
SMART LOGGER II

Multichannel Call Recording and Monitoring System

STC-S303

User Guide

Speech Technology Center, Ltd developed and successfully implemented a quality management system it now makes use of. The system meets ISO 9001-2008 requirements, which is proved with a conformance certificate issued by Det Norske Veritas international independent certificate foundation dated 03/10/2005, valid until 03/31/2017.

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Smart Logger II. User Guide, version 002-241014.

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Introduction

About This Guide

This Guide is intended for the employees whose duties include operating **Smart Logger II** Multichannel Call Recording and Monitoring System (hereinafter, *system*) and describes operation guidelines for **Smart Logger II** client application (hereinafter, *application*).

This Guide refers to **Smart Logger II** software version 8.4. Due to ongoing system update, some screenshots in this Guide may differ from the actual application GUI.

The following table shows this Guide structure.

Section	Contents
1 Overview	System purpose, features and functioning principles.
2 Application Management	Information on how to run the application, as well as how to log in, lock it and exit it.
3 Application GUI	Key application GUI features, including terms used in this Guide to define GUI elements.
4 Working with the Application	User actions required to resolve basic tasks while working with the application. This is the main part of the Guide.
5 Application Settings	Information on key application configuration features. Some configuration options that define basic actions within the application are also described in Section 4 Working with the Application .
6 Troubleshooting	User actions while dealing with software issues, including info on how to work with system logs.
Appendix A. Call Processing Scenarios	Examples of system operating scenarios intended to explain rules and features of call processing within the system.
Appendix B. Keyboard Shortcuts	Keyboard shortcuts used while working with the system.
Terms and Abbreviations	Terms and abbreviations used in this document.
Index	Index to navigate through terms and interface elements referred to in this Guide.

In case of experiencing any issues while resolving basic tasks, please consult Section [4 Working with the Application](#). The way the information is given in this section corresponds to the steps for working with the application. Each subsection contains a short description of all features in question (Feature Overview item). Such a description is intended to quickly search for GUI elements used for specific actions within the application.

In order to search information by UI commands, please refer to [Index](#).

Related Documentation

For more in-depth information on **Smart Logger II** system, please refer to the following documents:

- Smart Logger II Multichannel Call Recording and Monitoring System. System Overview.
- Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.

Technical Support

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

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

Technical support:

Address: STC Ltd., 4^a Ul. Krasutskogo, 196084, St. Petersburg, Russia

Phone: +7 (812) 325-88-48

Fax: +7 (812) 327-92-97

Email: support@speechpro.com

Website: <http://www.speechpro.ru>

When contacting Technical Support, please include the following details into your call/ticket:

- Software modules/components title(s) and version(s)
- Hardware configuration
- Operating system title and version
- **Smart Logger II** logs
- Screenshot (a screen capture showing the way the software behaves)

Typographic Conventions

The following typographic conventions are applicable to this Guide:

Formatting	Description
Normal	Guide body text.
<i>Italic</i>	Used when a term appears in the text for the first time.
Bold	Used for marking out software component names, as well as interface element names (headers, buttons etc.).
<i>Bold Italics</i>	File names and access paths.
Monospaced blue	Represents software code elements and file listings.
<u>Underlined blue</u>	Hyperlinks to external resources or Guide sections.
Element > Child	Command option paths are shown in the order you access a command button from the menu. For example, File > Exit means selecting File menu and then clicking Exit command.
<code><label></code>	Placeholder to be replaced with a real value. For example, in D:\<DirName>\file.txt <code><DirName></code> placeholder labels the file system directory.

Below there is a notification layout used in the Guide according to notification severity level.



Essential requirements that are mandatory to fulfill in order to avoid critical issues.



Possible major issues and ways of avoiding them.



Important notes you should pay attention to.



References to additional documents.

1 Overview

1.1 System Purpose and Functions

Smart Logger II multichannel call recording and monitoring system is designed to simultaneously record audio data coming from multiple input channels, as well as for further data processing and storing.

Audio data sources may be represented by standard customer phone lines, both analog and digital, E1 lines, VoIP channels, microphones or radio and sound playing hardware line outputs.

Smart Logger II key functions are listed below.

1. Recording phone conversations and voice messages coming from microphones, as well as logging all relevant info (phone number, recording duration, etc.). Voice traffic is recorded directly into audio files.
2. Maintaining a *recording database* (hereinafter, DB) that stores logged conversation info and enables searching through recordings and editing relevant data.
3. Playing audio files using various modes, labelling recordings and processing sound signal.
4. Agent video screen capture in the course of phone conversations, playing back the video and the respective audio file simultaneously.
5. Monitoring conversations and viewing videos being logged in real time (*live monitoring, live viewing*).
6. Storing info on call center agents, groups, departments and phone numbers.
7. Phone conversations quality assessment using automatic and manual QM features, report generation based on assessment result.
8. Integration with special call center hardware and software, which enables obtaining and storing additional info on phone calls (CTI integration provided by **CTI Analyzer** module included into the system).
9. Managing audio data recording, playback and storing options, access rights and other system options.



While using **Smart Logger II** you are to inform the parties that conversations are being recorded. Before selecting a relevant method of informing you must consider the system configuration and specification.
In some cases it is required to examine the network capability in order to adjust the feature correctly.

System features and capabilities are defined by the modules installed as a part of the system.



To view the full list of system components, please refer to Smart Logger II Multichannel Call Recording and Monitoring System. System Overview.

1.2 System Functioning Principles

A user accesses system features and functions using **Smart Logger II** application. Application installation and initial configuration is performed by a system administrator in the course of system software installation.

Smart Logger II has a client application enabling a user to configure audio and video recording options and system data access settings. Phone call recording and related actions are performed by *Recording Service* and *Recording Module* software components installed on a *Recording Station*. The system may include several recording stations.



Smart Logger II instances run under the system will be hereinafter referred to as *client applications*.

Smart Logger II application enables you to perform the following functions:

1. Managing call recording. This includes *recording channel* prior configuration, specifying recording options, viewing signal level and live monitoring. Recording channels are configured for particular recording stations.
2. Working with recordings. This includes sorting and searching for recordings, displaying recording info, playback, etc.
3. Searching through call center agents and phone numbers.
4. Agent quality assessment and report generation based on its result. You may perform the assessment manually or create and run automatic QA tasks through **QM Analyzer** subsystem.
5. Setting system and application parameters.
6. Getting helpful information on the system and technical support.

Smart Logger II application works in either administrator mode which supports recording configuration and channel management, or in user mode supporting only database actions. You will be prompted to select the mode while installing the software.



This Guide details typical tasks and actions performed in user mode. For more information on system admin actions (channel configuration, managing user accounts, handling agent and phone number list), please refer to Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.

1.3 Access Right Restriction

To restrict user access rights, as well as to prevent individuals with no relevant permissions from using **Smart Logger II**, use a built-in access right restriction system.

Each **Smart Logger II** user is assigned an account (containing username and password) to work from. The account comes with a particular set of rights. These user rights (privileges) are defined by a system administrator within the application.

To enable or disable access right restriction system, you need to have administrator privileges. When access right restriction is on, user authentication is required to log in.



To learn how to configure access right restriction system, please refer to Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.

There is a predefined **Guest** role in the system you cannot delete. This role is automatically assigned to a user logging in via domain authentication and not belonging to any groups relevant to **Smart Logger II**. By default, this role is not provided with any rights and/or resources.

2 Application Management

2.1 Running the Application

To run the application, go to **Start** menu and select **All programs > Speech Technology Center > Smart Logger II > Smart Logger II**.

2.2 Logging In

In case access right restriction system is enabled, a **User login** dialog will show up when you run the app (Fig. 1).



To get your credentials (login and password), please consult your system administrator.



To learn how to configure user accounts and database connections, please refer to Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.

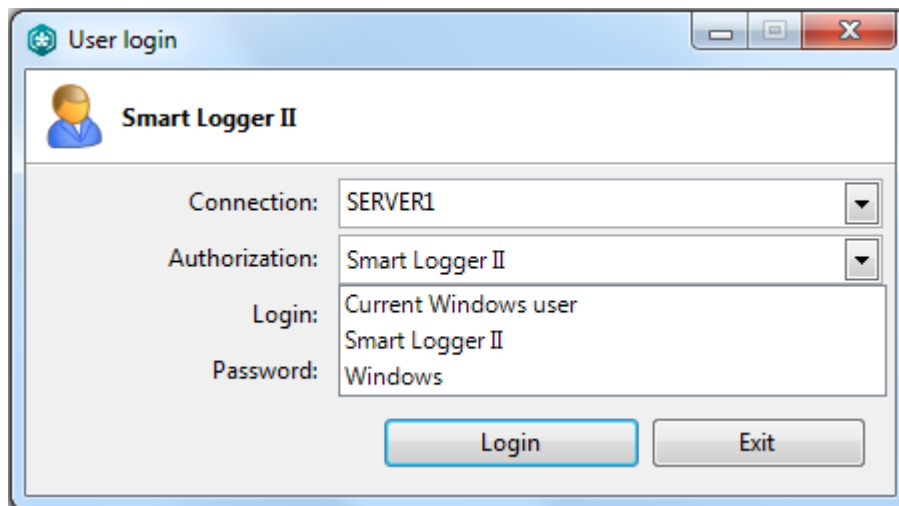


Figure 1: User login dialog

In the **Connection** field, you can either select database server name or IP from the dropdown list or just enter it. The list stores the names and IP addresses you or other users have entered before. While connecting for the first time, the list will be empty.

In **Authorization** field, select one of the following authentication methods:

- **Current Windows User:** Allows you to automatically login to the application through current Windows user account.

- **Smart Logger II:** Use your **Smart Logger II** account credentials to login.
- **Windows:** Use your Windows user account credentials (**Domain\Username** and password) to login.

If you select **Smart Logger II** in the **Authorization** field, you will have to enter your user credentials as follows:

Login: your system username;

Password: your system user password.

In case you select **Current Windows User**, the **Login** and **Password** fields will be grayed out (you will be not required to enter any credentials).

To complete the login process, click **Login**. After authentication is done successfully, the startup screen and the application main screen will open. You may hide the startup screen by pressing **Esc**.

2.3 Locking the Application

When leaving your desk for a short period of time (e.g., for lunch) and in some other cases we recommend your locking the application.

To lock the app, select **Lock Smart Logger II** from **Access restriction system** menu on the main screen (shortcut **Shift+F12**). The **User authorization** dialog, similar to **User login**, will appear. To unlock the application, enter your password.



You can lock the application only when access right restriction is enabled (i.e., the **Access restriction system** checkbox in **Access restriction system** menu is checked).

The application may be unlocked only by the user that has previously locked it (Fig. 2).

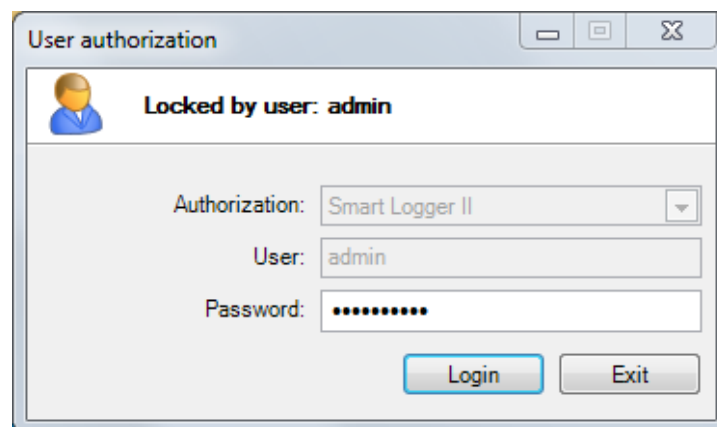


Figure 2: User Authorization dialog

2.4 Changing Connection Settings

To switch to another user account or modify connection settings, select **File > Change connection settings** in the application main menu. In the **User Login** dialog specify the new settings and click **Login** (Fig. 3).

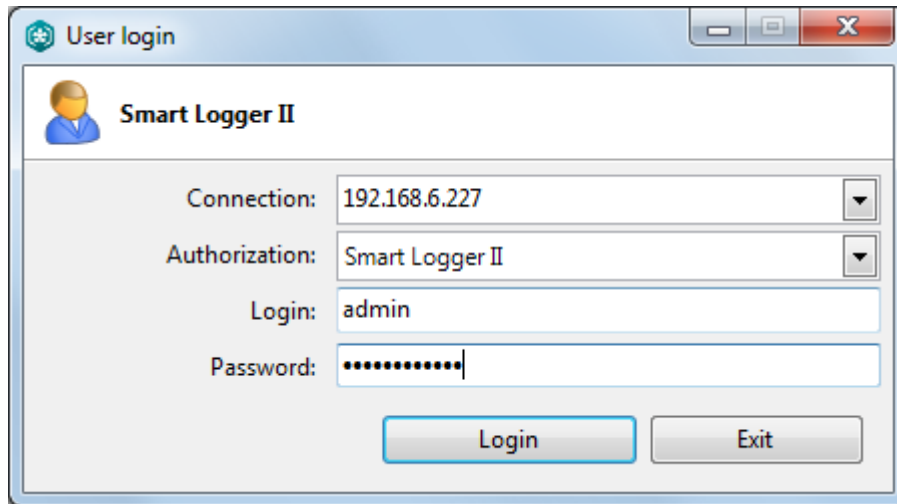


Figure 3: Changing connection settings

To learn more about **User Login** dialog elements, please see Section [2.2 Logging In](#).

2.5 Exiting the Application

To exit the application, select **File > Exit** in the application main menu (shortcut **Ctrl+Q**).

3 Application GUI

3.1 GUI Overview

Smart Logger II application features a window-based graphical user interface with a main screen, a toolbar and dedicated working areas. Shortcut menus are designed to take actions within the working areas.

Working with application GUI elements is mainly performed using a mouse. Keyboard shortcuts (see [Appendix B. Keyboard Shortcuts](#)) may be also applied to access some most frequently used menu options. Such shortcuts will be displayed to the right of the relevant option in the application main menu.

You can configure working area display settings, if required.

Apart from the main screen elements, the user interaction process is performed by means of the dialogs used to guide user actions. Modal dialogs work in the same way as those in other applications built for **Windows** environment.

3.2 Application Main Screen

3.2.1 Main Screen Elements

The main screen contains the GUI elements detailed on Figure 4.

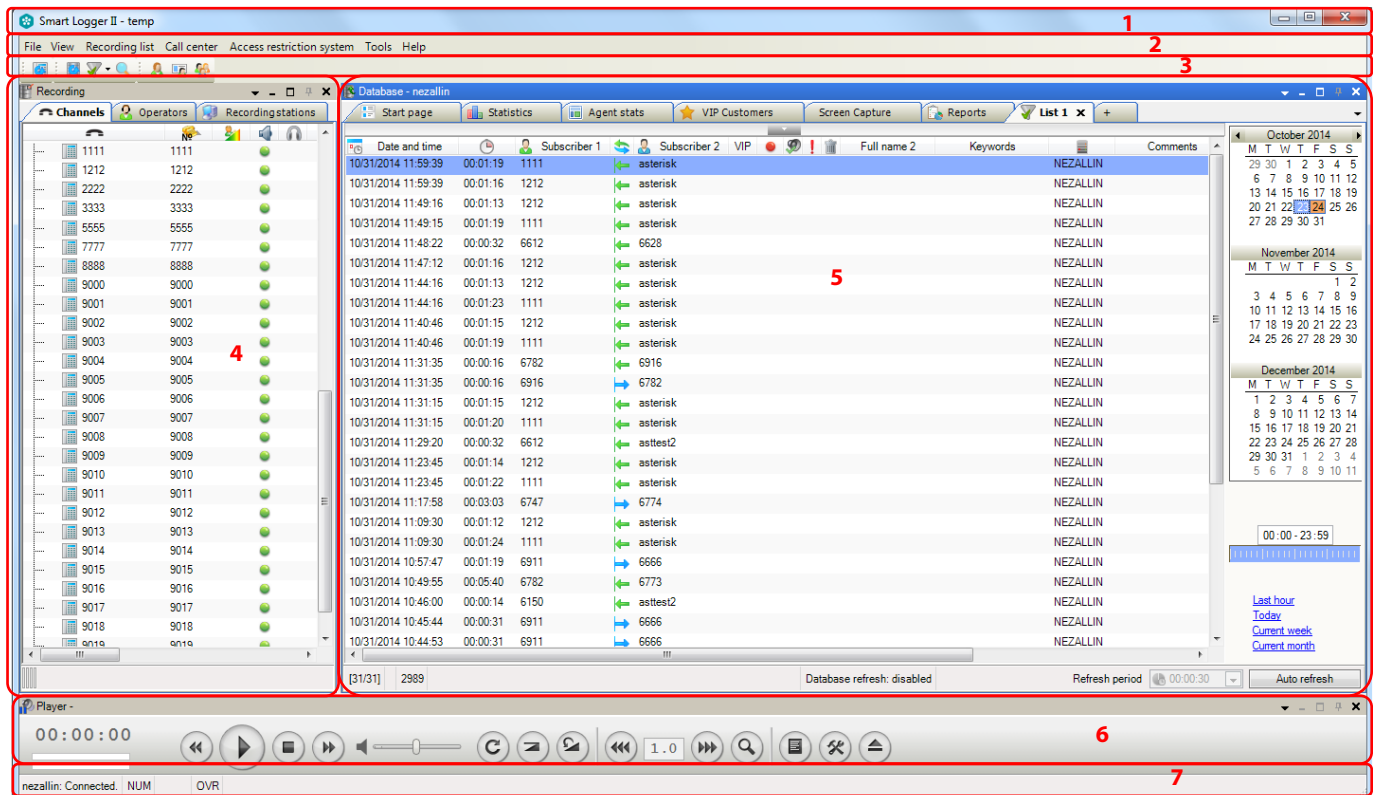


Figure 4: Application main screen

- 1 Main screen title
- 2 Main menu
- 3 Toolbar
- 4 Recording area
- 5 Database area
- 6 Player area
- 7 Status bar

The screen title (see Fig.4) shows system name, user name (the user currently logged in) and the common buttons for window display settings (minimize, maximize/restore down and close).

The main menu (see Fig. 4) has some options grouped into sections according to their functions.

The toolbar (see Fig. 4) doubles some main menu options and consists of multiple element groups. You can move each group within the toolbar using your mouse.

The status bar (see Fig. 4) shows the information on the working environment status (Fig. 5).



Figure 5: Status bar

1 Database connection status

2 Num Lock indicator

3 Caps Lock indicator

4 Insert/Overtyping indicator

You can change main screen size, position and display mode using default **Windows** configuration tools.

3.2.2 Recording Area



Recording area is displayed only in case you selected administrator mode when installing the application. If you used ClickOnce tool to install the app, the area will not be displayed.

Recording area is designed to view and configure channels and recording stations. The tabs located within the area are described below. For more in-depth information on each tab, please refer to the sections specified in the Guide Sections column.

Tab	Purpose	Short Title	Guide Section
Channels	Viewing recording channel info, configuring channel parameters and live conversation monitoring.	<i>Channel list</i>	4.1
Operators	Call center agent performance monitoring.	<i>Agent list</i>	4.2
Recording stations	Viewing info on recording stations functioning within the system.	<i>Station list</i>	4.1.2

3.2.3 Database Area

Database area is designed to work with recording database and view some additional info, such as news, events, etc. The area title displays the currently connected database name. The tabs located within the area are described below. For more in-depth information on each tab, please refer to the sections specified in the Guide Sections column.

Tab	Purpose	Short Title	Guide Sections
Start page	Access to filters and news, getting app details, feedback forms.	<i>Start page</i>	4.4.3 , 5.5 , 6
Event log	Viewing and exporting info on system events.	<i>Event log</i>	–
Statistics	Graphically visualizing logged conversation statistics.	–	4.8
Agent statistics	Viewing applications used by agents within specified time period	–	–
VIP customers	Viewing and adding VIP customer details.	<i>VIP customer contact list</i>	4.7
Screen capture	Viewing agent screen video recordings. This feature is not supported in the current version.	–	–
Reports	Report generation based on various logged conversation parameters.	–	4.9
List <N>	Viewing and editing information on the recordings stored in the DB, searching recordings, handling tasks on recording processing playback, evaluation, export). You can work with multiple recording lists; by default, the tab title contains (<N>) number. For each list, you can specify different operation modes, filters, display settings, etc.	<i>Recording list</i>	4.3–4.5



The **Database** area may also contain other tabs according to the modules installed within the system.



For more information on working with the event log, please refer to Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.

3.2.4 Player Area

Player area is designed to play back audio and video data obtained from the channels in real time mode (live monitoring, live video).

For more in-depth information on player interface and functions, please refer to Section [4.6 Audio and Video Playback](#).

3.3 Configuring Working Areas

To configure working areas and tabs display settings, use the **View** section of the application main screen (Fig. 6) and the buttons located in the area title.

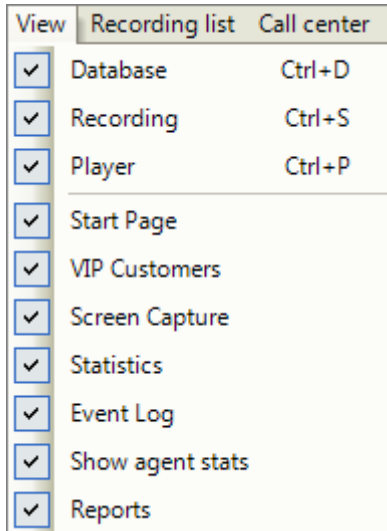


Figure 6: View section of the app main screen

Database, **Recording** and **Player** options correspond to main screen working areas. **Start page**, **Statistics** and **Event log** options refer to the **Database** area tabs.

The checkboxes on the left part of the menu define the area status: area shown (ticked) or area hidden (unticked).







To show or hide an area, select it in the **View** section. On the right-hand part of the menu you will see the keyboard shortcuts you can use to quickly toggle the area status.

Each area title has buttons shown on Figure 7.



Figure 7: Area title buttons designed to configure its display settings

Use the area title buttons to take the following actions:

-  : Open area display settings menu.
-  : Minimize area. The area will be minimized into a vertical bar with a text title. To restore the area, click the  button which will appear in the area title after it is minimized.
-  : Maximize area. The area will be maximized to take up the whole screen. The rest of minimizable areas will be minimized. To restore the original area view, click the  button which will appear in the area title after it is maximized.
-  : Close area. Triggers the same action as hiding an area using **View** section of the application main menu.

-, □ and □ buttons are grayed out for the **Player** area (you cannot maximize or minimize this area).

You can neither make an area dockable nor customize its position or size. You can only change the **Database** and **Recording** areas width using your mouse.

3.4 Quick List Search

To make the relevant data searching process easier, you can use the quick search. This feature is available for recording lists, dropdown lists when specifying filtering conditions (see Section [4.4.3](#)) and some other lists.

To run a quick search, perform the following:

1. Make the relevant list active (e.g., by clicking any part of the list).
2. Start typing. You will see an input box in the bottom of the list (Fig. 8).
3. Wait for a while or press **Enter**.

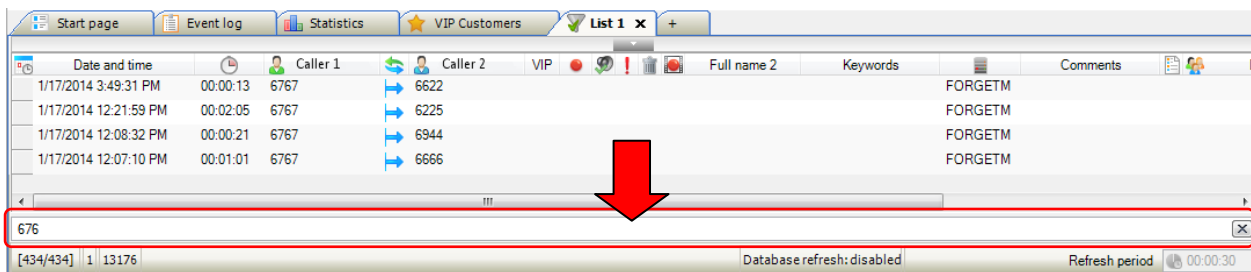


Figure 8: Quick recording search



The search results will be displayed in the same list. Take note that the quick search is also sensitive to partial matches. To restore the list to its original view, click the button to the right of the input box or press **Esc**.

4 Working with the Application

4.1 Managing Call Recording

4.1.1 Feature Overview

Below there is a list of features enabling call recording management. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Viewing recording station list	Recording area > Recording stations tab	4.1.2
Viewing channel list, channel state recording	Recording area > Channels tab	4.1.3
Updating channel and station list	File > Refresh channel list menu option/ F3 key/  toolbar button	4.1.2-4.1.4
Channel list display settings	View menu section	4.1.4
Enabling/disabling channel recording, configuring parameters and recording modes	Recording list shortcut menu (Channels tab, Recording area)	4.1.5 , 4.1.7
Multichannel recording options	Merge channels and Split channels options (available for audio files) in channel shortcut menu	4.1.6
Recording colored labeling	Mark as option in channel shortcut menu	4.1.7
Live channel monitoring	Double click on a channel in the channel list/ Enable live conversation monitoring option in channel shortcut menu	4.1.8
Configuring live video	 button in the Player area, section 3. Live video	4.6.6
Playback management during live monitoring	Player GUI controls	4.6.3

4.1.2 Viewing Recording Station List

To view recording station list, go to **Recording stations** tab located in the **Recording** area.

Recording station list stores info on all stations working within the system. Figure 9 shows you how this list looks like.

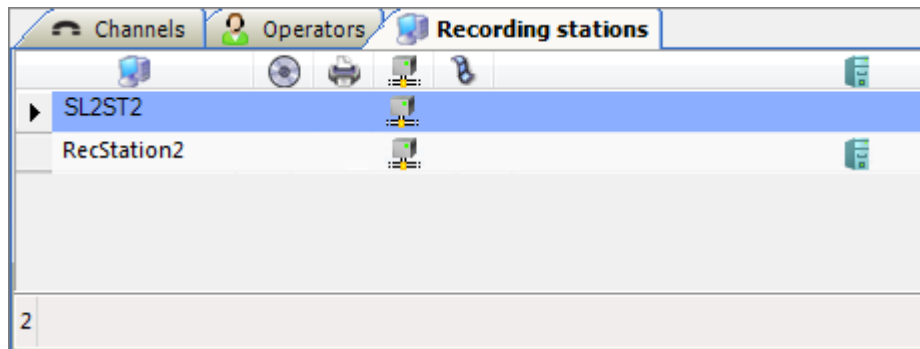













Figure 9: Recording station list

The stations are listed in a table where each row corresponds to a single station.

Each column displays recording station properties, as below:

Title	Description	Details
	Recording station name	Network name of the server which handles recording station functions. Network name is specified in the system configuration area.
	Optical media storage support	In case the recording station supports optical media storage, the field shows the  icon; otherwise, it is blank.
	Fax decoding support	In case the recording station supports fax decoding, the field shows  icon; otherwise, it is blank.
	VoIP traffic recording support	In case the recording station supports VoIP traffic recording, the field shows  icon; otherwise, it is blank.
	Video capture support	In case the recording station supports agent screen video capture, the field shows  icon; otherwise, it is blank.
	Global repository (file server)	If a server functioning as a recording station has a global repository, the field will show  icon; otherwise, it is blank.

The left bottom part of the list contains an information list where you can see the number of recording stations currently functioning (e.g., there are 7 stations on Fig. 9).

You can customize the following list display parameters:

1. Column order: drag and drop column titles;
2. Column width: change it using your mouse pointer.

4.1.3 Viewing Channel List






To view the channel list, go to **Channels** tab located in the **Recording** area.

The channel list stores info on the recording channels operating within all recording stations sharing the same DB. Figure 10 shows you how this list looks like.

Channel ID	Station ID	Status	Duration	Station ID
7000	7000	Active	00:00:00	7000
7001	7001	Active	00:00:00	7001
7002	7002	Active	00:00:00	7002
7003	7003	Active	00:00:00	7003
7004	7004	Active	00:00:00	7004
7005	7005	Active	00:00:00	7005
7006	7006	Active	00:00:00	7006
7007	7007	Active	00:00:00	7007
7008	7008	Active	00:00:00	7008
7009	7009	Active	00:00:00	7009
7010	7010	Active	00:00:00	7010
7011	7011	Active	00:00:00	7011
7012	7012	Active	00:00:00	7012
7013	7013	Active	00:00:00	7013
7014	7014	Active	00:00:00	7014
7015	7015	Recording	00:01:30	7015
7016	7016	Recording	00:01:00	7016
7017	7017	Recording	00:00:30	7017
7018	7018	Recording	00:00:00	7018
7019	7019	Active	00:00:00	7019
Sound Block 1	1	Recording	00:00:00	
Sound Block 2	2	Recording	00:00:00	123

















Figure 10: Channel list












Each color highlighting each row denotes a particular channel state. The color code is explained in the table below.

Color	Sample	Channel State Description
Gray		Recording on this channel is not available (e.g., there is no recording station connection).
White		Recording on this channel is available and has been previously actioned.
Orange		Recording on this channel is available, though it has never been actioned before.
Green		Recording on this channel is being currently actioned
Red		Channel connection failed (I/O board error).


Thus, Figure 10 shows recording on channel 7003 is unavailable, on channels 7015 to 7018 the recording is currently actioned and channels 1 and 2 show connection failure, while on other channels recording is fully available.

Each column displays channel properties, as below:

Title	Description	Details
	Channel name	Graphic channel type symbol and channel name. Channel type depends on the data source:  : <i>Sound block channels</i> . Such channel names will always start with Sound Block ;  : <i>VoIP channels</i> .
	Channel ID	Phone line number, Channel IP or MAC.
	Signal level	 : Active (or failed) channel signal level. In case no channel activity is detected or the signal is too low, the field is blank.
	Audio recording channel operation mode	<ul style="list-style-type: none">  : Recording is enabled but not currently carried out.  : Recording is currently being carried out.  : Recording is paused (Pause mode).  : Pause command is selected but the recording process has not been stopped yet.  : Recording process is disabled.
	Video recording channel operation mode	<ul style="list-style-type: none">  : Recording is enabled but not currently carried out.  : Recording is currently being carried out.  : Recording process is disabled.

Title	Description	Details
	Live monitoring status	If live monitoring is currently on, the  icon will be displayed; otherwise, the field will be blank.
	Current recording duration	Live time count. If the recording process is disabled, the field will display null value.
	Call center agent (internal caller) phone number	Phone number.
	Call direction	 : outgoing call;  : incoming call.
	External caller number	Phone number.
	Agent name whose conversation is subject to recording	Agent name.
	Agent group name the agent belongs to	Agent group name.
	Recording station name the channel refers to	Server network name.

The left bottom part of the list contains an information list where you can see the number of selected channels and their total number (e.g., there is one channel selected and 28 channels overall on Fig.10). Besides, this area includes some additional info on the selected channel parameters.

To update channel list, select **File > Refresh channel list** menu option; alternatively, you can press **F3** or click  button located on the toolbar. During the refresh process the channel list and parameters are updated according to the current system state (e.g., recently registered channels are added to the list).

4.1.4 Configuring Channel List Display Settings

You can customize the following list display settings:

1. Column order: drag and drop column titles.
2. Column width: change it using your mouse pointer.
3. Sorting list elements by columns: click the title of the column in question.
4. Channel list sorting parameters:
 - Sorting by recording station;
 - Sorting by agent group;
 - Showing active channels first.



Channel list display settings are saved automatically and loaded on the next run.

To sort channels by recording station, select **View > Sort channels > By recording station** menu option. Figure 11 shows an example of a channel list sorted by recording station.

	No				
RECSTATION1					
	1234	1234	<input checked="" type="radio"/>	<input type="radio"/>	00:00:00
	1235	1235	<input checked="" type="radio"/>	<input type="radio"/>	00:00:00
	1253	1253	<input type="radio"/>	<input type="radio"/>	00:00:00
	2345	2345	<input checked="" type="radio"/>	<input type="radio"/>	00:00:00
	5421	5421	<input checked="" type="radio"/>	<input type="radio"/>	00:00:00
RECSTATION2					
RECSTATION3					

Figure 11: Channel list sorted by recording station

To sort channels by agent groups, select **View > Sort Channels > By agent group** menu option. Figure 12 shows an example of a channel list sorted by agent group.

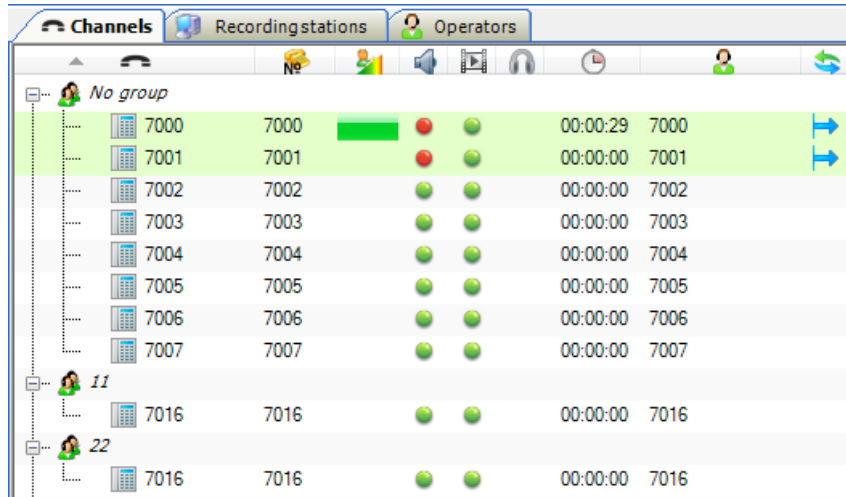


Figure 12: Channel list sorted by agent group

The nested menu options in **View > Sort channels** have their checkboxes ticked in case the relevant sorting option is applied. To undo the sorting, just uncheck the checkbox by selecting the option once again. You can also select both options at a time; an example of such a configuration is detailed on Figure 13.

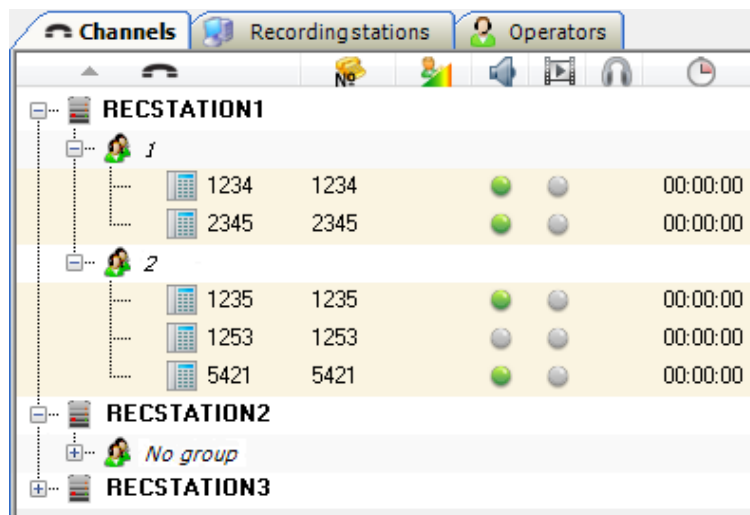


Figure 13: Channel list sorted by both recording station and agent group

To move active channels to the top of the list, select **View > Show active channels first** menu option. If you do so, the channels will be arranged in the following order:

1. Active channels on which recording currently in progress.
2. Channels for which recording is available but not currently in progress.
3. Channels for which recording is disabled.
4. Channels for which recording is unavailable.



When sorting, only sound recording state is relevant (video recording state is ignored).

When this sorting mode is on, the channel positions are updated each time any channel changes its state.

The **View > Show active channels first** option has its checkbox ticked if the mode is active. To deactivate it, untick the checkbox by selecting the option once again.

4.1.5 Configuring Channel Recording Settings

To enable audio channel recording, select **Enable audio recording** from the channel shortcut menu.

To enable video channel recording, select **Enable video recording** option from the channel shortcut menu.

You can also specify a recording mode for a channel. To do so, select **Recording mode** option from the channel shortcut menu to open a nested menu with a mode list:

Recording

This mode is enabled by default. Recorded data are auto saved every 40 seconds and the application is processing the sound while it is being recorded.

Resource saving recording

This mode enables saving and displaying the recording in the list only after the recording process is complete. In case you stop recording, the audio data will not be saved.

Stop recording on request from Smart Logger

While this mode is on, if you disable active channel recording, the data being recorded is not saved nor does it appear in recording list.

Recording on request from Smart Logger

By default, recording process is not run while on this mode. The process only starts when you click **Enable sound recording** in the shortcut menu. After the call is finished, the recording process becomes disabled again.

Recording on request from phone, Stop recording on request from phone

These modes enable managing the recording process by means of HTTP requests. To run and stop recording via HTTP requests, you need to have **On-Demand Recording Service** module installed; otherwise, these modes will not differ from **Recording on request from Smart Logger** and **Stop recording on request from Smart Logger**.



For more in-depth information on **Recording on request from Smart Logger** and **Stop recording on request from Smart** modes, please refer to On-Demand Recording Service Module. Administrator Guide.

Active mode is displayed in the channel list status bar, and its checkbox is ticked in the nested menu (Fig. 14).

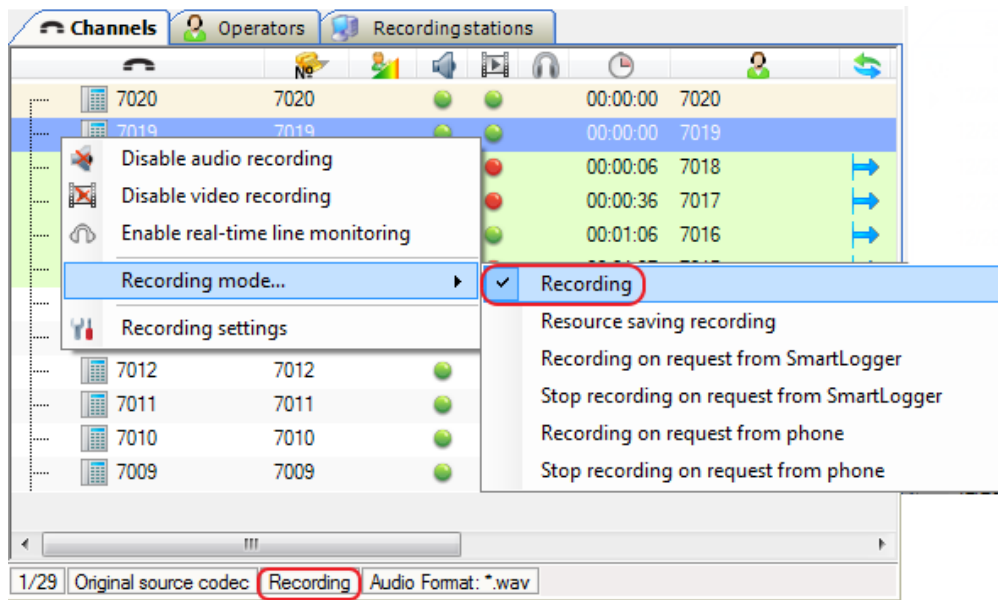


Figure 14: Displaying active recording mode in the channel shortcut menu

To view and edit audio and video channel recording parameters, select the **Recording settings** option from the channel shortcut menu.



Before modifying parameters, disable channel recording (select **Disable audio recording** option from the shortcut menu).



For more in-depth information on recording settings, please refer to the documents on the Recording module installed within the system.

4.1.6 Multichannel Recording

Multichannel recording implies recording multiple channels into a single audio file. You need to merge two or more channels (up to 8) to enable multichannel recording.



For consistent merged channel recording, you need to select **Original source codec** in **Recording settings** (channel shortcut menu) for each channel.



Multichannel recording is available for analog lines only. You may merge only those channels which physically reside on the same board and support voice activation mode. Multichannel recording is hardware-based and supports only the following boards: STC-H205, STC-H205/4, STC-H219, STC-H219D, and STC-H433.

To merge channels, you need to perform the following:

1. Select multiple channels from the list, right-click to open the shortcut menu for one of the selected channels and click **Disable audio recording**.
2. Open channel shortcut menu again and select **Merge channels** (Fig. 15).

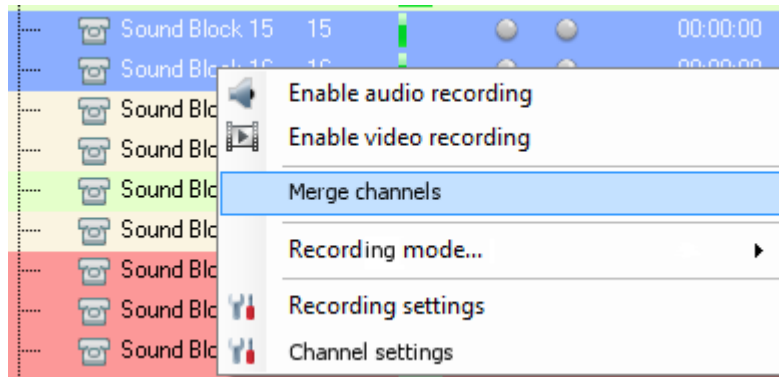


Figure 15: Merge channels options

When you are done, the selected channels will be merged into a single group and labelled with multichannel recording icons (Fig. 16).

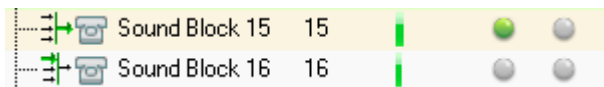




Figure 16: Merged channel labelling

The channel you selected first is a *master channel* labelled with  icon (see channel 15 on Figure 16). All other channels are known as *slave channels* and they are labelled with  icon (see channel 16 on Figure 16).



To enable or disable channel group recording, you have to access master channel shortcut menu. However, you may still configure parameters for each channel independently.

To disable multichannel recording, select **Split channels** option in any merged channel shortcut menu (Fig. 17).

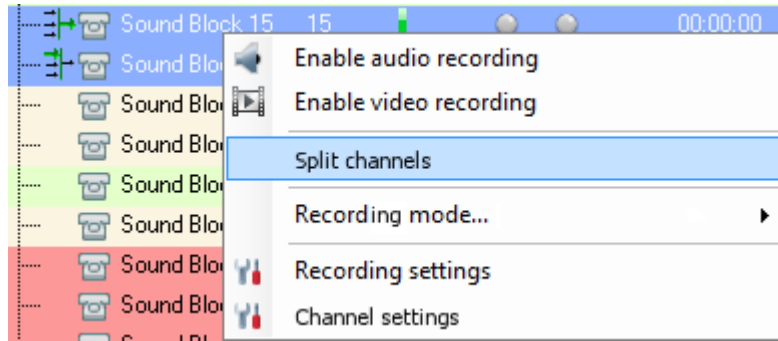


Figure 17: Splitting channels

Merged channels are recorded into a single audio file, while the DB detects it as recorded through master channel (you can view master channel ID in column of the recording list). While playing back such a recording (or live monitoring it), player waveform will reflect the actual number of channels.



Master channel track will be listed in the player first. Other tracks will be located below, according to channel physical positions.



While multichannel recording is running, recording color labelling in the player is unavailable.

4.1.7 Managing Channels during Recording Process

Once the recording process is run, the relevant channel row is highlighted green. In addition, **Signal Level** and Recording Mode columns change their values (Fig. 18).

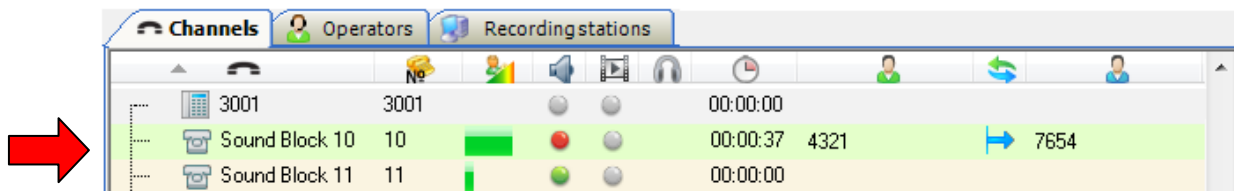


Figure 18: Channel view during recording process

While the channel recording process is run, you may perform the following:

1. Disabling sound data recording. To disable channel sound recording, select **Disable audio recording** option in its shortcut menu.

In case you stop sound recording while the **Recording** mode is enabled, only a part of recording will be saved (as it is auto saved each 40 seconds). In other modes (**Resource saving**, **Stop on request**, **Recording on request**) the recording will not be saved if the process is stopped before the call has ended.

When you try to disable active channel recording, regardless of the mode enabled, the application will warn you about possible data loss.



To avoid data loss, use **Pause recording** option from the channel shortcut menu (Fig. 19) to put the recording on hold: this way, you will enable the application to save the recorded part of a call. This option is available for analog channels only.

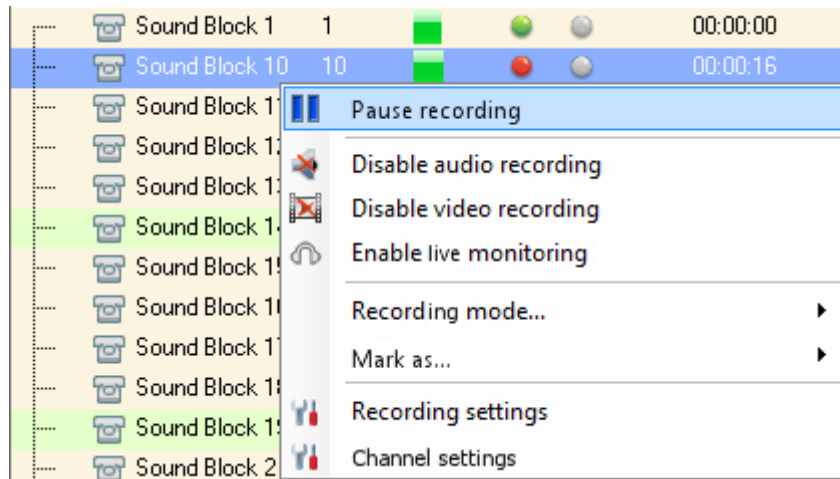


Figure 19: Pause recording option enabling the app to save the data

Once the channel recording is put on hold, the channel switches to the Pause mode. To exit this mode, select **Resume recording** option from the context menu (Fig. 20).

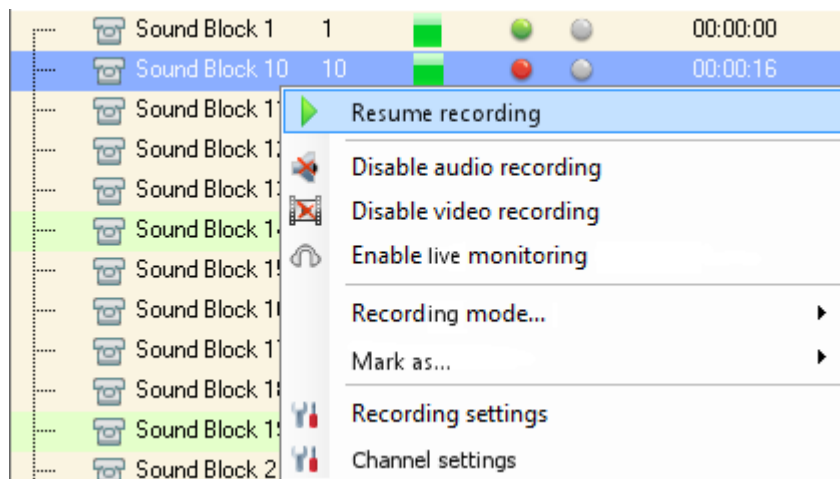


Figure 20: Resume recording option

2. Disabling video data recording. To disable channel video recording, select **Disable video recording** option in its shortcut menu.
3. Color labelling the recording in progress to show its status. To place color labels, select **Mark as** option from the shortcut menu, then select a relevant status from the nested menu according to the color code (Fig. 21). Once the recording is complete, the relevant recording will be highlighted with

the color you selected. To learn more about color label configuration and default color labels, please refer to [5.4 Color Labels](#) section.

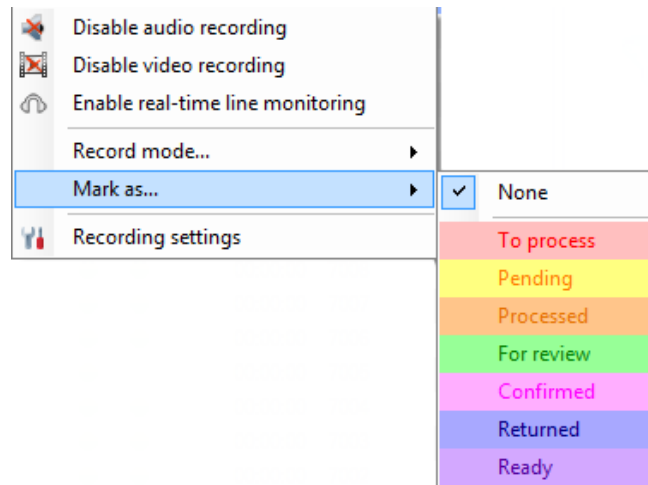


Figure 21: Color labelling

4. Live monitoring (see below).

4.1.8 Live Monitoring

Using live monitoring feature, you can access a phone call in real time.

To start live monitoring, double-click the required channel in the list or select **Enable live conversation monitoring** option from the channel shortcut menu. The player will show live monitoring is in progress (Fig. 22).



Live monitoring is available both when recording is in progress and when it is stopped or disabled. For example, if a channel represents a microphone, live monitoring may be enabled while the channel is not recorded.

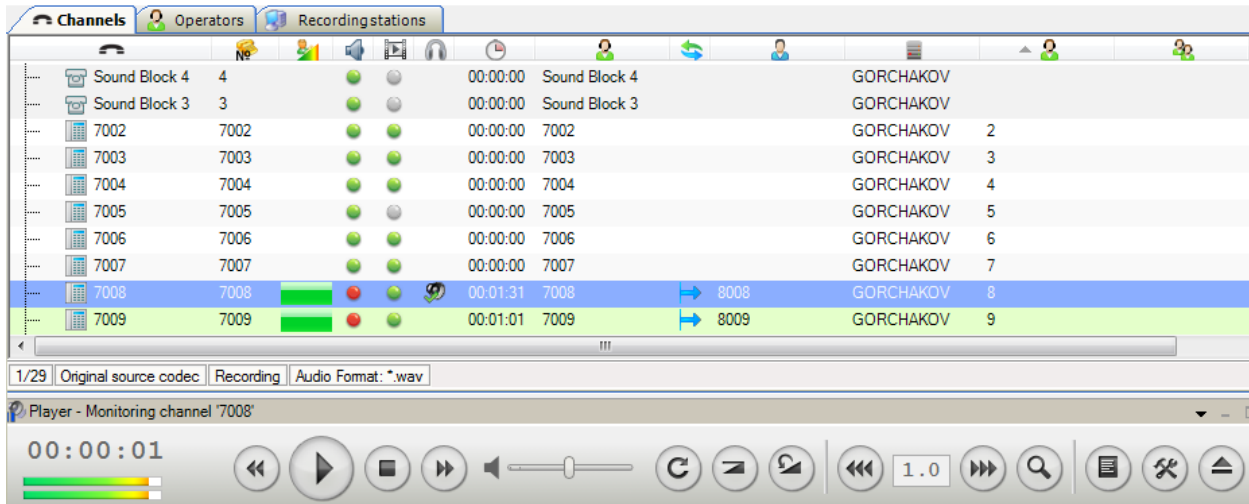


Figure 22: Live monitoring

Use the player to manage audio and video playback. You will only have ACG, noise suppression and player options available (see [4.6 Audio and Video Playback](#) section).



To disable live channel monitoring, select **Disable live conversation monitoring** option in its shortcut menu.

4.2 Agent Performance Monitoring

4.2.1 Feature Overview

If the system contains information on call center agents, you can monitor call service using the agent list.

Below there is a list of features enabling call service and agent performance monitoring. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Viewing agent list	Recording area, Operators tab	4.2.2
Updating agent list	File > Refresh channel list menu option/ F3 key/  toolbar button	4.2.2
Searching and filtering agent list	 button, filter field above the agent list	4.2.3
Specifying standard call duration threshold	Settings > Options > General tab, Call duration threshold option	5.3
Live agent conversation monitoring	Double click a row in the agent list/ Enable real-time line monitoring option in the shortcut menu	4.2.4
Live monitoring playback management	Player GUI controls	4.6.3
Recording color-code labelling	Mark as option from the agent list shortcut menu	4.2.5
Adding and deleting list columns	Customize grid option in column title shortcut menu of the agent list	4.2.6

4.2.2 Viewing Agent List

To view the agent list, go to the **Operators** tab located in the **Recording** area.

Agent list stores info on all agents registered within the system. Figure 23 shows you how this list looks like.

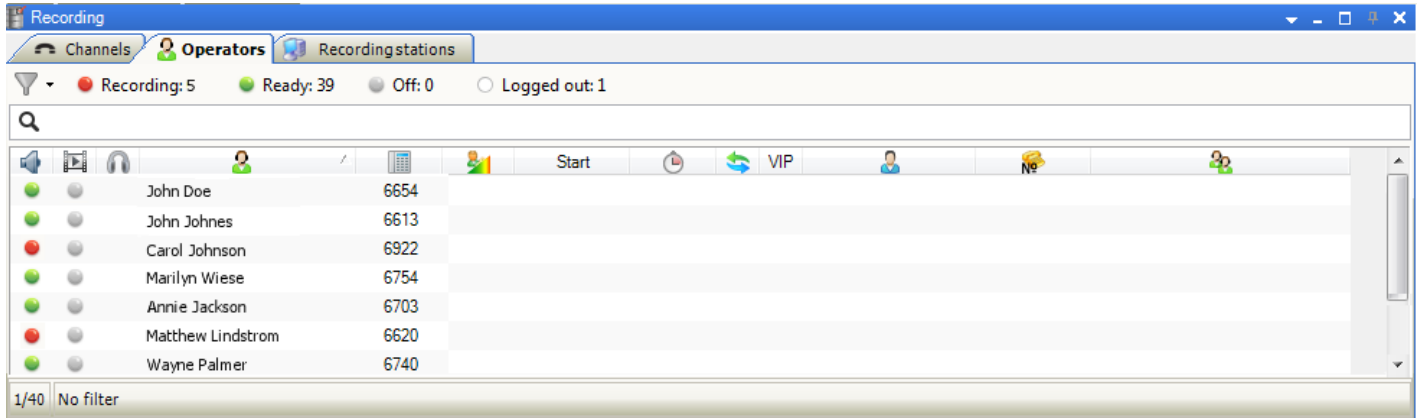



















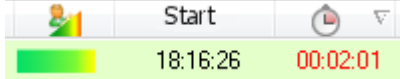




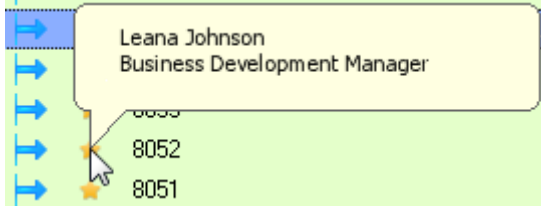





Figure 23: Operator (agent) list

The rows showing the agents whose conversations are being currently recorded are highlighted green and marked with the  icon in the  column.

The table below details all agent list columns.

Title	Description	Details
	Agent conversation recording status	<p> : The call being serviced is currently being recorded.</p> <p> : Recording is enabled but not currently in progress.</p> <p> : Recording is disabled.</p> <p> : Recording is unavailable (the agent has not logged in to the queue).</p>
	Agent screen video capture status	<p> : The call being serviced is currently being recorded.</p> <p> : Recording is enabled but not currently in progress.</p> <p> : Recording is disabled.</p> <p> : Recording is unavailable (the agent has not logged in to the queue).</p>

Title	Description	Details
	Live conversation monitoring status	In case live conversation monitoring for the current channel is in progress,  icon will be displayed. Otherwise, the field will be blank.
	Agent name	Agent name
	Agent phone number	Agent phone number
	Signal level	 Active channel signal level. In case no channel activity is detected or the signal is too low, the field is blank.
Start	Call recording start time	<HH>:<MM>:<SS> format. In case recording is not in progress, the field is blank.
	Current recording duration	<p><HH>:<MM>:<SS> format. In case recording is not in progress, the field is blank. If the duration exceeds the standard threshold value specified in system settings (which by default equals 2 minutes), the time value is highlighted red:</p> 
	Call direction	<p> : outgoing call</p> <p> : incoming call</p>
VIP	VIP customer indicator	<p>In case a VIP customer conversation is being recorded, the field will show the  icon. Aim your mouse pointer at the icon to view customer details:</p>  <p>If the phone number is not included into VIP customer contact list, the field will remain blank (for more in-depth information on VIP customer contact list, please refer to Section 4.7).</p>
	External caller (customer) phone number	Phone number
	Channel ID	Phone line ID, channel IP or MAC address

Title	Description	Details
	Agent group name the agent belongs to	Agent group name

The upper part of the list shows current agent statistics by recording status (Fig. 24).

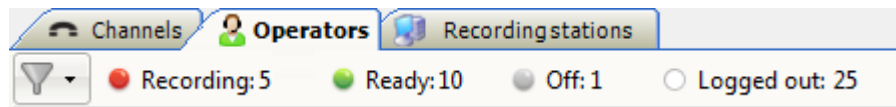








Figure 24: Recording status statistics

Statuses are shown in the same way as in  column:

-  **Recording:** The call being serviced is currently being recorded.
-  **Ready:** Recording is enabled but not currently in progress.
-  **Off:** Recording is disabled.
-  **Logged out:** Recording is unavailable (the agent has not logged in to the queue).

For example, Figure 24 states that 5 calls are currently serviced and recorded and 10 more calls may be logged. When there is a call coming through one of those 10 channels, the recording process will start and the stats will be recalculated (**Recording: 6, Ready: 9**). Other statuses are updated in a similar way.

Number of agents is updated automatically and is calculated on overall basis, regardless of any filter applied (see also Section 4.2.3).

Sometimes you may want to refresh the agent list manually (e.g., new agents have recently been registered in the system). To refresh the list, select **File > Refresh channel list** menu option (alternatively, you can just press **F3** or click the  toolbar button).

4.2.3 Filtering Agent List

To filter the agents by recording status, click the  button located on **Operators** tab and uncheck the statuses you do not need (Fig. 25).

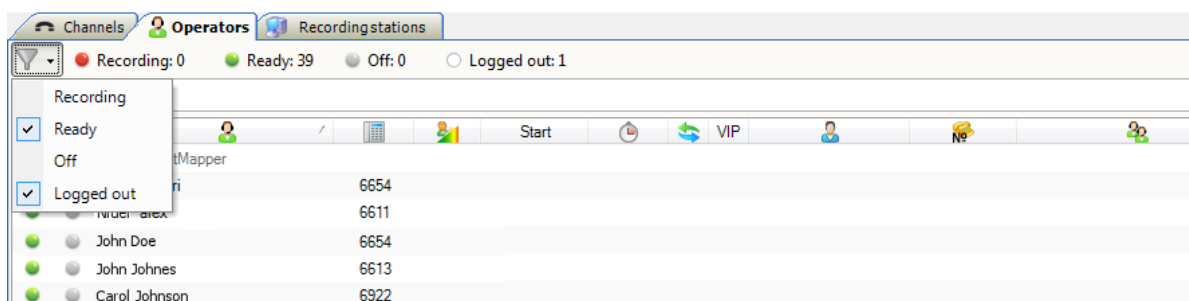


Figure 25: Filtering by recording status

The list will be updated and the status bar will show the filters applied (Fig. 26).

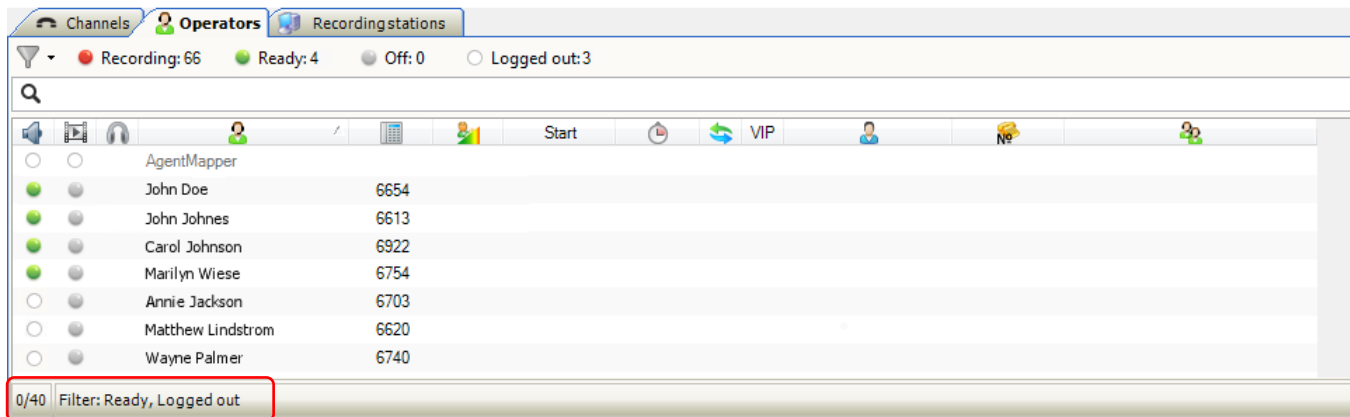


Figure 26: List status bar

The first status bar field shows the following:

- Number of agents selected from the list.
- Number of agents displayed after applying the filter(s).
- Total number of agents registered in the system.

The second status bar field displays recording status filters applied.

To filter list objects by other parameters (agent name or phone number, customer phone number, channel ID, VIP customer details, agent group), start typing in the field located above the agent list (Fig. 27).

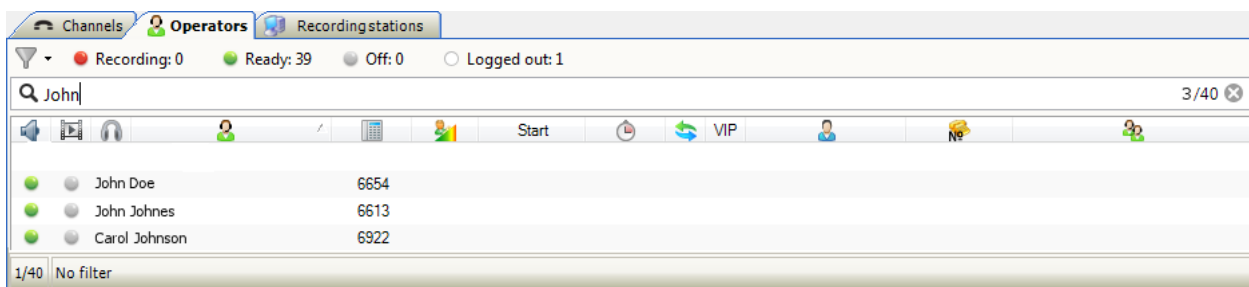



Figure 27: Custom filter

The list will display the agents that meet your search condition(s). The right-hand part of the field will show the number of matching search results. To clear the filter and go back to the common list, click .

Any filters applied do not count for the recording status statistics displayed in the upper part of the tab.

4.2.4 Live Monitoring

As a **Smart Logger II** user, you can monitor the calls serviced by agents in real time; this is called Live Conversation Monitoring).



Live monitoring may be enabled only for those agent calls that are being currently recorded (in this case the rows for the agents in question will be highlighted green and have the icon in the column).

To enable live monitoring, double click the relevant row in the agent list or select **Enable live monitoring** option from the shortcut menu.

The player status bar will show the channel is currently being monitored (Fig. 28).

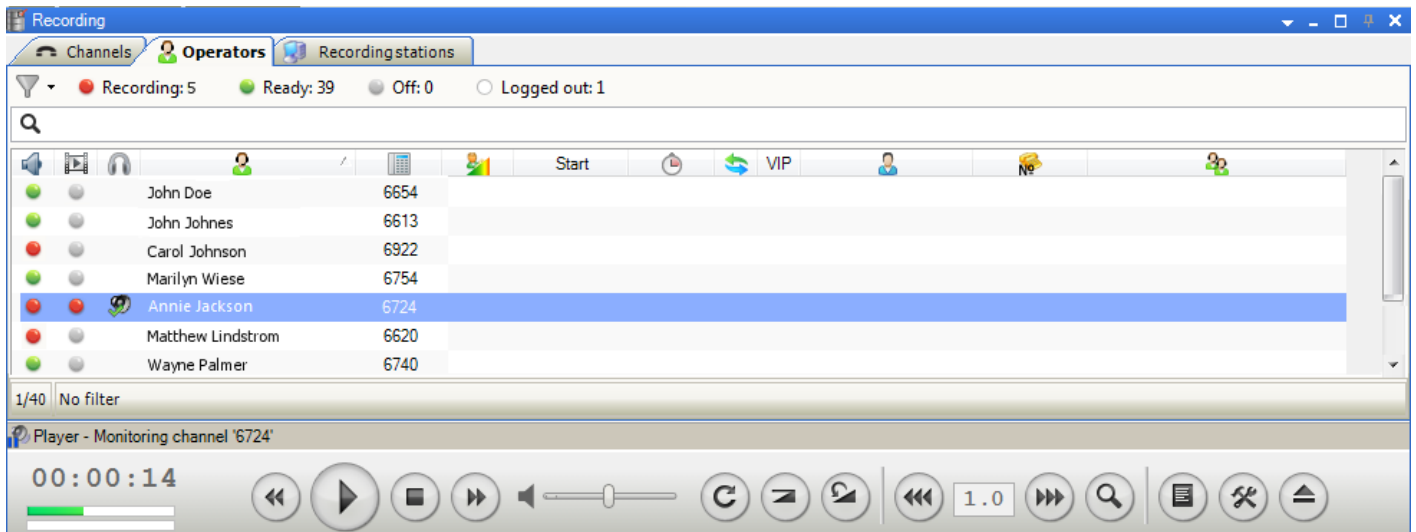


Figure 28: Live monitoring

Use the player to manage audio and video playback. You will only have ACG, noise suppression and player options available (see [4.6 Audio and Video Playback](#) section).

While live monitoring is on, you can listen to all the calls serviced by the agent in question. When a current call ends, the monitoring will be paused, and when another call comes in, it will be automatically resumed.

In case screen monitoring option is enabled for this user account, it will run at the same time with audio playback. A video monitoring dialog will show up in the top left-hand corner of the screen.



Video monitoring is available if this option is enabled for the current user account. The column displays which users with have this feature enabled (or).



Video monitoring option can be enabled in the player settings (see Section [4.6.6 Player Options](#)).

Use the video monitoring dialog shortcut menu to adjust its size. This configuration will be saved.



To switch to another agent, double click the relevant row in the agent list or select **Enable live monitoring** option from the row shortcut menu.

To disable live channel monitoring, select **Disable live monitoring** option in its shortcut menu.

4.2.5 Color Labelling

While an agent is handling a call, you can mark the audio being recorded with a color label to denote its status.



Color labelling is only available for the agent conversations being processed at the moment (the relevant rows are highlighted green and marked with the  icon in the  column).

To mark a recording with a color label, select the **Mark as** option from the relevant row shortcut menu. Then, select a status according to the color code (Fig. 29). The row in question will be highlighted with the relevant color.

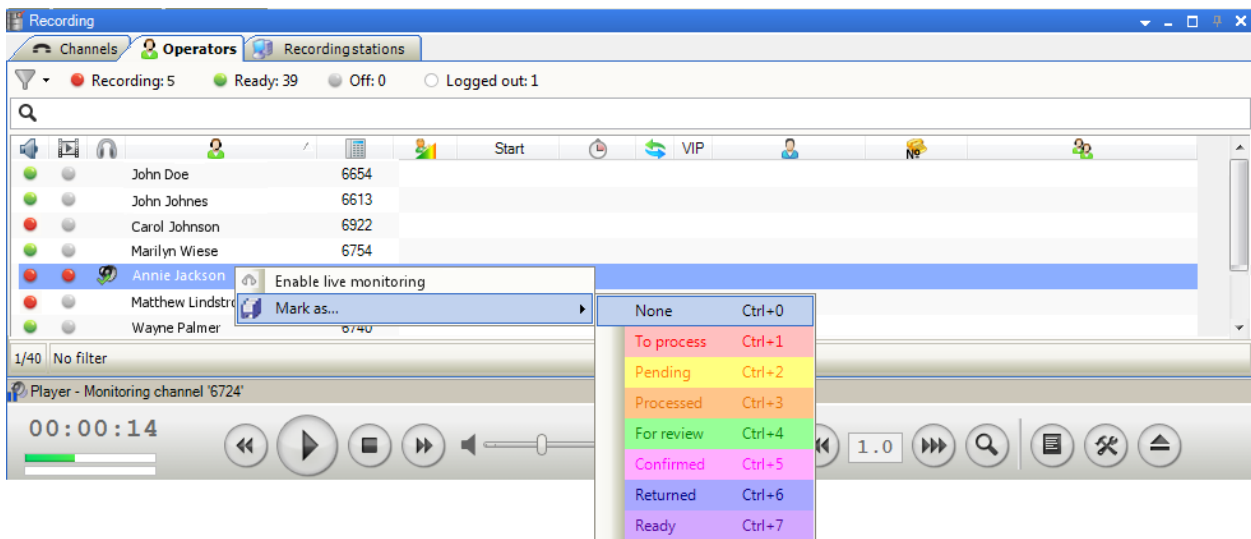


Figure 29: Marking an audio being recorded

To learn more about color label configuration and default color labels, please refer to [5.4 Color Labels](#) section.

4.2.6 Configuring Visible Columns

You can customize the following list display settings:

- 1. Column order: drag and drop column titles.

- 2. Column width: change it using your mouse pointer.
- 3. Sorting list elements by columns: click the title of the column in question.
- 4. Configuring visible columns: select the **Customize grid** option from any column shortcut menu (Fig. 30).

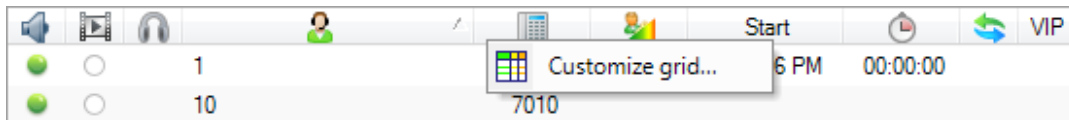


Figure 30: Shortcut menu for customizing visible columns

After selecting **Customize grid** option a dialog will show up (see Fig 31).

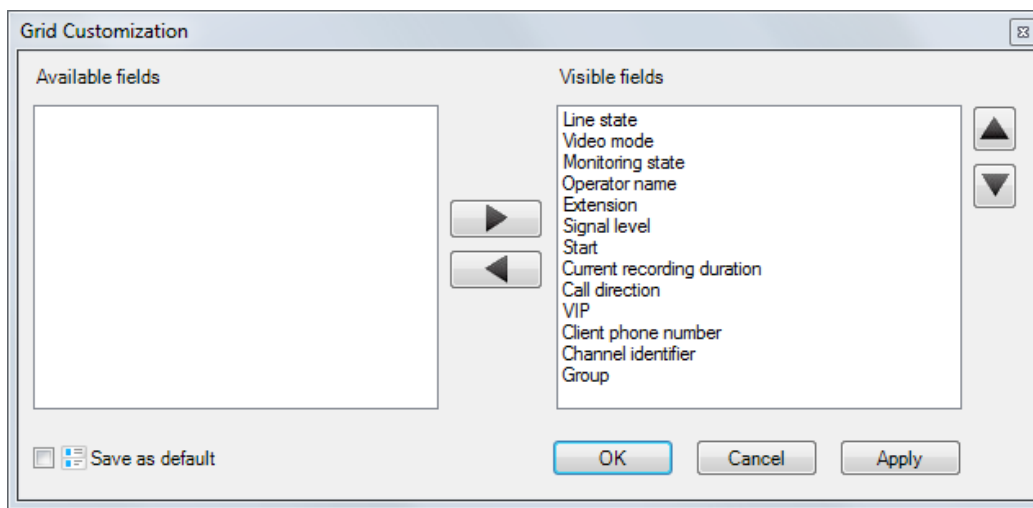


Figure 31: Grid customization dialog


The dialog includes the following sections:


Available fields

A list of columns which are not currently visible in the agent list.

Visible fields

A list of columns which are currently visible in the agent list.

To display hidden columns in the agent list, select them in the **Available fields** list and click .

To hide visible columns in the agent list, select them in the **Visible fields** list and click .

To change column order, use the  and  buttons in the right-hand part of the dialog.



To learn which name the icon-like column title stands for, move your mouse pointer to the column title, and a hint will pop up. This hint text is used to denote a column in the **Grid customization** dialog.

To apply changes, click the **Apply** button in the grid customization dialog (see Fig. 31). To apply changes and close the dialog, click **OK**.



Agent list display settings are saved automatically and loaded on the next run.

4.3 Working with Recording Lists

4.3.1 Feature Overview

You can add new tabs with recording lists in the **Database** area. Each list may be customized and is formed through recording filtering process. This allows you to distribute the data, collected according to specific criteria, over multiple tabs.

Below there is a list of features regarding recording lists. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Adding a new list	button on an empty tab	4.3.2
Deleting a list	(close) button on a tab	4.3.2
Renaming a list tab	Tab shortcut menu, Rename option	4.3.2
Setting refresh options	Auto refresh button and Refresh rate field below the recording list	4.3.3
Refreshing recording lists	Recording list > Refresh recording list menu option/ F5 key/ toolbar button	4.3.3
Viewing recording lists	Recording list tab in the Database area	4.3.4
Viewing complex recordings	element to the left of a complex recording title in the recording list	4.3.5
Adding and removing list columns	Customize grid option from the column title shortcut menu	4.3.6

For information on how to work with filters, please refer to [4.4 Searching for Recordings](#).

4.3.2 Creating and Deleting Lists

To add a tab, click the button on a blank tab. By default, the new tab will be given a name consisting of the word *List* and an ordinal number.

The new list will include all audio file labels recorded during the current day.

To rename a list, right-click the tab name and select **Rename** (Fig. 32).

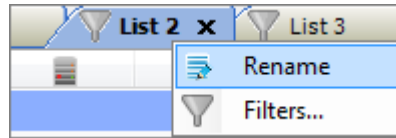


Figure 32: New tab button and its right-click menu

Enter a new name using the dialog (Fig. 33) and click **OK**.

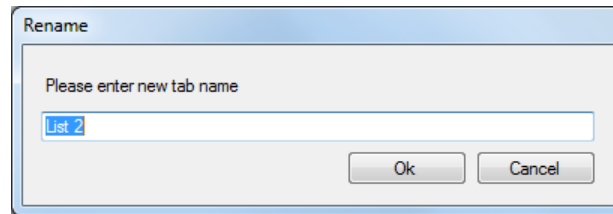


Figure 33: Entering new tab name

To delete a list (close a tab), use the **x** (close) button located on the tab in question. Once closed, the tab cannot be restored.



Overall number of recording list tabs in the **Database** area may not exceed 10.

4.3.3 Refresh Options

Each recording list may be refreshed in one of the following modes:

1. Manual refresh mode (active by default). While running the app with this mode enabled, you can filter recordings by date and time using the calendar and other control elements in the right-hand part of the screen (Fig. 34, see also Section [4.4.2](#)).

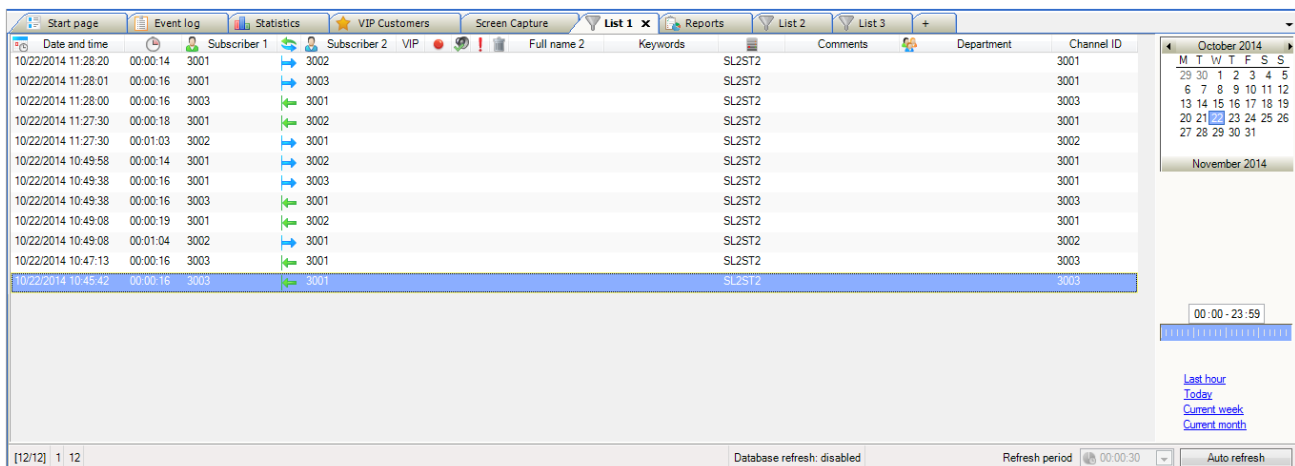



Figure 34: Recording list with manual refresh mode disabled

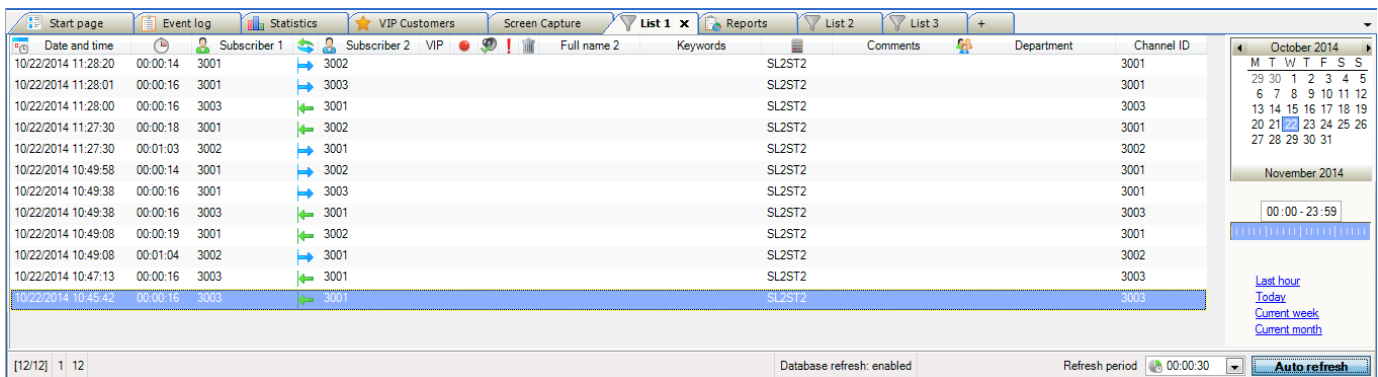
When this mode is enabled, you can refresh the list by selecting **Recording list > Refresh recording list** menu option, as well as by pressing **F5** or clicking the  toolbar button.

2. Auto refresh mode. To enable this mode, click the **Auto refresh** button located below the list.

Figure 35 shows how a recording list may look like when the auto refresh mode is on.



While in auto refresh mode, the recording list includes only the data recorded within an hour.



Date and time	Subscriber 1	Subscriber 2	VIP	Full name 2	Keywords	Comments	Department	Channel ID
10/22/2014 11:28:20	3001	3002			SL2ST2			3001
10/22/2014 11:28:01	3001	3003			SL2ST2			3001
10/22/2014 11:28:00	3003	3001			SL2ST2			3003
10/22/2014 11:27:30	3001	3002			SL2ST2			3001
10/22/2014 11:27:30	3002	3001			SL2ST2			3002
10/22/2014 10:49:58	3001	3002			SL2ST2			3001
10/22/2014 10:49:38	3001	3003			SL2ST2			3001
10/22/2014 10:49:38	3003	3001			SL2ST2			3003
10/22/2014 10:49:08	3001	3002			SL2ST2			3001
10/22/2014 10:49:08	3002	3001			SL2ST2			3002
10/22/2014 10:47:13	3003	3001			SL2ST2			3003
10/22/2014 10:45:42	3003	3001			SL2ST2			3003

Database refresh: enabled Refresh period: 00:00:30 **Auto refresh**

Figure 35: Recording list with auto refresh mode enabled

While this mode is on, the list is updated automatically once a fixed period you can specify in **Refresh period** field (by default, it equals 30 seconds). Filtering recordings by date and time, in this case, is unavailable, as the calendar is hidden.

To disable auto refresh mode, click **Auto refresh** once again.

4.3.4 Viewing Recording List

You can view the recording list on the **List** <N> tab within the **Database** area (<N> stands for the list ordinal number).

A recording list is a table where the columns show each recording's properties. You can see a fragment of such a table on Figure 36.

Date and time	Subscriber 1	Subscriber 2	VIP	Full name 2	Keywords	Comments	Department	Channel ID
10/22/2014 11:28:20	00:00:14	3001			SL2ST2			3001
10/22/2014 11:28:01	00:00:16	3001			SL2ST2			3001
10/22/2014 11:28:00	00:00:16	3003			SL2ST2			3003
10/22/2014 11:27:30	00:00:18	3001			SL2ST2			3001
10/22/2014 11:27:30	00:01:03	3002			SL2ST2			3002
10/22/2014 10:49:58	00:00:14	3001			SL2ST2			3001
10/22/2014 10:49:38	00:00:16	3001			SL2ST2			3001
10/22/2014 10:49:38	00:00:16	3003			SL2ST2			3003
10/22/2014 10:49:08	00:00:19	3001			SL2ST2			3001
10/22/2014 10:49:08	00:01:04	3002			SL2ST2			3002
10/22/2014 10:47:13	00:00:16	3003			SL2ST2			3003
10/22/2014 10:45:42	00:00:16	3003			SL2ST2			3003

Figure 36: Recording list fragment
















You can see the column titles by aiming your mouse pointer at the title icons.
















The info displayed in the list columns is filled in while saving the recording with the recording service or after further recording processing with additional software components. For more information on the components obligatory for filling in the recording list columns, please see the table below (**Component** column). For editable parameters, **Smart Logger II** application is specified as a component (see also [4.5.2 Viewing and Editing Recording](#)).




































If one more components are not installed, the recording list columns filled in with these components are blank.

















Title	Description	Value/Details	Component
	Recording start date and time	Date and time	Recording service
	Recording duration	Time	Recording service
Subscriber 1	Call center agent (internal caller) number	Phone number	Recording service, Smart Logger II application
	Call direction	Outgoing call Incoming call	Recording service, Smart Logger II application

Title	Description	Value/Details	Component
 Subscriber 2	External caller number	Phone number	Recording service, Smart Logger II application
	Recording processed (played back)	 Recording has been played back through the player; otherwise, the field is blank.	Smart Logger II application
	Important recording	 The recording has been marked as important; otherwise, the field is blank.	Smart Logger II application
	The recording is marked to delete	 Recording marked to delete. Otherwise, the field is blank.	Smart Logger II application
	Recording status	 Recording is in progress or has been paused.  The call has been missed. Otherwise, the field is blank.	Recording service
	Audio file status	Displays audio file transfer status when <i>on- request transfer</i> is in use: Not found, Requested, Ready to playback.	File Server
	Unique recording ID	ID	Recording service
	Recording station name where the audio file was recorded	DNS server name	Recording service
	Recording channel ID	ID	Recording service
Recording channel name	Name of the channel the audio file was recorded through	Text	Recording service
 Operator	Name of the call center agent handling the conversation	Text	CTI Analyzer

Title	Description	Value/Details	Component
 Group	Relevant agent group name	Text	Recording service, CTI Analyzer
 Department	Name of the department the agent group refers to.	Text	Recording service
Full name 1	Agent (internal caller) full name	Text	Smart Logger II application
Full name 2	Customer (external caller) full name	Text	Smart Logger II application, Recording service
	Recording ID in a channel	Ordinal number	Recording service
	Customer call count (current day)	Call count	Recording service
	Customer call count (current week)	Call count	Recording service
	Customer call count (current month)	Call count	Recording service
	Agent speech percentage	Percentage	Recording service
	Customer speech percentage	Percentage	Recording service
	Agent speech duration to customer speech duration ratio	Decimal ratio	Recording service
	Silence ratio	Percentage	Recording service
	Talking over ratio	Percentage	Recording service
	Agent speech duration	Time in seconds	Recording service
	Customer speech duration	Time in seconds	Recording service
	Silence duration	Time in seconds	Recording service
	Maximum agent speech fragment duration	Time in seconds	Recording service

Title	Description	Value/Details	Component
	Maximum customer speech fragment duration	Time in seconds	Recording service
	Maximum silence speech fragment duration	Time in seconds	Recording service
	Number of times the agent interrupted the customer	Number of interruptions	Recording service
	Number of times the customer interrupted the agent	Number of interruptions	Recording service
	Repeat call detected	<input checked="" type="checkbox"/> The customer has called at least twice within last 24 hours. <input type="checkbox"/> There have been no repeat calls from the customer within last 24 hours.	Recording service
	Recording status (archived/not archived)	 The recording has been archived. Otherwise, the field is blank.	Archiver
T	Transcription availability	T Transcription is available for this recording. Otherwise, the field is blank.	Transcriber-Word
	Video availability	 Agent video screen capture is available. Otherwise, the field is blank.	Screen Recording
	Video recording status	 Recording is in progress or has been paused. Otherwise, the field is blank.	Screen Recording
Label name	Audio file status assigned via a color label	Audio file status is displayed if there is a color label assigned to it.	Smart Logger II application

Title	Description	Value/Details	Component
	Fax message detector	 The recording is actually a fax message. Otherwise, the field is blank.	Fax Reader
	Fax message decoding status	 The message has been decoded and is available to view as an image.  A decoding error has occurred. Otherwise, the field is blank.	Fax Reader
	Speech recognition status	 Speech recognition is in progress.  Recognition has been completed, transcription is available.  A recognition error has occurred.	FTR Service
VIP	VIP customer conversation detected	 VIP customer conversation. Otherwise, the field is blank.	Recording service
	Good speech quality detected	 Agent speech quality is applicable for recognition and analysis. Otherwise, the field is blank.	Recording service
	QM task status	 QM task has been completed.  The task is active but not yet completed. Blank field: no QM task.	QM Analyzer
	Figure-based assessment result	 Excellent  Good  Okay  Bad  Unspecified	QM Analyzer
	Lexical and semantic assessment result	Same as above.	QM Analyzer

Title	Description	Value/Details	Component
	Emotion-based assessment result	Same as above.	QM Analyzer
	Aggregate rating	Same as above.	QM Analyzer
Keywords	Keywords	Words separated with comma	QM Analyzer, Smart Logger II application
CTI call ID	CTI call ID	Call ID	CTI Analyzer
Call transfer number	Phone number the call was transferred to.	Phone number	CTI Analyzer
	Time to answer the call	Time in seconds	CTI Analyzer
	Overall hold time	Time in seconds	CTI Analyzer
	Maximum hold time	Time in seconds	CTI Analyzer
	Number of calls that were put on hold.	Number of holds	CTI Analyzer
	Overall mute time	Time in seconds	CTI Analyzer
	Maximum mute time	Time in seconds	CTI Analyzer
	Number of mutes	Number of mutes	CTI Analyzer
	Number of transfers	Number of transfers	CTI Analyzer
	Call ended while on hold	 The call ended while it was on hold. Otherwise, the field is blank.	CTI Analyzer
	Call ended by	 Call ended by an agent.  Call ended by a customer. Blank field: cannot be specified.	CTI Analyzer
	Time to wait in the queue	Time in seconds	CTI Analyzer
Complex call ended	Shows if a complex call (the one including holds and transfers) has ended.	0 Call ended 1 Call still in progress	CTI Analyzer

Title	Description	Value/Details	Component
Internal call	Shows if a call is internal in which only call center agents are involved.	1 Internal call 0 External call (customer is involved)	CTI Analyzer
Customizable field	Five fields for which names and purposes are specified when setting up the system.	Values are specified within the modules for which the fields were created.	Modules for which the fields were created
Comment	Comment to the recording	Comment text	Smart Logger II application

The recordings within the list may be highlighted with a color that defines their status (to learn more about color label configuration and default color labels, please refer to [5.4 Color Labels](#)).



If an audio file is not found or has not been transferred yet from the recording station to the centralized storage, the relevant row will be highlighted grey. File transfer status is displayed in the column. In case the file has not been transferred to the storage, it will be played back from the recording station directly. Such recordings are also available to export.

Below the recording list there are several fields displaying the following info:

- Overall number of recordings in the list.
- Number of selected recordings.
- Overall number of recordings in the DB.
- Refresh mode details (Fig. 37).

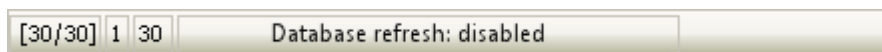



Figure 37: Recording list information fields


4.3.5 Complex Recordings

The recording list displays both simple (consisting of a single audio file) and *complex recordings* (consisting of multiple files).

Complex recordings are created in the DB in the following cases:

- When a call is put on hold.
- When a call is transferred.

The list element that refers to a complex recording hosts a nested list of simple recordings. To expand it, click the  icon to the left of the complex recording title (Fig. 38).





	Date and time		Subscriber 1		Subscriber 2
	23.05.2013 15:56:05	00:20:22	178042		16789376258
	23.05.2013 12:45:00	00:20:27	10873		16789215156
	23.05.2013 16:19:16	00:20:35	10863		1678929877
	23.05.2013 10:50:33	00:20:45	178017		4857884578
	23.05.2013 11:05:34	00:05:44	178030		4857884578
	23.05.2013 10:52:29	00:00:54	178017		4857884578
	23.05.2013 10:50:33	00:01:03	178017		4857884578
	23.05.2013 12:57:17	00:20:46	10888		9141819137

Figure 38: Complex recordings

A complex recording will display the properties (date/time, callers, etc.) of the first simple recording that forms a part of it.



Simple audio files being a part of a complex recording will not be merged together as long as at least one of them is still in the process of recording (ongoing recordings are marked with the  icon). Complex recordings are updated each minute. To update the list of recordings manually, select **Recording list > Refresh recording list** option/**F5** key/ toolbar button.



Complex recordings will be displayed in the list only in case the recording module supports complex call recording and the **CTI Analyzer** module is installed within the **Smart Logger II** system.

In case the recording module does not support logging complex calls, the calls put on hold will be recorded into a single file; as for the transfers, they will be shown by marking the external caller number with a hash key (#).

Figure 39 shows an example of incoming call where the external caller (456) makes a call to the agent (123) that is then transferred to 789.

Subscriber 1	Subscriber 2
123	456#789

Figure 39: An example of displaying a transfer in the recording list

To learn more about call processing and saving recording info while logging calls coming through digital lines, please refer to [Appendix A. Call Processing Scenarios](#).

4.3.6 Configuring Visible Columns

- You can customize the following list display settings:
- 1. Configuring visible columns: select the **Customize grid** option from any column shortcut menu (Fig. 40).

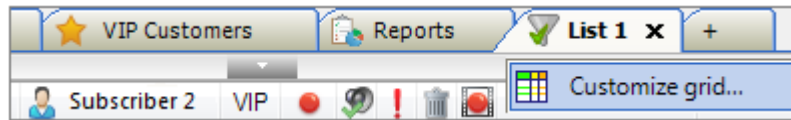


Figure 40: Shortcut menu for customizing visible columns

- 2. Column order: drag and drop column titles.
- 3. Column width: change it using your mouse pointer.
- 4. Sorting list elements by columns: click the title of the column in question. To sort the list by multiple columns you may want to use custom filters (see [4.4.3 Custom Filters](#)).

After you select the **Customize grid** option, the following dialog (Fig. 41) will show up:

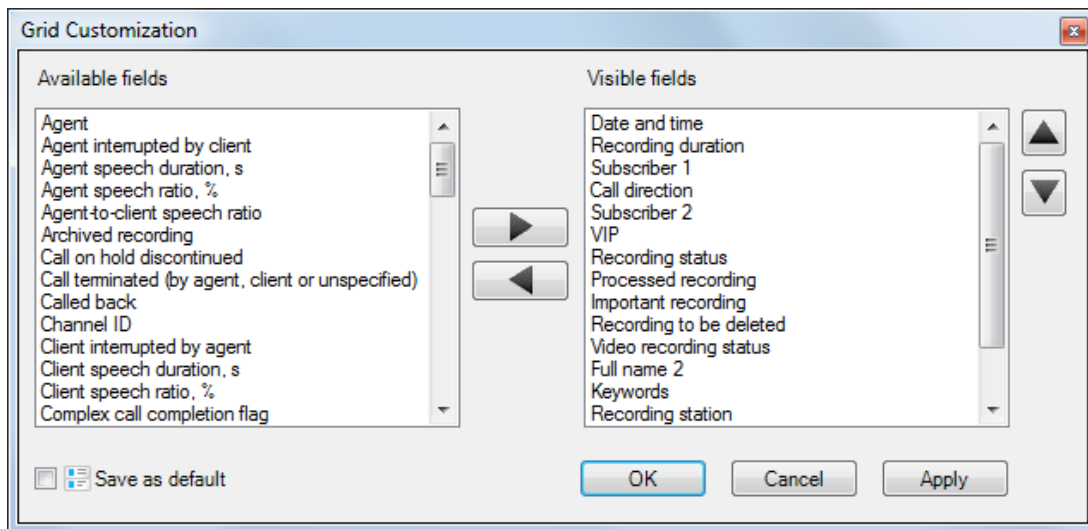


Figure 41: Recording list grid customization dialog

The dialog includes the following sections:

Available fields

A list of columns that are not currently visible in the recording list.

Visible fields

A list of columns that are currently visible in the recording list.

Save as default

Tick this checkbox to display all selected columns on all recording list tabs.

To display hidden columns in the recording list, select them in the **Available fields** list and click .

To hide visible columns in the recording list, select them in the **Visible fields** list and click .

To change column order, use the  and  buttons in the right-hand part of the dialog.



To learn which name the icon-like column title stands for, move your mouse pointer to the column title, and a hint will pop up. This hint text is used to denote a column in the **Grid customization** dialog.

To apply changes, click the **Apply** button in the grid customization dialog (see Fig. 41). To apply changes and close the dialog, click **OK**.





Recording list display settings are saved automatically and loaded on the next run.





4.4 Searching for Recordings

4.4.1 Feature Overview

Below there is a list of features available for recording search. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Searching recordings by date and time	Calendar and additional GUI controls in the right part of the recording list	4.4.2
Custom filter configuration	Recording list > Filter menu option/ F6 key/  toolbar button/ Filter configuration option from the tab shortcut menu	4.4.3
Selecting a custom filter to search recordings in the list	Recording list > Filter option/ F6 key/  toolbar button/ Filters menu on the start page	4.4.3
Quick filters	Recording shortcut menu (clicking the field where filtering is required)	4.4.4
Recording search by ID	Ctrl+F shortcut (in the recording list)	4.4.5
Quick search	Typing the relevant text in the list	3.4

Quick search is available for the following recording list columns:

-  (ID)
-  **Date and time** (recording start date and time)
-  **Subscriber 1** (internal caller number)
-  **Subscriber 2** (external caller number)



The number of recordings that may be displayed in the list is limited. If the number of found recordings exceeds the limit, the rest of the recordings will not be displayed. A relevant warning will show up (Fig. 42).

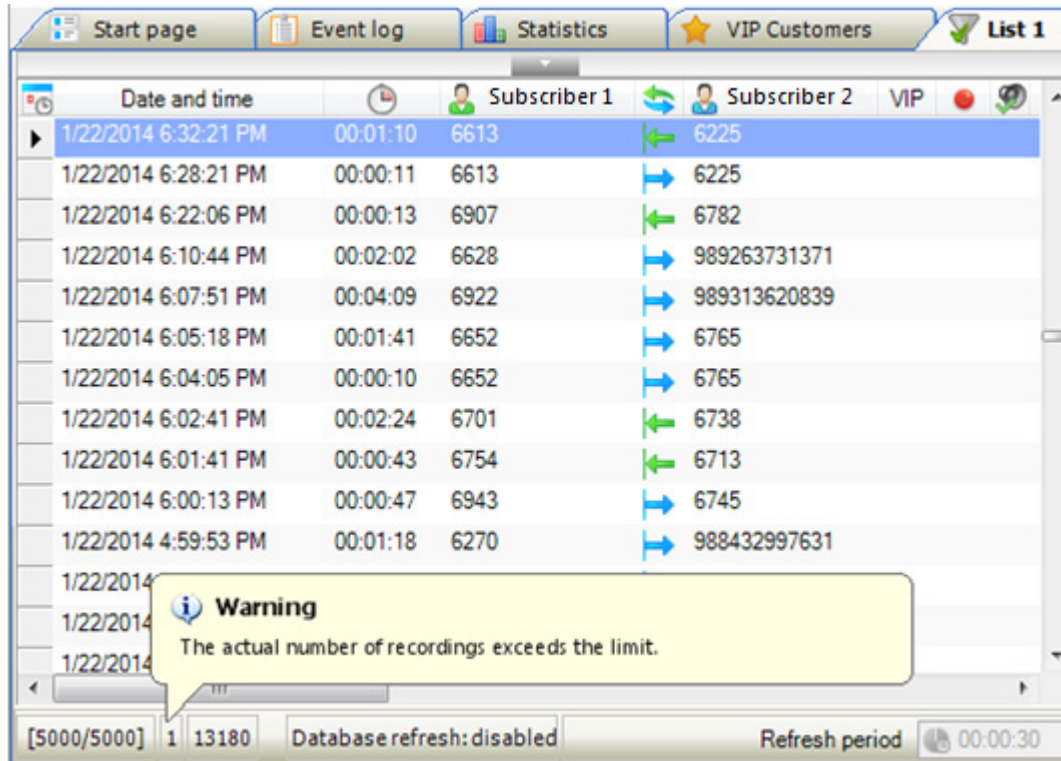


Figure 42: Warning on exceeding the maximum number of recordings

Figure 42 depicts a case when the maximum number of displayed recording is 5000 and the number of found recordings exceeds it. To resolve this issue, change the maximum number value (**Tools > Options** menu, **General** tab, **Maximum number of recordings in a recording list** option, see Section [5.3](#)) or specify different search conditions.

4.4.2 Searching by Date and Time

To search the recordings by date and time, use the calendar and additional GUI controls in the right part of the screen (Fig. 43).

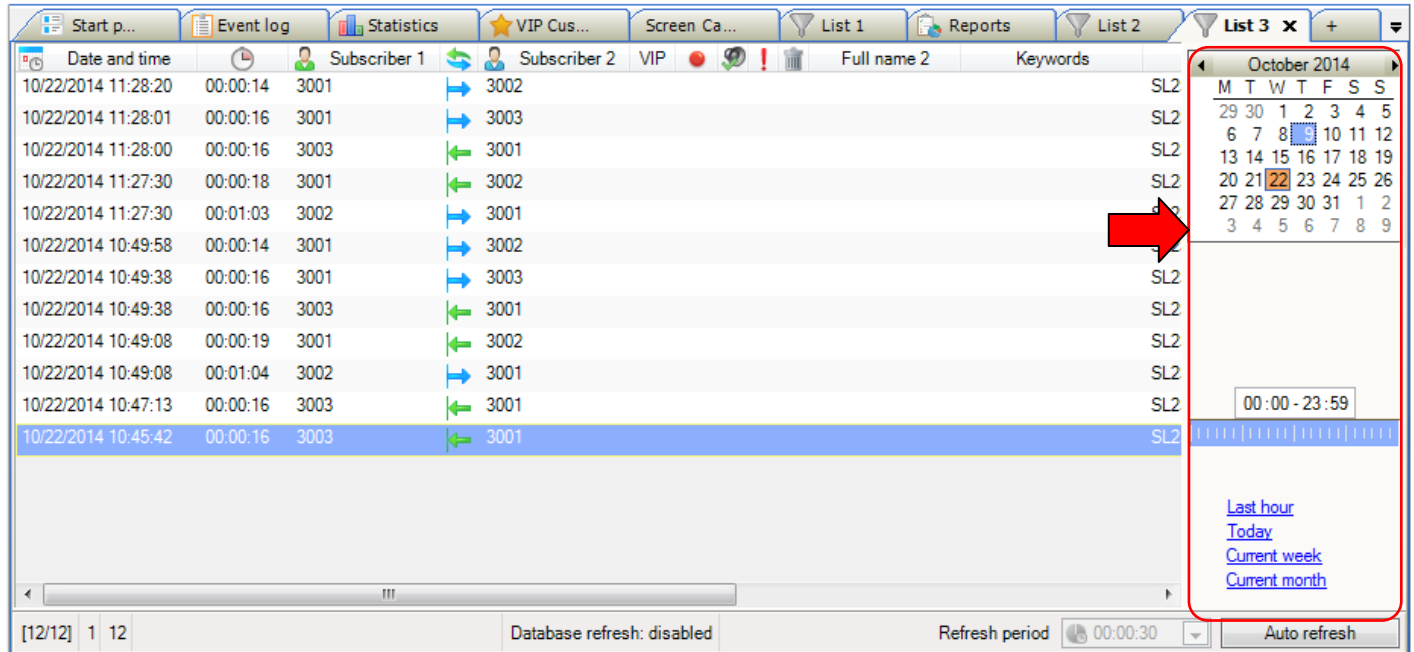


Figure 43: Date and time selection panel

To switch from one month to another, use the ◀ and ▶ buttons in the upper part of the calendar.

Current date is highlighted orange in the calendar. The selected dates are highlighted blue.

The list will display only those elements that refer to the period, selected using GUI controls detailed on Figure 43.

To select a day in the calendar, just click that day; then you may specify the required period using the timescale. Figure 44 shows the GUI controls with a specific day selected.

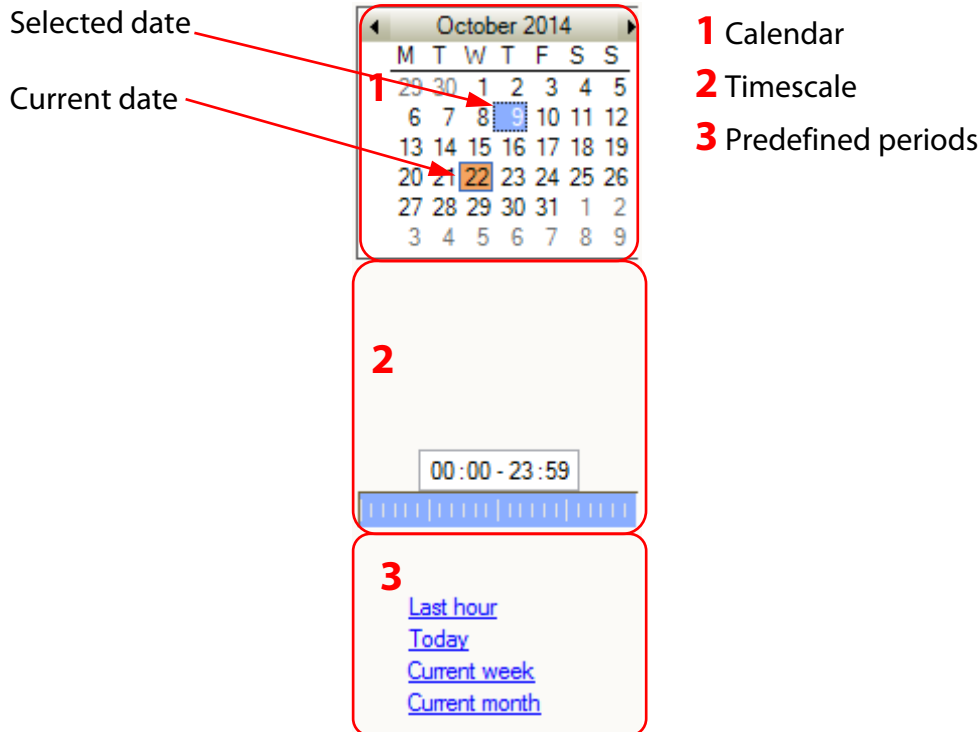


Figure 44: Selecting a single day in the calendar

The timescale (see Fig. 44) allows you to specify time within a single day selected in the calendar. You may either type the values in or select an area on the graphical representation of the scale using your mouse. The minimum time period you can specify is 10 minutes.

To select multiple consecutive days, click the first day and drag your mouse pointer to the last day, then release the button. You can also use the **Shift** key to perform this action.



The maximum time period you can specify equals 500 days.

To select a week, aim your mouse pointer to the left of a calendar row that corresponds to the relevant week, and click this area to select the whole row.

If multiple days or a week are selected, the controls will look like Figure 45 shows.

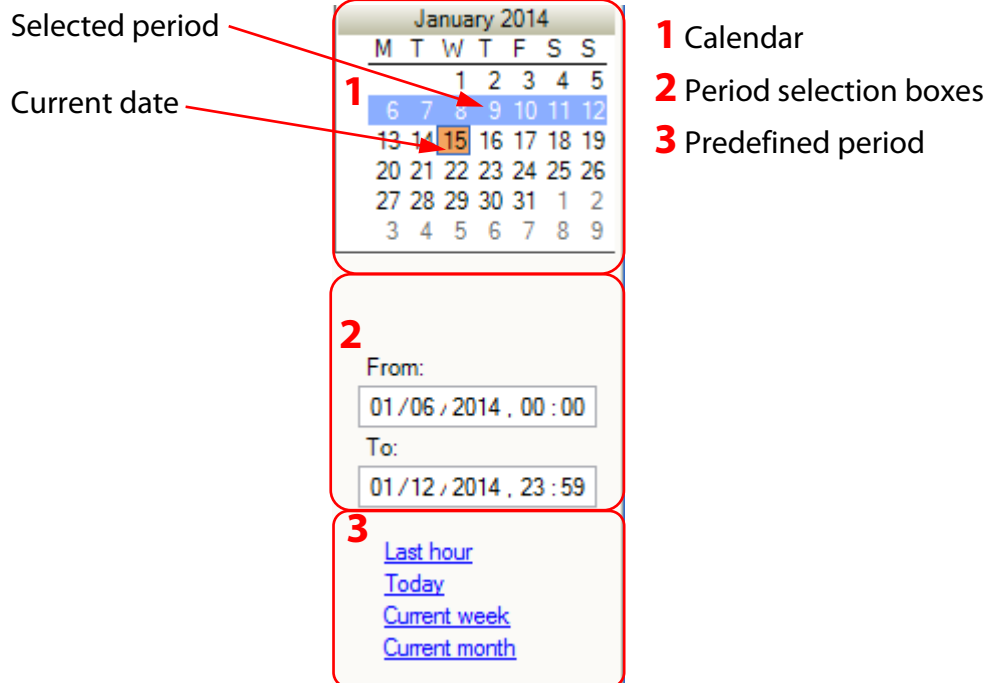


Figure 45: Selecting multiple days in the calendar

Using period selection boxes (see Fig. 45), you can manually adjust start and end dates.

To select a predefined period (see Fig. 44, 45), click one of the following links:

- **Last hour:** One hour prior to the present moment
- **Today:** Current date
- **Current week:** Current calendar week
- **Current month:** Current calendar month

4.4.3 Custom Filters

A custom filter is a named set of parameters intended to sort and search entries in a recording list.



The GUI elements designed to work with filters are available when a recording list is active.

To configure custom filters, select **Recording list > Filter** menu option. Alternatively, you can press **F6**, click the toolbar button or select **Filter configuration** option from the tab shortcut menu. You will see then the **Filtering and sorting** dialog shown on Fig. 46.

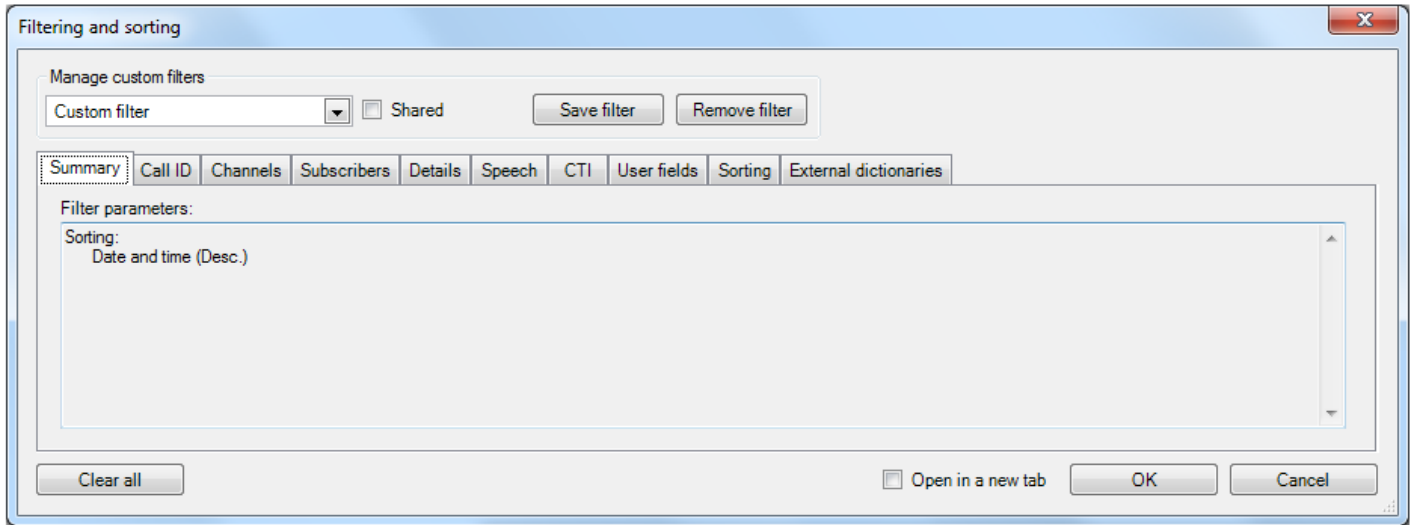


Figure 46: Filtering and sorting dialog

The dialog consists of multiple tabs, each used to configure specific filtering options.

The first tab displays a summary of all configured parameters. If a filtering option is configured, the relevant tab title, highlighted bold, will display the number of parameters involved.

On filter configuration tabs, tick checkboxes for the parameters you want to use for filtering. To specify filtering conditions, use input boxes and other GUI controls.

Figure 46 shows a filter configured to display 20 randomly selected recordings made through the specified channel and marked as processed.

You can use masks to filter phone numbers (Fig. 47). Multiple numbers must be separated with comma.

Figure 47: Using masks to filter phone numbers

? (question mark) is a placeholder for any number, e.g. **+44?00** may stand for **+44000**, **+44100**, **+44200**, etc.

* (asterisk) is a placeholder for any sequence of numbers, e.g. **91*** stands for all numbers starting with **91**.



To search text containing commas, use a question mark (?) instead of a comma (,).
E.g., to search for **John Doe, Customer Support Agent**, enter **John Doe?
Customer Support Agent**.

On the **Sorting** tab select recording list columns to sort filtering results (Fig. 48).

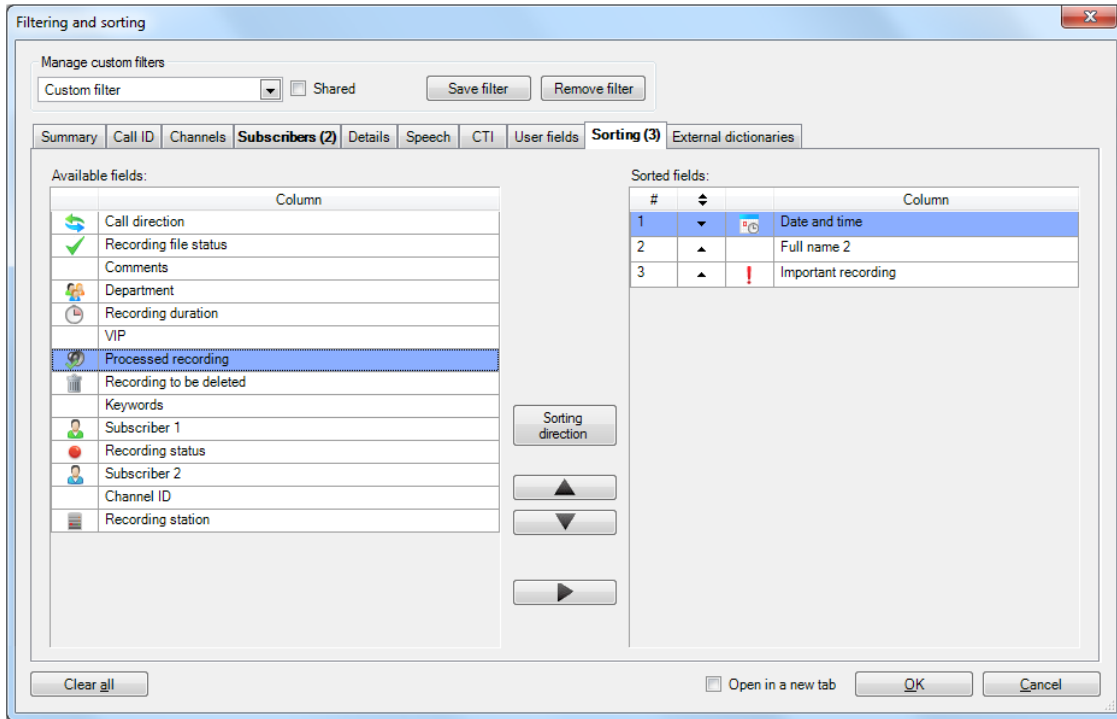


Figure 48: Sorting/filtering result configuration

The fields available for sorting are displayed in the left-hand list. The list on the right displays the fields the sorting will be applied to. To move the fields between the lists use the ◀ and ▶ buttons. To change the order of the fields used for sorting, click ▲ or ▼. To toggle sorting direction, select a row in the right-hand list and click **Sorting direction**.

To save or delete filters, use **Custom filters** area.

The field displaying **Custom filter** by default (Fig. 46) is intended for entering filter name. Type a new name here to create a new filter.

To make the filter accessible for all users, check the **Shared** button.

To save the new filter, click **Save**.




You do not have to save a filter if you are going to apply it only once.

To edit an existing filter, select it from the dropdown list, edit all required parameters and click **Save**. To delete the selected filter, click **Delete**.

To clear all filtering parameters, click **Clear all**.

To display the filtering results on a new tab, tick the **Open in a new tab** checkbox; otherwise, the results will be displayed in the active tab. To apply the filter in question to the selected recording list, click **OK**.

To apply a previously saved custom filter, you can perform one of the following actions:

1. Select a filter through filter configuration dialog (see Fig. 46).
2. Select a filter from the list you can access by clicking the  toolbar button (Fig. 49). This list displays all available custom filters.

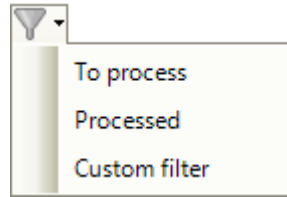


Figure 49: An example of a filter selection list located on the toolbar

3. Select a filter from the **Filters** group located on the start page (Fig. 50). The list displays recently applied custom filters (the list cannot display more than 5 items).

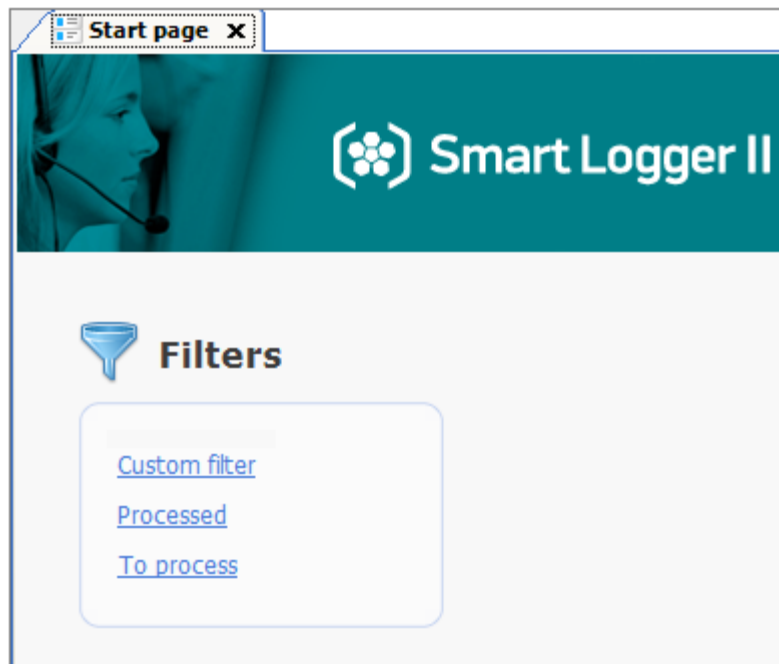




Figure 50: Filters displayed on the start page

You may apply only one custom filter to each recording list. If a filter has already been applied, the toolbar button will change to . The button dropdown list houses menu options for selecting filters. The recording list tab title shows the  icon and the filter name. On Figure 51 you can see how the GUI controls look like when **To process** filter is selected.

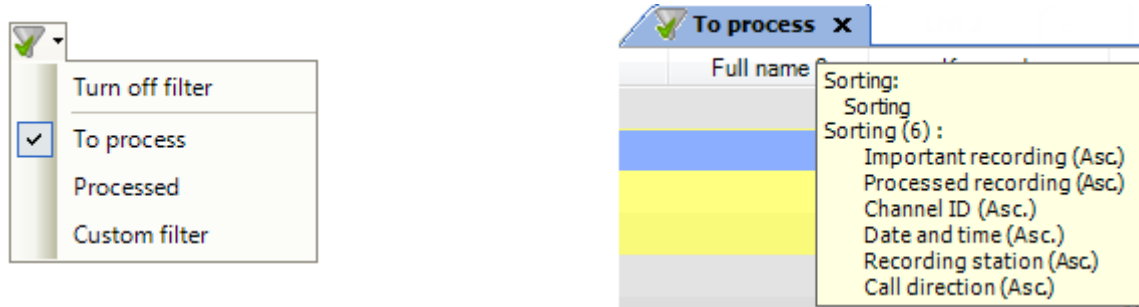


Figure 51: GUI elements when a filter is applied

To view currently applied filter settings, move your mouse pointer to the tab (see Fig. 51).

To clear a filter applied to an active recording list, perform one of the following:

4. Open filter configuration dialog (**Recording list > Filter configuration**) and click **Clear all** (Fig. 46).
5. Select **Disable filter** from the filter dropdown list located on the toolbar (Fig. 51).
6. Select **Clear filter** option from any recording shortcut menu.

4.4.4 Quick Filters


Quick filters allow recording list data filtering without configuring it through **Filtering and sorting** dialog.


You can apply quick filters to the following recording list fields:

 **Subscriber 1** (internal caller number)


 **Subscriber 2** (external caller number)

 (agent name)

 (agent group name)

 (call direction)

 (recording duration)

 (important recording)

Keywords

Channel name

To apply a quick filter to any of lists mentioned above, right-click the field and select a filter condition from the shortcut menu. You can see an example of the **Duration** field filtering shortcut menu on Figure 52.

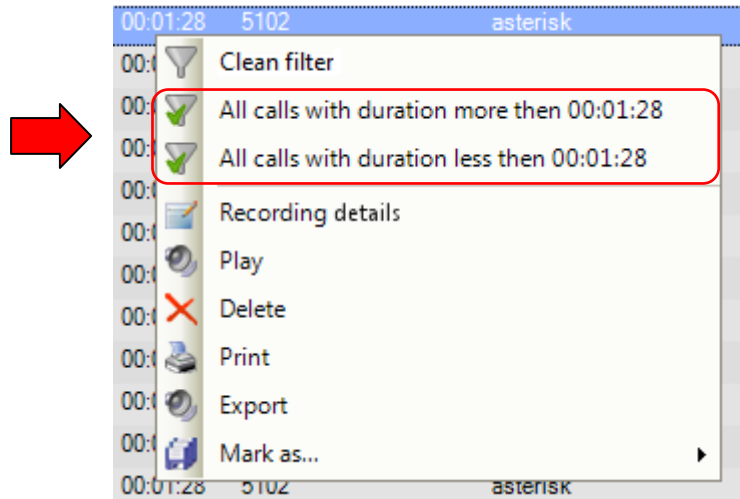


Figure 52: Recording duration quick filters



Recording duration quick filtering is applied to overall complex recording duration, if there is any. E.g., in case the list has two simple recordings, 10 seconds each, forming part of a complex recording, the **All recordings less than 15 seconds** query will return no results.

The recordings that match the filtering condition you have specified are shown on the same tab.

You will see the icon next to the active tab title; this icon tells you that a filter is applied to the list (Fig. 53).

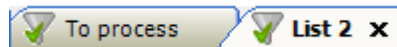


Figure 53: Tabs showing there is a filter applied to the list

You can apply multiple quick filters to multiple recording list fields, one by one.

You can also use quick filtering to sort labelled recordings. In this case, the quick filtering option is always available in the shortcut menu, whichever field you click (Fig. 54).

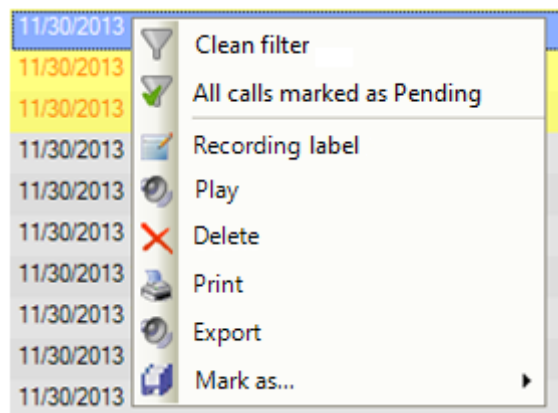


Figure 54: Quick filtering for recordings labelled with color

To remove the recordings that meet a certain filtering condition from the search result, right-click the relevant field and select **Remove <filtering option> filter**.

To clear all quick filters on an active tab, right-click any field for which quick filtering is available and select **Clear filter** (Fig. 55).

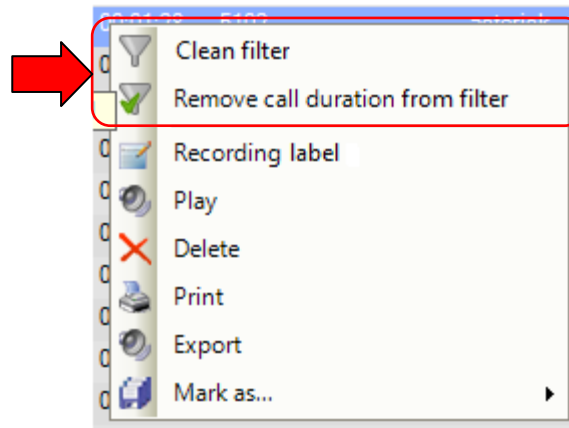



Figure 55: Clearing filter options

After clearing all filters the  icon will be no longer displayed next to the tab title.

4.4.5 Searching by ID

To search a recording by its ID, press **Ctrl+F** while a recording list is active. Specify the recording ID's separating them with commas in the dialog that shows up (Fig. 56).

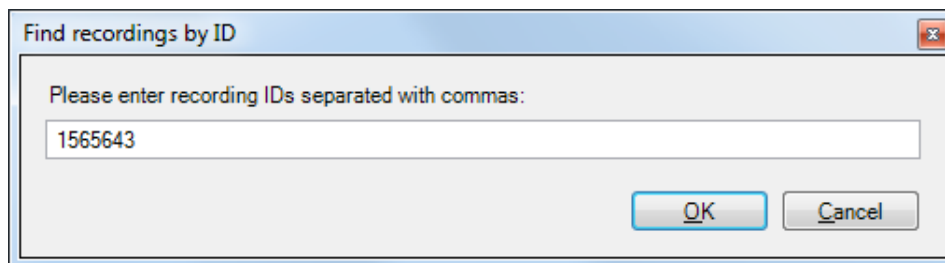



Figure 56: Find recordings by ID dialog



The search detects 100% matches only.

The search results will be displayed in the recording list. To restore the original list, refresh it (**Recording list > Refresh recording list** option/**F5** key/ toolbar button).

4.5 Working with Recordings

4.5.1 Feature Overview

To work with recordings, use recording shortcut menu in the recording list. To open the shortcut menu, right-click a recording shown in the list. If you select a single recording, the menu will look like shown on Figure 57. This menu has options to work with a single recording.

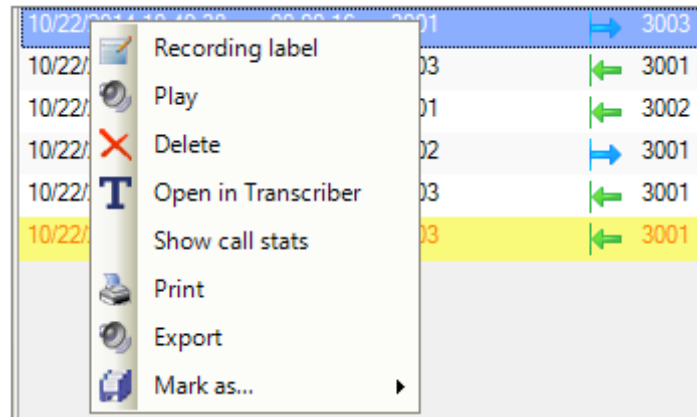


Figure 57: Recording shortcut menu

If you select multiple recordings, the menu will look like shown on Figure 58. This menu lists options for working with multiples recording.

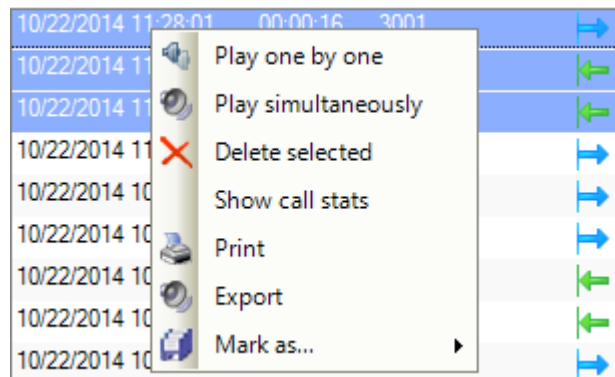


Figure 58: Recording shortcut menu when multiple recordings are selected



To select multiple list elements, use the same keys as for other Windows-based applications (**Ctrl** and **Shift**).

Below there is a list of actions you can perform using recording shortcut menu. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	Shortcut Menu Options/Other Ways to Perform the Same Actions	Guide Sections
Viewing and editing recording details	Recording label	4.5.2
Playing back a recording	Play /Double-click a recording in the list	4.5.3 , 4.6
Playing back multiple recordings one by one	Play one by one /Double click one of the selected recordings	4.5.3 , 4.6
Playing back multiple recordings simultaneously	Play simultaneously	4.5.3 , 4.6.2
Deleting a recording and its details	Delete, Delete selected/Delete key	4.5.5
Viewing call statistics	Show call stats	–
Print recording info	Print	–
Export recordings, videos or recording info	Export	4.5.6
Recording color labelling	Mark as / Ctrl+<N> shortcut, where <N> stands for recording status number	4.5.8
Recording transcription	Open with Transcriber	4.5.9

Recording shortcut menu may also list other options in case additional features are available. Some options may be missing if unavailable for the selected recordings.

4.5.2 Viewing and Editing Recording Label

Recording labels include information on a recording stored in DB.

To view or edit recording details, select the **Recording details** option for the recording shortcut menu. A dialog shown on Figure 59 will appear.

Figure 59: Recording details

The **Recording information** area (Fig. 60) consists of read-only info fields (except for **Fax message** and **Fax decoded** checkboxes that are editable). You can find each field description below.

Figure 60: Recording information area

Recording ID

A unique ID assigned to a recording. This field corresponds to the recording list column titled with the 🗄️ icon.

Channel ID

A unique ID assigned to the channel which the recording was made through. This field corresponds to the recording list column titled with the 📞 icon.


Recording station

The recording station where the recording was made. This field corresponds to the recording list column titled with the 📡 icon.


Date and time

Recording start date and time. This field corresponds to the recording list column titled with the 🕒 icon.


Duration

Recording duration. This field corresponds to the recording list column titled with the  icon.


Recording complete

Recording status. If the recording process has been completed, the checkbox is ticked. The checkbox refers to the recording list column titled with the  icon (in case the process is complete, the icon is not displayed).


Stored on CD

The checkbox is ticked if the recording has been saved to a CD. The checkbox refers to the recording list column titled with the  icon.

Fax recording

This checkbox is ticked in case the recording is actually a *fax message*. The checkbox refers to the recording list column titled with the  icon. You can check it manually if you want to mark the recording as a fax message.

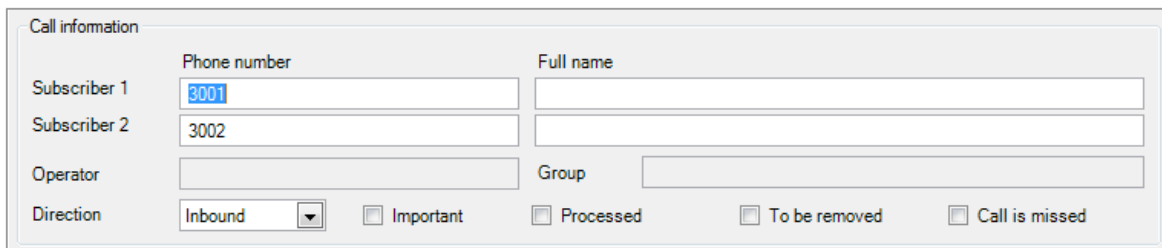
Fax decoded

This checkbox is ticked if the fax message has been decoded. The checkbox refers to the recording list column titled with the  icon. You can check it manually to mark the fax message as decoded (note that it will be grayed out if **Includes a fax message** checkbox is unticked).

Transcribed

This checkbox is ticked if there is a transcription for this recording. The checkbox refers to the recording list column titled with the  icon.

Call information area (Fig. 61) hosts a table with editable fields. Here you can add and/or edit caller details (**Subscriber 1** is for internal caller, **Subscriber 2** is external caller), i.e. callers' **Phone number** and **Full name**.



Call information	
Subscriber 1	Phone number: 3001
Subscriber 2	Phone number: 3002
Operator	Full name
Direction: Inbound	Group
<input type="checkbox"/> Important <input type="checkbox"/> Processed <input type="checkbox"/> To be removed <input type="checkbox"/> Call is missed	

Figure 61: Call information area

Below the table, you will find the following fields and checkboxes:

Agent

Agent that handles the call.

Group


Group the agent belongs to.

Direction


Call direction you can select from the dropdown list. The options are the following:

Inbound: an inbound call ( icon in the  recording list column)


Outbound: an outbound call ( icon in the  recording list column)

None: call direction is not specified (the  recording list column is blank).


Important

If the recording is marked as important, the checkbox is ticked. The checkbox refers to the recording list column titled with the  icon.



Processed

The checkbox is ticked if the recording has been processed (played back through the player). This checkbox refers to the recording list column titled with the  icon.

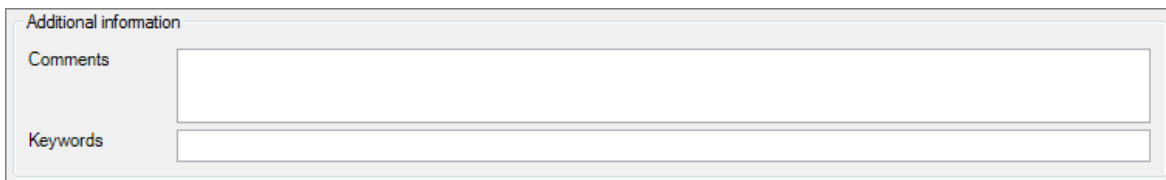
To delete

The checkbox is ticked if the recording has been marked to delete. This checkbox refers to the recording list column titled with the  icon.

Missed call

The checkbox is ticked if the call has been missed. Missed calls are shown as  in the  recording list column.

Additional information area (Fig. 62) has some editable fields described below.



The screenshot shows a light gray rectangular box titled 'Additional information'. Inside the box, there are two labels on the left side: 'Comments' and 'Keywords'. To the right of each label is a large, empty white rectangular text input field.

Figure 62: Additional information area

Comment

A comment referring to the recording (e.g. call summary). This field corresponds to the **Comment** recording list column.

Keywords

Keywords used to optimize recording search. These words may be found automatically by means of **QM Analyzer** tasks. The field refers to the **Keywords** recording list column.

There are also some buttons on the lower part of the **Recording details** dialog. They are shown on Figure 63 and described below.

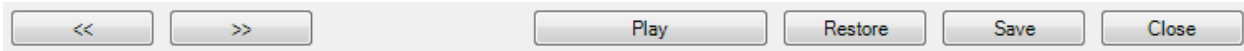


Figure 63: Recording details dialog buttons

<< Go to the previous recording labels without saving changes.

>> Go to the next recording details without saving changes.

Play

Play the recording through the player.

Restore

Restore the details that were modified while editing.

Save

Save the edited info.

Close

Close the recording details dialog.

Once you close the dialog, you will see the applied changes appear in the recording list.

4.5.3 Playing back the Recordings

To play a recording using the player, select **Play** from recording shortcut menu or double-click it in the list. The recording will be loaded to the player (Fig. 64).

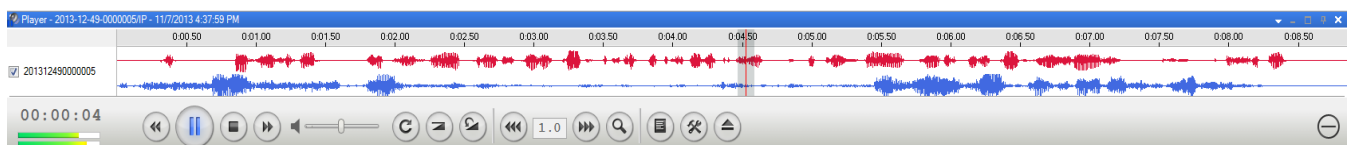


Figure 64: Playing back the recording




In case **Download files before playback** option (**Tools > Options** menu, **General** tab) is enabled, **Smart Logger** will copy the file from the network location to your PC prior to playing it back. While copying, you will see a status bar with an option to cancel the download. When playing back the same recording again, the app will access the downloaded file, i.e. you will not have to download it once more.

To play back multiple recordings one by one, select them in the list and either click **Play one by one** option in the recording shortcut menu or double-click any selected recording. The recordings will be loaded to the player one by one, keeping their original order in the list.



When playing back a complex recording, the simple recordings it includes will be played one by one.

To play back multiple recordings simultaneously (maintaining their chronological order), select them in the list and click **Play simultaneously** option in the recording shortcut menu.

If there is also a video screen capture, it will be played at the same time as the recording. Video recordings are marked with the  icon in the list. Video playback screen shows up in the top right-hand corner by default.



You can enable the video playback option in the player settings (see Section [4.6.6 Player Options](#)).

Use the video playback screen shortcut menu to adjust its size and location. This configuration will be saved.



While playing back complex recordings or multiple recordings simultaneously, you cannot play any video.

Each simple recording being a part of a complex one contains a separate video file. To play back video files for each simple recording, expand a complex recording and select a simple recording you want to play back. (Fig. 65).

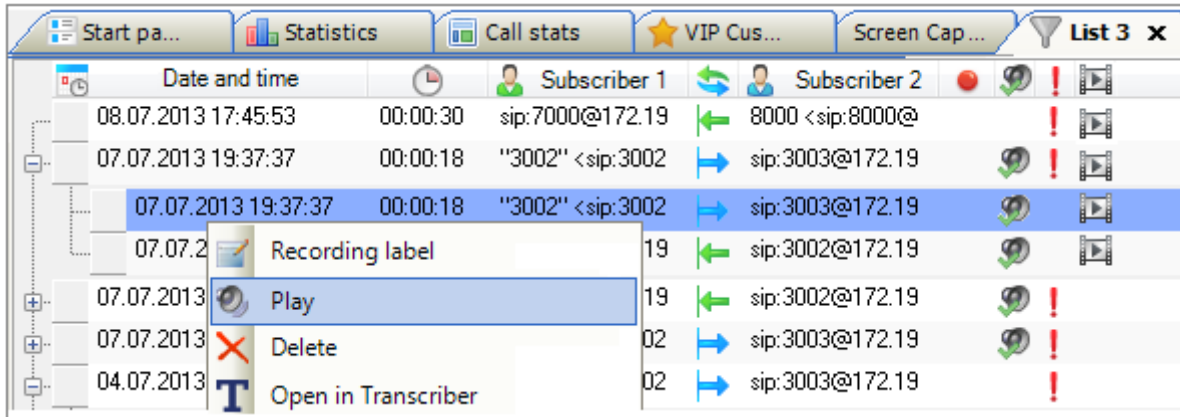


Figure 65: Playing back a part of a complex recording

For more in-depth information on working with the player, please see [4.6 Audio and Video Playback](#).

4.5.4 Recording Integrity Check

While the recording is being played back (or loaded into the player), **Smart Logger II** performs audio file authentication and integrity check through the following steps:

- Verifying file digital signature.
- Checking if the file name matches the one stored in metadata.
- Verifying the watermarks embedded into the file.



When loading multiple recordings into the player, no check is performed.

The player displays authentication/check status icon in its right bottom corner (Fig. 66).



Figure 66: Check status icon

After both authentication and integrity check are over, the overall result is displayed (Fig. 67, 68)

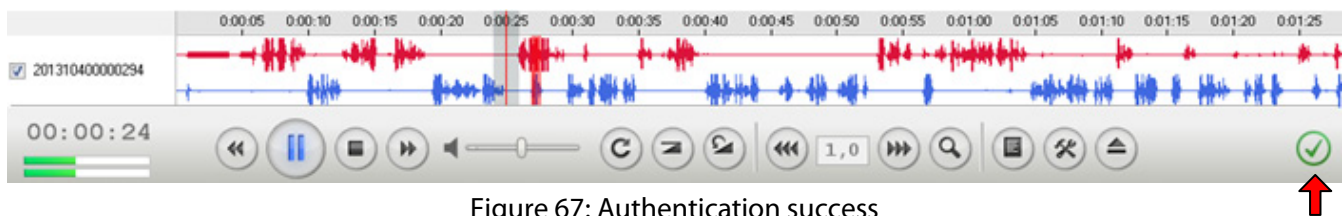


Figure 67: Authentication success



Figure 68: Authentication failure

To view the result of all three authentication/check steps, click the icon (Fig. 69).

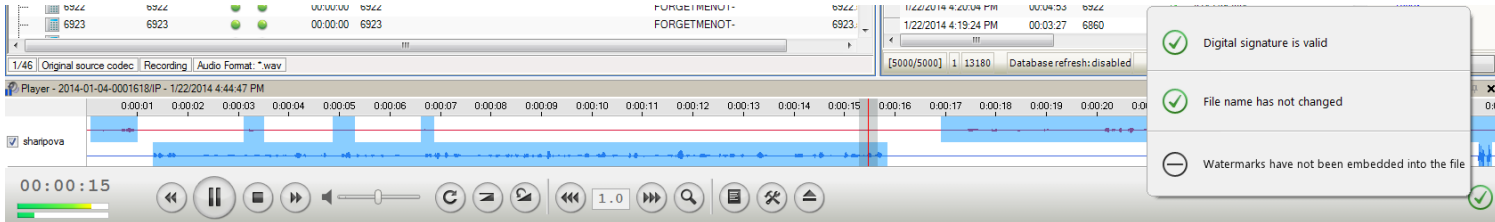


Figure 69: Authentication steps results



Authentication is a success (the file is authentic).



Authentication failed: file authenticity issues or integrity damage detected (either the file is not authentic or the application was unable to read the embedded info).



Authentication is not available (digital signature, metadata or watermarks are missing).

The final authentication/integrity check result (an icon displayed in the player area) depends on the following criteria:





























1. The file is not deemed authentic if any of the authentication steps has failed.

2. Otherwise:

If digital signature authentication is successful, the file is deemed authentic.

If digital signature authentication is not available, then the whole authentication process is deemed unavailable.

You can see some examples of authentication results in the table below.

Digital Signature	File Name	Watermarks	Final Result
			
			
			
			
			
			
			

To view watermarks embedded into the recording, click the link (Fig. 70). You can view the watermarks if they cannot be read correctly from the file.







 Digital signature is valid	 Digital signature is invalid
 File name has not changed	 File name has not changed
 Watermarks are valid	 Watermarks are invalid

Figure 70: Links to view watermarks

An independent window with embedded watermark list will pop up.

If the watermarks are valid, the window will show a single file fragment, its duration equaling that of the recording (Fig. 71).

Watermarks Back			
Start	End	Duration	
00:00:00	00:01:28	00:01:28.0	
<div> <div></div> <div>Recording ID cffa6f33-8f3d-4aa3-9bc3-25ddbc7e7109</div> <div>Date and time 02.10.2013 16:50:53</div> <div>Recording station Sound Block 1 (H199.090.0: 144)</div> <div>Channel name 1</div> <div>Subscriber 1 Wiese</div> <div>Subscriber 2 Lambert</div> </div>			

Figure 71: Valid watermarks

If the file is corrupt (watermarks are invalid), the modified fragment will be highlighted red (Fig. 72).


Watermarks Back			
Start	End	Duration	
00:00:00	00:00:50	00:00:50.0	
<div> <div></div> <div>Recording ID 60390355-812b-4c6a-878f-1c790b443...</div> <div>Date and time 02.10.2013 16:51:18</div> <div>Recording station Sound Block 1 (H199.090.0: 144)</div> <div>Channel name 1</div> <div>Subscriber 1 Wiese</div> <div>Subscriber 2 Lambert</div> </div>			
00:00:50	00:00:51	00:00:01.0	
00:00:51	00:01:28	00:00:37.0	

Figure 72: Corrupt file fragment



Double-click the fragment to play it. The playback will start from the timestamp shown in the **Start** column.

4.5.5 Deleting Recordings

Recording deletion implies deleting the audio file, the video file and the recording info from the DB.

To delete a recording or mark it to delete, select the **Delete** option from its shortcut menu hit the **Delete** key. You will then see the dialog shown on Figure 73.

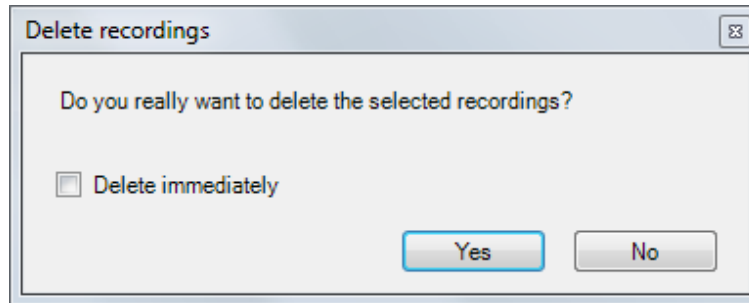



Figure 73: Deleting recordings dialog

Tick the **Delete immediately** checkbox to delete the file(s) and the info stored in the DB right away.

To confirm deletion, click **Yes**. If you decided to delete the recording immediately, the deletion process will start straight away.



In case you send a request to delete a recording (with **Delete immediately** checkbox ticked) while its playback is in progress, the playback will be stopped and the recording will be unloaded from the player. If the recording is being played back on another client application instance, you will be unable to delete it.

In case you have left the **Delete immediately** checkbox unticked, the recording will be marked as  in the column highlighted on Figure 74. Such recordings are stored on the disk and in the DB until you delete them manually or through the cyclic recording mode.

Start pa...		Statistics		Call stats		VIP Cus...		Screen Cap...		To proc...	
Date and time		Subscriber 1		Subscriber 2		VIP					Full name 2
10/22/2014 11:28:20	00:00:14	3001		3002							
10/22/2014 11:28:01	00:00:16	3001		3003							
10/22/2014 11:27:30	00:00:18	3001		3002							
10/22/2014 11:27:30	00:01:03	3002		3001							
10/22/2014 10:49:58	00:00:14	3001		3002							
10/22/2014 10:49:38	00:00:16	3001		3003							

Figure 74: Displaying the recordings marked to delete

To delete multiple recordings, select them in the list and click the **Delete selected** option in the shortcut menu or hit **Delete**. The process of deleting multiple recordings is similar to that of a single one.

4.5.6 Printing Recording Info

While printing out recording data, the information will be displayed as a table containing the same fields as the recording list. Only fields displayed on your screen in the print preview dialog will be printed out.

To print out data for various recordings, select these recordings in the list. Open the shortcut menu and click **Print**. Adjust printable area as shown in Figure 75.

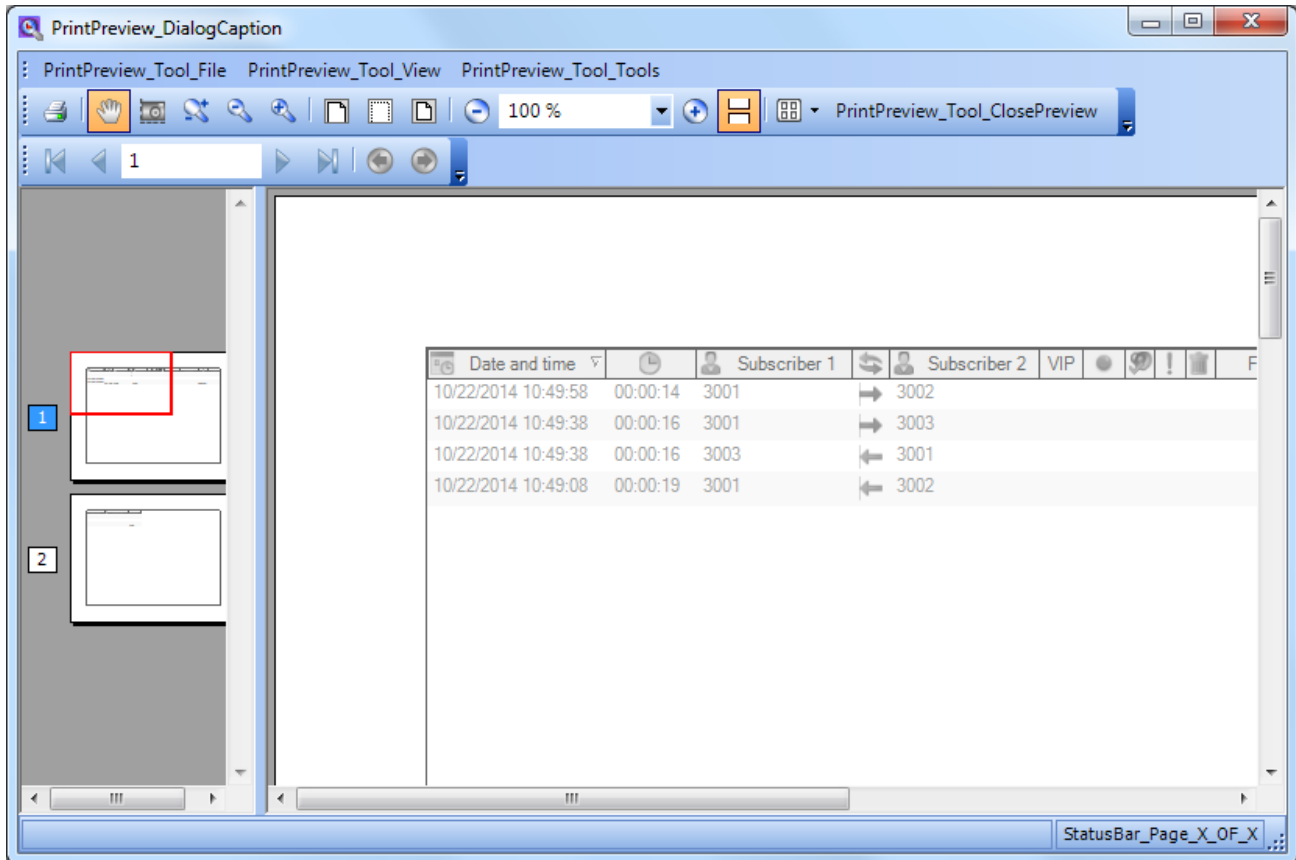



Figure 75: Print preview dialog

Once you have adjusted printing parameters, click  in the dialog toolbar. To close the dialog, click **Close**.

4.5.7 Exporting Recordings

To export recordings and related files and data, select the recordings in the list and click the **Export** option in the shortcut menu.

To export complex recordings (see also [4.3.5](#)):

- If you want to export the entire recording or each simple recording it includes, select the complex recording title (Fig. 76):

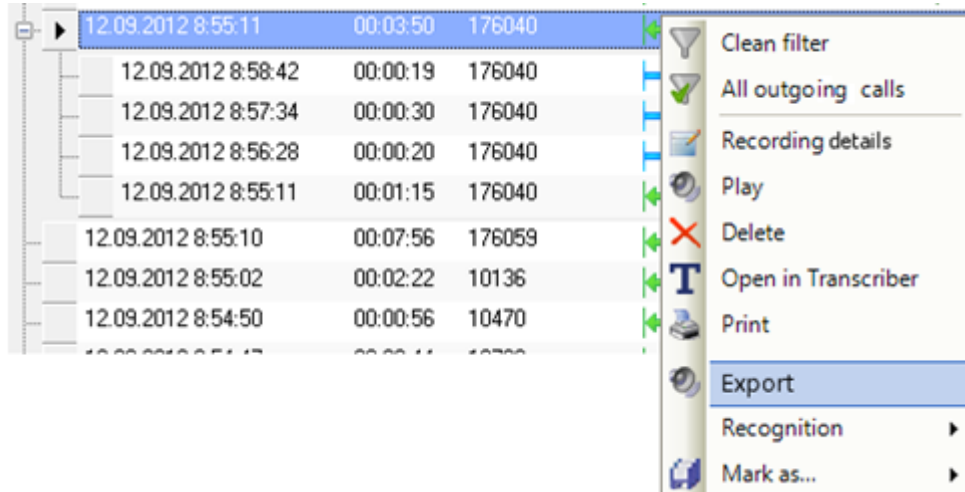


Figure 76: Exporting the entire complex recording

- In case you only need to export some specific parts of the complex recording, select just the relevant titles (Fig. 77):

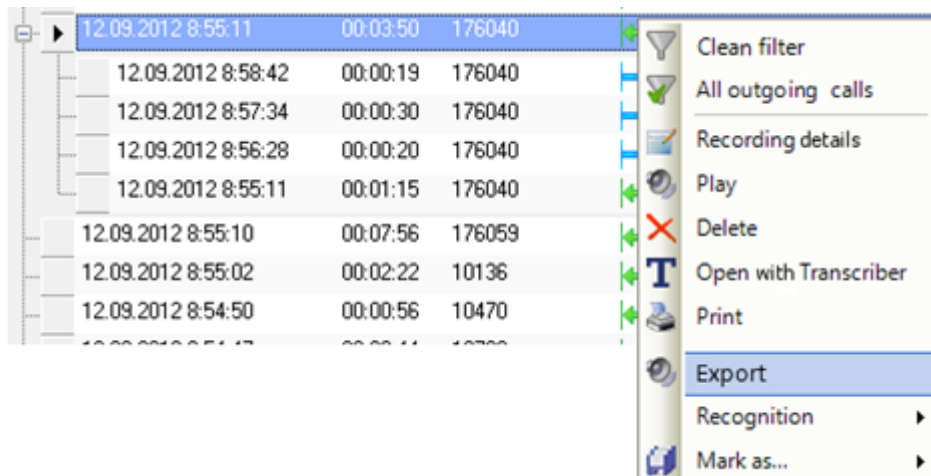


Figure 77: Exporting specific parts of a complex recording

Configure exporting options (Fig. 78).

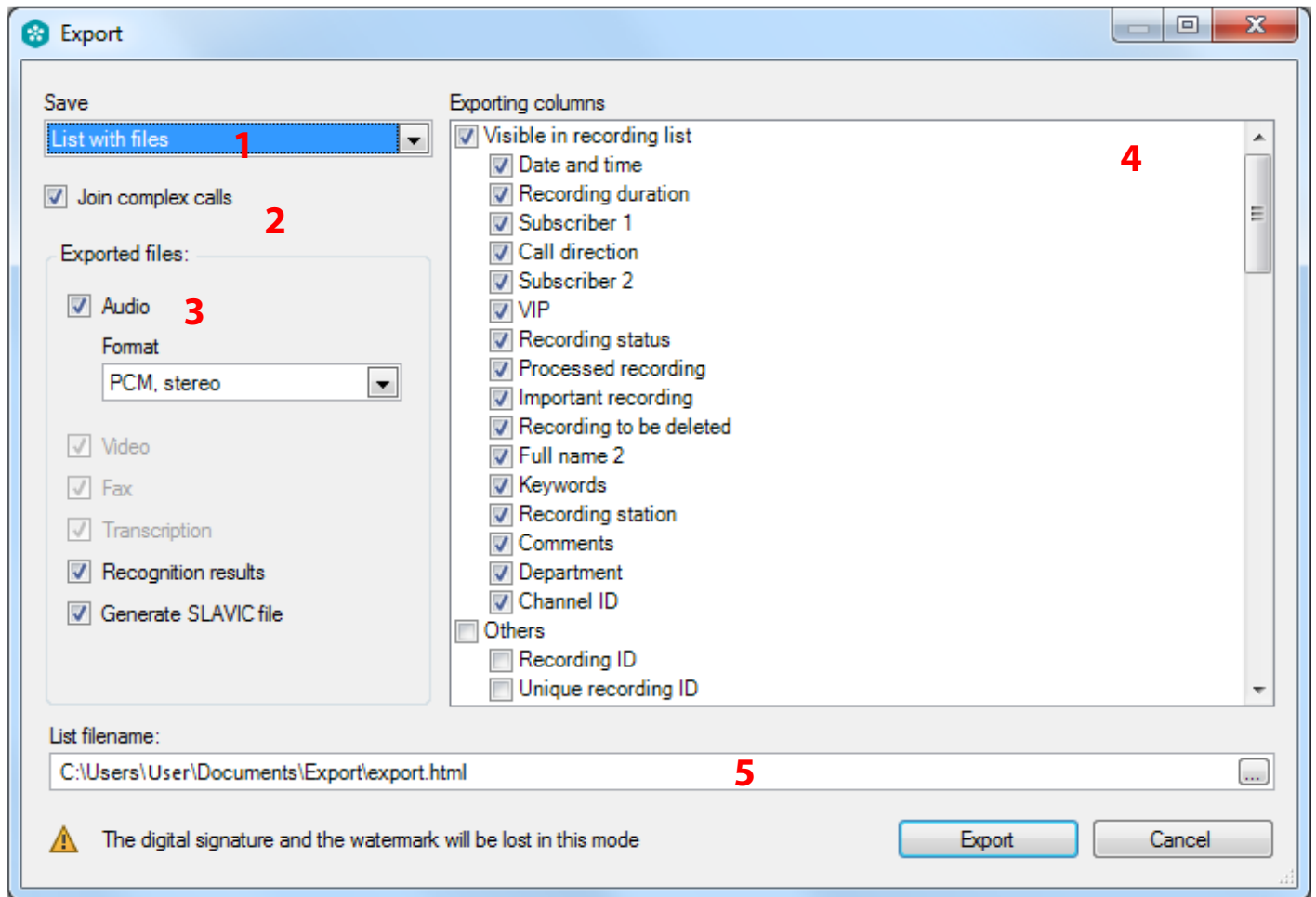


Figure 78: Exporting options

- 1** File saving mode selection
- 2** Complex recording export mode selection
- 3** File types to export
- 4** Columns displayed in the list to export
- 5** Field for specifying file name

Select file saving mode (Fig. 79):

List: exporting only the list containing recording info (Fig. 80).

List and files: exporting recordings, related files and the recording list containing recording info and file links.

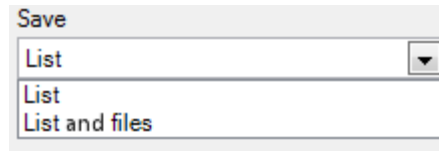


Figure 79: Selecting file saving mode

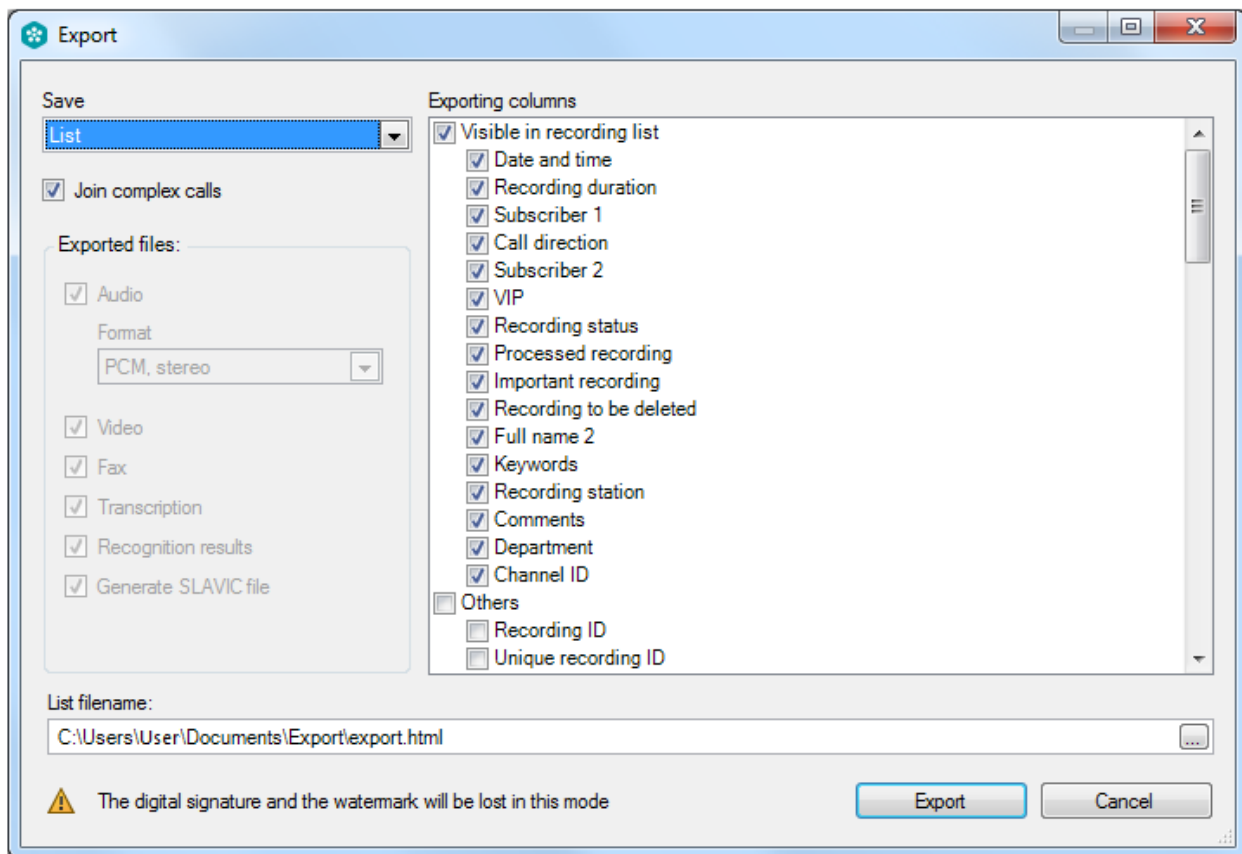


Figure 80: List exporting mode

Going forward, **List and files** exporting process is described (Fig. 81).

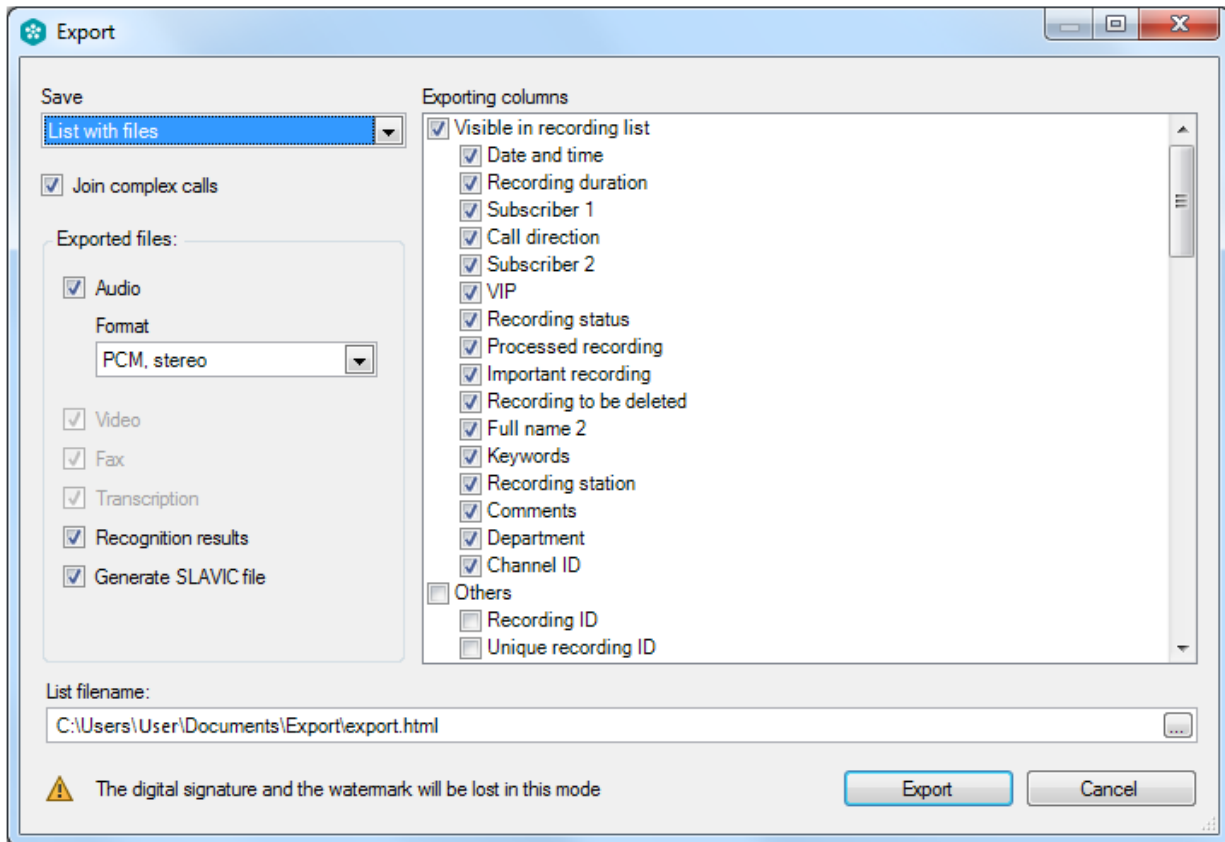


Figure 81: Exporting list and files

Tick the **Join complex calls** checkbox to save multiple simple recordings, included into a complex one, into a single audio file and keep their original order. This way, there will be a single audio file and a single row in the exported list for each complex recording. If you have not selected any of the simple recordings, they will not be merged.

If the merge option is disabled, there will be a single audio file and a single row in the exported list for each simple recording.

Specify if you wish to export audio files (**Audio** checkbox). From the dropdown list, select a codec to use for converting audio files (**Codec** field, see Fig. 82). If the merge option is active, audio file conversion is mandatory.

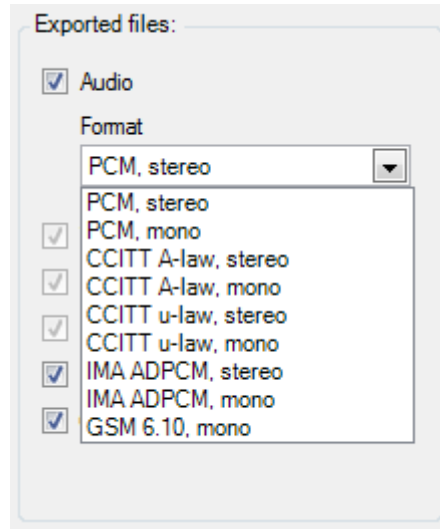


Figure 82: Selecting a codec

When the merge option is disabled (Fig. 83), you can select more file types to export.

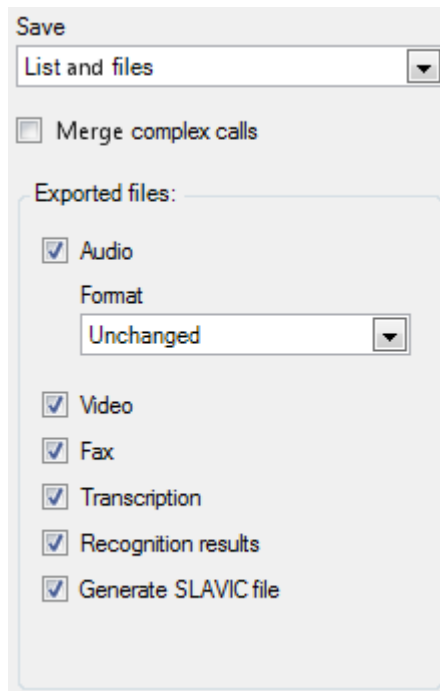


Figure 83: Exporting with the merge option disabled

Video: agent video screen capture in the original format.

Fax: decoded fax messages in **bmp** format.

Transcriptions: transcriptions in **doc** format obtained through the **Transcriber-Word** module.

Recognition results: full text recording recognition results in **rtf**, obtained through **FTR Service**.

When the merge option is off, you can save the file in its original format (see **Unchanged** in the **Codec** filed) or convert it to a specified format.



To save the digital signature and the watermarks embedded into the file, you have to export it in the original format (select the **Unchanged** option).

When the merging option is enabled (Fig. 84), the related files (video recordings, decoded fax messages, transcriptions) are not exported (you will not be able to select them in the **Exported files** area). Simple recording recognition results will be merged into each complex recording and saved into a single file.

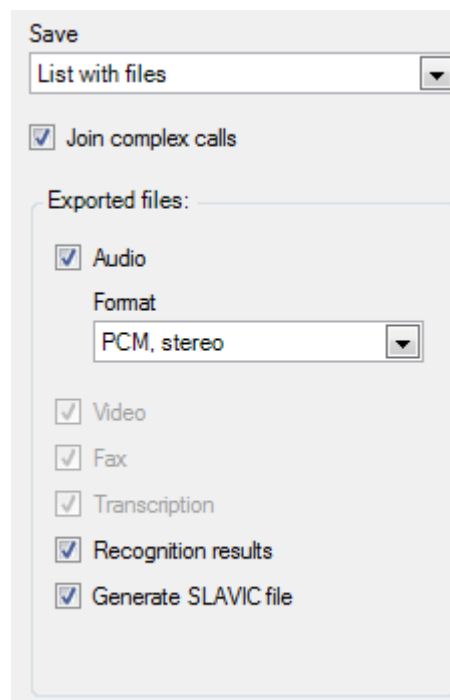


Figure 84: Exporting with the merging option on

A **SLAVIC** file (see **Generate SLAVIC file** checkbox) is a container storing the date on linked audio and video files. You can play such a file in **SL2Player** which synchronizes audio and video playback. You can generate a **SLAVIC** in case either an audio or a video file is missing. If both are missing (neither **Audio** nor **Video** checkbox is ticked), creating a **SLAVIC** file option is unavailable.

In the **Columns to export** list (Fig. 85) there are two groups of the recording list column titles:

Visible in recording list: columns currently displayed in the recording list.

Other: all the rest of the columns.

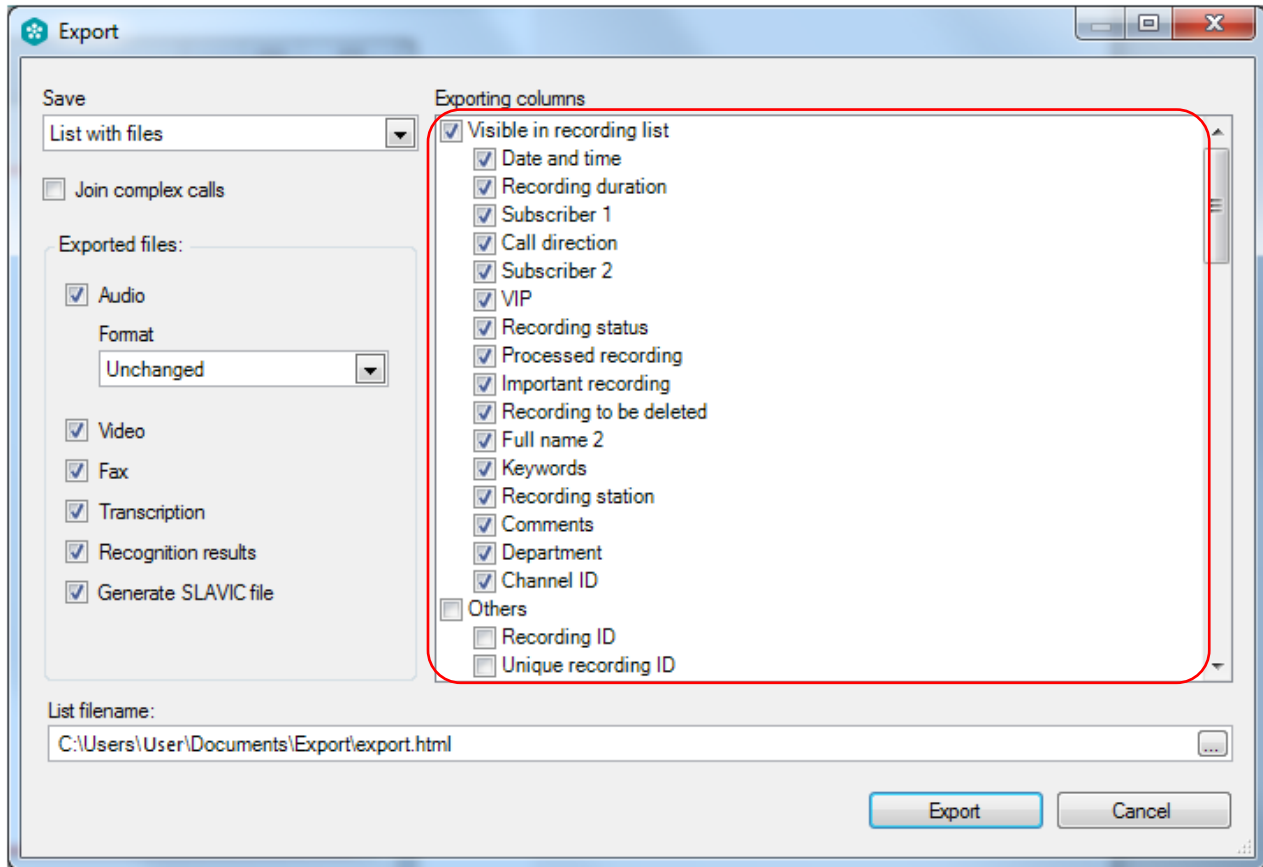



Figure 85: Selecting columns to export

Tick the checkboxes near the column titles to export the relevant columns.

In the **List file name** field specify the file name (including the path) for the recording list file. You can either enter the file name manually (all non-existing folders will be created automatically) or select it using a typical **Windows** dialog after clicking .

The recommendable option is to save the file into an empty folder. You can save it in **html**, **xls**, **xlsx**, **csv** or **xml** formats (Fig. 86).

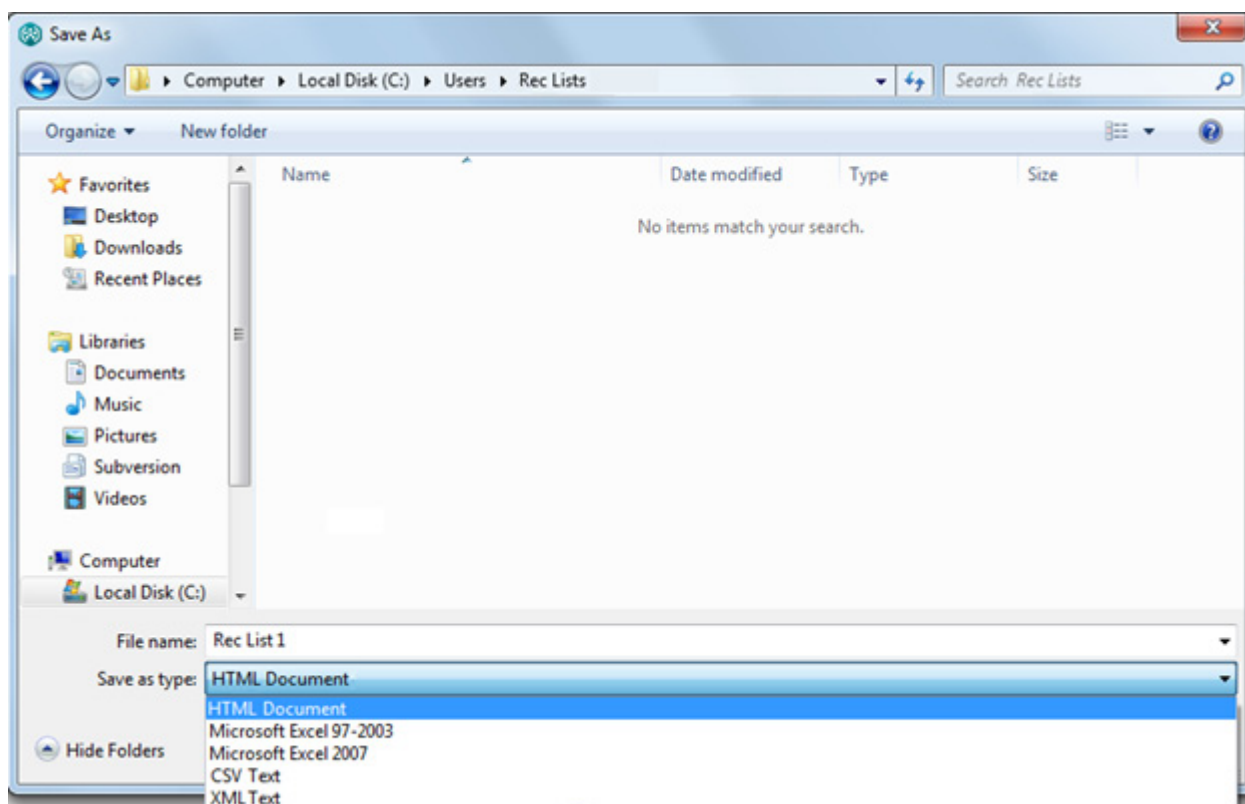


Figure 86: Saving the file

To export the list and the files, click the **Export** button (Fig. 87).

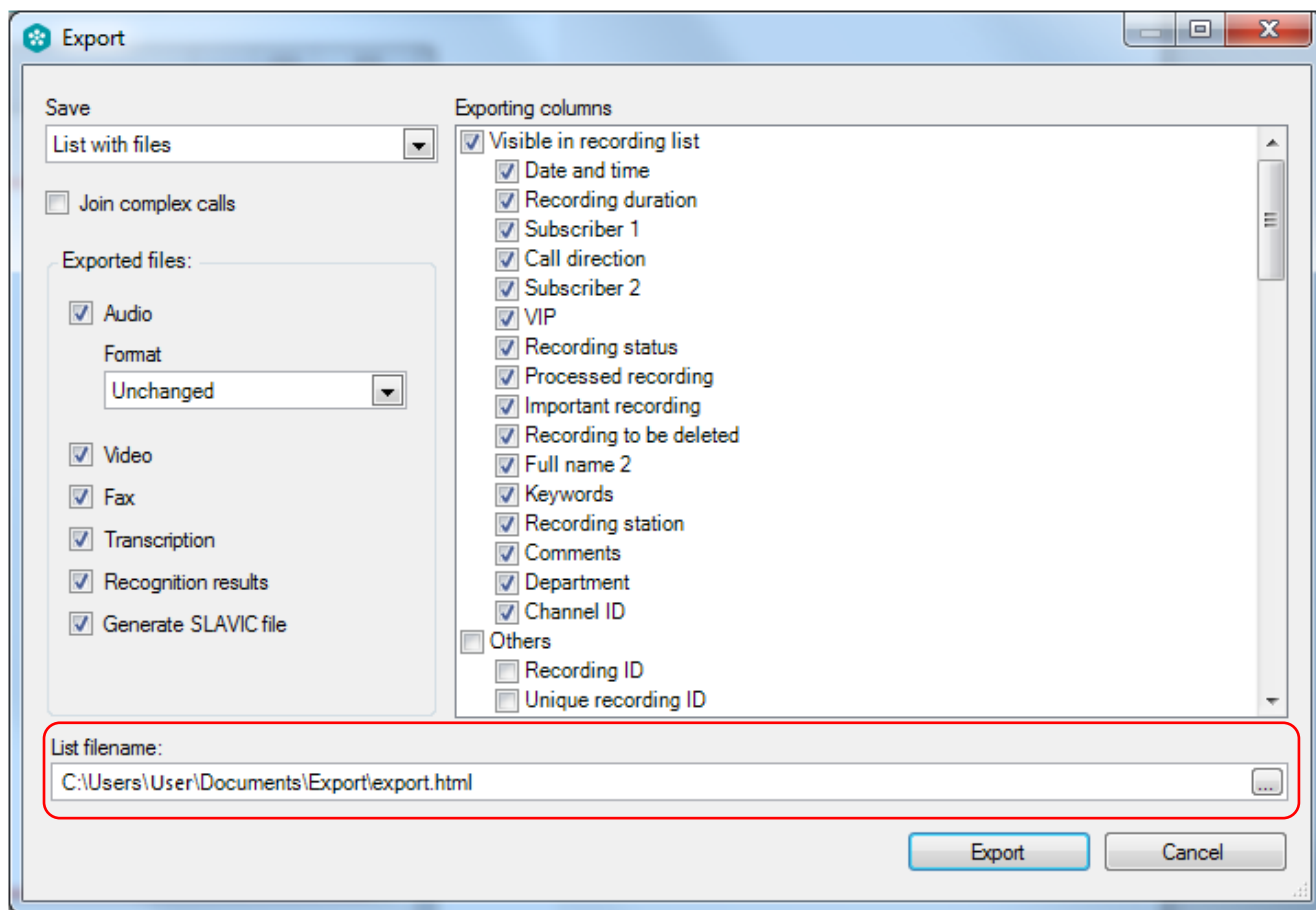


Figure 87: Exporting

Wait until the export is complete (Fig. 88).

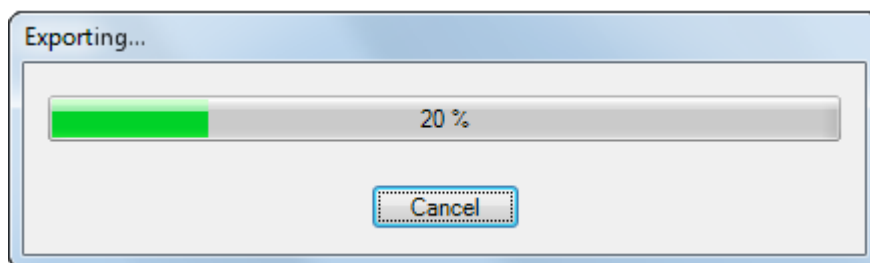


Figure 88: Exporting status bar

To view the file, click **Yes** in the dialog that will pop up (Fig. 89).

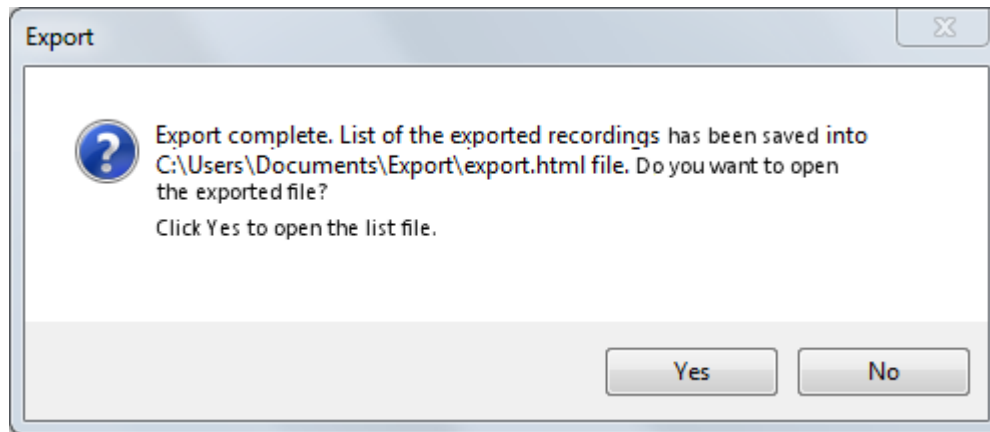


Figure 89: Export result message

The file will be opened with an application which is used by default in your system for such file types. Figure 90 shows an example of an HTML file opened in a web browser.

Smart Logger II Export. 10/23/2014 2:58:15 PM


Date and time	Recording duration	Subscriber 1	Call direction	Subscriber 2	VIP	Recording status	Processed recording	Important recording	Recording to be deleted	Full name 2	Keywords	Recording station	Comments	Department	Channel ID	Files
10/23/2014 2:19:32 PM	00:00:21	6649	Outgoing	95762713	No	Completed	No	No	No			NEZALLIN				wav rtf slavic
10/23/2014 2:18:33 PM	00:02:13	6692	Outgoing	6666	No	Completed	No	No	No			NEZALLIN				wav rtf slavic
10/23/2014 2:17:11 PM	00:01:12	1212	Incoming	asterisk	No	Completed	No	No	No			NEZALLIN				wav rtf slavic
10/23/2014 2:17:11 PM	00:01:15	1111	Incoming	asterisk	No	Completed	No	No	No			NEZALLIN				wav rtf slavic
10/23/2014 2:15:55 PM	00:03:57	6611	Incoming	asstest2	No	Completed	No	No	No			NEZALLIN				wav rtf slavic
10/23/2014 2:15:48 PM	00:02:09	6649	Outgoing	95762713	No	Completed	No	No	No			NEZALLIN				wav rtf slavic

Figure 90: Exported list

The list includes info on each recording, as well as links to the exported files (if **List and files** export mode was selected). According to the files linked to a recording and the file types selected in the export dialog, the **Files** column may list links to the following file types:

- **wav, sl2:** audio files
- **wmv, rvf:** video files
- **bmp:** fax message graphic file
- **doc:** transcription
- **rtf:** full text recognition result
- **asr:** info on keywords found with **ASR Engine** module

- **slavic**: a container for linked audio and video files

In case complex recordings were exported with merging option disabled, they will have the  icon located on the left. Click this icon to view the info on simple recordings included in the complex ones (Fig. 91).


Recording ID	Date Time	Recording Duration	Caller 1	Call Direction	Caller 2	Important Recording	Agent	Keywords	Note	Files
 201309380005739	12.09.2012 23:19:44	00:03:47	172641	Incoming	3433799605	No	Marilyn Wiese			
Recording ID	Date Time	Recording Duration	Caller 1	Call Direction	Caller 2	Important Recording	Agent	Keywords	Note	Files
201309380005700	12.09.2012 23:23:04	00:00:27	172641	Incoming	3433799605	No	Marilyn Wiese	thank you, good service	complaint	wav slavic
201309380005722	12.09.2012 23:21:51	00:00:43	172641	Outgoing	3433799605	No	Annie Jackson	thank you		wav slavic
201309380005739	12.09.2012 23:19:44	00:01:57	172641	Incoming	3433799605	No	Matthew Lindstrom	company	good quality service	wav slavic
201309380004374	12.09.2012 23:19:30	00:02:36	18776	Incoming	9261714525	No	Thomas Jones	kind		wav slavic

Figure 91: Viewing complex recordings

In case you selected **List and files** mode while exporting, a dedicated subfolder will be created for files within the same folder where the recording list is stored.

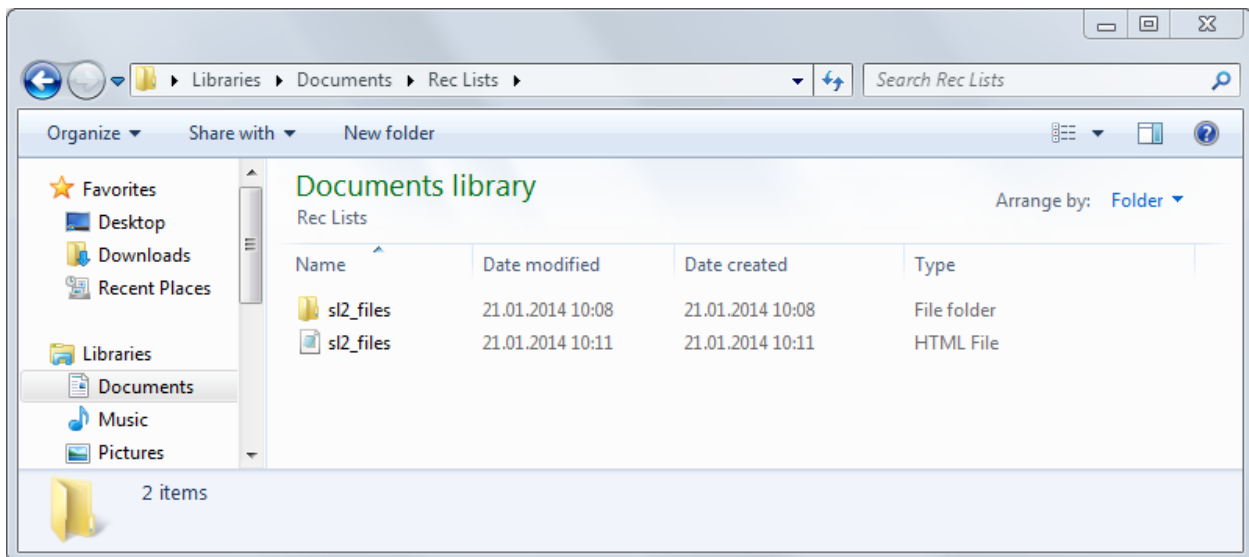


Figure 92: Export results

This subfolder will store audio files, videos, transcriptions and other files selected to export (Fig. 93).

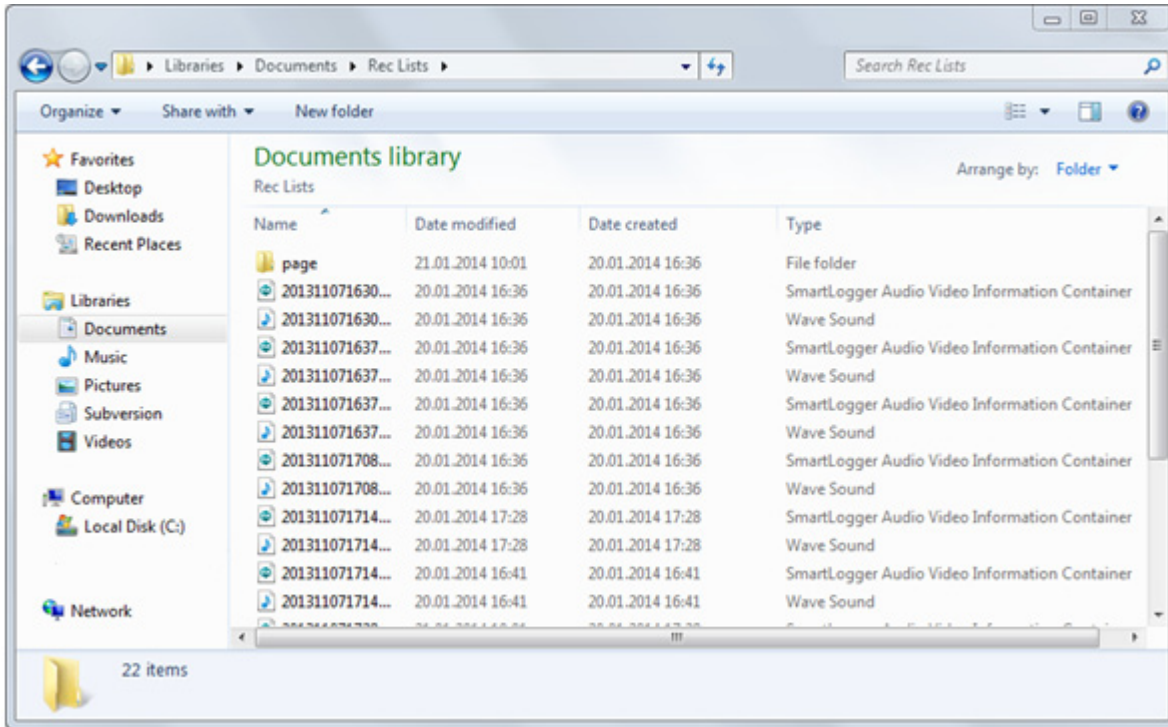


Figure 93: Exported files

Related files, such as web page styles, are saved into the **page** folder.

4.5.8 Recording Color Labelling

You can use recording color labels to mark current recording statuses.



You can label only the recordings which were previously saved. To label a recording that is still in progress, use the **Mark as** option from the channel shortcut menu (see [4.1.7 Managing Channels during Recording Process](#)).

To mark a recording with color, select it in the list and click **Mark as** in the recording shortcut menu, then select a relevant status from the nested menu according to the color code.

You may also want to use the keyboard shortcuts listed in the menu (Fig. 94).

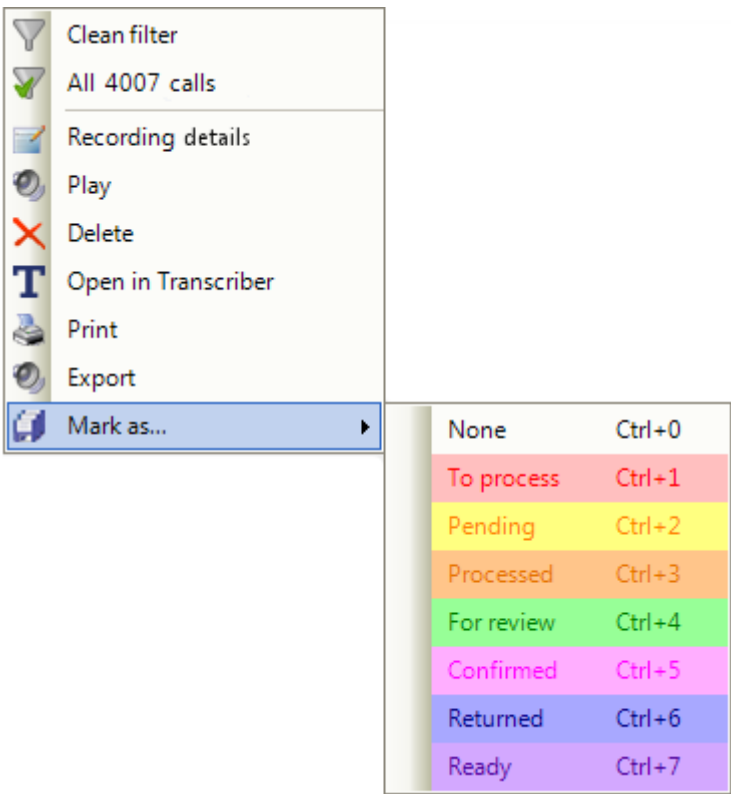


Figure 94: Recording color labelling

The recordings with a status selected will be highlighted with the relevant color (see Fig. 95).

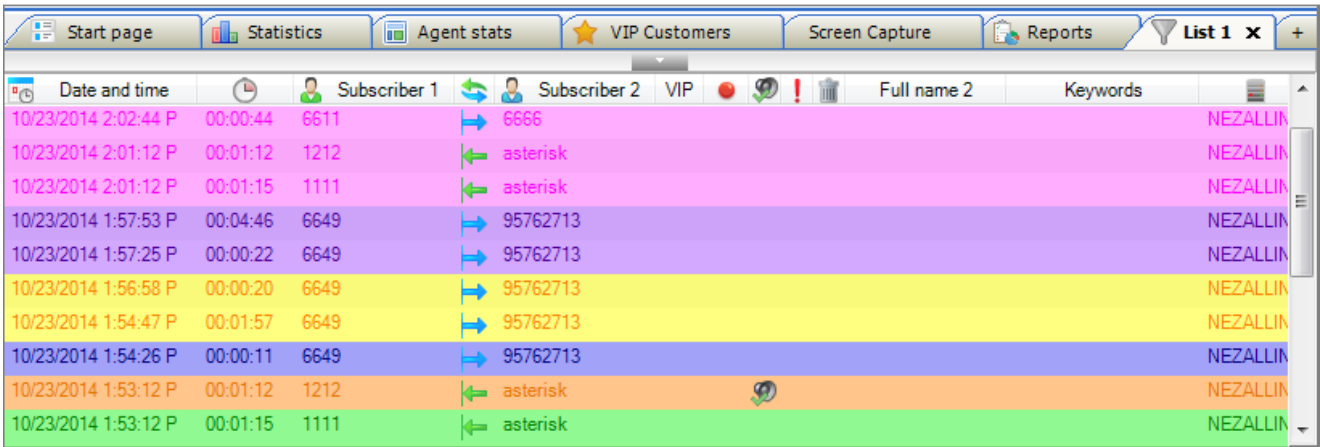


Figure 95: Recording list color code

You can customize recording statuses and their respective color codes. For in-depth information on color label configuration and default color labels, please refer to [5.4 Color Labels](#).

4.5.9 Recording Transcriptions

When transcription is enabled, **Smart Logger II** creates a **doc** file containing conversation script and related info. Transcribing is performed by means of the **Transcriber Caesar** module within the system. It is a software module is a **Microsoft Word** add-in designed for quick conversation transcription.

To transcribe a recording, select the **Open with Transcriber** option from the recording shortcut menu.



For more in-depth information on working with the transcription module, please refer to **Transcriber Caesar Recording Transcription Module. User Guide**.











4.6 Audio and Video Playback

4.6.1 Feature Overview

Smart Logger II can play back the following types of data:

- Saved conversation recordings
- Saved video screen captures
- Live monitored audio signals
- Live monitored videos

To play back a piece of data of any of the types mentioned above, use the player area. Below there is a list of actions you can perform using the player. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	Player Elements	Guide Sections
Viewing signal oscillogram and current playback options	Oscillogram, timescale, indication elements	4.6.2
Managing audio and video playback	    etc.	4.6.3
Special audio playback modes (tempo correction, noise reduction, etc.)	   1,0 	4.6.4
Viewing and managing colored marks	Oscillogram	4.6.5
Viewing audio file properties		4.6.7
Unloading an audio file from the player		–

Feature	Player Elements	Guide Sections
Configuring playback options	 / Ctrl+Shift+O shortcut	4.6.6
Viewing file authentication results		4.5.4

4.6.2 Player Interface

Figure 96 shows how the **Player** area may generally look like.

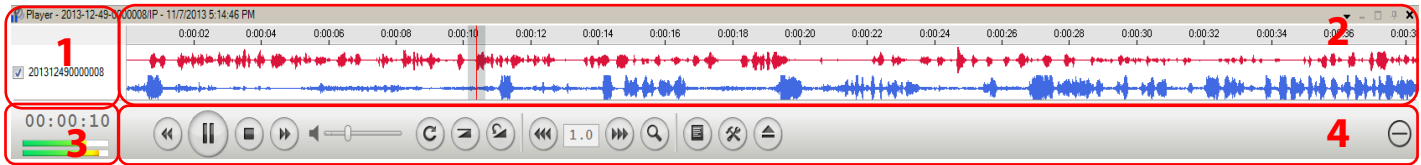


Figure 96: Player interface elements

- 1 Recording ID's or agent names
- 2 Audio signal oscillogram
- 3 Indication elements
- 4 GUI controls for managing playback and configuring options

There may be multiple recording ID's in the relevant area (Fig. 96) in case multiple recordings are being played back. According to the system options, you can have agent name(s) here instead of recording ID's.

The oscillogram area (Fig. 96) includes two charts corresponding to the left and the right channel signals, the timescale and the colored marking option for specific fragments of the recording. Each channel refers to Subscriber 1 or Subscriber 2. The upper track displays the left channel signal; the lower one is for the right channel signal. The red vertical line which is moving while a recording is being played back locates the current moment of playback.





The number of channels displayed in the oscillogram area depends on the recording source. Analog lines are recorded through a single channel. Recording through multiple grouped channels may include up to eight channels (see [4.1.6 Multichannel Recording](#)).

Indication elements (Fig. 96) display the timestamp of the current playback moment and track signal levels in both left and right channels (for stereo signals).

Interface elements for playback management (Fig. 96) are designed to manage audio and video playback, as well as to configure playback options.



The player buttons for toggling modes change their look depending on the mode status. When the mode is enabled, the button will highlight blue and go sunken. For example, when loop playback mode is off, the relevant button for toggling it looks like ; when it is activated, the button changes to .

When multiple recordings are being played back at the same time (**Play simultaneously** option from the recording shortcut menu), the oscillograms will be placed in a column, one below another (Fig. 97). Use the checkboxes near recording ID's or agent names to mute or unmute a recording.

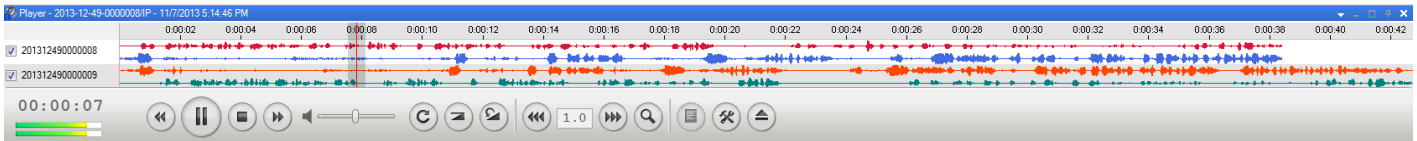


Figure 97: Simultaneous playback

For simultaneous playback, actual recording time is relevant. For instance, if you selected two recordings, there will be a delay between playing back the first one and the other. The delay depends on the time period which separates the recording time of the first and the second audio file.

To change the oscillogram scale (width), spin your mouse wheel when the **Player** area is active (Fig. 98).

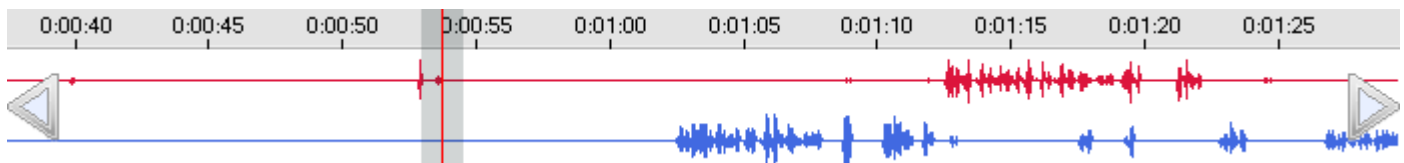


Figure 98: Scaling the oscillogram

When zoomed in, the oscillogram area displays triangular controls in its left and right part; these controls enable horizontal scrolling.

HTTPS **.wmv** file playback enables video caching. The caching process is displayed below the oscillogram (Fig. 99).

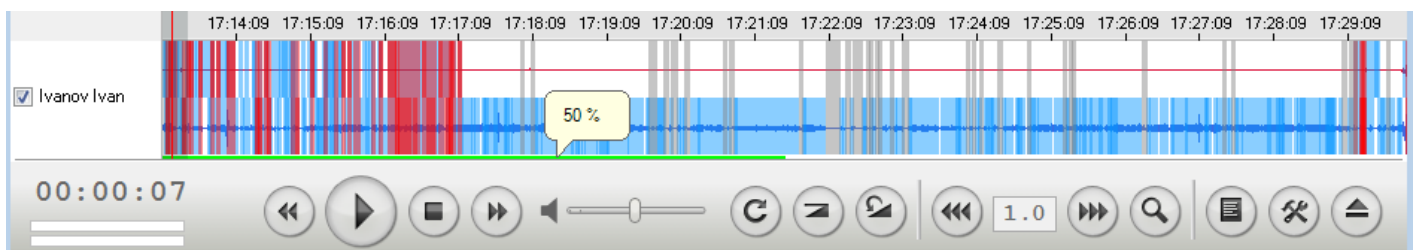





Figure 99: Video file caching

4.6.3 Managing Playback

To manage audio and video playback, use the following player UI elements:

-  Start/resume playback (shortcut **Ctrl+Shift+L**)
-  Pause (shortcut **Ctrl+Shift+L**)
-  Stop (shortcut **Ctrl+Shift+S**);



Go to the previous recording in the list (if less than a 2-second fragment has been played back so far) or start playing the current recording from the beginning (shortcut **Ctrl+Shift+P**)



Go to the next recording (shortcut **Ctrl+Shift+N**)

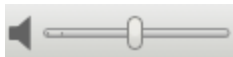


Enable/disable loop playback. When this mode is on, **Smart Logger II** will play back a fragment of a recording cyclically. By default, the fragment duration is 3 s. When the player reaches current vertical mark position, it will start playing the fragment in question all over again. To specify a custom loop interval, go to player options and enter the desired value into the **Loop duration (s)** field. If the loop interval is less than the area defined by the current vertical mark position, **Smart Logger II** will start playing back the recording from the beginning.

The button look changes when the mode is activated and deactivated. When enabled, the button is highlighted blue. The button toggles the mode once you click it.



Go to the next speech fragment (the closest to the current moment of playback). This button may be quite helpful when there is a long silent interval in the recording you are playing back and you need to quickly reach a fragment where the callers start talking again.



Change sound volume

4.6.4 Special Modes

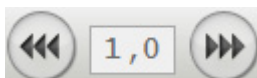
While playing back the recordings, you can enable various special modes. Each mode and button for enabling/disabling it is described below.



Automatic gain control (AGC) mode. In a playback channel, AGC is performed within the range specified in the **AGC range** field of the **Player options** dialog. The button look changes when the mode is activated and deactivated. When enabled, the button is highlighted blue. The button toggles the mode once you click it.



Adaptive noise reduction mode. In a playback channel, adaptive noise reduction is based on the values specified in **Noise reduction: mode** and **Noise reduction: threshold** fields located in the **Player options** dialog. The button look changes when the mode is activated and deactivated. When enabled, the button is highlighted blue. The button toggles the mode once you click it.



Tempo correction mode. To slow down or speed up the playback tempo between **0.3** and **3.0** with no pitch distortion, click the or button respectively (0.1 per click). You can view the current tempo value in the box between these two buttons.

You may enable or disable any of the modes described above while playback is in progress. In this case, audio playback options will be immediately modified. For more in-depth information on managing special modes, please refer to [4.6.6 Player Options](#).

4.6.5 Working with Colored Marks

You can use oscillogram colored marks (both pre-configured and custom) to add and store the info related to any fragments of the recording.

To manage colored marks display options, use the player shortcut menu which is available by right-clicking on the timescale (Fig. 100).

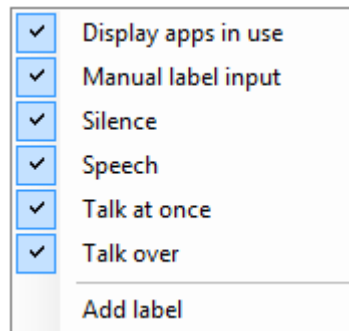


Figure 100: Timescale shortcut menu

This shortcut menu includes the following elements:

Display apps in use

Tick the checkbox to show which apps the callers used throughout the conversation.

Manual label input

Tick this checkbox to display custom labels.

Silence

Tick this checkbox to mark fragments where both callers say nothing.

Speech

Tick this checkbox to display the fragments where one caller at least is talking.

Talk at once

Tick the checkbox to mark out the fragments where the callers talk over one another.

Talk over

Tick this checkbox to highlight the fragments where one caller interrupts the other.

Add label

Allows you to create a custom mark, enter a custom comment and use it for marking the recordings.

Check all the relevant checkboxes to highlight the desired fragments on the oscillogram; untick the checkbox(es) in case you no longer need those fragments highlighted.



Talk over, Silence, Talk at once and **Speech** marking info is saved into the file while the latter is being recorded. Keyword info is stored in the DB. The info displayed upon ticking **Custom marks** checkbox is saved into the DB after each custom mark has been added (see **New mark** shortcut menu option).

You can customize color code applied to the marks (see [5.6 Assigning Color Codes for the Player](#)).

To add a new custom mark, right-click the oscillogram area and select the **New mark** option (see Fig. 100). In the dialog that will pop up, enter a comment and click **OK** (Fig. 101).

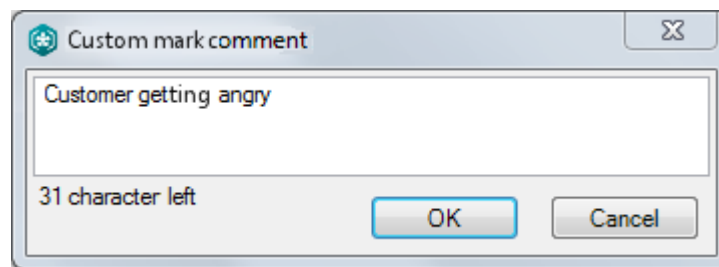


Figure 101: Entering a comment to a custom mark

The mark will then be displayed on the oscillogram if the **Custom marks** checkbox in the timescale shortcut menu is ticked. You can see your comment when aiming your mouse pointer at the mark (Fig. 102).

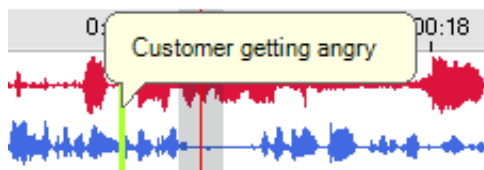


Figure 102: Viewing a custom mark on the oscillogram

To edit the mark comment or remove the mark, right-click it and select the required option from the shortcut menu (Fig. 103).

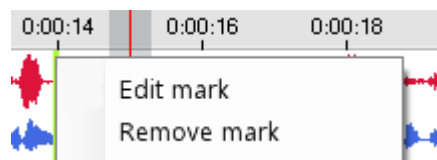



Figure 103: Options for editing and removing a mark

When editing, enter a new comment as shown on Figure 101.

When removing, you will have to confirm the action.

4.6.6 Player Options

To view or modify player options, click the  button in the **Player** area (shortcut **Ctrl+Shift+O**). You will see the **Player options** dialog shown on Figure 104.

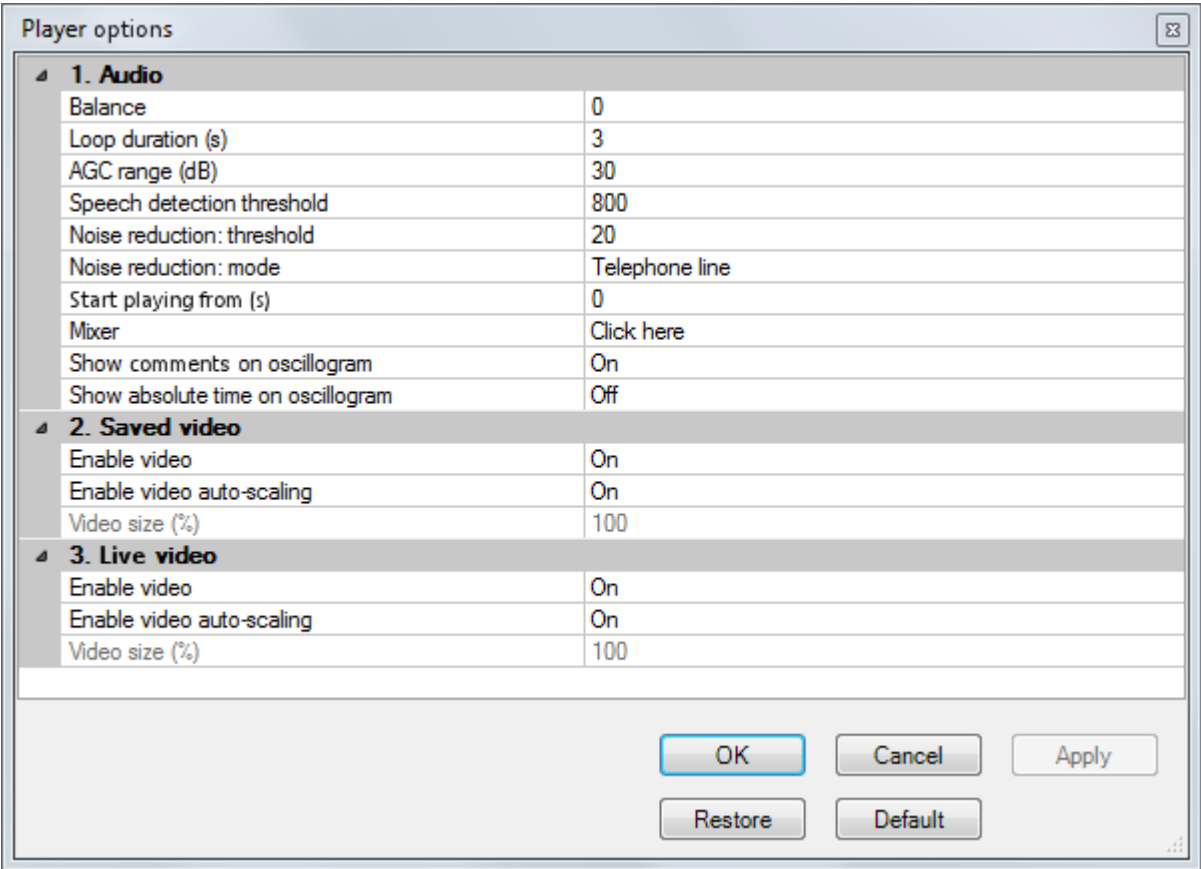


Figure 104: Player options dialog

Use the sliders to set the numeric values; the range boundaries are determined by threshold values. The **1. Audio** options (Fig. 105) contain the fields described below.

1. Audio	
Balance	0
Loop duration (s)	3
AGC range (dB)	30
Speech detection threshold	800
Noise reduction: threshold	20
Noise reduction: mode	Telephone line
Start playing from (s)	0
Mixer	Click here
Show comments on oscillogram	On
Show absolute time on oscillogram	Off

Figure 105: Audio options

Balance

Stereo signal balance in both right and left channel. A positive value shows a balance shift towards the right channel, while a negative value means a balance shift towards the left channel.

Loop duration (s)

Indicates the duration if a fragment to playback when the loop playback mode is on.

AGC range (dB)

Range of the input signal change used to adjust the level.

Speech detection threshold

Minimum level of the signal (in dB) recognized as speech.

Noise reduction: threshold

Maximum level of the signal (in dB) identified as noise.

Noise reduction: mode

A mode selected from a dropdown list according to the signal source used for audio recording. The only options are **Telephone line** and **Microphone**.

Start playing from (s)

A value in seconds indicating the timestamp from which the playback will start. Configure this option to avoid playing back from the very beginning (e.g. if the recording starts with answering machine or fax signals).

Mixer

Options used to configure multichannel recording playback.

Show comments on oscillogram

Use this option to enable or disable displaying comments to the custom marks. Select **On** to display the comment text when aiming the mouse pointer at the mark, and **Off** to disable the comments.

Show absolute time on oscillogram

Select **Off** to display the time kept from the recording start; select **On** if you want the time scale to show the real time when the recording was made.

To access the mixer options, click the  icon located to the right of the **Mixer** field (Fig. 106).

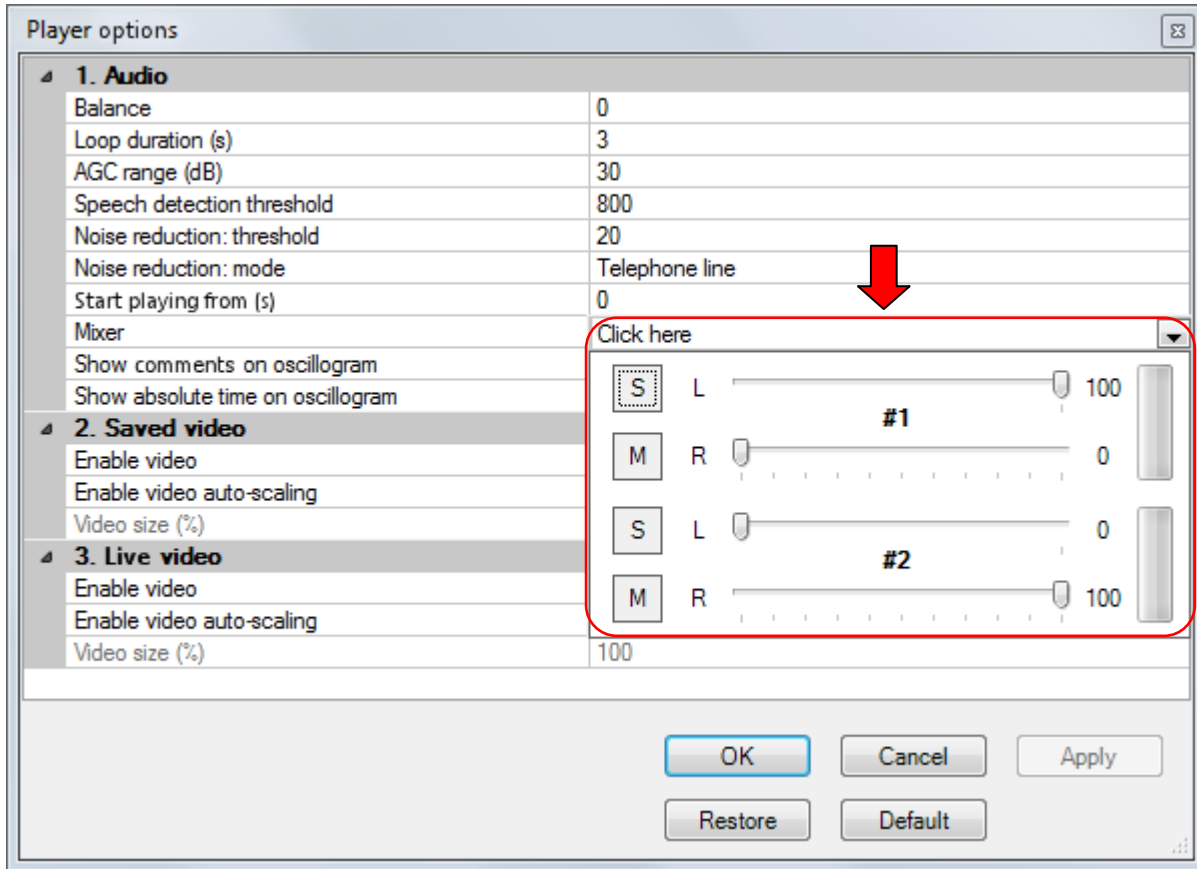


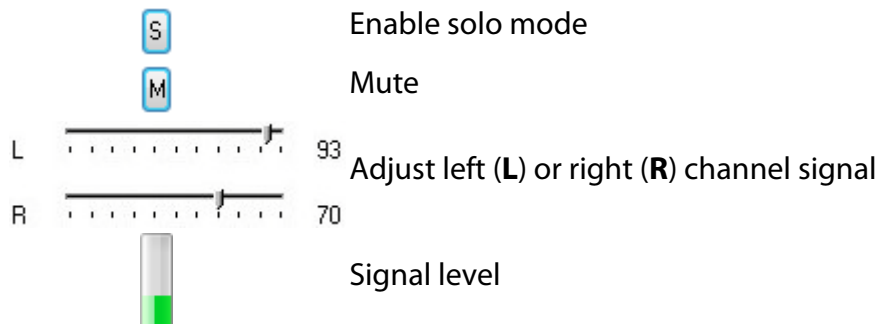
Figure 106: Mixer options

Use mixer options to adjust signal level in both right and left channel. The first two sliders adjust track 1, the other two manage track 2).



You cannot use the mixer when playing back the recordings that include more than 20 channels.

You have the following controls available to adjust each channel:



Mixer options are applied once edited and may be modified while playback is in progress.

Enable the **Solo** mode to playback the channel in question only; use the **Mute** mode to mute it. You can enable the **Solo** mode only for a single channel; you can mute multiple channels, though. To disable either mode, click **S** or **M** once again.

The **2. Saved video** options (Fig. 107) include the following fields:

2. Saved video	
Enable video	On
Enable video auto-scaling	On
Video size (%)	100

Figure 107: Saved video options

Enable video

Use this option to enable (**On**) or disable (**Off**) saved video playback.

Enable video auto-scaling

Use this option to enable (**On**) or disable (**Off**) video auto-scaling, so that it may fit the video playback window size.

Video size (%)

A percentage determining video playback window size relative to the agent's screen resolution. When the **Enable video auto-scaling** option is on, this one is grayed out.

The **3. Live video** options (Fig. 108) include the following fields:

3. Live video	
Enable video	On
Enable video auto-scaling	On
Video size (%)	100

Figure 108: Live video options

Enable video

Use this option to enable (**On**) or disable (**Off**) live video playback.

Enable video auto-scaling

Use this option to enable (**On**) or disable (**Off**) video auto-scaling, so that it may fit the video playback window size.

Video size (%)

A percentage determining video playback window size relative to the agent's screen resolution. When the **Enable video auto-scaling** option is on, this one is grayed out.

The **Player options** dialog also includes the following buttons to handle changes:

OK: Apply changes and close the dialog


Cancel: Discard changes and close the dialog

Apply: Apply changes without closing the dialog

Restore: Restore the latest saved changes

Default: Restore default settings

4.6.7 Viewing Audio File Properties

To view the properties of an audio file, upload it to the player and click the  button. You will then see a window with the file format info (codec, sampling rate, sample bit count, stereo/mono) and the metadata the file contains (Fig. 109).

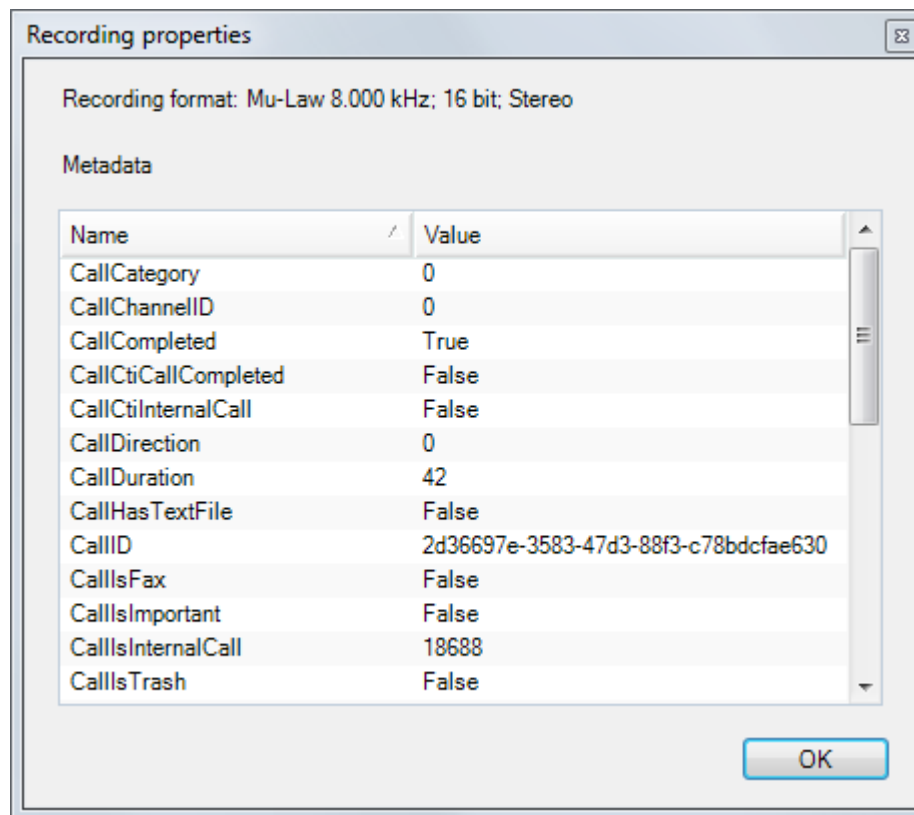


Figure 109: Audio file properties



Sample bit count may be displayed correctly only in case it was registered during the recording process.

The metadata list shows audio file tags and their values, i.e. related audio file info.

4.7 VIP Customer Contact List

4.7.1 Feature Overview

VIP customer contact list help you store information on important call center clients. The contact list also enables marking VIP customer conversations in the DB.

Below there is a list of features available when handling VIP customer information. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Viewing and searching through VIP customer contact list	Database area, VIP Customers tab	4.7.2
Adding VIP customer details and importing them from a CSV file	VIP Customers tab, Add new button	4.7.3 , 4.7.4
Editing VIP customer details	Selecting a customer from the list on VIP Customers tab	4.7.7
Deleting VIP customer details	VIP Customers tab, Delete option from the list shortcut menu	4.7.7
Viewing VIP customer details while handling a call	Recording area, Operators tab, VIP column	4.2.2
Viewing VIP customer details in recording lists	VIP column in recording lists	4.3.4 , 4.7.5
Searching for VIP customers' calls	Recording list > Filer menu option, Callers tab, VIP Customers area	4.4.3 , 4.7.6

4.7.2 Viewing VIP Customer List

VIP Customers tab in the **Database** area hosts the list of the VIP customers whose details are stored within the system. In the right part of the tab you can edit the details of the customer you selected in the list (Fig. 110).

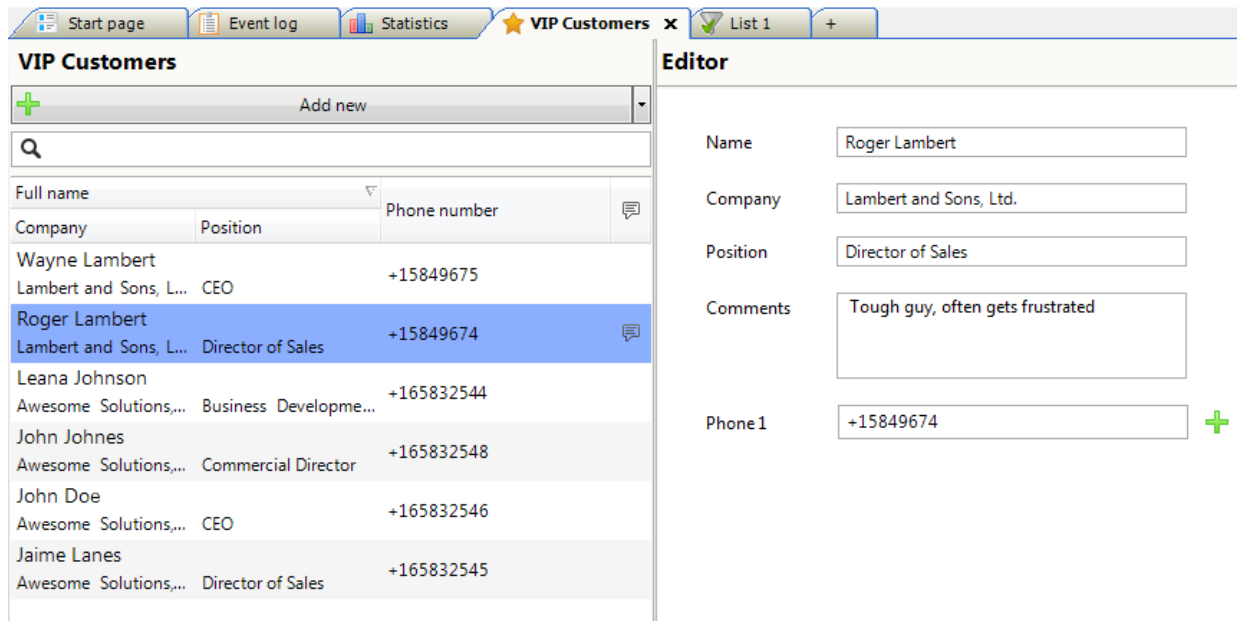


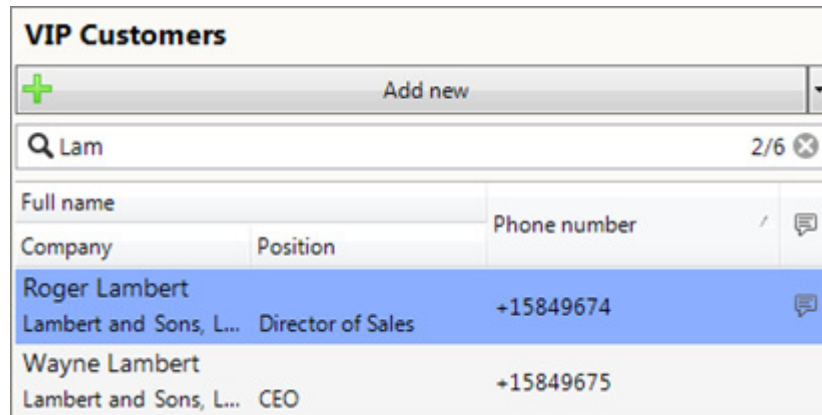
Figure 110: VIP Customers tab

VIP Customers tab details the following information on each customer:

- Full name
- Company name
- Position
- Primary phone number
- Comment icon (if any comment is present)

To sort the list, click the desired column.

To filter specific customers by their names, company names, positions, phone numbers and/or comment texts, start typing in the field located above the list (Fig. 111).



The screenshot shows a web interface titled "VIP Customers". At the top, there is a button with a green plus icon and the text "Add new". Below this is a search bar containing the text "Lam" and a "2/6" indicator with a close icon. The main area displays a table of customer information. The table has columns for "Full name", "Company", "Position", and "Phone number". Two rows are visible: "Roger Lambert" (Lambert and Sons, L... Director of Sales +15849674) and "Wayne Lambert" (Lambert and Sons, L... CEO +15849675). The first row is highlighted in blue.

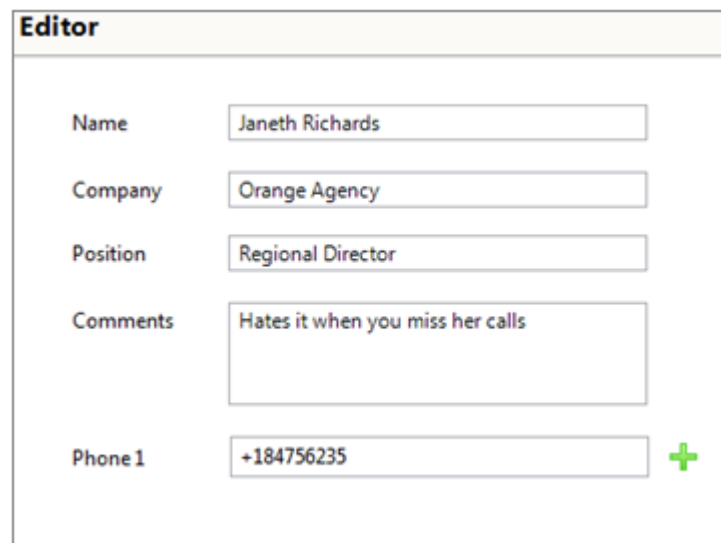
Full name	Company	Position	Phone number
Roger Lambert	Lambert and Sons, L...	Director of Sales	+15849674
Wayne Lambert	Lambert and Sons, L...	CEO	+15849675

Figure 111: Filtering VIP customers

To clear the filter and go back to the original list, click  or just clear the field with your **Backspace** key.

4.7.3 Adding New VIP Customer Details

To add a new VIP customer into the database, click the **Add new** button located above the list. Specify the customer details in the **Editor** area (Fig. 112).




The screenshot shows a form titled "Editor". It contains five input fields: "Name" (Janeth Richards), "Company" (Orange Agency), "Position" (Regional Director), "Comments" (Hates it when you miss her calls), and "Phone 1" (+184756235). A green plus icon is located to the right of the "Phone 1" field.

Figure 112: Specifying new customer details



Name and **Phone 1** fields are mandatory (at least one phone number must be specified).

To add another phone number, click  and enter it in the field that will show up (Fig. 113).

Phone 1

✖


Phone 2

✖

+

Figure 113: Entering a secondary phone number

You can add more phone numbers in the same way. To delete a number, click the ✖ button located in front of it.

 Each phone number in the VIP customer contact list must be unique.

Once you click **Save**, the phone numbers are checked automatically and any “odd” characters are removed (the only relevant characters are numbers and the + character the number begins with).

When you click **Save**, the VIP customer will be added to the left-hand list (Fig. 114).

VIP Customers

+

Add new

Full name	Company	Position	Phone number
Wayne Lambert	Lambert and Sons,...	CEO	+15849675
Roger Lambert	Lambert and Sons,...	Director of Sales	+15849674
Leana Johnson	Awesome Solution...	Business Develop...	+165832544
John Johnes	Awesome Solution...	Commercial Direct...	+165832548
John Doe	Awesome Solution...	CEO	+165832546
Janeth Richards	Orange Agency	Regional Director	+16589478537
Jaime Lanes	Awesome Solution...	Director of Sales	+165832545

Editor

Name

Company

Position

Comments

Phone1

✖

Phone 2

✖

+

Figure 114: VIP customer added to the list

4.7.4 Importing VIP Customer Details from a CSV File

You can import VIP customer details from a CSV file. An example of data such a file may contain is shown on Figure 115.

```
Name;Company;Position;Comments;Phones
Peter McBride;Awesome Solutions LLC;Implementation Engineer;Imported;+16589995|+16589997
Mariana Rojas;Soluciones Perfectas S.L.;Regional Manager;Imported;
Claire Guillaume;National Bank of Benin;Senior Consultant;Imported;+11111111
```


Figure 115: An example of a CSV file to import

Please note this file format has the following features:

- Rows are delimited with a carriage return
- Fields are delimited with a ; (semicolon)
- The fields must appear in the following order: Name company, position, comments, phone numbers
- Phone numbers are delimited with |
- The file may or may not have a title (see the first row on Fig. 115)
- The file must be saved as CP1251 encoding.



The phone numbers listed in the file must not coincide with the existing numbers in the VIP customer contact list.

To import a VIP customer contact list from a CSV file, click the  button located near the **Create new** button and select the **Import** option (Fig. 116).

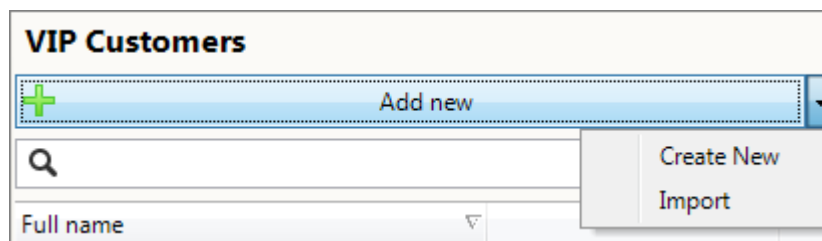


Figure 116: Import option

Select a CSV file in the Windows dialog that will show up and click **Open** (Fig. 117).

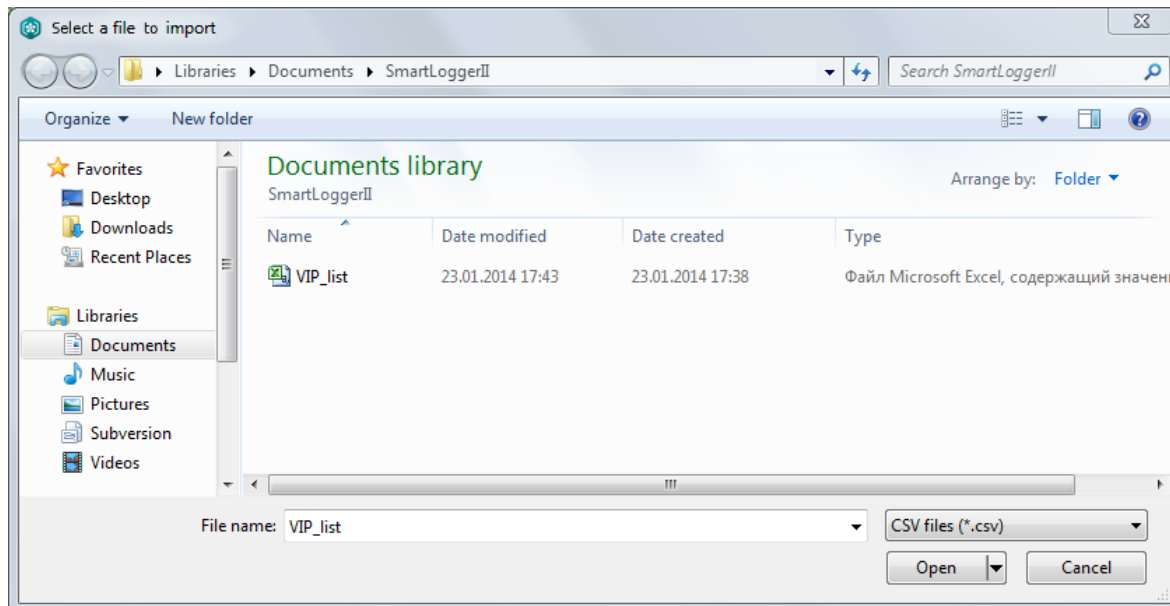


Figure 117: Selecting a file

You will then be notified on the import results (Fig. 118).



Figure 118: Import result notification

VIP customer details will be added in the list (Fig. 119).

The screenshot shows a web application interface. On the left, a table titled "VIP Customers" has a search bar with "imported" and a "3/10" indicator. The table lists three customers: Peter McBride, Mariana Rojas (highlighted), and Claire Guillaume. On the right, an "Editor" form displays the details for Mariana Rojas: Name (Mariana Rojas), Company (Soluciones Perfectas S.L.), Position (Regional Manager), Comments (Imported), and Phone 1 (+558647813).

VIP Customers		
+ Add new		
Q imported 3/10		
Full name	Company	Position
Peter McBride	Awesome Solution...	Implementation E...
Mariana Rojas	Soluciones Perfect...	Regional Manager
Claire Guillaume	National Bank of B...	Senior Consultant

Editor	
Name	Mariana Rojas
Company	Soluciones Perfectas S.L.
Position	Regional Manager
Comments	Imported
Phone 1	+558647813

Figure 119: Import results

4.7.5 Viewing VIP Customer Info in the Recording List

VIP customer conversation recordings are marked with the ★ icon in the **VIP** recording list column. To view VIP customer details, aim your mouse pointer at the icon (Fig. 120). In the **Full name 2** field you will be able to see customer’s full name.

The screenshot shows a recording list table with columns: Date and Time, Caller 1, Caller 2, VIP, and Full Name. A tooltip is displayed over the ★ icon in the VIP column for the recording at 17:15:29, showing the full name "Wayne Lambert, Lambert & Sons, CEO".

Date and Time	Caller 1	Caller 2	VIP	Full Name
28.10.2013 17:23:41	7188	877764905		
28.10.2013 17:23:38	1405	872726626		
28.10.2013 17:23:35	0176	877544460		
31.10.2013 17:15:29	7034	8034	★	Wayne Lambert, Lambert & Sons, CEO
31.10.2013 17:15:17	7030	8030	★	Wayne Lambert
31.10.2013 17:15:05	7026	8026	★	Janeth Richards
31.10.2013 17:14:58	7034	8038	★	Jaime Lanes
				John Johnes

Figure 120: Viewing VIP customer conversation details

If a recording contains a non-VIP customer conversation, its **VIP** field is blank.

4.7.6 Searching Recordings by VIP Customers

To configure a VIP customer based filter, go to the recording list and select **Recording list > Filters** menu option (see also Section [4.4.3](#)). Once the **Filtering and sorting** dialog shows up, go to the **Subscribers** tab (Fig. 121).

Figure 121: Configuring VIP customer filter

Tick the **VIP-Calls** checkbox to filter VIP customer calls. Tick **Yes** to search for VIP customer conversations. Tick **No** if you do not want VIP customer conversation recordings to appear in the search results.

Check **VIP Customers** to search for specific VIP customers. In the dropdown list, tick the VIP customers you want to appear in the recording list. Then click **OK**.

The search results will appear in the active recording list (Fig. 122).

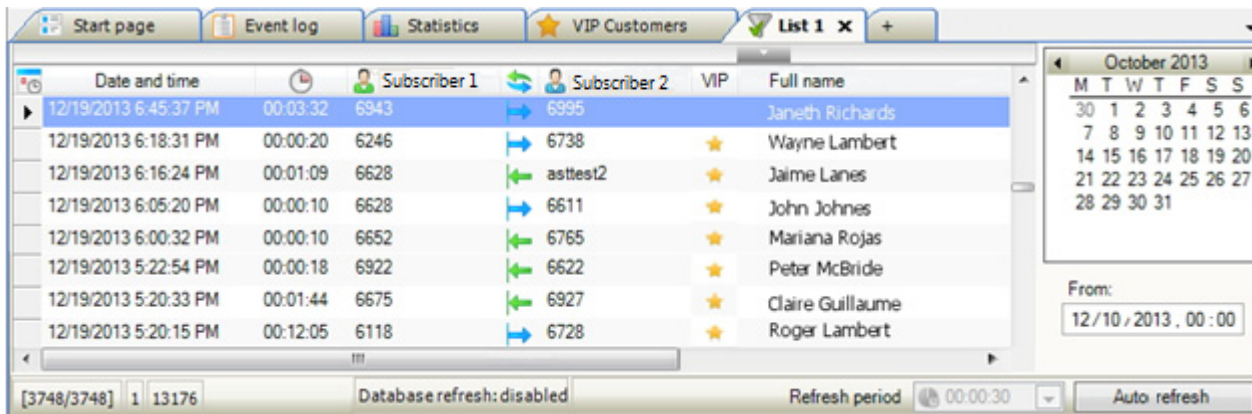


Figure 122: Search results

4.7.7 Editing VIP Customer Details

To modify VIP customer details, select the customer from the list, make necessary changes and click **Save** (same as for adding customer details, Fig. 123).

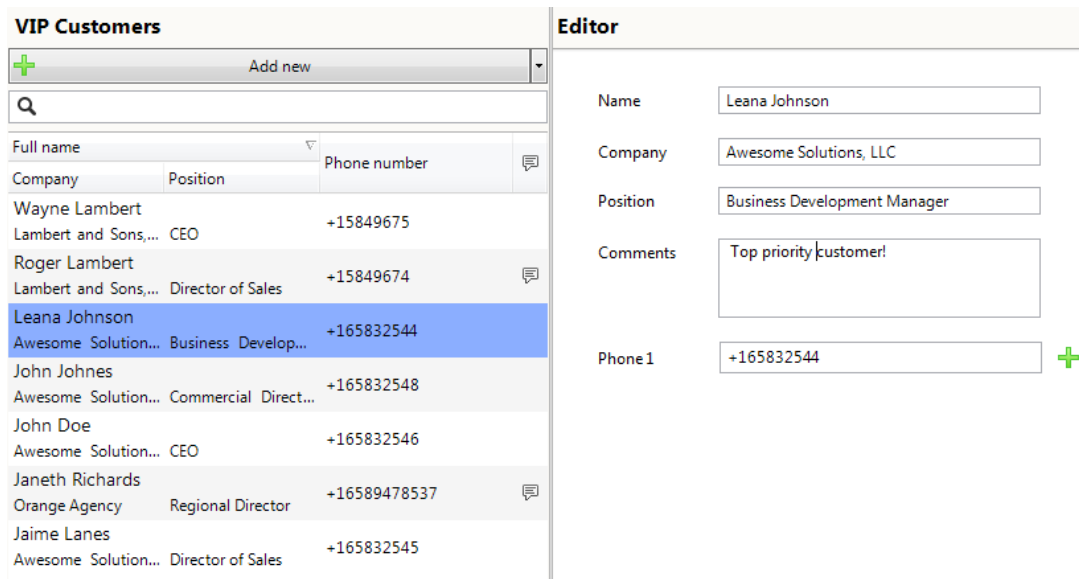


Figure 123: Editing customer details

When you aim your mouse pointer at the ★ icon next time, you will be shown the updated details.

4.7.8 Removing VIP Customer Details

To remove VIP customer details, click **Remove** in the shortcut menu (Fig. 124), then confirm your action.

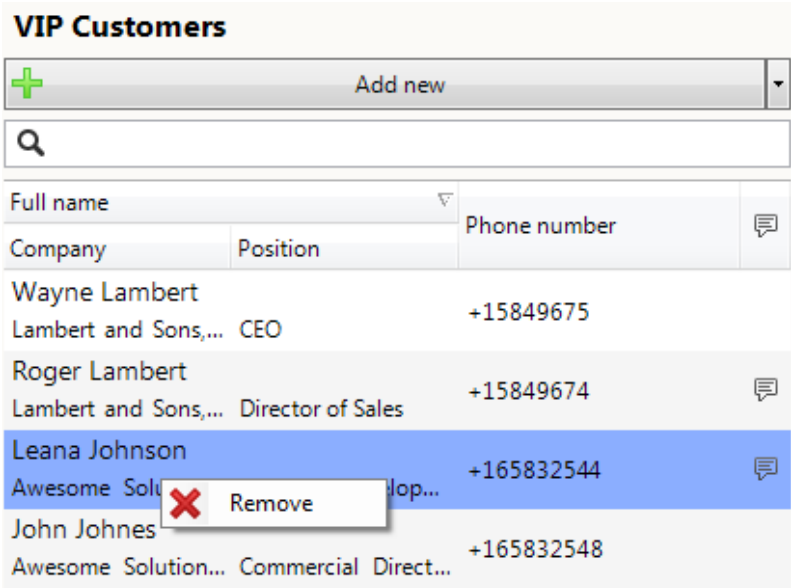


Figure 124: Removing VIP customer profile

After removing VIP customer details, you will be still able to see the relevant info when aiming your mouse pointer at the ★ icon in the recording list.

4.8 Viewing Statistics

4.8.1 Feature Overview

You can view visualized statistics on recordings on the **Statistics** tab (Fig. 125).

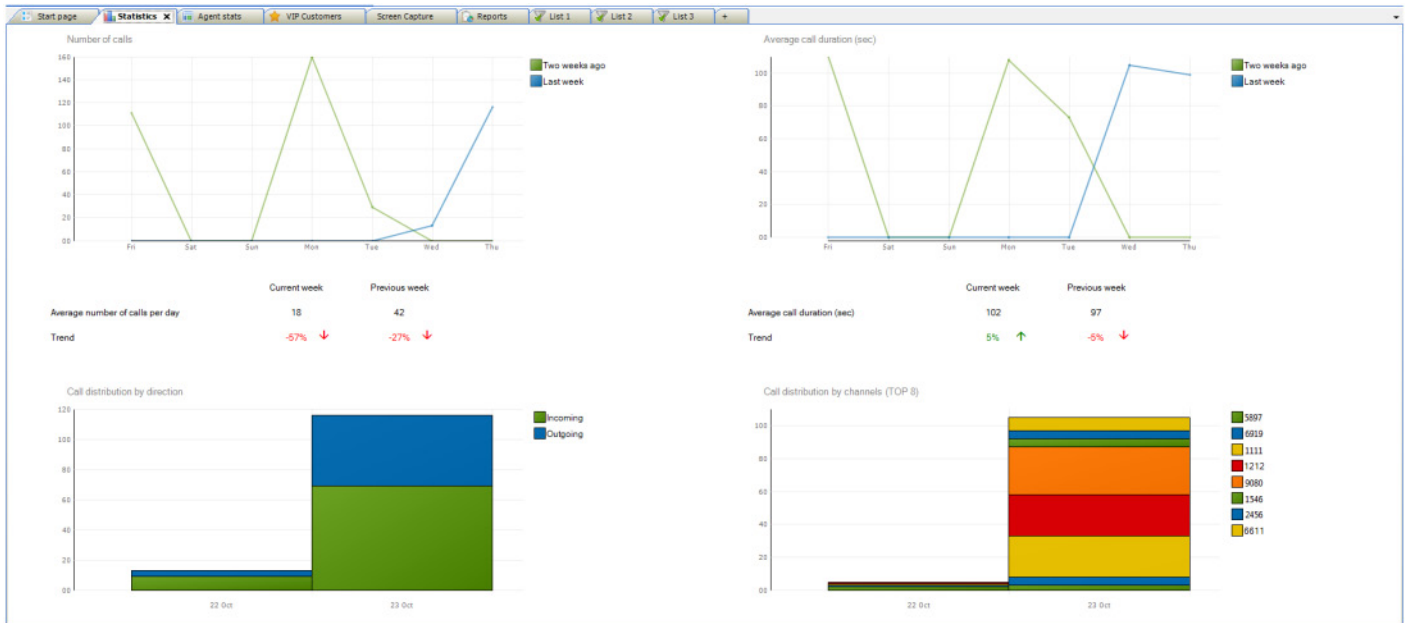


Figure 125: Recording statistics

The tab shows 4 charts: **Number of calls**, **Average call duration**, **Call distribution by direction** and **Call distribution by channels (TOP 8)**.

To hide the **Statistics** tab, click the **×** (close) button near the tab title. You can also use **View > Statistics** menu option to manage the tab display settings.

4.8.2 Number of Calls Chart

You can see an example of a **Number of calls** chart on Figure 126.

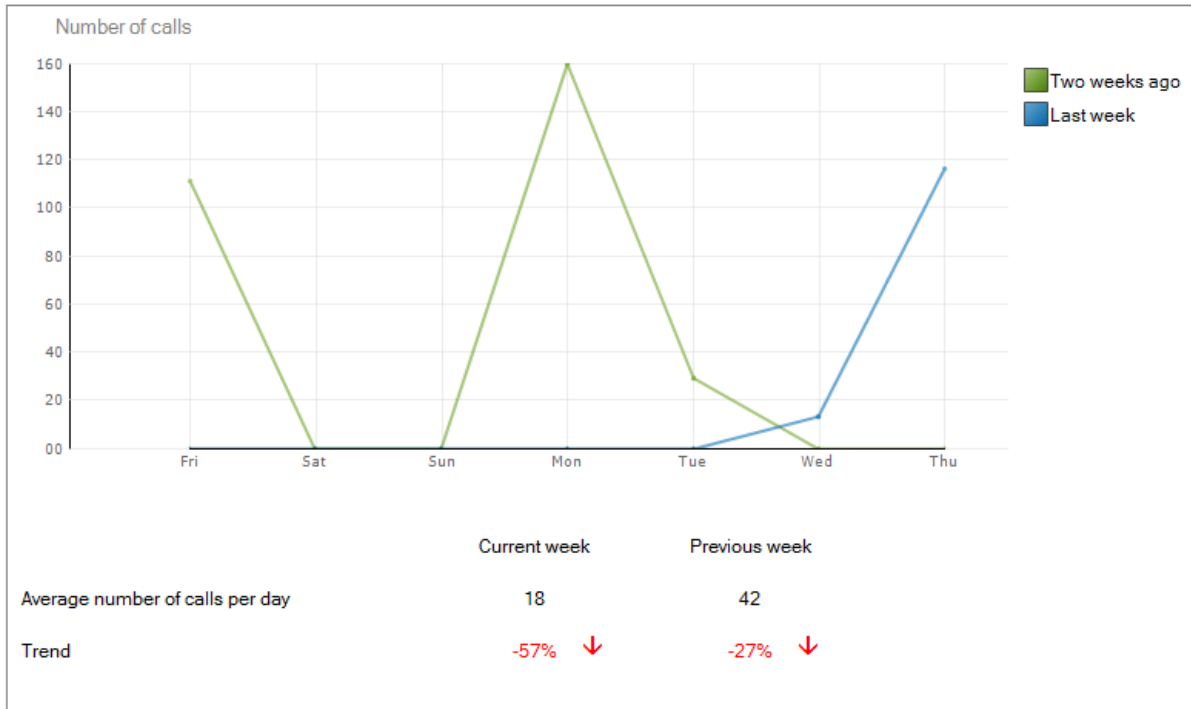


Figure 126: Number of calls chart

The chart allows you to analyze absolute number (and its dynamics) of the calls logged.

The cart shows daily call count for the current and the previous week. The Y-axis shows the number of calls, while the Y displays the days of the week. The reference part on the right explains the color coding used.

Below the chart, you can see average number of calls per 24 hours for the current and the previous week (**Average number of calls per day**), as well as the increment percentage for the current week compared to last week (**Trend**). Positive dynamics is displayed in green, while negative dynamics is shown red.

4.8.3 Average Call Duration Chart

You can see an example of an **Average Call Duration (sec)** chart on Figure 127.

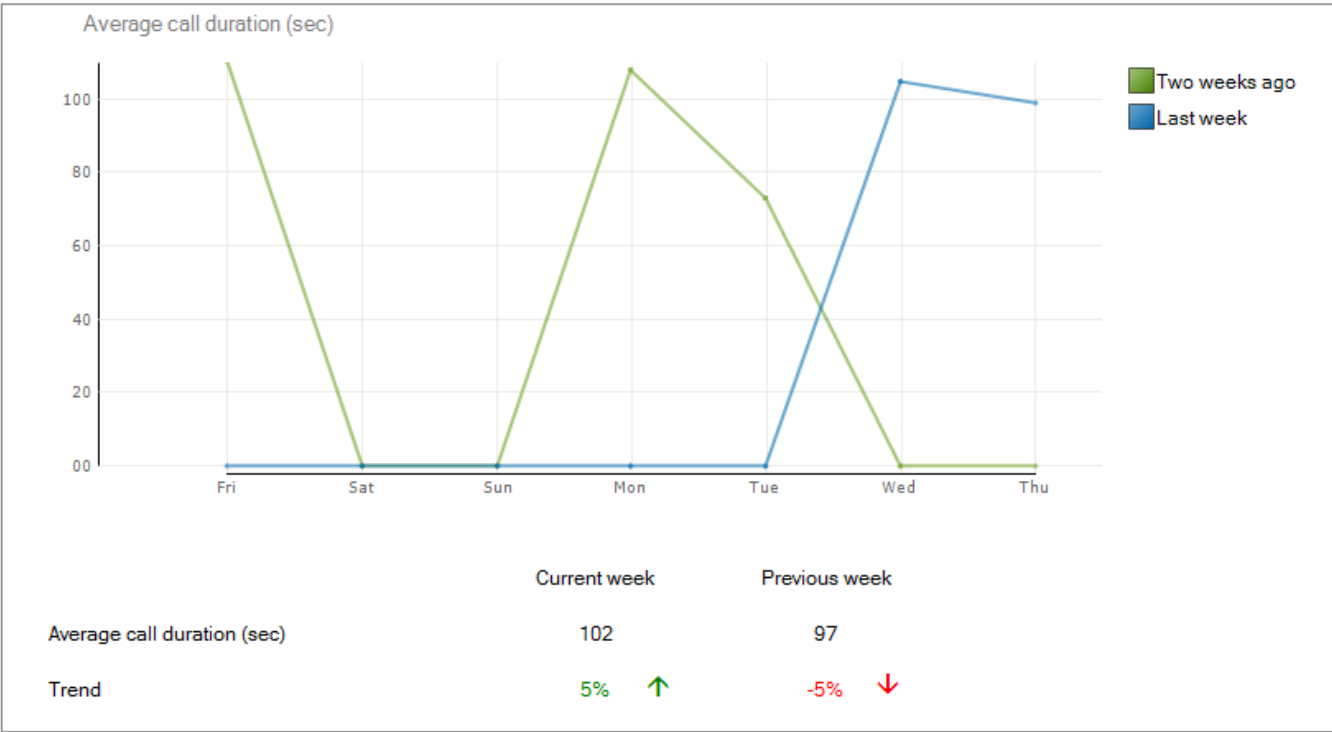


Figure 127: Average call duration chart

The chart allows you to analyze absolute number and the dynamics of the average call duration.

The cart shows daily average call duration for the current and the previous week. The Y-axis shows the duration, while the Y displays the days of the week. The reference part on the right explains the color coding used.

Below the chart, you can see average call duration per 24 hours for the current and the previous week (**Average call duration per (sec)**), as well as the increment percentage for the current week compared to last week (**Trend**). Positive dynamics is displayed in green, while negative dynamics is shown red.

4.8.4 Call Direction Breakdown Chart

You can see an example of a **Call distribution by direction** chart on Figure 128.

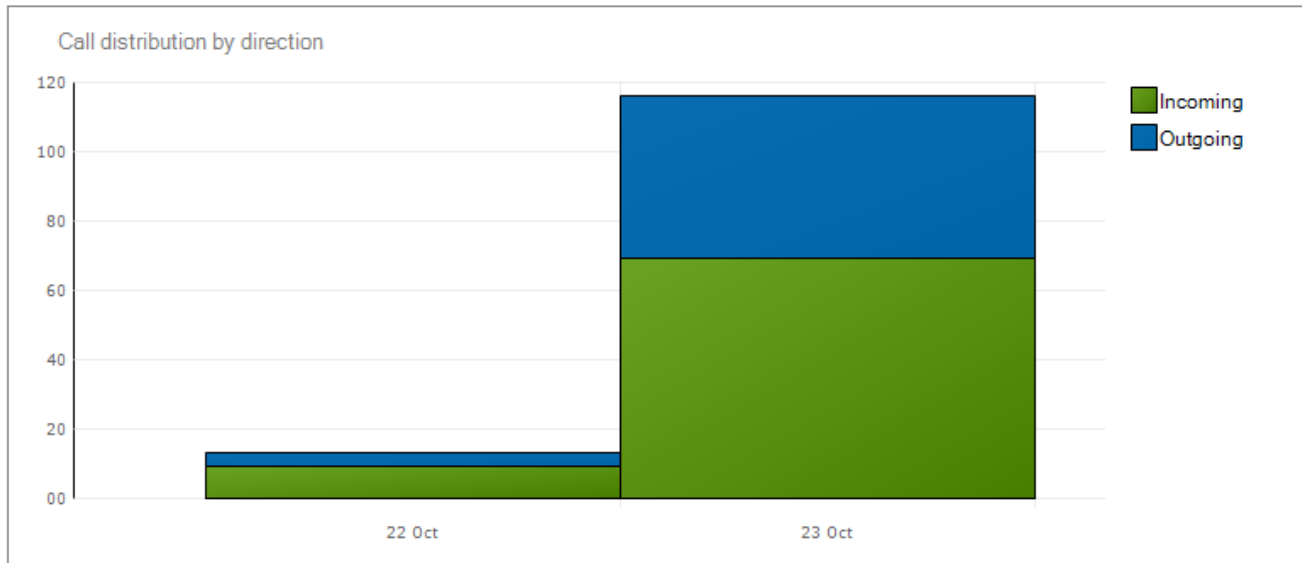


Figure 128: Call distribution by direction chart

This chart enables you to analyze the ratio between incoming and outgoing calls for the last 5 business days.

Green is for outgoing calls, blue stands for incoming.

Each colored bar height shows relative number of incoming and outgoing calls made within one day. The Y-axis displays the percentage, the X shows dates. The number of calls appears on green and blue areas.

4.8.5 Channel Breakdown Chart

You can see an example of a **Call distribution by channels (TOP 8)** chart on Figure 129.

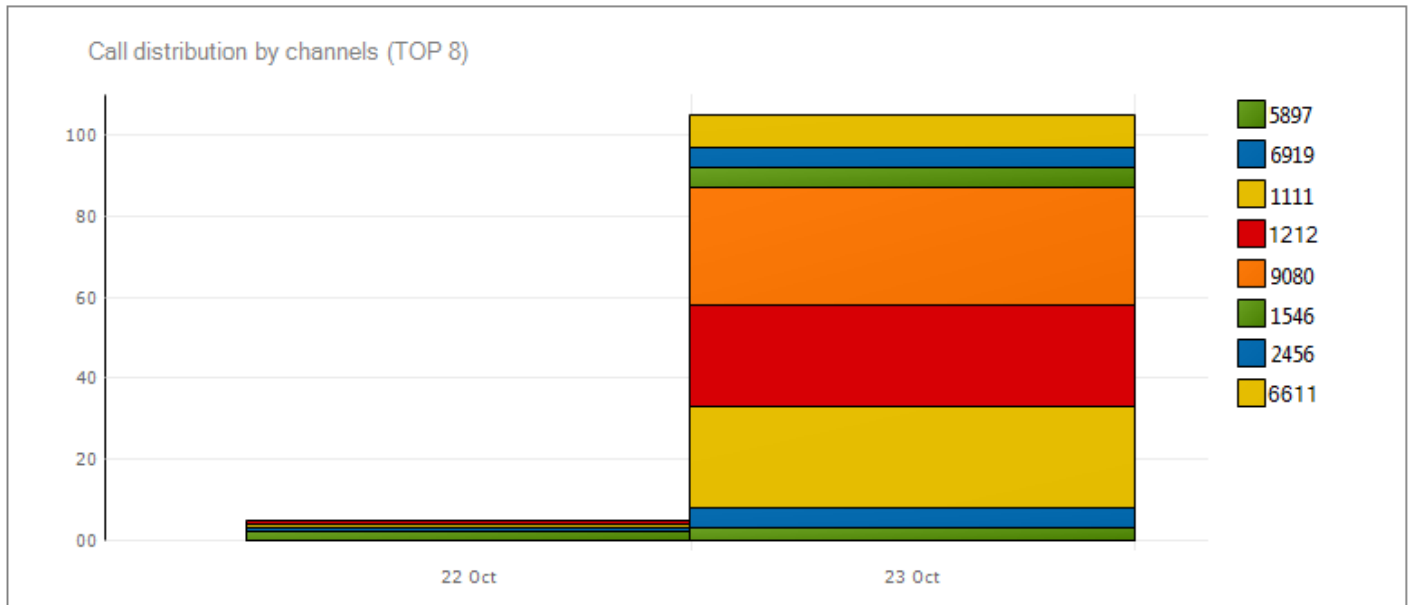


Figure 129: Channel breakdown chart

This chart allows you to analyze the breakdown of the calls logged through different channels within the last 5 business days.

The reference list below the chart explains the color coding for the channels.

Each colored bar height shows relative number of calls received through the relevant channel within one day. The Y-axis displays the percentage, the X shows dates. The number of calls appears on colored areas.

4.9 Working with Reports

4.9.1 Feature Overview

You can generate different types of reports on logged phone conversations.

For any actions related to reporting, use the **Reports** tab located inside the **Database** area.

The tab comprises the following areas:

The area with the list of available reports is located on the left.

The area for specifying report parameters is located on the top of the screen. There you can set time period, operators and other parameters.

The report area is located below the report parameters. This area displays the report after all required parameters are specified.

4.9.2 Types of Reports

A report is generated based on the data collection process you can configure through filtering options. Reports can be grouped. Thus, phone call reports are gathered in the **Calls** group. The list of available reports depends on user rights and installed modules (Fig. 130).

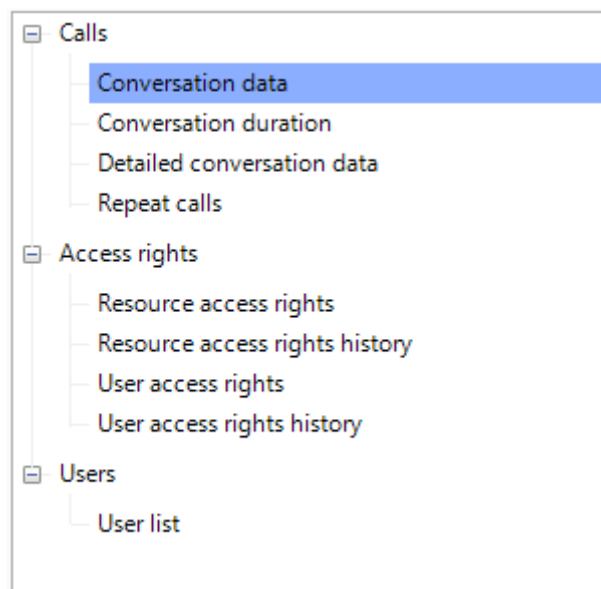


Figure 130: The list of available reports

Use the report tool bar **Find** box to search for a specific report.



For more information on access rights and user account restrictions, please refer to Smart Logger II Multichannel Call Recording and Monitoring System. Security administrator guide.

For information on default (pre-configured) reports and the relevant filters, please see the table below.

Report Type	Description	Filters/Parameters
Conversation data	Basic info on the logged conversations serviced by each agent (average duration, silence percentage, agent/customer speech percentage)	Extraction date, agents, groups, departments, locations
Conversation duration	Number of conversations with different duration handled by each agent. You can specify the conditions for deeming conversations as short or long.	Extraction date, agents, groups, departments, locations
Detailed conversation data	Same as basic conversation info, but additionally includes call date and time, customer phone number and keywords	Extraction date, agents, groups, departments, locations
Repeat calls	Statistics on customer repeat calls	Extraction date

4.9.3 Generating a Report

To generate a report, go to the **Reports** tab, specify report generation parameters and click the **Show report** button.

Specify a type of report you want to generate by selecting it from list of available reports on the left and specify required parameters.

Click **View report** and wait until the report is generated and displayed within the same tab.

4.9.4 Report Export and Processing

To work with a report, use the toolbar which consists of the following areas:

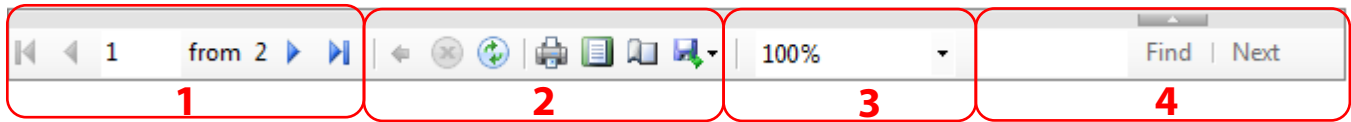


Figure 131: Report tool bar

- 1** Report navigation panel
- 2** Report processing tools
- 3** Zooming options
- 4** Search box

Use the report navigation panel to move through a multiple-page report.

For report processing, you can perform the following:

- Print report
- Enable/disable report preview
- Configure printing options
- Export into a file

In zooming options box you can specify either a percentage or a fixed size (either **Page wide** or **Full page**). After modifying the zooming options, click the toolbar button.

To search for text values the report contains, type the text into the relevant box and click **Find**. To move to the next search result, click **Next**.

To export a report, click the toolbar icon; in the dropdown list, select the format (Fig. 132) you want to convert the report to.

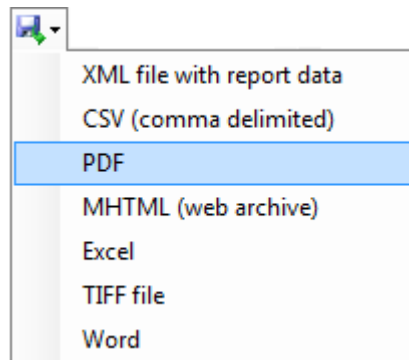






Figure 132: Export formats

Once you have selected the format, a Windows Save File dialog will show up. Specify the folder and the file name for the report to export.

To configure printing options, click the  button located on the toolbar, then select available printing options in the Windows dialog that will pop up.

To enable report preview mode, click the  toolbar button. The page will be displayed in the full size mode. To disable preview mode, click  again.

To print a report, click the  button. Select a printer and configure the printing options through normal Windows dialogs.

5 Application Settings

5.1 Feature Overview

You can configure the application settings listed in the table below. For more in-depth information on each feature, please refer to the sections specified in the Guide Sections column.

Feature	GUI Elements	Guide Sections
Language settings	Tools > Language settings menu option	5.2
Basic UI settings, audio device settings, etc.	Tools > Options menu, Basic tab	5.3
Color labels used to mark recording status	Tools > Options menu, Color labels tab	5.4
Start page display settings	Tools > Options menu, Start page tab	5.5
Assigning color codes for the player	Tools > Options menu, Player color codes tab	5.6



The color codes assigned for the recordings and the player are the same for all client applications working within the system. Other settings may be configured differently for each **Smart Logger II** application instance.

5.2 Language Settings

To modify language settings, select **Tools > Language settings** menu option. A dialog shown on Figure 133 will pop up.

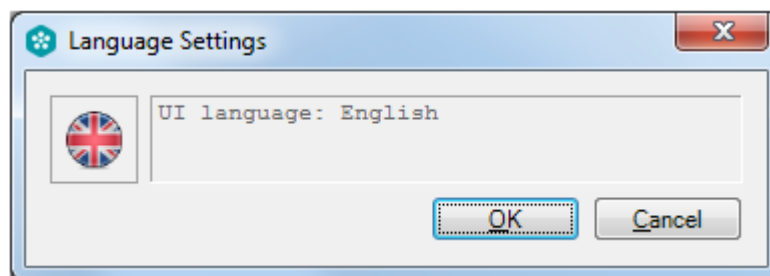


Figure 133: Language settings

To change language and regional settings, click the flag icon. Select the relevant flag for the desired language; to view the language name, aim your mouse pointer at the flag (Fig. 134).

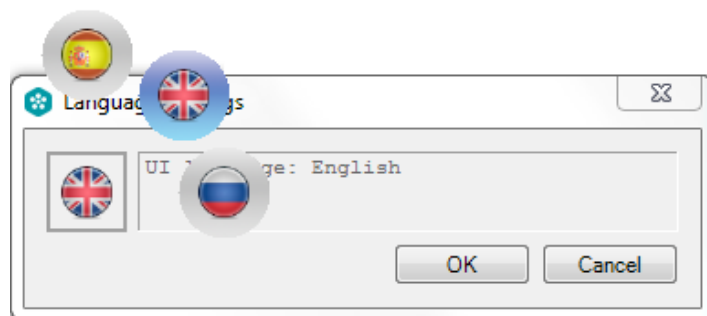


Figure 134: Selecting a language and regional settings

To apply changes, click **OK**. To discard changes, click **Cancel**.

5.3 Basic Settings

To configure the basic settings, select **Tools > Options** menu; the **General** tab will be active by default (Figure 135).

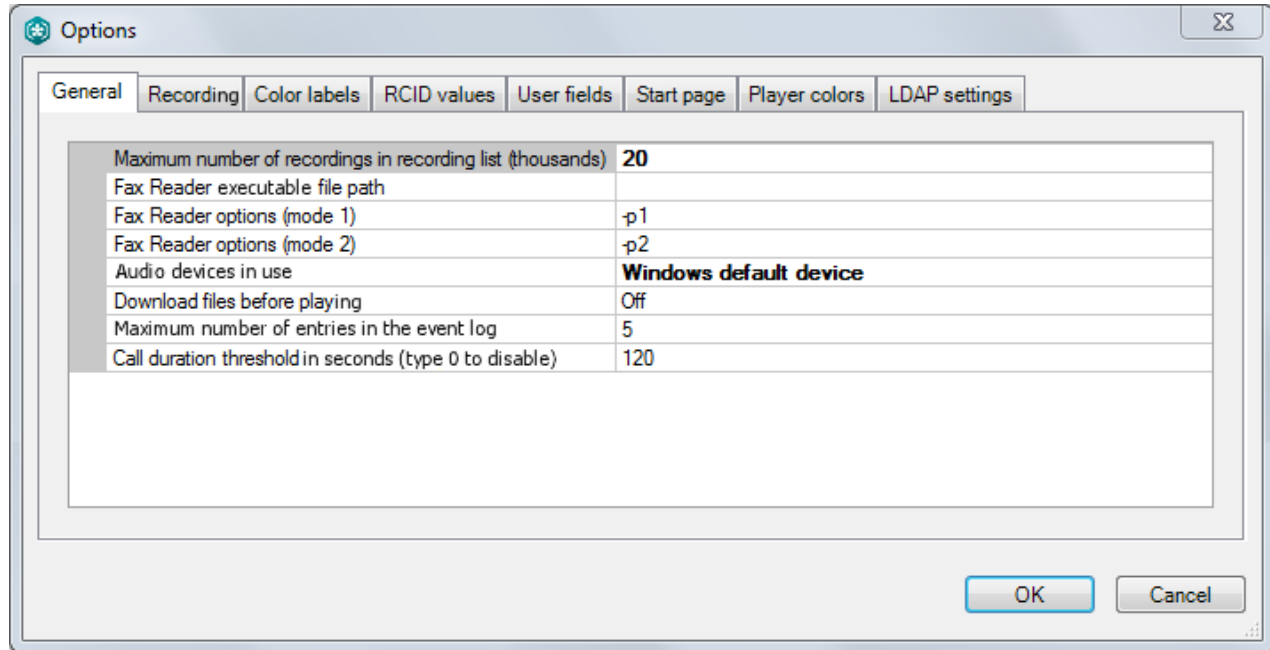


Figure 135: Basic application settings

Use the sliders to set the values; the range boundaries are determined by threshold values.

The tab includes the following fields:

Maximum number of recordings in a list (thous.)

Maximum number of rows displayed in a recording list.

FaxReader executable file path

A path to the **Fax Reader** executable file (in case the **Fax Reader** module is installed).

FaxReader settings (mode 1)

Fax Reader mode 1.

FaxReader settings (mode 2)

Fax Reader mode 2.

Audio device(s) in use

Audio device(s) used for audio playback. You can select multiple devices from the dropdown list

Download files before playing

This option determines whether the audio files will be copied to a temporary folder before they are played back. You can either enable (**On**) or disable (**Off**) this option. In case it is on, the recordings will be copied to a temporary folder in the **%TEMP%** environment variable. When you play back the recording once again, **Smart Logger II** checks whether the file has been already downloaded to the temporary folder; in case it has, no more downloads are required. Upon the next run, the application will clear the temp folder.

Maximum number of entries in the event log

Maximum number of strings in the event log (**Event log** tab).

Call duration threshold

Select the maximum duration (in seconds) that will be considered acceptable. When this value is exceeded, the recording duration in the agent list is highlighted red.

To disable duration exceeded alerts, select **0**.

To apply changes, click **OK**. To discard changes, click **Cancel**.

5.4 Color Labels

To view or edit recording statuses and their respective color codes, select **Tools > Options** menu and go to **Color labels** tab (Fig. 136).

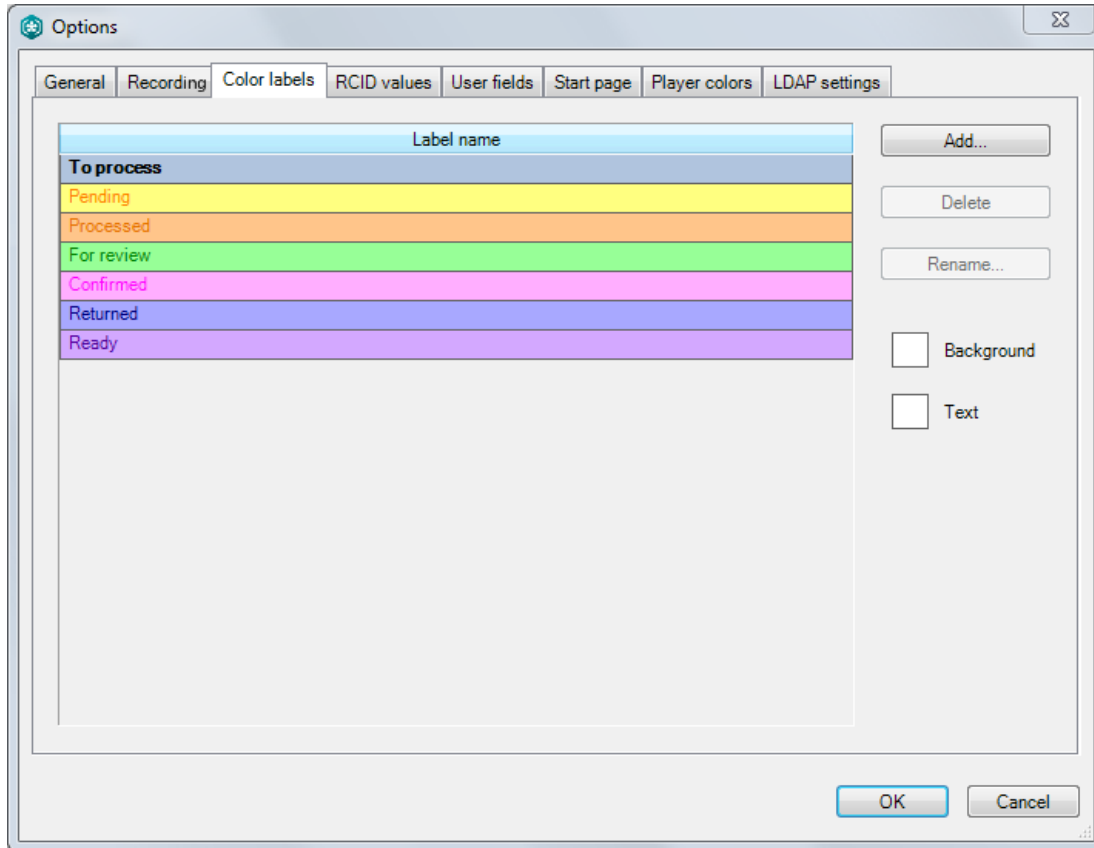


Figure 136: Color labels tab in the Options dialog

Figure 130 shows the list of statuses and color codes used by default. For each status, you can modify the following:

1. Background color. Select the desired status from the list and click the **Background** button, then select a color from the dialog that shows up.
2. Text color. Select the desired status from the list and click the **Next** button, then select a color from the dialog that shows up.

To add a new status, click the **Add** button. In the pop-up dialog enter the new status name (see Fig. 137).



Figure 137: Entering the new status name

The new status will be shown in the list and selected by default (Fig. 138).

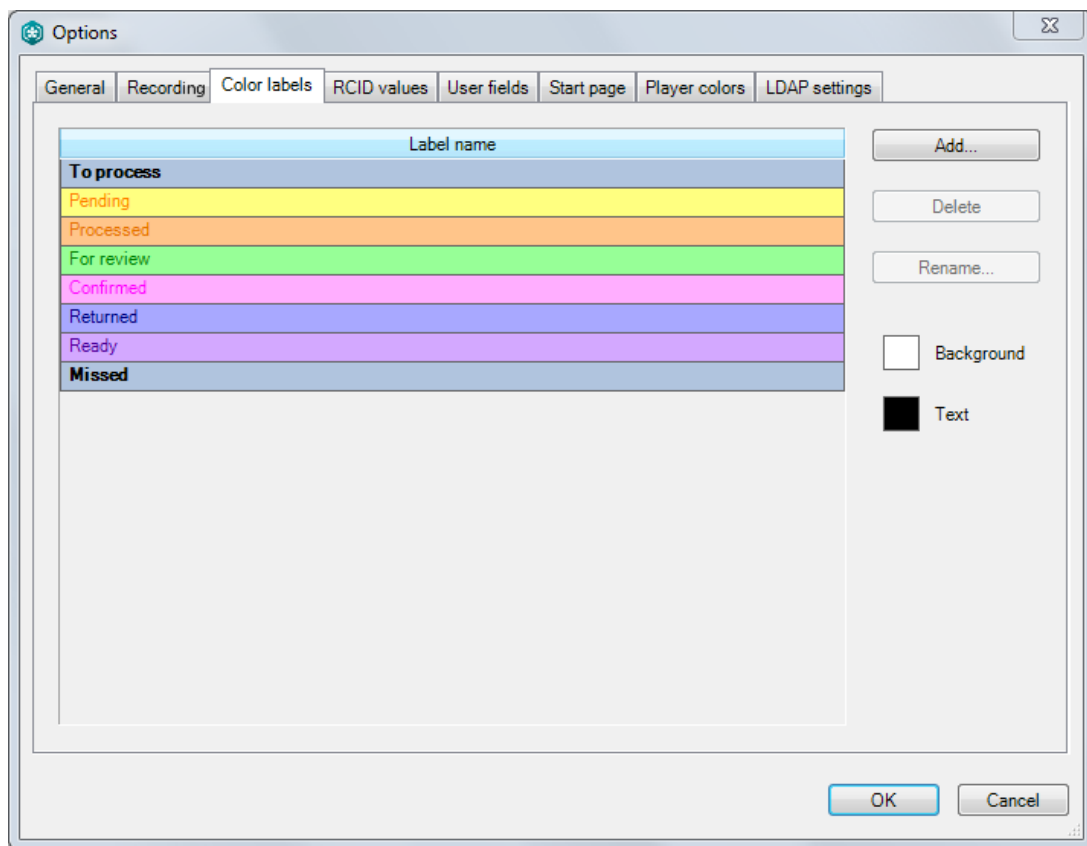


Figure 138: New status shown in the list

To set new status background and text color, use the same **Background** and **Text** controls you used to edit existing statuses.

To rename a status, click the **Rename** button. You will be able to change the name using the dialog like the one shown on Fig. 138.



You cannot rename the default statuses (those shown on Figure 136).

To delete a status, hit the **Delete** button.

When you have added a new status, you will be able to select it in the recording shortcut menu (Fig. 139).

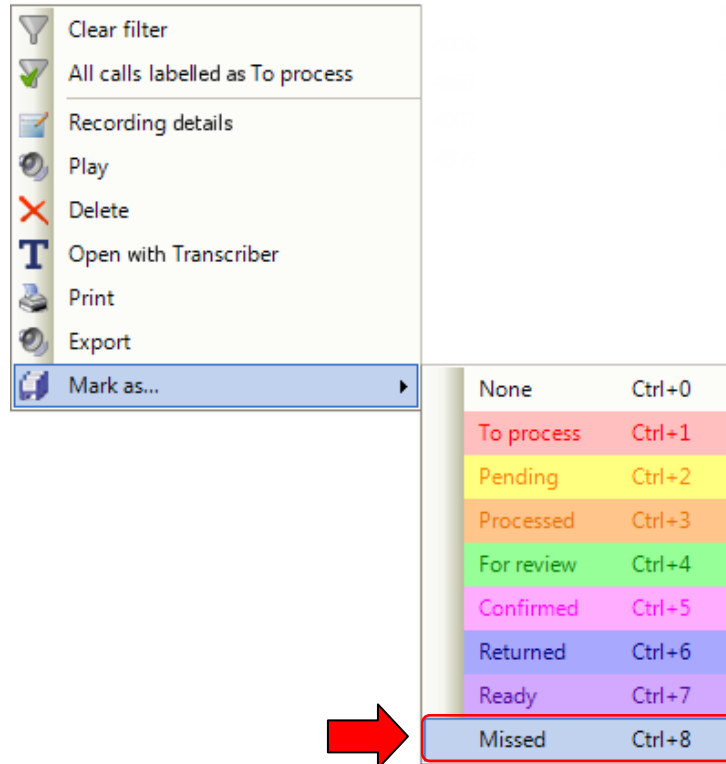


Figure 139: New status in the recording shortcut menu

To enable the new status, you can now use a new shortcut displayed to the right of the status in question (on Figure 139, this shortcut is **Ctrl+8**).



Color label options apply to all client applications sharing the same DB.

To apply changes, click **OK**. To discard changes, click **Cancel**.

5.5 Configuring the Start Page

To configure start page display settings, click **Tools > Options**, then go to the **Start Page** tab (Fig. 140).



You may only configure the start page if you have the **Administrator** privileges.

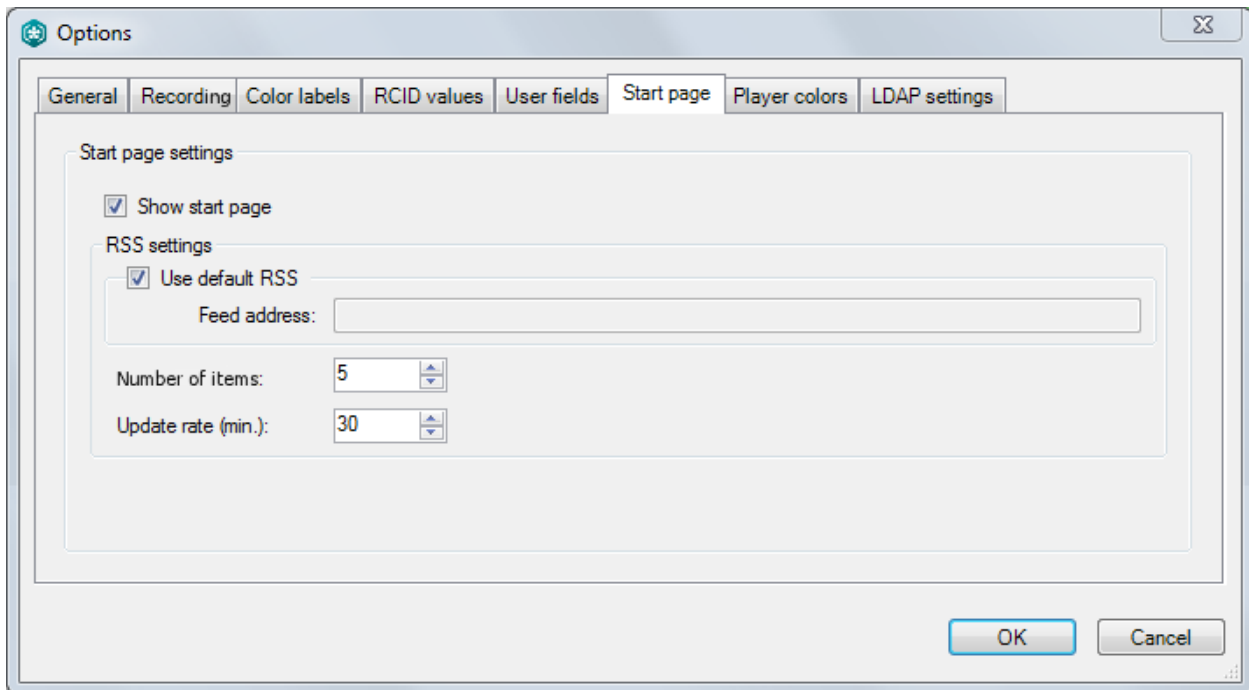


Figure 140: Configuring start page options

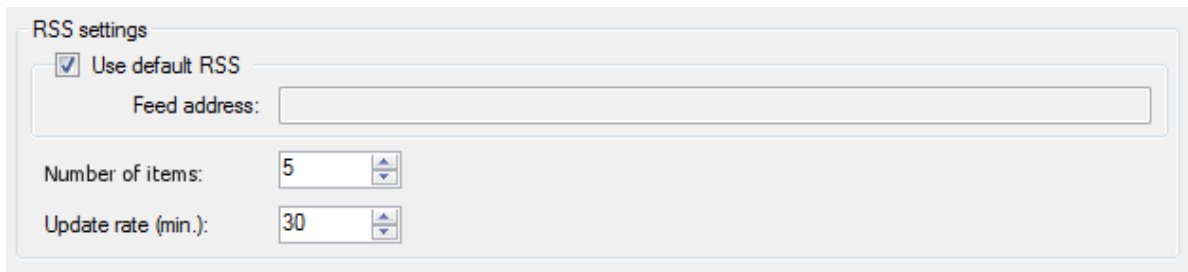
Show start page

If this checkbox is ticked, the **Start page** will be displayed within the **Database** area. The start page also features the **Close and skip** option you can use to hide the tab. To display the start page again, click the **View > Start page** menu option.

RSS settings

An area used to configure news display settings.

RSS settings area is shown below (Fig. 141).



The screenshot shows a window titled "RSS settings". Inside, there is a checkbox labeled "Use default RSS" which is checked. Below it is a text input field labeled "Feed address:". Further down are two spinner controls: "Number of items:" with the value 5, and "Update rate (min.):" with the value 30.

Figure 141: RSS settings area

Use default RSS

While this checkbox is ticked, the news will be loaded from the default RSS feed. If you untick the checkbox, specify the RSS feed address in the **Feed address** box.

Number of items

Number of news items displayed on the start page.

Update rate (min.)

News update rate specified in minutes.



If you are using a proxy server to connect to the Internet, you have got to specify the proxy address in the system settings. To access those settings, click the **Start** button located on your desktop, then select **Control Panel > Internet Options** and specify the proxy address on the **Connections** tab.

To apply changes, click **OK**. To discard changes, click **Cancel**.

5.6 Assigning Color Codes for the Player

Click **Tools > Options** and go to the **Player colors** tab (Fig. 142).

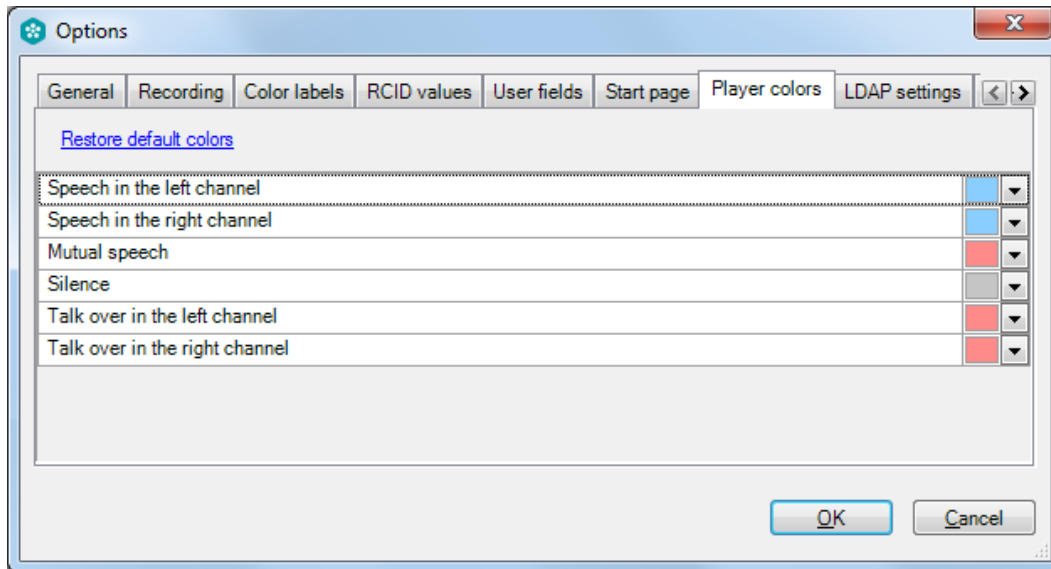



Figure 142: Configuring player color codes

The tab displays the list of the marks you can place on the player oscillogram. You can assign a color code to each mark using the  button to the right of the colored rectangle.

To restore the original color codes (as shown on Figure 142), click the **Restore default colors** link.



Player color code options apply to all client applications sharing the same DB.

To apply changes, click **OK**. To discard changes, click **Cancel**.

6 Troubleshooting

6.1 Getting Help

To get help on working with the application, select the **Help > Help...** menu option or press **F1**. In the PDF file that appears, navigate to the document you need to consult.

To view the basic info on the application, click **Help > About** or press **F11**. You will then see an information window similar to the startup screen. This window shows the application version, manufacturer contact details, etc.

You can view the same info using the start page by clicking the **About** and **Documentation** links in the **Information** area (Fig. 143).

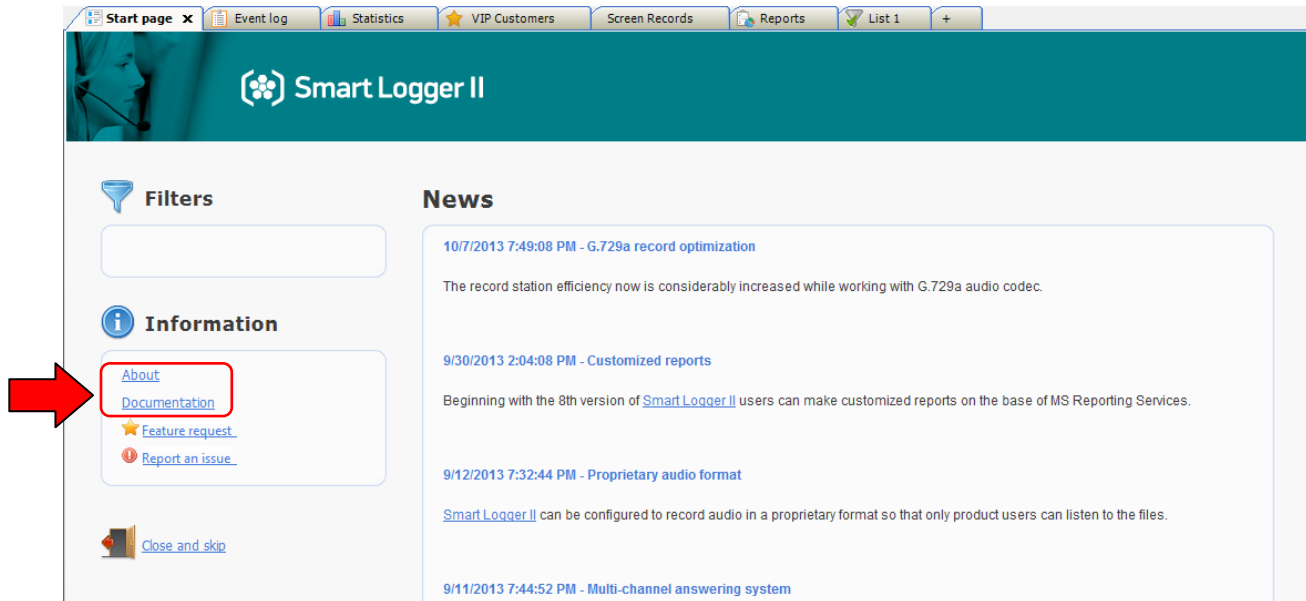


Figure 143: Start page links for getting help

6.2 Submitting an Issue

To submit an issue to technical support, select the **Help > Report an issue** menu option or click the **Report an issue** link on the start page. The report saving dialog will open (Fig. 144). To attach log files to the report, you need to export the files first, following the instructions below. In case attaching log files is not feasible, just skip this step and click **Send email**.

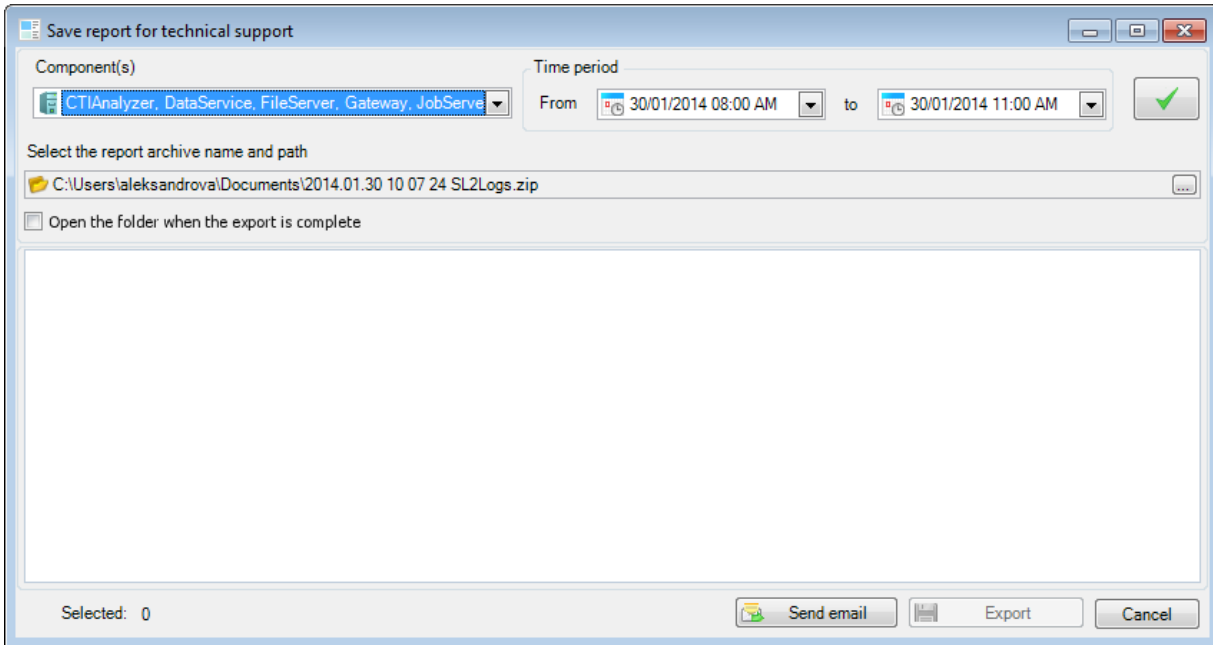


Figure 144: Saving report dialog


A report containing log files is saved as zip. Change the report file name and specify another folder, if required. To do so, click the (...) button (Fig. 145) and select a new file path. Tick the **Open the folder when the export is complete** checkbox to view the report after it has been generated.



Figure 145: Export settings



The icon next to the (...) button shows the file path is not specified or has been specified incorrectly.

In the **Select component(s)** list select the **Smart Logger II** components installed on your PC that should be included into the report. In the **Select time period** area select a period for log data collection. Then, click .

In the center of the dialog you will see the list of the log files that will be included into the report (Fig. 146).

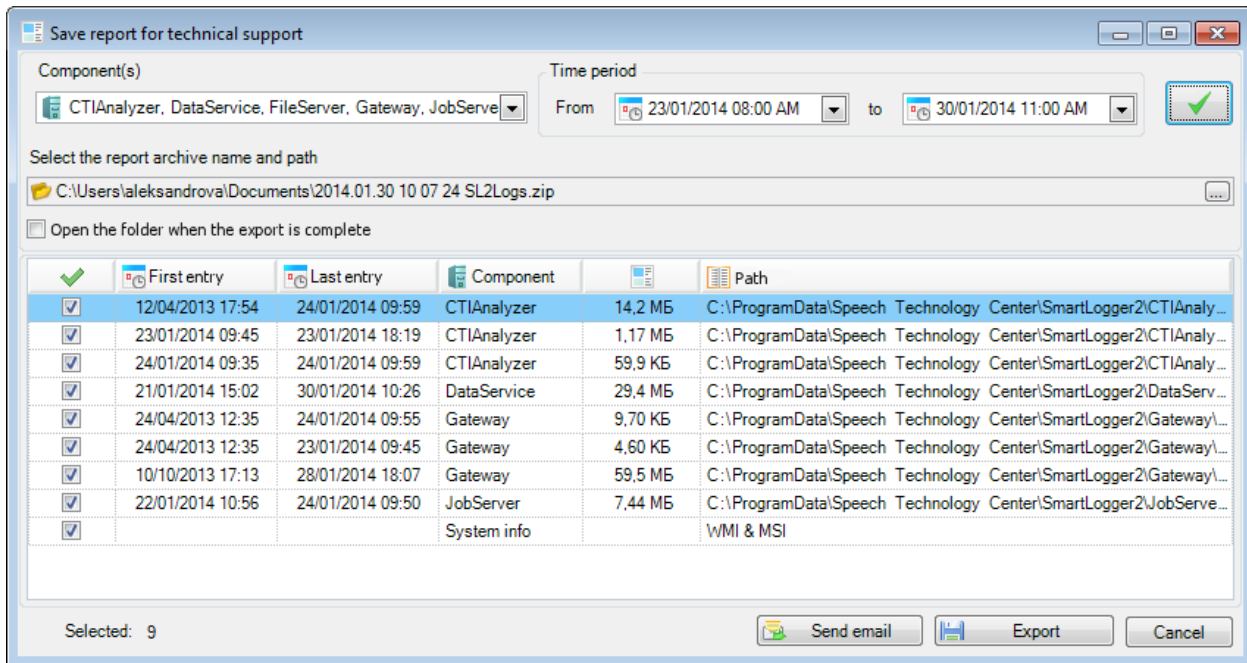


Figure 146: Log file list

The list details the following info on the log files:

First entry First entry date

Last entry Last entry date

Component **Smart Logger II** software component the log file refers to



File size

Path Log file path

To exclude files from the report, use the checkboxes on the left. To select multiple list elements, use standard Windows features designed for managing lists (**Ctrl** and/or **Shift** keys). To select all list entries, press **Ctrl+A**. To tick or untick checkboxes, press **Spacebar**.

The bottom part of the dialog shows the number and the approximate size of the files being included to the report.

Click the **Export** button in the bottom part of the dialog and wait until all files are exported.

Smart Logger II will create a zip bundle containing the log files and the **SystemInfo.txt** file that stores information on the OS, software installed, etc. (in case you ticked **System info** component prior to exporting). The log files are stored in dedicated folders for each component.

If the export operation is successful, you will see the relevant message in the bottom part of the dialog (Fig. 147).

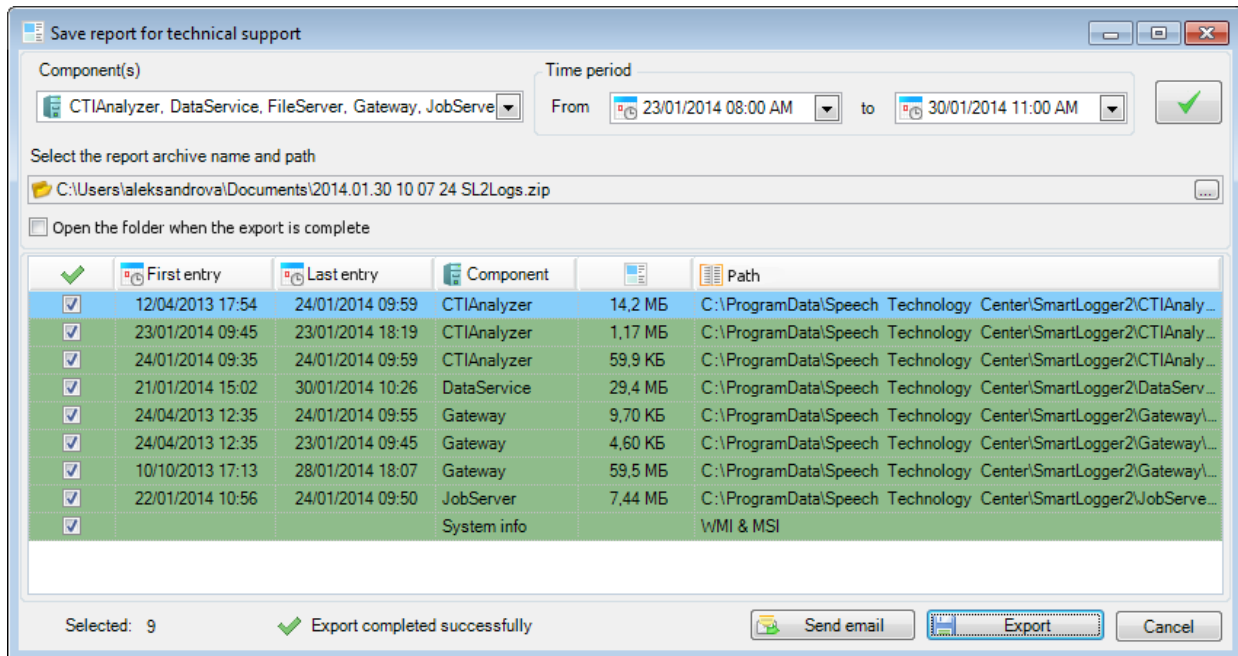


Figure 147: Successful export message

To send the issue report to our technical support by email, click the **Send e-mail** button. An email template will be opened in your default email client. If you also have exported the logs, the log bundle will be automatically attached to the email.

Enter the issue description, fill out all required fields and send the email. Use the contact details listed in the [Technical Support](#) section, if required.

6.3 Submitting a Feature Request

You can submit a feature request to technical support by means of the application GUI. For that purpose, use the **Feature request** link on the start page or the **Help > Feature request** menu option.

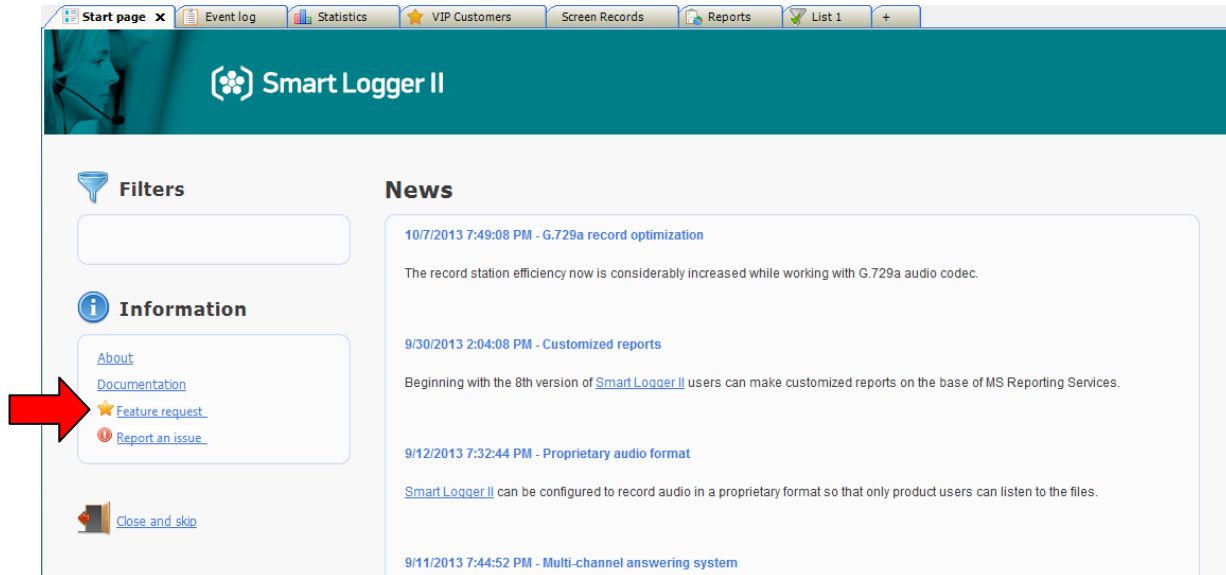


Figure 148: Feature request link on the start page

An email template will be opened in your default email client. Enter the message, fill out all required fields and send the email. Use the contact details listed in the [Technical Support](#) section, if required.

Appendix A:













Call Processing Scenarios


Below you can find typical digital call processing scenarios and data interpretation results **Smart Logger II** gets without using **CTI Analyzer** module.

The scenarios described below apply only to the cases when the caller used one of the following:

- Phone receiver
- Loudspeaker
- Hands-free set

The Call Direction, Internal Caller and External Caller columns show the info displayed in the recording list when each scenario is in progress.

Scenario	Call Direction 	Internal Caller 	External Caller 
Subscriber 123 picks up/hangs up the receiver		123	(empty)
Subscriber 123 enables/disables the loudspeaker		123	(empty)
Subscriber 123 calls the internal number 678		123	678
Subscriber 123 calls the external number 3258848		123	3258848
Subscriber 123 calls the external number 456789 but cannot get any answer		123	456789
Incoming call to 123 from the internal number 678		123	678
Incoming call to 123 from the external number 3258848		123	3258848
Incoming call to 123 from the internal number 678 transferred to 945		123	678#945
Incoming call to 123 from the external number 3258848 transferred to 945		123	3258848#945

When a call is put on hold, the recording is not paused: the beeps during the hold are also recorded. In the  (**Subscriber 2**) column the hold is not marked with any special symbols (unlike the transfer which is marked with #, see the table above).

When recording digital lines, only the external caller number is automatically identified (except E1 lines, where the internal callers are identified, too).

The internal caller (agent) number is identified by the number specified for the particular recording channel.



Conversation recording may be of an inappropriate quality in case a loudspeaker was enabled or disabled during the conversation.



Smart Logger II starts recording an outbound call when the caller picks up the receiver, even if there is no connection established. A recording with an outbound call with no answer will include only beeps.

Appendix B:

Keyboard Shortcuts

Below you will find the keyboard shortcuts which may be helpful when performing the actions described in the Guide.

Displaying dialogs:

- Ctrl+D** Display/hide **Database** area
- Ctrl+S** Display/hide **Recording** area
- Ctrl+P** Display/hide **Player** area

Channels and recording stations:

- F3** Refresh channel list
- F12** Open channel settings dialog

Recording database:

- F5** Refresh recording list
- F6** Open filter configuration dialog
- Ctrl+F** Open recording search by ID dialog
- Ctrl+0** Clear recording color label
- Ctrl+1** Mark the recording as **To process**
- Ctrl+2** Mark the recording as **Pending**
- Ctrl+3** Mark the recording as **Processed**
- Ctrl+4** Mark the recording as **For review**
- Ctrl+5** Mark the recording as **Confirmed**
- Ctrl+6** Mark the recording as **Returned**
- Ctrl+7** Mark the recording as **Complete**

Player:

Ctrl+Shift+L	Play/pause
Ctrl+Shift+S	Stop
Ctrl+Shift+N	Next recording
Ctrl+Shift+P	Previous recording
Ctrl+Shift+O	Show playback options

Managing the application and getting help:

F1	Show help info
ALT+F1	Show Windows event logs
F11	Show the About screen
Shift+F12	Lock the application
Ctrl+Q	Exit the application

Terms and Abbreviations

AGC: Automatic Gain Control.

Recording database: a database where the information on recordings is stored; the info can be then viewed by client application users.

DB: database.

On-request transfer: **File Server** operating mode which enables audio file transfer only upon user request (by executing **Play** command in **Smart Logger II** client application).

Recording channel: a logical entity, identified with sound data stream, which is subject to recording.

Sound block channel: a common way of naming the channels that record sound data coming from analog and digital customer lines and E1 lines

Keywords: words pronounced in a phone conversation which are searched for during conversation quality assessment process by customizable lexical parameters (whether the word is present in the conversation, when it appears, etc.).

Customizable fields: recording list columns filled with additional info obtained from system modules or external software.

Agent: an employee of a call center whose telephone calls are recorded and monitored with **Smart Logger II**.

OS: operating system.

Oscillogram: a curve showing any oscillating process (e.g. speech) parameters.

Custom filter: a named set of parameters intended to search and sort entries in recordings lists.

Resources: information on channels, agents, agent groups and departments used for selecting specific recordings. For instance, the system may select recordings by channel to restrict access to them.

Live video: real-time video capture of an agent's screen.

Live conversation monitoring: real-time phone conversation monitoring.

Live monitoring: viewing an agent's screen in real time.

Complex recording: a recording that consists of several phone conversation recordings.

Recording service: a **Smart Logger II** software component designed to analyze the data coming from I/O boards and/or from other sources and to create an audio file when the recording start conditions are met.

Stored video: a video file written by video screen capture subsystem and stored on the video file server.

Recording station: a computer which forms a part of **Smart Logger II** infrastructure and houses one of the recording modules (recording service and the source).

Transfer: an action of transferring a call to another caller.

Fax message: signal recording using image transfer technology through PSTN; the recording is subject to decoding (source image recovery).

Recording: an audio file containing phone conversation data and its metadata (duration, start time, caller number).

Hold: an action of putting a call on hold.

Recording details: all relevant information on a particular recording (its ID, duration, subscriber info, etc.) stored in the recording database.

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

E1: a digital data transmission carrier.

MAC address: Media Access Control address, a unique identifier assigned to network interfaces for communications on the physical network segment.

RTP: Real-time Transport Protocol, a standardized packet format for delivering audio and video over IP networks.

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, a file format for storing information on agent conversation recording and the relevant video screen capture.

SMTP: Simple Mail Transfer Protocol, a standard for email transmission on a computer network.

SSL: Secure Sockets Layer, an encryption protocol which enables a secure connection between client and server.

TCP/IP: Transmission Control Protocol/Internet Protocol, a protocol stack of various network layers used in computer networks.

VoIP: Voice over IP, a technology for making telephone calls over the Internet, converting speech sounds into binary data.

VoIP channel: a channel used for recording sound data transferred across the network by means of VoIP technologies.

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Smart Logger II. User Guide, version 002-241014.