Logger II** software component, graphical user interface.

Database (DB) servicing module – a **Smart Logger II** software component, used to erase (delete) outdated data (sound recordings in database).

Operator – manager of call center, who is responsible for phone conversations, which are subject to record with the **Smart Logger II** software.

Recording service – a **Smart Logger II** software component, which analyzes data incoming from the input-output boards and/or from other sources and generates a sound recording file when it is time to start recording.

Recording station – a computer with the installed recording service and software source of **Smart Logger II**.

DBMS server part – the DBMS software component that controls database, it is responsible for data integrity and provides information input/output when a client access the information.

Source – a **Smart Logger II** software component, that provides interaction between recording service and signal source.

Supervisor – user of **Smart Logger II** with higher privileges than operator; he/she is responsible for quality assessment of operators' work using automated workplace built-in methods.

System server – a computer with the installed **FileServer** module of **Smart Logger II**.

Abbreviation

ANI – automatic number identification.

AGC – automatic gain control.

ATS – automatic telephone system.

DB – database.

OS – operating system.

DBMS – database management system.

PSTN – public switched telephone network.

µ-law – a companding algorithm, primarily used in the digital telecommunication systems of North America and Japan. Companding algorithms reduce the dynamic range of an audio signal.

A-law – a standard companding algorithm, used in European digital communications systems to optimize, i.e., modify, the dynamic range of an analog signal for digitizing.

Caller ID FSK – Caller Identification Number Frequency Shift Keying.

CTI (Computer Telephony Integration) – a common name for any technology that allows interactions on a telephone and a computer to be integrated or coordinated.

DTMF (Dual-tone multi-frequency signaling) – is used for telecommunication signaling over analog telephone lines in the voice-frequency band between telephone handsets and other communications devices and the switching center.

E1 – digital carrier of data transmission.

IP-address (Internet Protocol Address) – a numerical label assigned to each device (e.g., computer, printer) participating in a computer network that uses the Internet Protocol for communication.

ISDN (Integrated Services Digital Network) – a telephone network that can send voice and computer messages.

LDAP (Lightweight Directory Access Protocol) – an application protocol for accessing and maintaining distributed directory information services over an Internet Protocol (IP) network.

MAC-address (Media Access Control) – a unique identifier assigned to network interfaces for communications on the physical network segment.

PBX **– Private Branch Exchange.**

PRI (Primary Rate Interface) – a standardized telecommunications service level within the Integrated Services Digital Network (ISDN) specification for carrying multiple DS0 voice and data transmissions between a network and a user.

RCID (Record Channel Identification Number) – identification number of recording channel.

RIFF (Resource Interchange File Format) – a generic file container format for storing data in tagged chunks.

RTP (Real-Time Transport Protocol) – a standardized packet format for delivering audio and video over IP networks.

RSS (Really Simple Syndication) – any of various XML file formats suitable for disseminating real-time information via the Internet on a subscription basis.

SIP (Session Initiation Protocol) – an IETF-defined signaling protocol widely used for controlling communication sessions such as voice and video calls over Internet Protocol (IP).

SLAVIC (SmartLogger Audio Video Information Container) – file format for storing audio information of operator conversation and the corresponding video screen operator.

SNMP (Simple Network Management Protocol) – an Internet-standard protocol for managing devices on IP networks.

SMDR (Station Message Detail Record) – serves in the **Smart Logger II** software as an interface which lets the user track basic call detail information by all calls.

SMTP (Simple Mail Transfer (or Transport) Protocol) – a standard for the transmission of electronic mail on a computer network.

TCP/IP (Transmission Control Protocol/Internet Protocol) – one of the core protocols of the Internet Protocol Suite. TCP is one of the two original components of the suite, complementing the Internet Protocol (IP), and therefore the entire suite is commonly referred to as TCP/IP.

URL (Uniform Resource Locator) – the address of a World Wide Web page.

VoIP (Voice over Internet protocol) – a technology for making telephone calls over the Internet in which speech sounds are converted into binary data.

XSLT (eXtensible Stylesheet Language Transformations) – a language for transforming XML documents into other XML documents.

Trademarks

Smart Logger II ® is a registered trademark of Speech Technology Center, Ltd.

The names Windows®, Windows® XP and Windows® 7 are trademarks of the Microsoft® Corporation.

All other company and product names mentioned in this document are the property of their corresponding owners.

1 GENERAL INFORMATION

1.1 About the Product

Name:	**Smart Logger II Web**
Description:	Program complex
Producer:	Speech Technology Center, Ltd.
Address:	Russia, St. Petersburg, Krasutskogo str. 4a, 196084, PO Box 515
Phone:	+7 (812) 325-88-48
Fax:	+7 (812) 327-92-97
Email:	support@speechpro.com

1.2 Allocation

The **Smart Logger II Web** program complex monitors remotely work of the **Smart Logger II** system operators.

Program complex provides access to **Smart Logger II** recordings and performs the following actions with recordings:

– export;

– commenting;

– listening;

– filtering;

– color marking;

– label viewing;

– deleting.

2 SOFTWARE REQUIREMENTS

To work with the web application, use the following browsers:

– **Mozilla Firefox 12.0** or higher;

– **Internet Explorer 9.0** or higher;

– **Google Chrome 18.0** or higher.

3 OPERATION WITH INTERFACE

The interface is described for a user with rights of the **Smart Logger II** system administrator.

Depending on the system access restriction settings, some interface elements can be locked.

Restriction rights:

– playback o recordings;

– export of recordings;

– color marking;

– deleting recordings;

– editing label.

3.1 Athorization

To start work with the application, enter URL in the browser address bar, set by the system administrator. (See Smart Logger II Multichannel Call Recording and Monitoring System. Smart Logger II Web. Program Complex. Administrator Guide).

In the authorization window (Fig. 1), enter user name and password. Click **Login**.

The account is created via the access restriction rights of the **Smart Logger II** system.

User roles indicated in the access restriction system are displayed in the 👤 **<Username>** item.
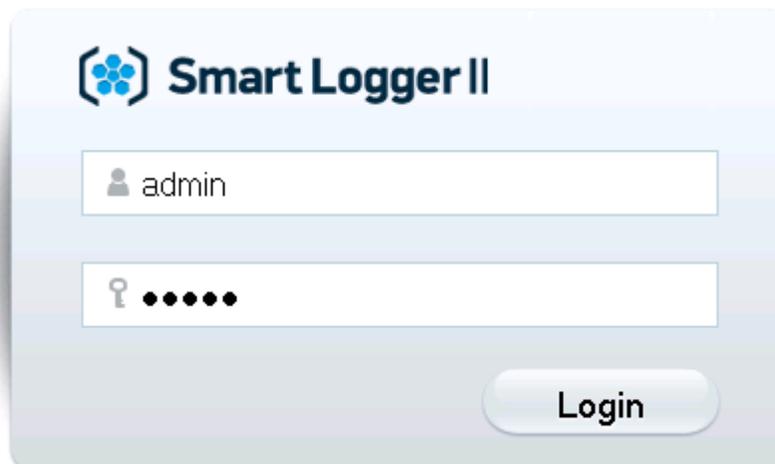
> ⚠️   Default account is **admin**, **admin**.

Figure 1 – Authorization

> ❌   To end work with the application, click the ⏻ **Exit** button (Fig. 2). If user closes the browser without clicking the ⏻ **Exit** button, the license on access will be available in 30 minutes.

3.2 Interface Elements

Interface view after authorization is shown on Figure 2.

The page consists of the following elements:

– Tabs:

– **News**;

– **Dashboard**;

– **Calendar**;

– **List**;

– The **Filters** field for quick search;

– The **Search** string;

– Workspace, which view depends on the selected tab and made search requests;

– Page header elements:

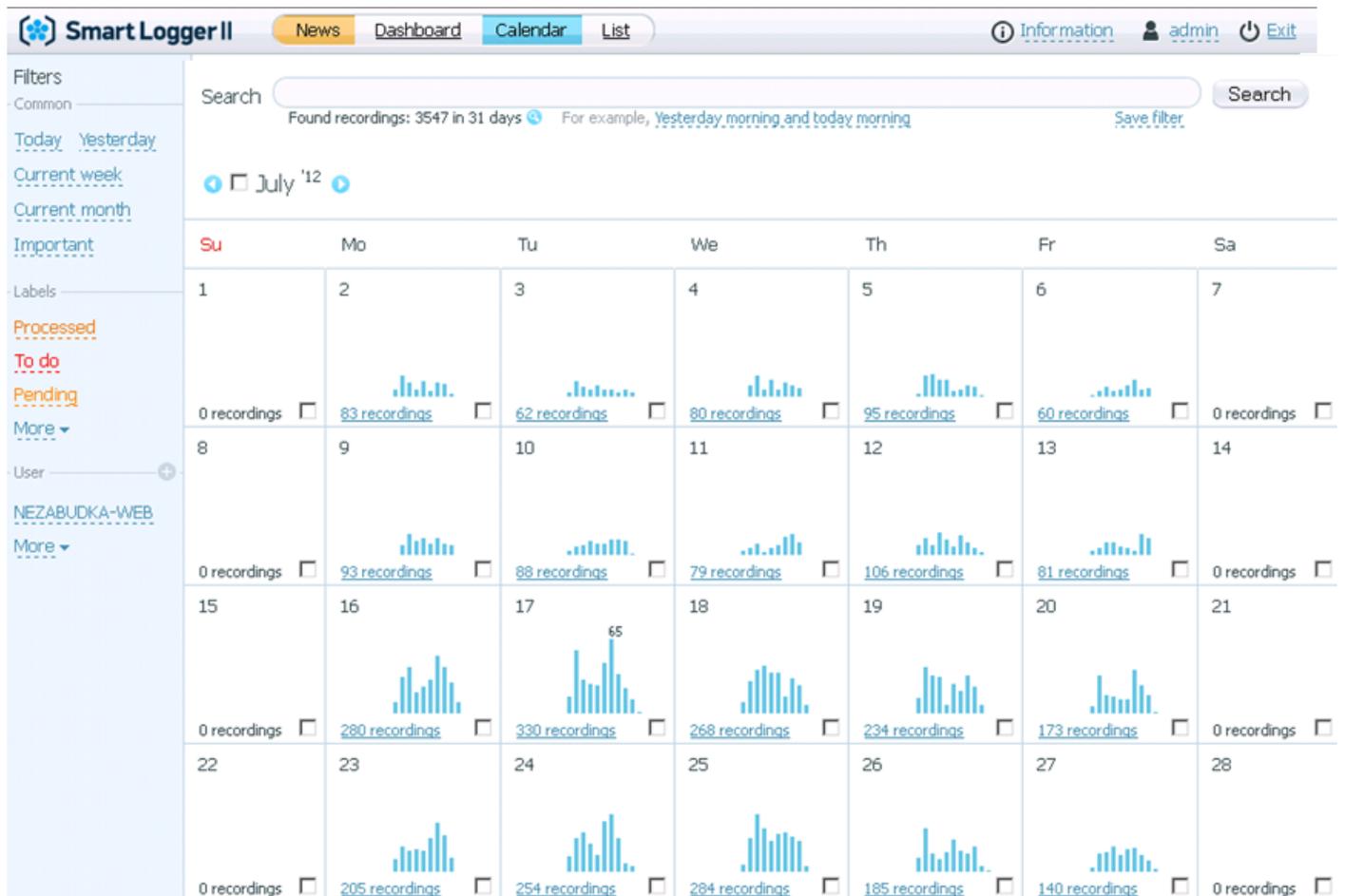– ⓘ **Information**;

– 👤 **<User name>**;

– ⏻ **Exit**.

Figure 2 – Page after authorization

3.3 News Tab

To go to the page with STC news, select the **News** tab (Fig. 3).

The **News** tab is only available when the **Smart Logger II Web** complex server has connection with Internet.

Links on the **News** page lead to a news page of the official website of the STC company.

Figure 3 – News tab

3.4 Calendar

The **Calendar** tab appears after authorization (Fig. 2).

The tab consists of the following main elements:

– Calendar month table (Fig. 5);

– Search string (Fig. 4).
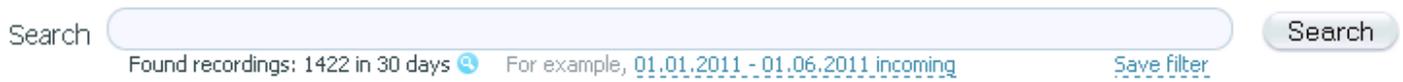

Figure 4 – Search string

Calendar month table is under the search string (Fig. 5).

To flip through the calendar by months, use the ◔ and ◑ buttons or hot keys (**CTRL+ <−**, **CRTL+ −>**).

It is also possible to navigate by months that have notes according to the request, with the exception of queries specified within one month.
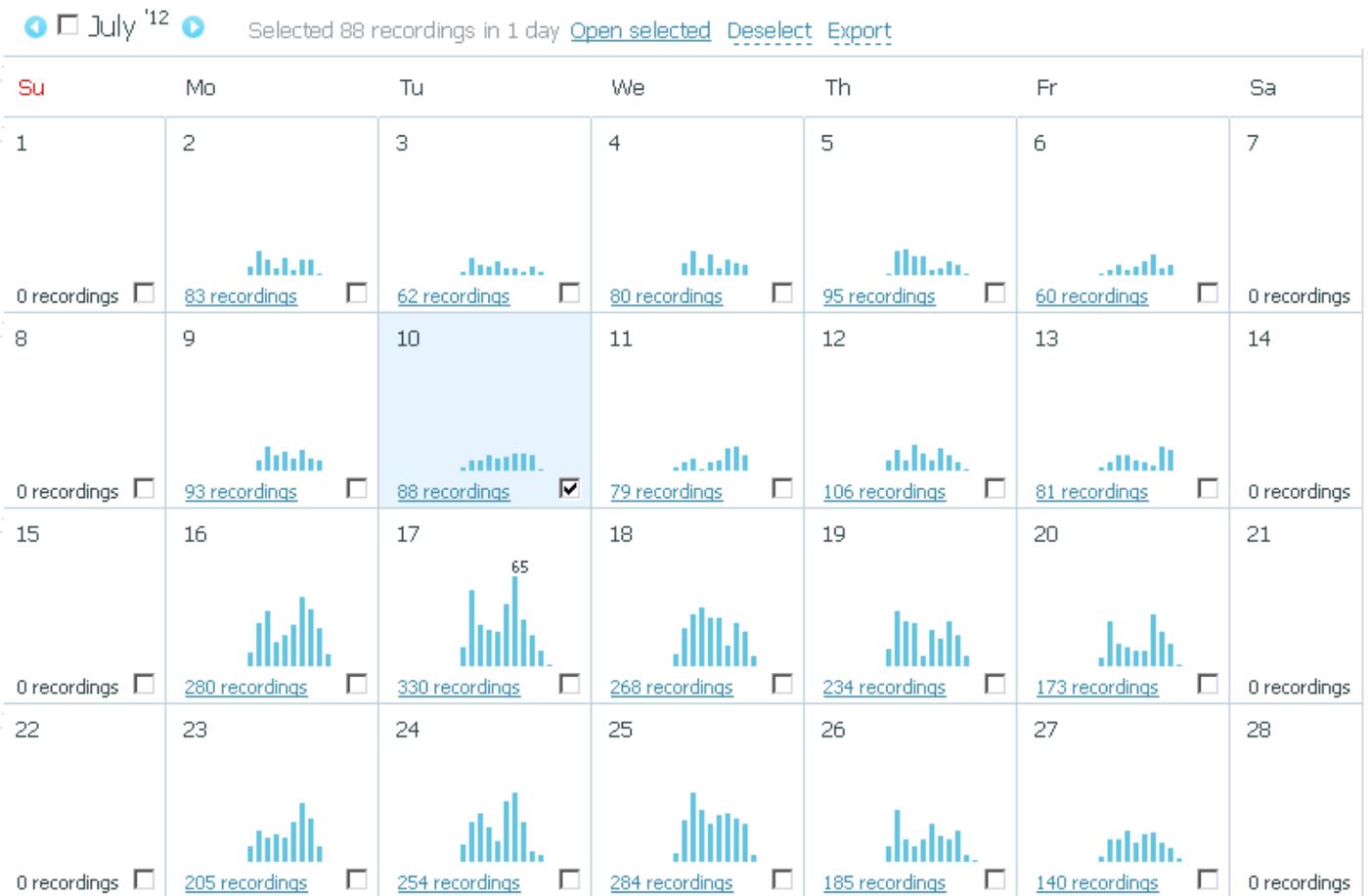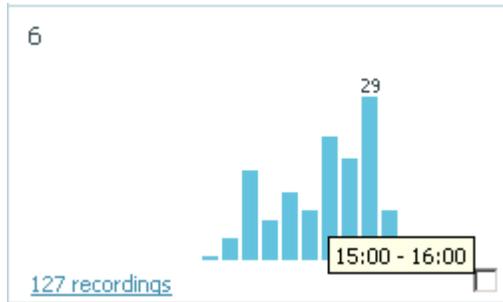

Figure 5 – Calendar tab

Figure 6 – Histogram of recordings

If the files were recorded during the day, the corresponding table cell would be like in Figure 6.

Statistics on recorded files is displayed as a histogram. Column height corresponds to the number of files recorded during an hour.

Hover the mouse cursor over the histogram, to see the time period of recording.

Click on the column, to go to the list of recordings. Work with the list is described in 3.5 section.

To go to the list of files recorded in a specific day, select the check box that corresponds to the desired day (Fig. 5) and click **Open selected** or click the link with information about the number of recordings per day.

The number of selected recordings and days will be displayed in the field above the calendar.

Use the following options:

Open selected. This link leads to the list of selected recordings.

Deselect. Use this command, to clear the check box.

Figure 7 – Export

Export. Export of recordings and labels (the **Export with files** option) or labels only (the **Export without files** option.

Files with recordings and labels are exported in the *.zip* format.

Use the calendar, to make search requests and apply filters. Content of calendar cells corresponds to made request or applied filter. Flip through the calendar, to search for recordings according to the requests and filters.
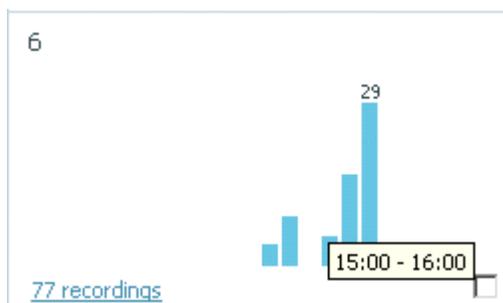

Figure 8 – Histogram of recordings

For example, the result of the *7 July Processed* request made in the **Calendar** tab is a histogram of recordings made in the selected day and marked as **Processed** (Fig. 8).

The cell has the same result after the **Processed** request and when flipping the calendar to the **July** month.

3.5 List Tab

The **List** tab contains the following elements (Fig. 10):

– List of recordings;

– Search box.

3.5.1 Operation with the list

To start work with the list of recordings, perform one of the following actions (Fig. 10):

– Select the **List** tab;

– Click a histogram;

– Select the check box with the desired day (Fig. 5) and click the **Open selected** link above the calendar or click the link showing the number of recordings made per day.

View of the list of recordings corresponds to made search request.

Maximum number of recordings displayed on a page is **30**. To flip through the list, click the links with page numbers below the list or use the **CTRL+ <–** and **CTRL+ –>** hot keys.

To sort recordings, click **Aranger** in the top-right corner of the list of recordings.

Figure 9 – Sorting

The list can be sorted by the following parameters:

– by date (old first/new first);

– by duration;

– by importance (not important/important first);

– by direction (incoming first/outgoing first);

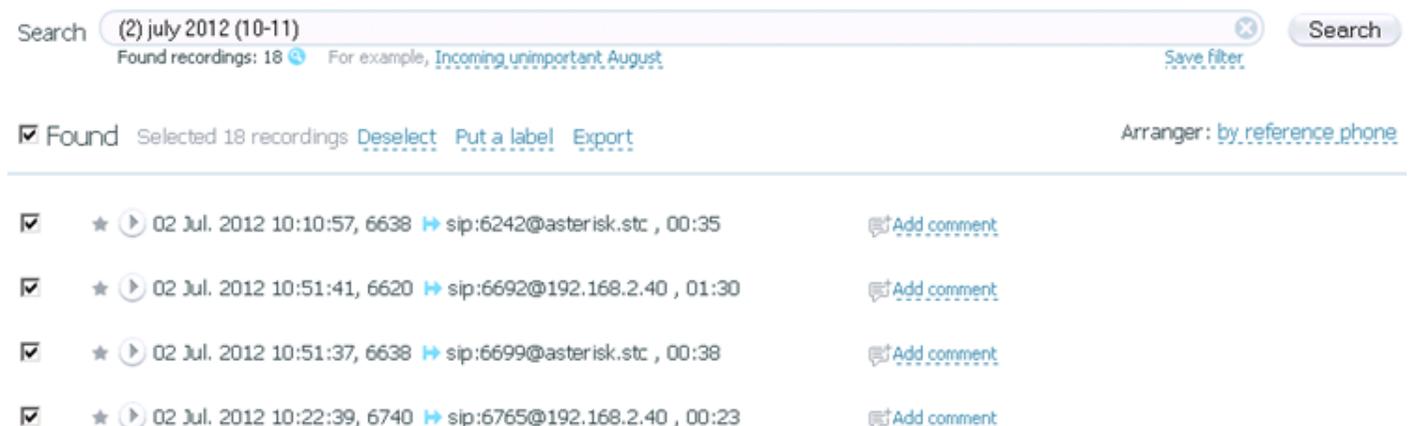– by operator number;

– by reference number.

Figure 10 – List page

3.5.2 Color marks, Export, Deleting

The list of recordings (Fig. 10) consists of the following elements:

● – recording is in progress;

★ – check box of importance of a recording. Select it, to mark the recording as **Important.**
Important recordings are marked with yellow color in the list (Fig. 17). Or make search request by
the **Important** parameter.

☑ – recording is selected.

The following options are available:

Deselect. Clear the check box.

Figure 11 – Color marks

Put a label. Open the drop-down list with
names of color labels. To put the label, select its
name in the list.

The label will be set for the selected recording.

If a user creates color marks using automated
workplace of the **Smart Logger II** system,
they will be available in the web interface.

Figure 12 – Export

Export. Export recordings and labels (the
Export with files option) or labels only (the
Export without files option).

Files with recordings and labels are exported in
the *.zip* format.

Delete. Delete recordings from the list with possibility to restore them (only user with certain
rights can delete files) (Fig. 13).

To restore deleted recording, click **Restore**.

> ⚠ Deleting recording in the web application is similar to marking recording for deletion in
> the **Smart Logger II** automated workplace. Such recordings are deleted by the **Cleaner**
> module (see Smart Logger II Multichannel Call Recording and Monitoring System. Setting
> Guide).

> ❌ After performing a request or moving to another page, deleted recordings cannot be
> restored.
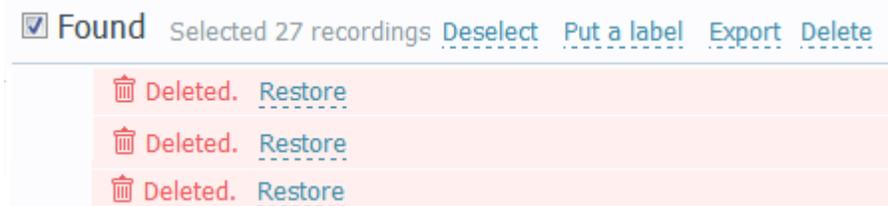
Figure 13 – Deleted recordings

3.5.3 Playback

To playback a recording, click the ⏵ button in the list of recordings on the left from a recording.

Listened recordings are marked with the ◁ icon in the list of recordings.

To view the oscillogram, speech layers and marks, click the ✥ **Show oscillograms** button.

Player panel is shown on Figure 14.

On the top of the panel, a name of played recording is displayed.

The ⏵ **Play/** ⏸ **Pause** buttons are used to start/pause the playback.

Playback progress bar is an active field. Click on it, to start playback from the desired period of time. Left part of the bar displays period of time, right part displays duration of the recording.

Click ↺ **Replay** button, to repeat playback.

🔊 ━━━●━	Volume control panel. To decrease the volume, move the slider to the left. To increase the volume, move the slider to the right.

	Time point indicator.
	Click the oscillogram field, to go to the desired period of time.

	To display user marks, use the **Display marks** check box.
	Use the check box, to select/clear a layer.

Oscillogram navigation buttons.

The buttons are active only in the enlarge mode (use the ⊕ **Zoom in** button).

An operator name is displayed to the left of the oscillogram panel.

The time scale is displayed on the top of the oscillogram panel.

The ⊕ **Zoom in** and ⊖ **Zoom out** buttons are used to change scale of the oscillogram.

To turn on/off displaying of speech layers and marks in the oscillogram, click **Displaying: Layers and marks** (Fig. 14).

The following speech layers are available:

– **Unknown**. Speech activity of an unspecified nature;

– **Client's speech**. Client's speech activity;

– **Operator's speech**. Operator's speech activity;

– **Speech both**. Simultaneous speech activity in both channels;

– **Silence**. No speech activity in both channels;

– **Client is talking over**. A client interrupts an operator;

– **Operator is talking over**. An operator interrupts a client;

– **On hold**. A call is put on hold;

– **Holding on**. Period of time of putting a call on hold;
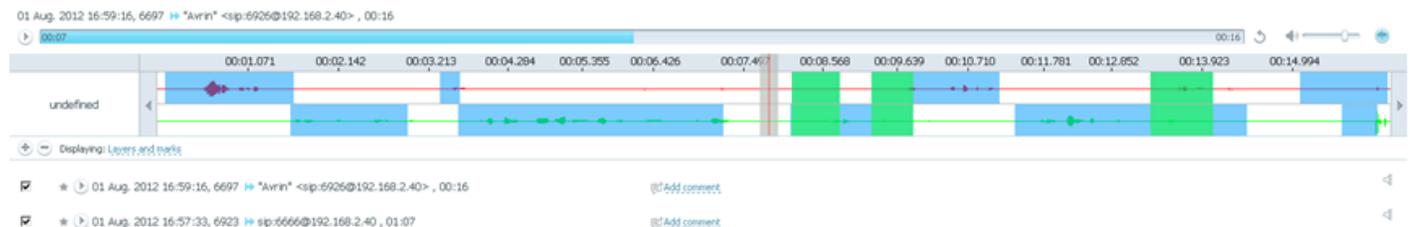
– **Trasfer**. A call is transferred.

Figure 14 – Player panel

3.5.4 Filtering
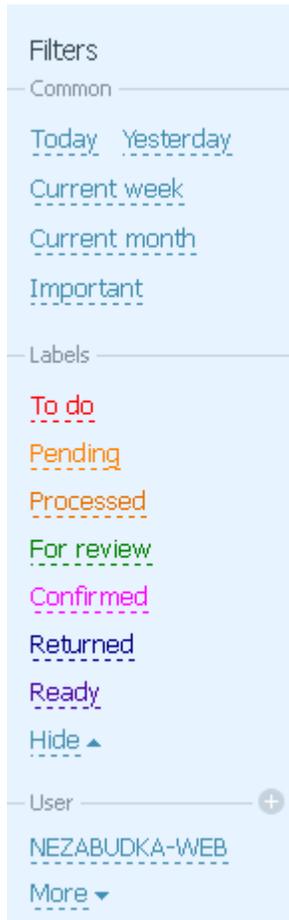
Figure 15 – Filters

To filter recordings, use search requests described in the 4 section or filters placed in the **Filters** field (Fig. 15). The **Filters** field consists of the following categories:

– **Common**. This category corresponds to the following filters:

– **Today**,

– **Yesterday**,

– **Current week**,

– **Current month**,

– **Important**.

– **Labels**. This category corresponds to filters made by color mark parameter. Filtering is realized for marks created by a user in the automated workplace of the **Smart Logger II** system. To add a mark name to a search request, click the ⊕ button opposite to a mark name.

– **User**. This category corresponds to filters, created by a user. Click the ⊕ button to create quick filters: **By stations**, **By operators**, **By groups**.

Click **More,** to see all filters in the category.

Click a filter name, to search. Search request is displayed in the search box.

Figure 16 – Saving filter

To save a search request as a filter, click Save filter on the right from the search box.

In opened form (Fig. 16), enter a filter name. By default, name is the same as a search request. Click **Save**.

Saved filters are available in the **User** category.

3.5.5 Getting Label

To get information about recording, click on its name in the list (Fig. 17).

Recording label consists of the fields described below. A label is created by the **Smart Logger II** system and cannot be edited.

- **ID**. Recording identifier.
- **UUID**. Universal unique identifier of a recording.
- **Side 1**. Phone number of a call-center operator.
- **Side 2**. Phone number of a client.
- **Direction**. Call direction (⏴ – incoming, ⏵ – outgoing).
- **Channel**. Channel number or name.
- **Station**. Recording station of the **Smart Logger II** system.
- **Operator**. Name of a call-center operator.

Label structure may differ from a described one depending on the fields filled in the automated workplace.

To add field name in a search requesthover the mouse cursor over the field and click the ⊕ button.

Figure 17 – Recording label

For information on how to add a comment, refer to the 3.5.6 Comment section.

To export a recording, click download.

Click link to file to start playback of selected recording in a browser player (if the browser supports this function).

3.5.6 Comment

To comment a recording, click **Add comment**.

Enter a comment in a text field (Fig. 17).

To save a comment, click **Save** or the **CTRL+Enter** combination of hot keys.

To delete comment, click **Delete**.

Comment is displayed in a recording string in the list (Fig. 18).
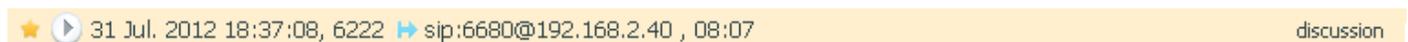
Figure 18 – Commented recording

3.6 Getting Information about Software

To get information about the program, click the ⓘ **Information** button in the top-right corner (Fig. 19).

Figure 19 – Filters

The drop-down list contains the following links:

– **Help**. Opens interactive help to make search requests;

– **About company**. Opens the Speech Technology Center's official website;

– **About portal**. Opens page with information about the web application, software versions and contacts of Speech Technology Center's technical support service.

3.7 Language Settings

To change language, click the 👤 **<Username>** button and select **Language** in the drop-down list (**Russian** or **English**).

3.8 Exit

To exit the web application or change an account, click the ⏻ **Exit** button.

The web application will be blocked automatically, if user does not work with the application for 30 minutes.

To continue work, authorize again.

4 SEARCH RECOMMENDATIONS

Enter search request in the search box (Fig. 20). Click the **Search** button or press **Enter**.

To clear the search box, press the ⊗ button.

The number of matched recordings and an example of a search request are displayed under the search box. The example is updated after page refresh.

Hover the mouse cursor over the ● item, to see last request.

Figure 20 – Search box

Request Examples:

For **English UK** language date format is **dd/mm/yyyy**:

01/02/2012

1/02/12

1/02/2012 15:00-16:00

1/02/2012 15-16

1/02/2012 since 15:00 till 16:00

1/02/2012 – 2/02/2012

1/02/2012 15:00 – 2/02/2012 16:00

For **English USA** language date format is **m/d/yyyy**:

2/1/2012

2/1/12

2/1/2012 15:00-16:00

2/1/2012 15-16

2/1/2012 since 15:00 till 16:00

2/1/2012 – 2/2/2012

2/1/2012 15:00 – 2/2/2012 16:00

1 February 2012

1 February 2012 - 2 February 2012

1 February 2012 15:00-16:00

1 February 2012 15-16

1 February 2012 morning

(1-4 7-9 15 18) February 2012

(1-4 7-9 15 18) February 2012 (15-16)

(1-4 7-9 15 18) February 2012 (15-16 18:00-19:00 22:00)

(1-4 7-9 15 18) February 2012 (15-16 18:00-19:00 22:00), 1 December 2011

Monday - Tuesday

January - December

January 2010 - February 2012

4.1 Search by Date and Time

To search by date and time, perform the following:

– Set search parameters using key words;

– Set search parameters using search patterns.

4.1.1 Setting parameters Using Key Words

Search by Date

To make search request by date, use the following key words:

– **Today** – search for recordings made during current day.

– **Yesterday** – search for recordings made in previous day.

– **Week** – search for recordings made during current week.

– **Monday** – search for recordings made on Monday during current week. Search by other days of week in the same manner.

– **Month** – search for recordings made during current month.

– **January** – search for recordings made in January during current year. Search by other months in the same manner.

Search by Daytime

To search by daytime, set an hour or use the following:

Night – search for recordings made from 12.00 pm till 6.00 am.

Morning – search for recordings made from 06.00 am till 12.00 am.

Day – search for recordings made from 12.00 am till 06.00 pm.

Evening – search for recordings made from 06.00 pm till 12.00 pm.

To specify daytime, set day, week, month or year.

Setting Period

To search within a period of time (for example, search for recording made from Monday to Wednesday during current week), use "–" (dash) separator (for example, *Monday – Wednesday*).

4.1.2 Setting parameters Using Patterns

Search by Date

The **Day/Month/Year** or **Month/Day/Year** patterns (depending on selected language). Pattern parameters are separated by points.

The **Day** parameter corresponds to a day of month. The first nine days of a month can be set in two ways: for example, *1* or *01*.

The **Month** parameter corresponds to month number in a year. It is set in a numeric form. The first nine months of a year can be set in two ways: for example, to set April print *4* or *04*.

The **Year** parameter corresponds to a year. It is set in a numeric form. It can be set in two ways: full year number (for example, *2012*) and a short one, corresponding to the last two digits in year number (for example, *12*).

The **Day Month Year** pattern. Patterns parameters are separated by a whitespace.

The **Day** parameter corresponds to a day of month. It is set in a numeric form. The first nine days of a month can be set in two ways: for example, *1* or *01*.

The **Month** parameter corresponds to a month name. It is set in a lexical form (for example, *April*).

The **Year** parameter corresponds to a year. It is set in a numeric form. It can be set only in one way: full year number (for example, *2012*).

Setting Period

To search within a period, set days in brackets (if to search within more than one time period) and separate them by a whitespace or a dash. Use the **since Day1 to Day2** pattern. Use comma and "and" as separators.

For example:

– the *(02 04-06 08) April 2012* request returns a list of recordings made on the 2^{d}, 4th, 5th, 6th and 8th of April in 2012 year;

– the *1/04/2012 – 4/04/2012* request returns a list of recordings made from the 1st to 4th of April in 2012 year (if the English UK language is selected);

– the *4/1/2012 – 4/4/2012* request returns a list of recordings made from the 1st to 4th of April in 2012 (if the English USA language is selected).

Different periods are separated by a comma.

For example:

– the *1/04/2012, 3/04/2012* request returns a list of recordings made on the 1st and on the 3^{d} of April in 2012 year (if the English UK language is selected);

– the *4/1/2012, 4/3/2012* request returns a list of recordings made on the 1st and on the 3^{d} of April in 2012 year (if the English USA language is selected).

Search by Time

The **Hours:Minutes** pattern. Pattern parameters are separated by a colon.

The **Hours** parameter corresponds to an hour (parameter values are from 12 pm till 12 am).

The first nine hours can be set in two ways: for example, *01* or *1*.

The **Minutes** parameter corresponds to minutes (parameter values are from 00 till 60).

Setting Period

Set period in two ways:

1. To search within a period, set hours in brackets (if search is made within more than one period) and separate by a whitespace or a dash.

For example:

– the *12-14* request returns a list of recordings made from 12.00 am to 02.00 pm;

– the *12:30-13:30* request returns a list of recordings made from 12.30 am to 01.30 pm;

– the *12:00 14 16-18 19:30-20:30* request returns a list of recordings made in 12.00 am, 02.00 pm, from 04.00 pm to 06.00 pm and from 07.30 pm to 08.30 pm.

2. To search within a period, use the **since Hours:Minutes till Hours:Minutes** pattern.

For example:

– the *since 12:00 till 14:00* request returns a list of recordings made from 12.00 am to 02.00 pm.

You can use both date and time patterns. Firstly set the date parameters, and then set the time ones.

To make complex requests, use separators mentioned above: brackets, a whitespace and a dash.

– example of a complex request*: (01 03-05 07) April 2012 (10:30 11 12:45-13.00 14:50-15:30).*

❌   It is necessary to set a date. Otherwise, the search is made during current month.

4.2 Search by Call Direction

To search by call direction, set one of the two parameters:

– **incoming** – the search is made for incoming calls;

– **outcoming** – the search is made for reference calls;

– **without direction** – the search is made for calls with unknown direction.

For example:

– the *today incoming* request returns a list of recordings made during current day and corresponding to incoming calls.

❌   If direction is not specified, search is made regardless of this parameter.

4.3 Search by Important Parameter

You can mark recordings as **Important**. To search by this parameter, set one of the two following parameters:

– **important** – search is made for recordings marked as **Important**;

– **unimportant** – search is made for all recordings except those that are marked as **Important**.

For example:

– the *today important* request returns a list of recordings made during current day and marked as **Important**.

> ❌   If importance is not specified, search is made regardless of this parameter.

4.4 Search by Recording Stations

The **station "Station name"** or **stations "Station name 1, Station name 2"** patterns.

The **Station name** parameter corresponds to a name of system recording station.

For example:

– the *today stations "My Station, Station 3"* request returns a list of recordings made during current day on stations with the **My Station** and **Station 3** names.

4.5 Search by Channels

The **channel "Channel number"** or **channels "Channel number 1, Channel number 2"** patterns.

The **Channel number** parameter corresponds to a number of a channel of a recording station.

For example:

– the *today channels "3, 6"* request returns a list of recordings made during current day on channels with numbers 3 and 6.

4.6 Search by Labels

You can label recordings depending on their state. To search by a label, set a parameter according to the pattern:

LabelName – returns a list of recordings marked with the **LabelName** mark.

4.7 Full-text Search

Complex requests are made by the full-text search mechanism.

The full-text search is not case-sensitive.

The full-text search operates with the following recording parameters:

– operator's phone number;

– reference number;

– operator's name;

– operators' group;

– department;

– theme;

– key words;

– comments.

A whitespace corresponds to the logical **AND** operation. Parameters divided by a whitespace in quotes corresponds to the logical **OR** operation.

For example:

– the *John Sam "Mary Ann"* request returns a list of recordings with parameters containing the **John**, **Sam** and (**Mary** or **Ann)** words.

Use the "***" (wildcard) symbol after a string of digits and letters that should be found as a part of a construction.

For example, the *777** request returns a list of recordings with parameters containing numeric and lexical constructions that includes the **777** symbols. Search result can be, for example, a telephone number **77712345**.

Four-digit numbers in the interval **(Year-5; Year)**, where **Year** is a number of current year, are interpreted as a number of year. Four-digit numbers out the interval are interpreted as telephone numbers.

To make search by telephone numbers from this interval, set a number in quotes.

For example:

– the *2012* request returns a list of recordings made in 2012 year;

– the *"2012"* request returns a list of recordings corresponding to subscribers with telephone number 2012;

– the *2012** request returns a list of recordings corresponding to subscribers with telephone number 2012 and numbers with first four digits 2, 0, 1, 2.

TECHNICAL SUPPORT

Troubleshooting

Help us assist you by having the following information ready:

– Product name and model/version number;

– Problem description;

– Computer configuration;

– Operating system name/version number;

– **Smart Logger II** logs;

– Screenshots (an image of the display on a computer screen to demonstrate the operation of a program).

Program version

This manual describes **Smart Logger II Web**, version 1.0.

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