



ASLogger

(A Complete Call Recording and Call Logging Solution)

User Manual

Version 1.5

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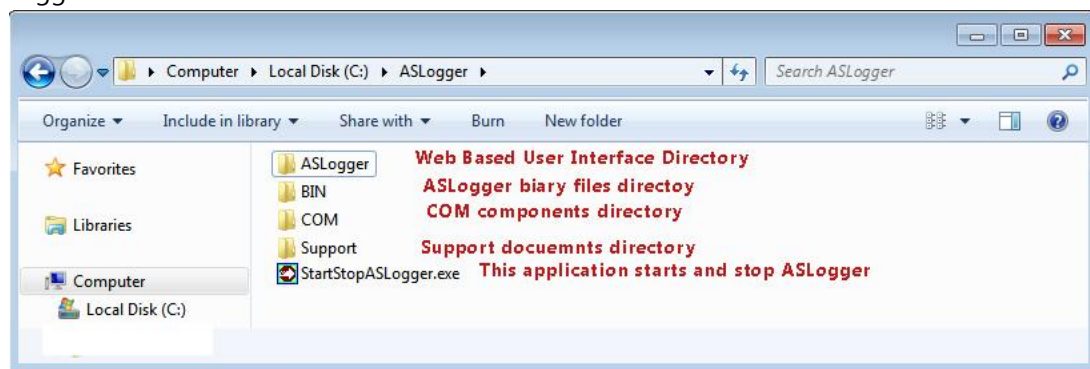
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1. Introduction

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

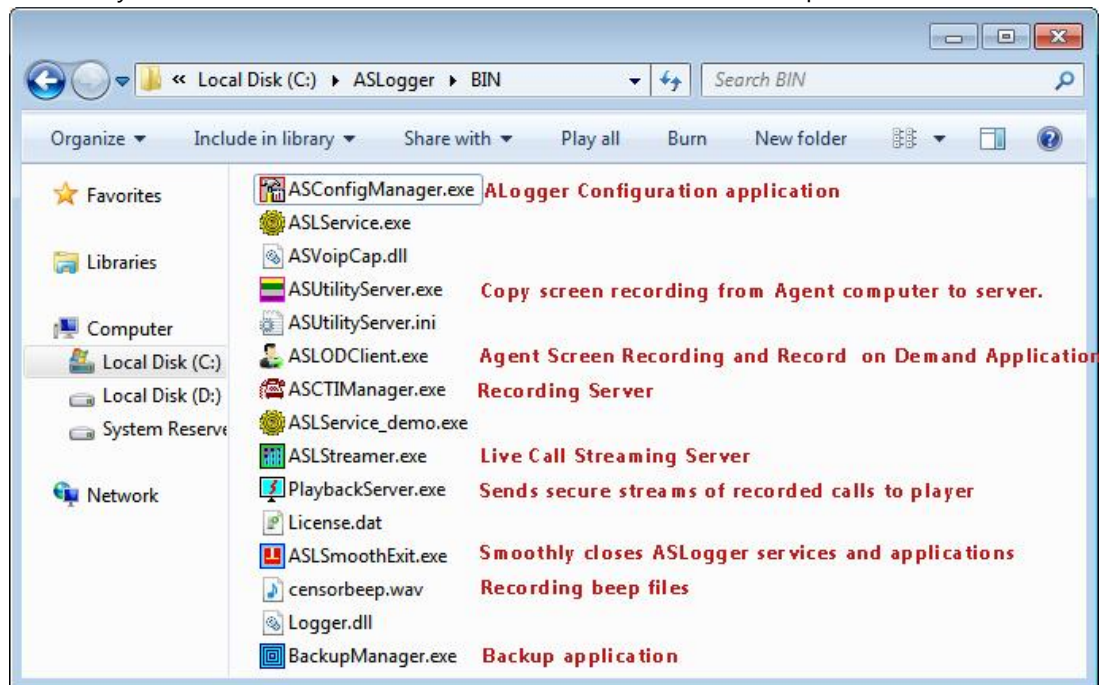
2. ASLogger Default Directories

- ❖ ASLogger software binaries directories



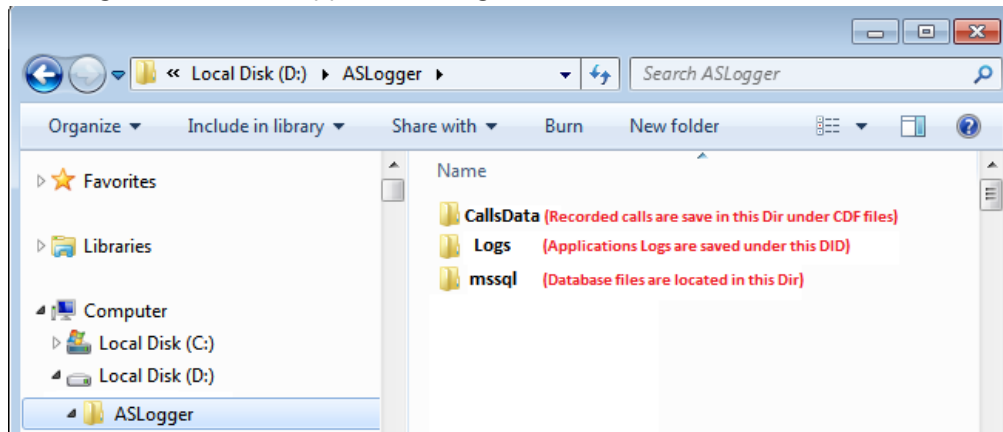
BIN Directory

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



In this document each application has complete description with screenshots.

- ❖ Calls Recording, Database and Applications Logs directories

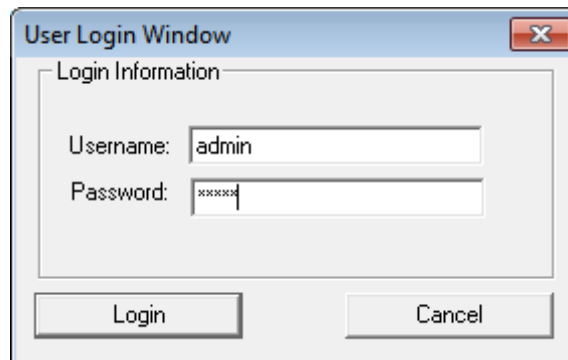


3. ASLogger Service (StartStopASLogger.exe)

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

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

ASCTIManager is the main recording and call logging application. It records all types of calls i.e. ANALOG / DIGITAL / VOIP. Double click on **ASCTIManager** icon in system tray and you will see pop-up:



Default username and password are "admin". On successful login you will see screen like below
Figure named as CTIManager.

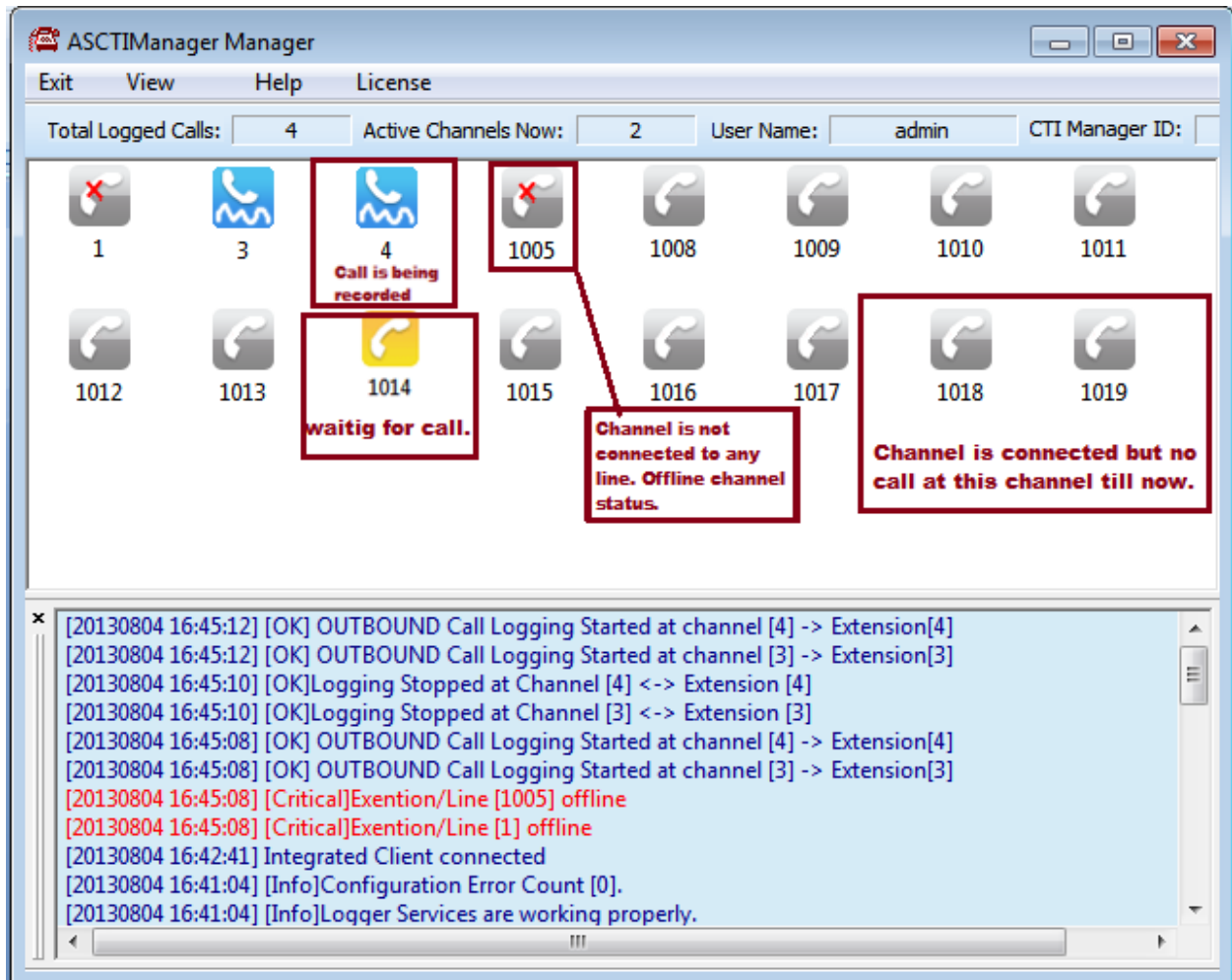
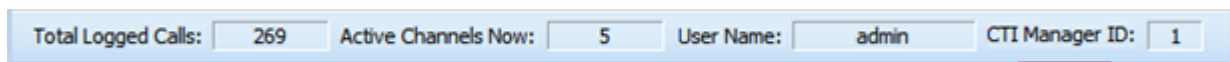


Figure CTIManager

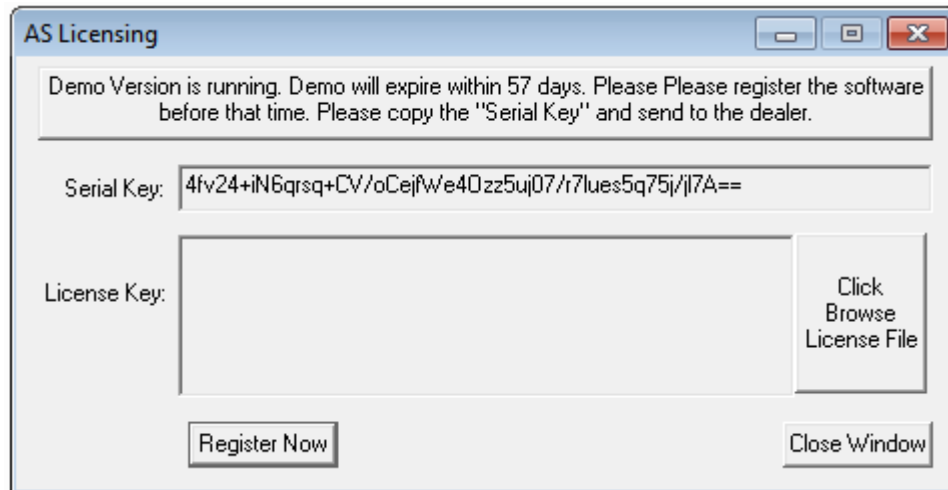


- **Total Logged Calls:** It means today's recorded total calls.
- **Active Channels Now:** It means total channels on which calls are being recorded currently.
- **User Name:** It means who logged in to CTI Manager to see its status.
- **CTI Manager ID:** It means recorder number. This is useful when more than one recording servers are installed.

4.1 Licensing



Click on 'License' menu item to view the license state. To register the software license please copy the serial key and send to your vender / dealer by email or tell on phone. Vender email address is info@ahmadsoftware.com or sales@ahmadsoftware.com.



Licensing screen

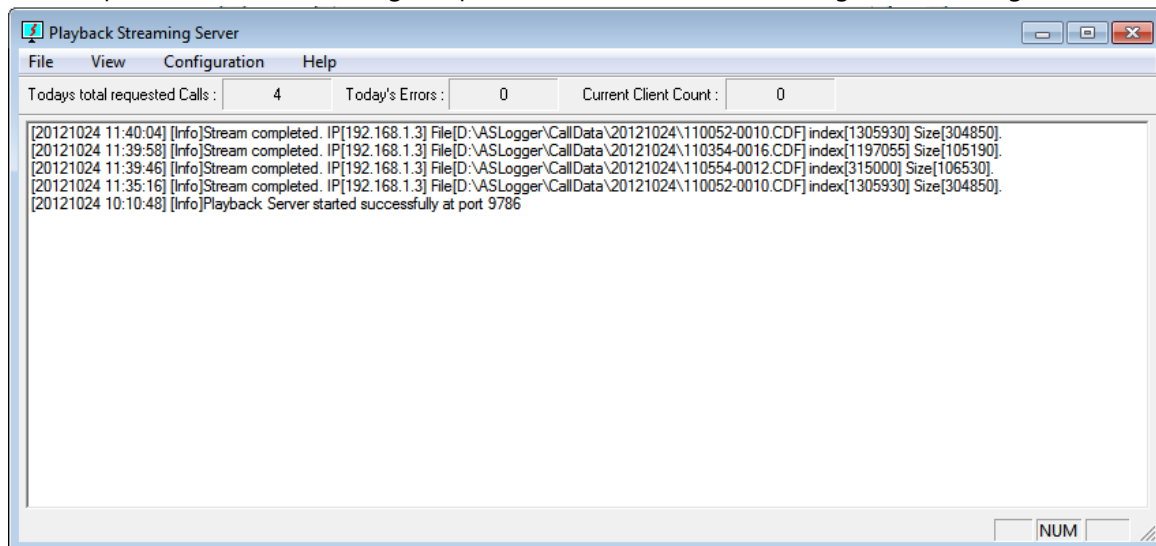
On getting license file from the dealer or vender, please keep a copy of the "License.dat" to "C:\ASLogger\Bin" and restart the software using **StartStopASLogger.exe**

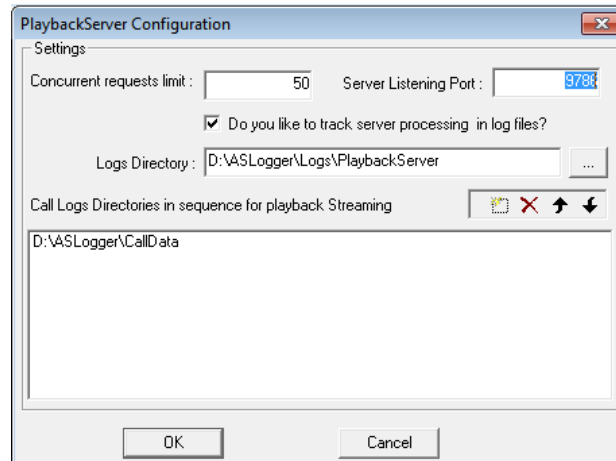
OR

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

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

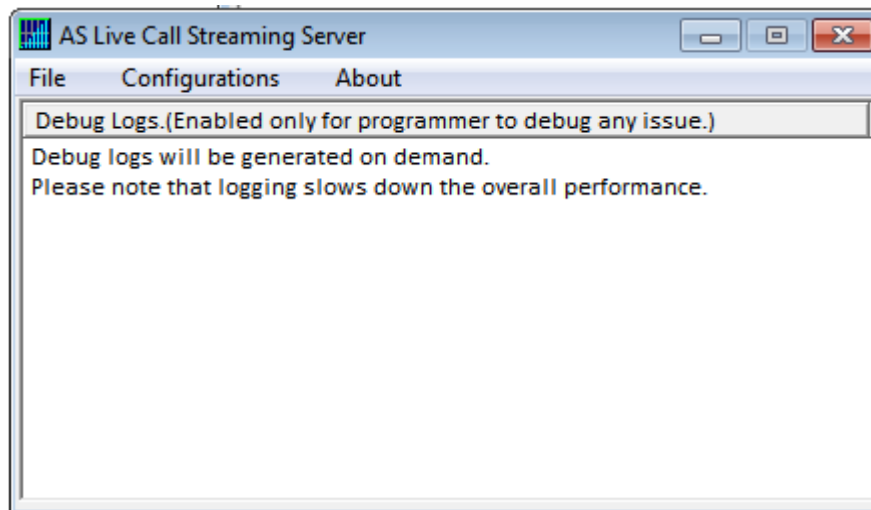
Playback streaming server sends recording calls data to Web based player named as ASPlayer. It runs at default port 9786. You can change its ports but better is set with configuration Manager.



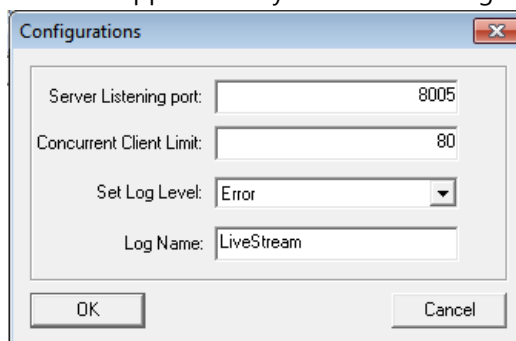


6. Live Call Streaming Server (C:\ASLogger\BIN\ASLStreamer.exe)

It sends live calls data to web based ASLPlayer for real time call play. Its default port is 8005.

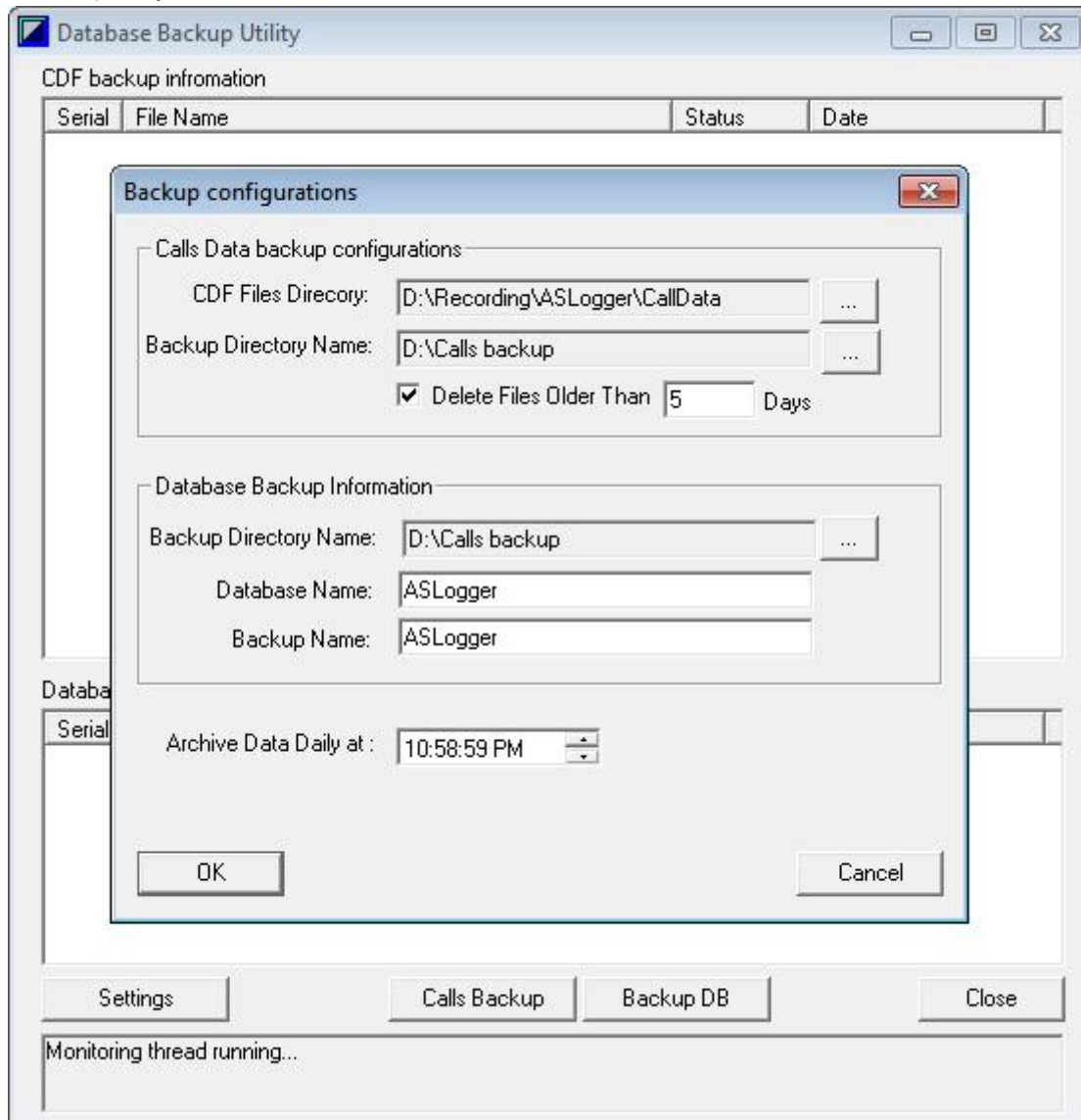


- ❖ You can set configurations for the application by the below Configuration screen.



7. Backup Manager (C:\ASLogger\BIN\BackupManager.exe)

Backup Manager is a small utility that take backup of database and recorded calls data (CDF Files) and deletes temporary tables in database after set time. Please have a look on the below screenshot:



- ❖ Click on 'Settings' button to do configurations so that backup should be automatic.
- ❖ **Calls data backup (CDF files):** Please set CDF directory, CDF backup directory, delete CDF files after taking backup. Backup directory should be USB or Network drive.
- ❖ **Database Backup:** Database backup directory should be external drive or network drive. You can also set database name and backup file name.
- ❖ **Set backup time:** You can also set daily backup time. Time setting is the last item in configuration dialog.
- ❖ **Manual Calls data backup (CDF files):** You can do manual backup by clicking on 'Calls Backup' button.

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

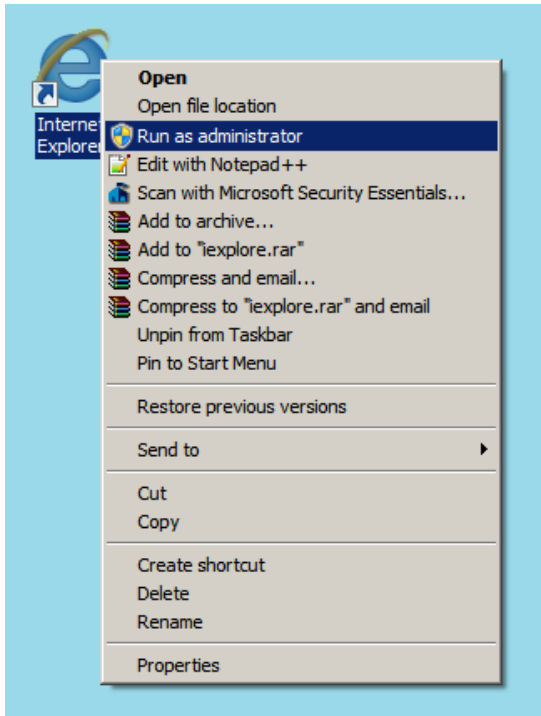
8. Web Interface (Client Side applications)

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

8.1 How to start internet explorer (IE)?

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

UAC Enabled: If your windows 7 or Vista has full UAC protection then run IE with administrator rights as shown in below screenshot:

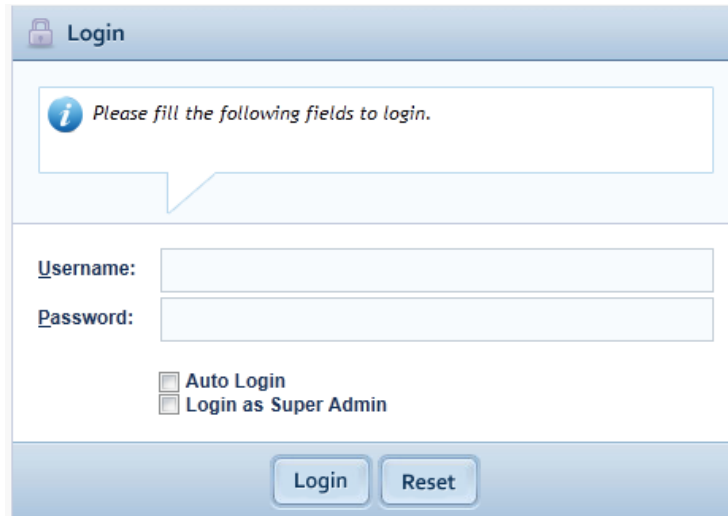


Note:- In case UAC enabled and you run IE with normal user rights then windows don't allow to install ASLogger Players therefore you must run IE with administrator rights as shown in above screenshot.

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

8.2 Login Page

Enter <http://ASLogger Server IP Address/ASLogger> (for example: <http://localhost/ASLogger>) on the address bar of the IE. You will see Log on Page:

The screenshot shows a web-based login form titled "Login" with a lock icon. Below the title is an information box with a blue 'i' icon and the text "Please fill the following fields to login." Below this are two input fields: "Username:" and "Password:". Under the password field are two checkboxes: "Auto Login" and "Login as Super Admin". At the bottom of the form are two buttons: "Login" and "Reset".

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

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

8.3 LOGIN AS SUPPER ADMINISTRATOR

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

- ❖ Configuration
- ❖ Logs

8.2.1 Configuration tab

❖ From the tab you can set:

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

8.3.2 Activity Log

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

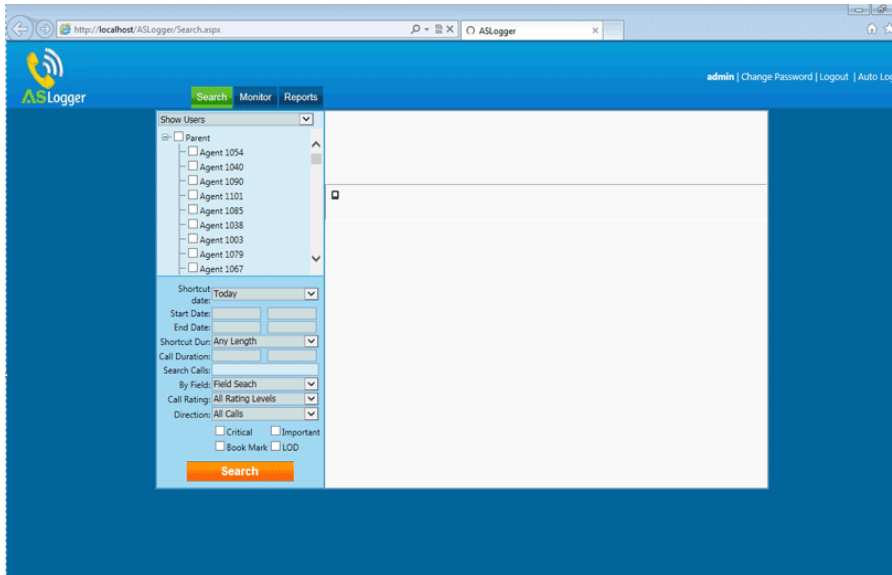
Logs Records			Logs Details
Log Files	Delete		
15-Oct-2012	Delete	<input type="checkbox"/>	[10/23/2012 18:47:56] [Debug] [http://localhost:2334/Default.aspx] [sp_Login 'master','master']
23-Oct-12	Delete	<input type="checkbox"/>	[10/23/2012 18:58:09] [Debug] [http://localhost:2334/Default.aspx] [sp_Login 'master','master']
Delete All			[10/23/2012 19:04:41] [Debug] [http://localhost:2334/Default.aspx?ReturnUrl=/Monitor.aspx] [sp_Login 'master','master']

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

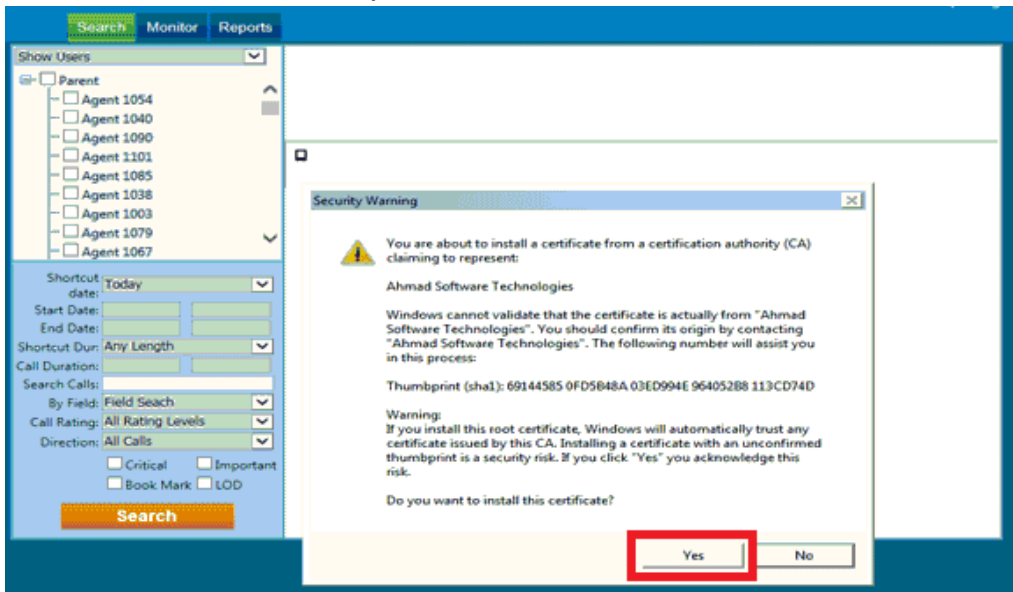
- ❖ Select and Delete Logs that you want to delete.
- ❖ Click on top right link to logout.

8.4 LOGIN AS AN ADMINISTATOR OR NORMAL USER

Players Installation Process: If you are logging first time as an administrator or normal user then IE will show you a screen as shown below:

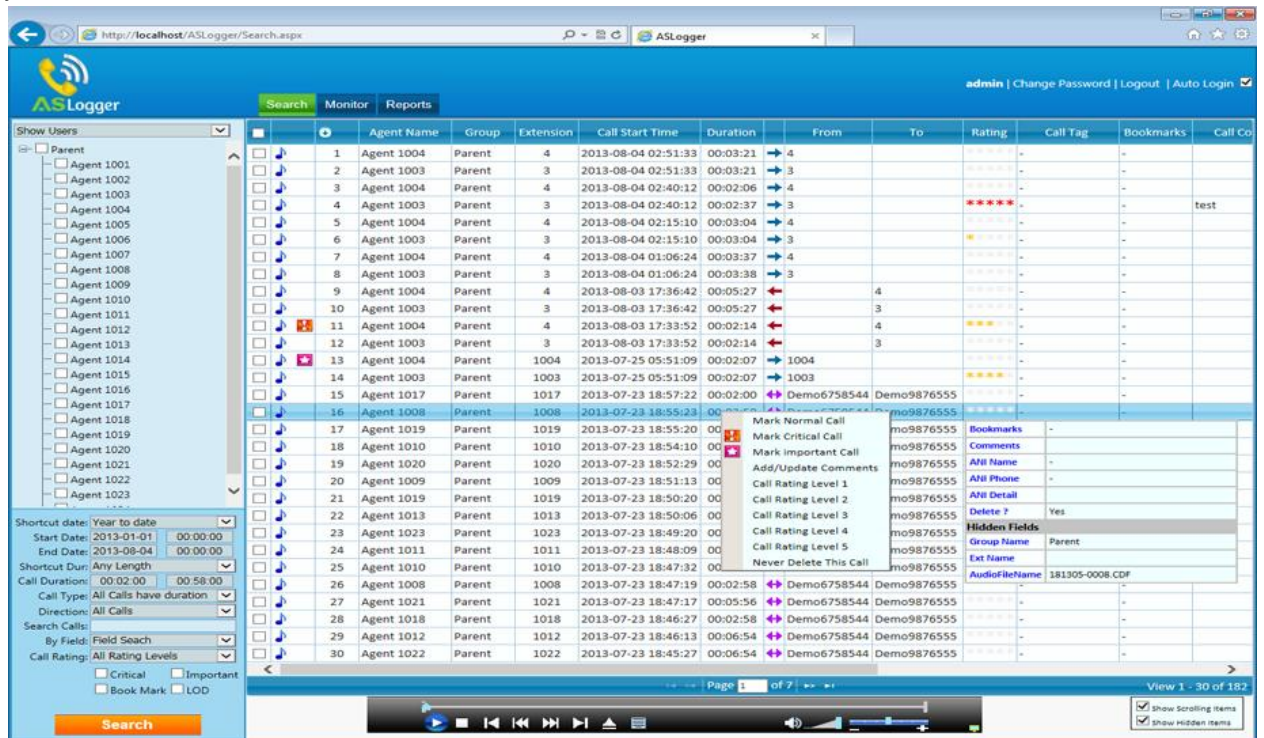


You should for some time until you see the below screen:



The above screen is saying to install digital certificate so that digitally signed ActiveX should be installed on you system. Please click "Yes" to install the certificate.

After successful installation of digital certificate ActiveX controls (Players) will also be installed and you will see the screen like the below:



There are 3 tabs on the above screen

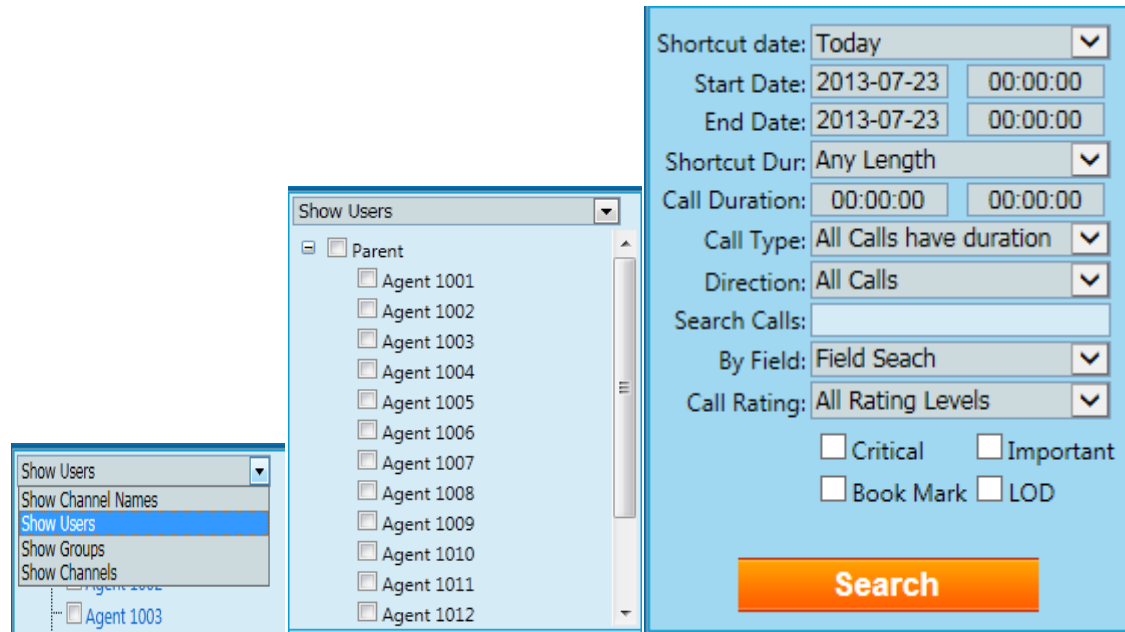
- ❖ Search
- ❖ Monitor
- ❖ Reports

8.4.1 Search

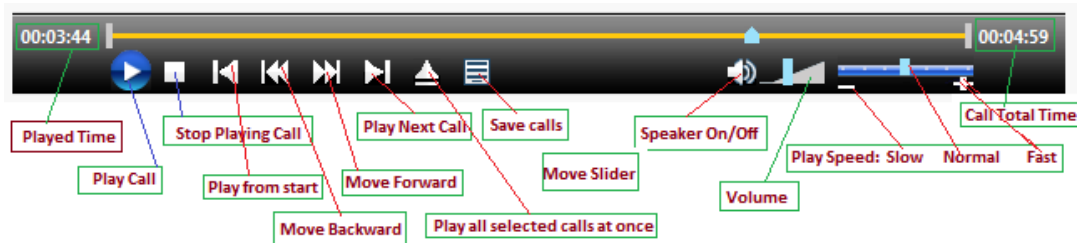
On this screen user can find and playback recorded calls by selecting specific search criteria from left panel i.e.


Search Filters:

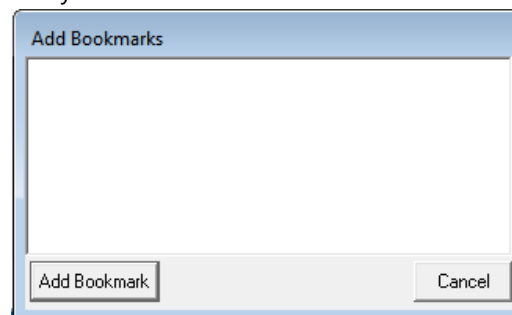
User, channel, Start Date, End Date, Call start Time, Call End Time, Minimum call duration, Maximum Call Duration, Text Search, Field based search, Call Direction, Critical Calls, Start Mark Calls, Book Marked Calls, Answered/Unanswered Calls, Logged on demand calls(LOD). You can also use shortcuts dropdowns "Between" and "Call Length" for fast selection filters.



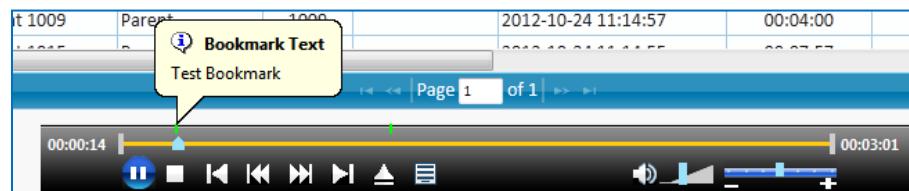
Player Detail information is given in below screenshot:



- ❖ **Add Bookmark:** if you want to add bookmarks to currently active call then click on slider bar  on the location where you want to add bookmark.



- ❖ You added bookmarks in call will be shown on top of player with green marks as shown below:



- ❖ Left Click on green mark to see the bookmark.

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

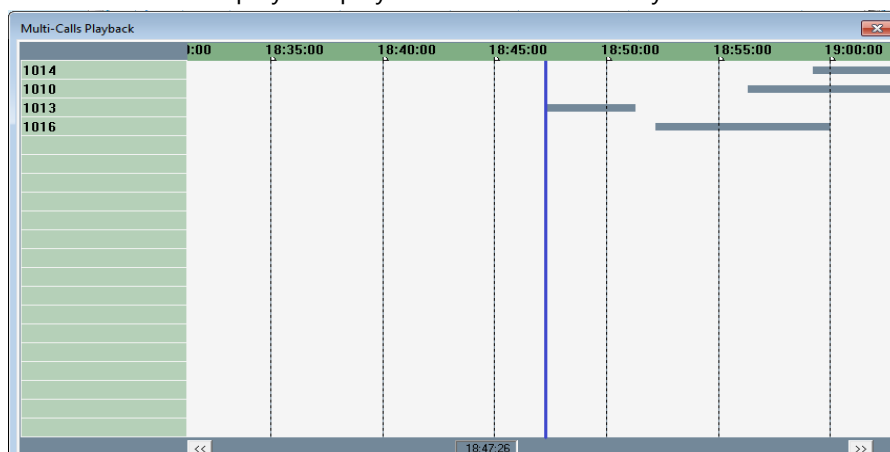
❖ Playing searched Calls

		Agent Name	Agent Group	Extension	Ext Name	Call Start Time	Duration
<input type="checkbox"/>		0	Agent 1015	Parent	1015	2012-10-23 19:05:54	00:02
<input checked="" type="checkbox"/>		1	Agent 1014	Parent	1014	2012-10-23 18:59:17	00:04
<input type="checkbox"/>		2	Agent 1013	Parent	1013	2012-10-23 18:57:52	00:07
<input checked="" type="checkbox"/>		3	Agent 1010	Parent	1010	2012-10-23 18:56:23	00:06
<input type="checkbox"/>		4	Agent 1011	Parent	1011	2012-10-23 18:54:22	00:02
<input type="checkbox"/>		5	Agent 1015	Parent	1015	2012-10-23 18:52:22	00:02
<input checked="" type="checkbox"/>		6	Agent 1016	Parent	1016	2012-10-23 18:52:15	00:06
<input type="checkbox"/>		7	Agent 1014	Parent	1014	2012-10-23 18:51:23	00:06
<input type="checkbox"/>		8	Agent 1009	Parent	1009	2012-10-23 18:51:14	00:07
<input type="checkbox"/>		9	Agent 1015	Parent	1015	2012-10-23 18:49:22	00:02
<input checked="" type="checkbox"/>		10	Agent 1013	Parent	1013	2012-10-23 18:47:20	00:04
<input type="checkbox"/>		11	Agent 1014	Parent	1014	2012-10-23 18:46:18	00:01
<input type="checkbox"/>		12	Agent 1010	Parent	1010	2012-10-23 18:46:13	00:04
<input type="checkbox"/>		13	Agent 1012	Parent	1012	2012-10-23 18:45:22	00:08
<input type="checkbox"/>		14	Agent 1014	Parent	1014	2012-10-23 18:43:14	00:01
<input type="checkbox"/>		15	Agent 1016	Parent	1016	2012-10-23 18:42:49	00:08
<input type="checkbox"/>		16	Agent 1011	Parent	1011	2012-10-23 18:41:12	00:02

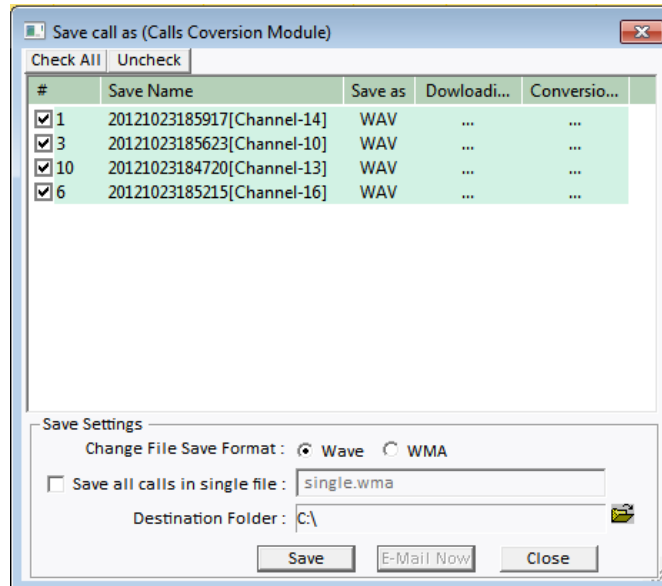
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00:00:02 00:04:59

- ❖ Select calls. The call you will select will be added in player's play list
- ❖ Click on Play button.
- ❖ You can also play a call on double clicking the selected record.
 - ❖ You can also play all selected call simultaneously by clicking on "Multi-Call Play" button. Multi-play can play 20 calls simultaneously.



- ❖ You can save calls as wave/wma. When you click save button then below pop screen will open from where you can save calls:



- ❖ You can also mark calls as Normal.(**Popup Menu**)
- ❖ You can also mark calls as critical.(**Popup Menu**)
- ❖ You can also mark calls as important.(**Popup Menu**)
- ❖ You can add comments on call. (**Popup Menu**)
- ❖ You can add book marks on call. (**Popup Menu**)
- ❖ You can add call rating from 1 to five levels. (**Popup Menu**)
- ❖ You can mark a call 'Never delete' when backup is taken. (**Popup Menu**)
- ❖ You can do by right clicking on any search call record with the pop menu:

			Agent Name	Group	Extension	Call Start Time	Duration		From	To
<input type="checkbox"/>		31	Agent 1001	Parent	1001	2013-05-29 17:29:23	00:00:27	➡	1001	03334758850
<input type="checkbox"/>		32	Agent 1001	Parent	1001	2013-05-29 17:29:05	00:00:17	➡	1001	88
<input type="checkbox"/>		33	Agent 1001	Parent	1001	2013-05-29 17:28:34	00:00:26	➡	1001	88
<input type="checkbox"/>		34	Agent 1001	Parent	1001	2013-05-29 17:23:45	00:00:19	➡	1001	88
<input type="checkbox"/>		35	Agent 1001	Parent	1001	2013-05-29 17:23:45	00:00:45	➡	1001	788546487564
<input type="checkbox"/>		36	Agent 1001	Parent	<div> Mark Normal Call Mark Critical Call Mark important Call Add/Update Comments Call Rating Level 1 Call Rating Level 2 Call Rating Level 3 Call Rating Level 4 Call Rating Level 5 Never Delete This Call</div>	00:00:13	➡	1001	7	
<input type="checkbox"/>		37	Agent 1001	Parent		00:00:15	➡	1001	85455654	
<input type="checkbox"/>		38	Agent 1001	Parent		00:00:45	⬅	5485245555555555	1001	
<input type="checkbox"/>		39	Agent 1001	Parent		00:00:12	➡	1001		
<input type="checkbox"/>		40	Agent 1001	Parent		00:00:19	⬅	85455654	1001	
<input type="checkbox"/>		41	Agent 1001	Parent		00:00:09	⬅		1001	
<input type="checkbox"/>		42	Agent 1001	Parent		00:00:34	➡	1001	03334758850	
<input type="checkbox"/>		43	Agent 1001	Parent	00:00:21	➡	1001	457887524787		
<input type="checkbox"/>		44	Agent 1001	Parent	00:00:14	➡	1001	78454789654		
<input type="checkbox"/>		45	Agent 1001	Parent	1001	2013-05-29 16:54:59	00:00:24	➡	1001	03334758850
<input type="checkbox"/>		46	Agent 1001	Parent	1001	2013-05-29 16:54:51	00:00:09	➡	1001	457878787
<input type="checkbox"/>		47	Agent 1001	Parent	1001	2013-05-29 16:48:19	00:00:22	➡	1001	458784125487
<input type="checkbox"/>		48	Agent 1001	Parent	1001	2013-05-29 16:36:43	00:00:02	➡	1001	
<input type="checkbox"/>		49	Agent 1001	Parent	1001	2013-05-29 16:36:41	00:00:06	➡	1001	87878445

⏪ ⏩ Page 2 of 5 ⏪ ⏩

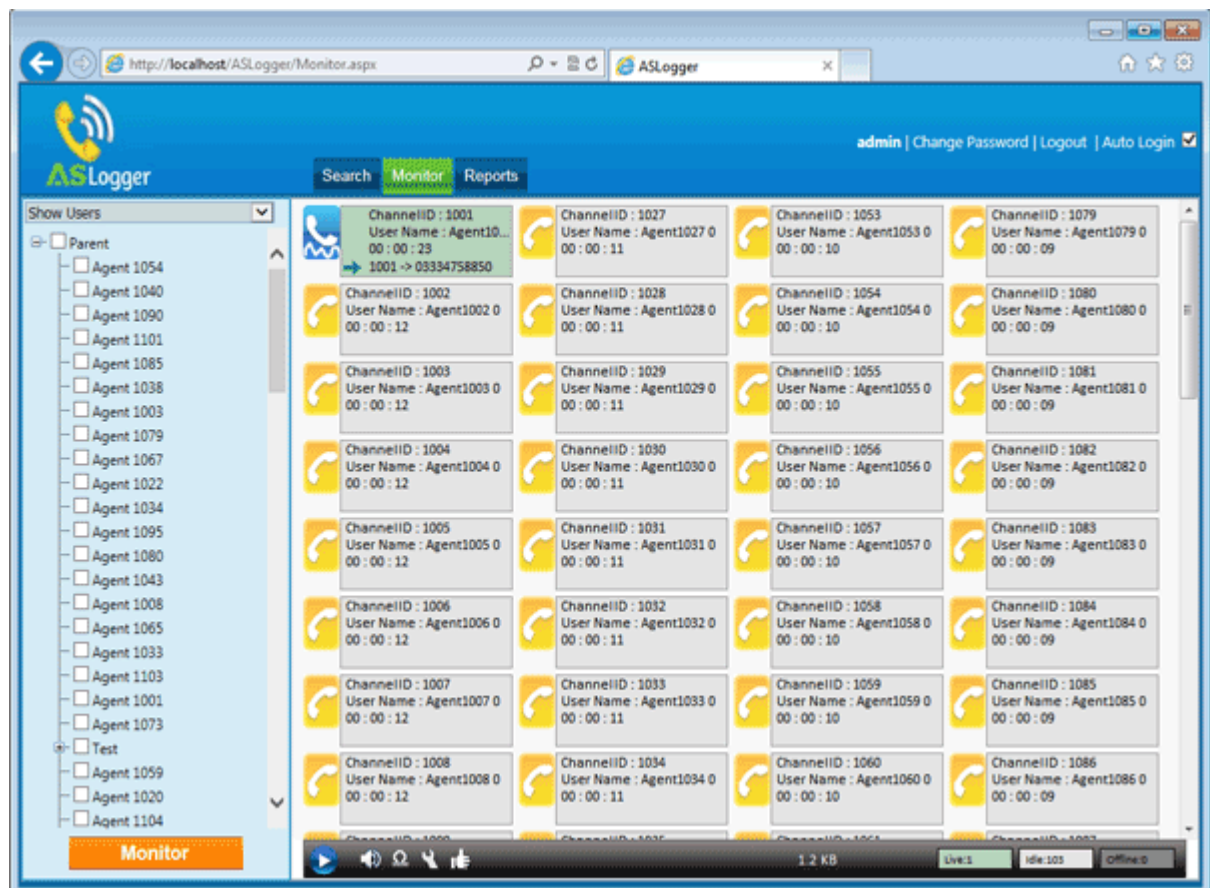
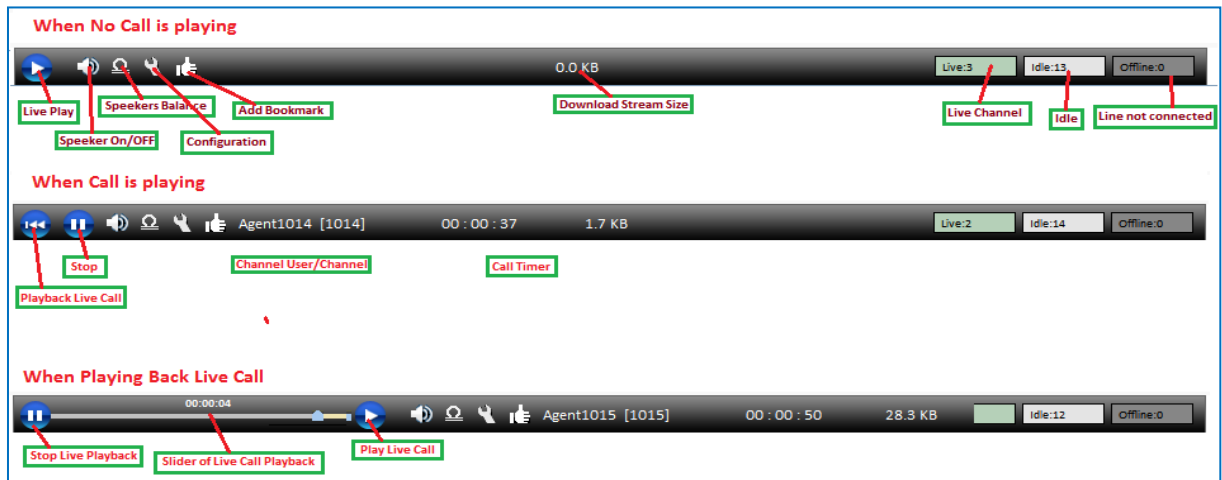
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Popup Menu

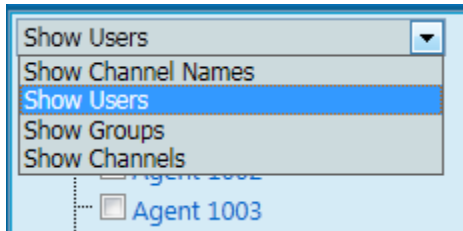
8.4.2 Monitor

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

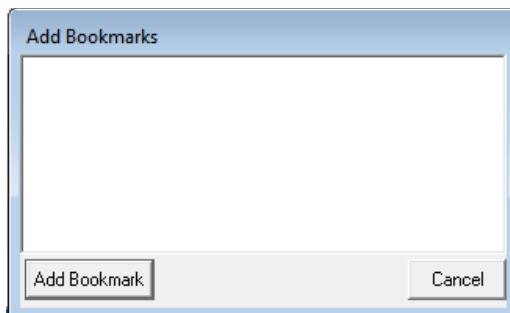
- ❖ **Live Monitor Player:** Please carefully read the Live Monitor Player. It plays live calls and also can rewind Live Call. You can also play multiple live calls simultaneously.



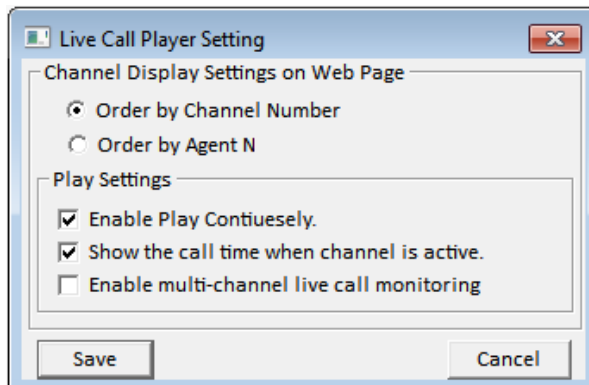
- ❖ Select channel/Users from dropdown:



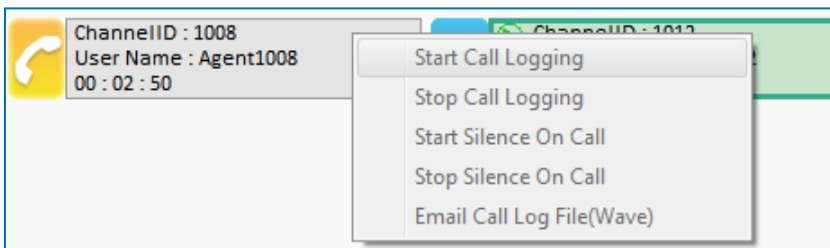
- ❖ Select Channels/Users from left pane and click on "Monitor" Button or if you are Administrator then you can click on Monitor button without selecting any user or group if you want to see all the channels in right pan.
- ❖ Select Active Channel and click on Play button to play live call **OR** double click the active channel and live call play will start.
- ❖ Click on bookmark button to add in currently playing call.



- ❖ Click on Configuration button if you want to do any configurations like multi-call play etc.



- ❖ You can set display order of channels.
- ❖ You can enable multi-channel live call monitoring.
- ❖ You can also do the following on a call if you have assigned rights by the administrator:



8.4.3 Agent's Evaluations

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

❖ New QA Campaign

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

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

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

- **Single Selection**

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

How Agent responded Scores: 10

☐ good

☐ Very Good

☐ Excellent

☐ poor

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

- **Multiple Selection**

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

How was customer Response on our services Scores: 40

☐ Nice call response

☐ Timely working

☐ Company Performance

☐ In Time

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

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

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

❖ QA Campaign List

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

QA Campaign List							
	Campaign Name	Questions	Score	Start Date	End Date	Publish Status	Action
31	New Test Campaign	3	11	1/16/2014	1/16/2014	Not Published	
32	Agents Training Campaign	0	0	2/4/2014	2/27/2014	Not Published	

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

Delete Campaign: Click on delete button .

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

Call Evaluation Form: New Test Survey

How was the new agent response? Maximum Scores:[23]

- ☐ Remote client software or browser base software options Scores: {5}
- ☐ Remote client software or browser base software options Scores: {3}
- ☐ Remote client software or browser base software options Scores: {7}
- ☐ Remote client software or browser base software options Scores: {8}

Customer complain level? Maximum Scores:[5]

- ☐ Client Software should be browser based to access Scores: {1}
- ☐ Client Software should be browser based to access Scores: {2}
- ☐ Client Software should be browser based to access Client Software should be browser based to access Scores: {3}
- ☐ Client Software should be browser based to access Client Software should be browser based to access Client Software should be browser based to access Scores: {5}

How much training is needed to new agent? Maximum Scores:[12]

- ☐ PC Screen Activity Capturing. Scores: {3}
- ☐ PC Screen Activity Capturing. Scores: {2}
- ☐ PC Screen Activity Capturing. Scores: {3}
- ☐ PC Screen Activity Capturing. Scores: {4}

Close

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

Create QA Campaign

Campaign Name: New Test Campaign

Start Date: 2014-1-16 End Date: 2014-1-16

☒ Activate After End Date ☒ Is Shared?

Update Form

Questions

Question Statement:

Question Type: Question Type Display Order: 1

Option Text: Rating:

Option Text: Rating:

Save Question + Add More

Disp. Order	Question	Type	Options Count	Action
1	asdfsdfasdfsdfs	Multiple Selection	2	
1	2332434342342342	Single Selection	2	
1	fasdfsdfasdfs	Single Selection	2	

❖ Add Call to Evaluations:

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

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

Search Monitor Evaluation Eval. Reports Reports

admin | Change Password | Logout | Auto Login

Show Users

- Parent
 - Account
 - Agent 1001
 - Agent 1002
 - Agent 1003
 - Agent 1004
 - Agent 1005
 - Management
 - Agent 1016
 - Agent 1017
 - Agent 1018
 - Agent 1019
 - Agent 1020

Shortcut date: Year to date

Start Date: 2014-01-01 00:00:00

End Date: 2014-02-02 00:00:00

Shortcut Dur: Any Length

Call Duration: 00:00:00 00:00:00

Call Type: All Calls have duration

Direction: All Calls

Search Calls:

By Field: Field Search

Call Rating: All Rating Levels

☐ Critical ☐ Important

☐ Book Mark ☐ LOD

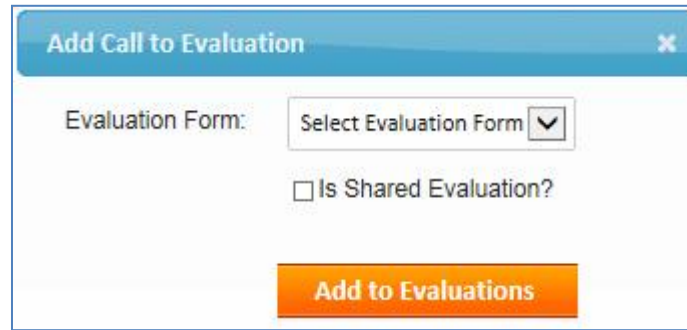
Search

	Agent Name	Group	Extension	Call Start Time	Duration	From	To	Rating	Call Tag
31	Agent 1002	Account	1002	2014-01-30 01:14:57	00:00:02	1002			-
32	Agent 1002	Account	1002	2014-01-30 01:14:56	00:00:02	1002			-
33	Agent 1002	Account	1002	2014-01-30 01:14:52	00:00:04	1002			-
34	Agent 1002	Account	1002			1002			-
35	Agent 1002	Account	1002			1002			-
36	Agent 1002	Account	1002			1002			-
37	Agent 1002	Account	1002			1002			-
38	Agent 1002	Account	1002			1002			-
39	Agent 1002	Account	1002			1002			-
40	Agent 1002	Account	1002			1002			-
41	Agent 1002	Account	1002			35879295			-
42	Agent 1002	Account	1002			36673713			-
43	Agent 1002	Account	1002			02134970550			-
44	Agent 1002	Account	1002	2014-01-25 12:08:41	00:01:43	1002			-
45	Agent 1002	Account	1002	2014-01-16 20:58:32	00:02:11	1002	03015776667		-
46	Agent 1002	Account	1002	2014-01-16 15:32:31	00:00:06	1002			-
47	Agent 1002	Account	1002	2014-01-16 15:32:23	00:00:01	1002			-
48	Agent 1002	Account	1002	2014-01-16 15:32:13	00:00:00	1002			-
49	Agent 1002	Account	1002	2014-01-14 01:23:12	00:00:01	1002			-
50	Agent 1002	Account	1002	2014-01-14 01:23:11	00:00:00	1002			-

Page 2 of 3

View 31 - 60 of 76

☐ Show Scrolling Items ☐ Show Hidden Items




Add Call to Evaluation

Evaluation Form: Select Evaluation Form

☐ Is Shared Evaluation?

Add to Evaluations







If you want to share evaluating call with other users having normal user rights there check the "Is Shared Evaluation?" checkbox.

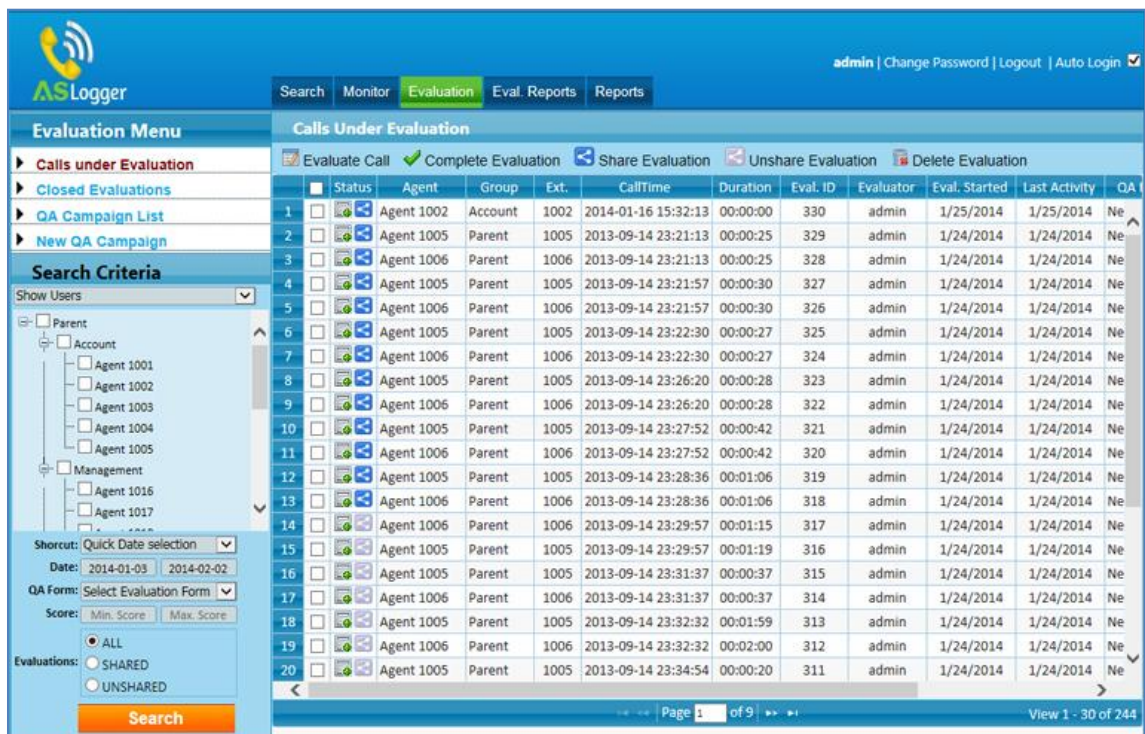
- **Add Multiple calls to Evaluation Simultaneously:** Please select multiple calls and click on button  at bottom of left pane.

❖ **Calls under Evaluation:**

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

Below are icons and their meaning on the page:

- [: Score the call or edit call scores] [ Un-Shared Evaluation] [ Shared Evaluation]
- [ All questions are answered in evaluation and click to move the call in closed evaluations] [ Delete Selected Evaluations] [ Complete selected evaluations]



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Evaluation Menu

- Calls under Evaluation**
- Closed Evaluations
- QA Campaign List
- New QA Campaign

Search Criteria

Show Users

- Parent
 - Account
 - Agent 1001
 - Agent 1002
 - Agent 1003
 - Agent 1004
 - Agent 1005
 - Management
 - Agent 1016
 - Agent 1017

Shortcut: Quick Date selection

Date: 2014-01-03 | 2014-02-02

QA Form: Select Evaluation Form

Score: Min. Score | Max. Score

Evaluations:

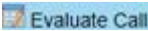
- ☒ ALL
- ☐ SHARED
- ☐ UNSHARED

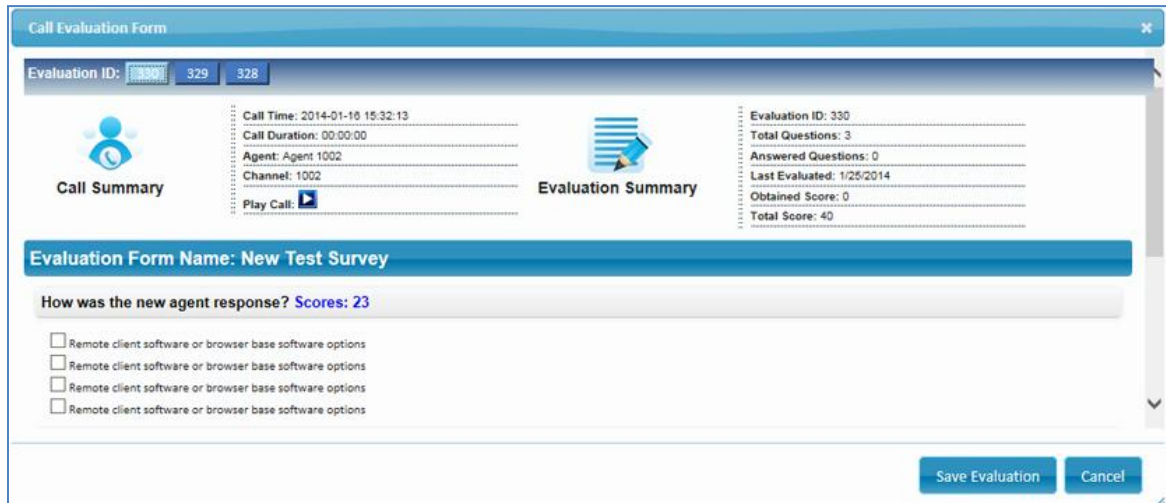
Calls Under Evaluation

☐ Evaluate Call
 ☒ Complete Evaluation
 ☐ Share Evaluation
 ☐ Unshare Evaluation
 ☐ Delete Evaluation

	Status	Agent	Group	Ext.	CallTime	Duration	Eval. ID	Evaluator	Eval. Started	Last Activity	QA
1		Agent 1002	Account	1002	2014-01-16 15:32:13	00:00:00	330	admin	1/25/2014	1/25/2014	Ne
2		Agent 1005	Parent	1005	2013-09-14 23:21:13	00:00:25	329	admin	1/24/2014	1/24/2014	Ne
3		Agent 1006	Parent	1006	2013-09-14 23:21:13	00:00:25	328	admin	1/24/2014	1/24/2014	Ne
4		Agent 1005	Parent	1005	2013-09-14 23:21:57	00:00:30	327	admin	1/24/2014	1/24/2014	Ne
5		Agent 1006	Parent	1006	2013-09-14 23:21:57	00:00:30	326	admin	1/24/2014	1/24/2014	Ne
6		Agent 1005	Parent	1005	2013-09-14 23:22:30	00:00:27	325	admin	1/24/2014	1/24/2014	Ne
7		Agent 1006	Parent	1006	2013-09-14 23:22:30	00:00:27	324	admin	1/24/2014	1/24/2014	Ne
8		Agent 1005	Parent	1005	2013-09-14 23:26:20	00:00:28	323	admin	1/24/2014	1/24/2014	Ne
9		Agent 1006	Parent	1006	2013-09-14 23:26:20	00:00:28	322	admin	1/24/2014	1/24/2014	Ne
10		Agent 1005	Parent	1005	2013-09-14 23:27:52	00:00:42	321	admin	1/24/2014	1/24/2014	Ne
11		Agent 1006	Parent	1006	2013-09-14 23:27:52	00:00:42	320	admin	1/24/2014	1/24/2014	Ne
12		Agent 1005	Parent	1005	2013-09-14 23:28:36	00:01:06	319	admin	1/24/2014	1/24/2014	Ne
13		Agent 1006	Parent	1006	2013-09-14 23:28:36	00:01:06	318	admin	1/24/2014	1/24/2014	Ne
14		Agent 1005	Parent	1006	2013-09-14 23:29:57	00:01:15	317	admin	1/24/2014	1/24/2014	Ne
15		Agent 1005	Parent	1005	2013-09-14 23:29:57	00:01:19	316	admin	1/24/2014	1/24/2014	Ne
16		Agent 1005	Parent	1005	2013-09-14 23:31:37	00:00:37	315	admin	1/24/2014	1/24/2014	Ne
17		Agent 1006	Parent	1006	2013-09-14 23:31:37	00:00:37	314	admin	1/24/2014	1/24/2014	Ne
18		Agent 1005	Parent	1005	2013-09-14 23:32:32	00:01:59	313	admin	1/24/2014	1/24/2014	Ne
19		Agent 1006	Parent	1006	2013-09-14 23:32:32	00:02:00	312	admin	1/24/2014	1/24/2014	Ne
20		Agent 1005	Parent	1005	2013-09-14 23:34:54	00:00:20	311	admin	1/24/2014	1/24/2014	Ne

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



Call Evaluation Form

Evaluation ID: 330 329 328

Call Summary

Call Time: 2014-01-16 15:32:13
 Call Duration: 00:00:00
 Agent: Agent 1002
 Channel: 1002
 Play Call: 

Evaluation Summary


Evaluation ID: 330
 Total Questions: 3
 Answered Questions: 0
 Last Evaluated: 1/25/2014
 Obtained Score: 0
 Total Score: 40

Evaluation Form Name: New Test Survey

How was the new agent response? Scores: 23

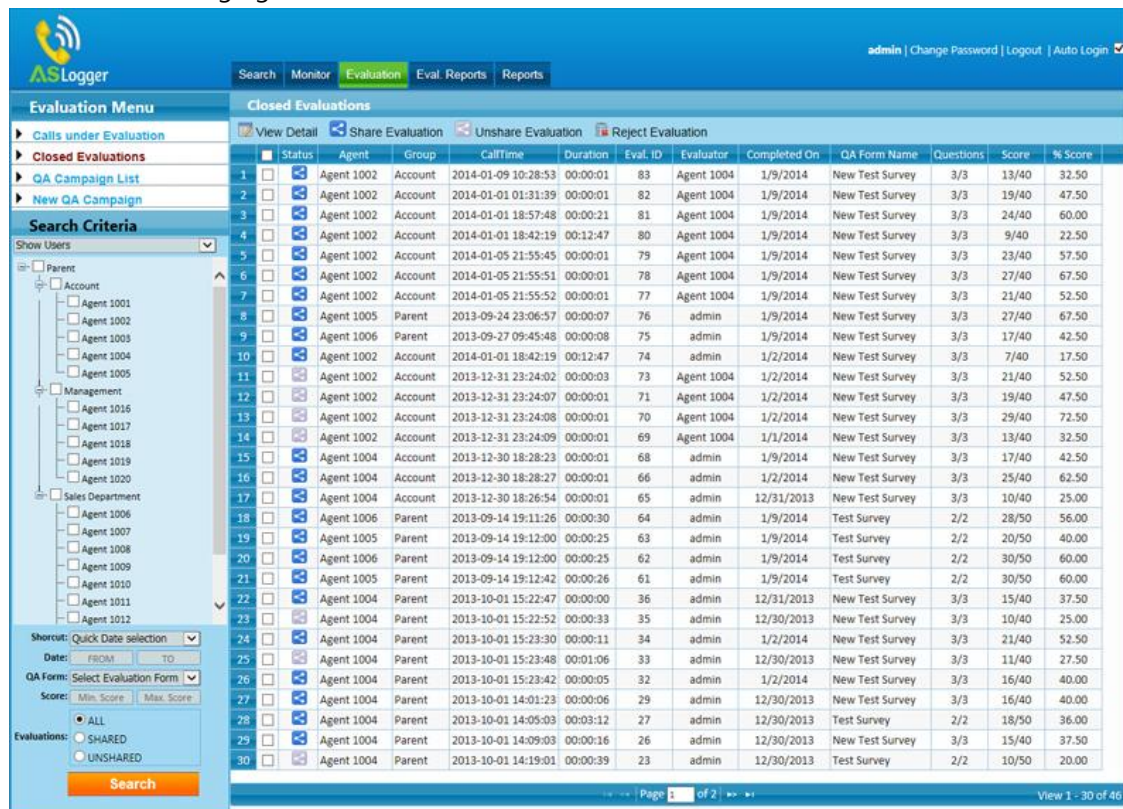
☐ Remote client software or browser base software options
☐ Remote client software or browser base software options
☐ Remote client software or browser base software options
☐ Remote client software or browser base software options

Save Evaluation **Cancel**

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

❖ Close Evaluations

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



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Search Monitor **Evaluation** Eval. Reports Reports

Evaluation Menu

- Calls under Evaluation
- Closed Evaluations**
- QA Campaign List
- New QA Campaign






























Search Criteria

Show Users

- Parent
 - Account
 - Agent 1001
 - Agent 1002
 - Agent 1003
 - Agent 1004
 - Agent 1005
 - Management
 - Agent 1016
 - Agent 1017
 - Agent 1018
 - Agent 1019
 - Agent 1020
 - Sales Department
 - Agent 1006
 - Agent 1007
 - Agent 1008
 - Agent 1009
 - Agent 1010
 - Agent 1011
 - Agent 1012

Shortcut: Quick Date selection
 Date: FROM TO
 QA Form: Select Evaluation Form
 Score: Min Score Max Score
 Evaluations: ☒ ALL ☐ SHARED ☐ UNSHARED
Search

Closed Evaluations

	Status	Agent	Group	CallTime	Duration	Eval. ID	Evaluator	Completed On	QA Form Name	Questions	Score	% Score
1		Agent 1002	Account	2014-01-09 10:28:53	00:00:01	83	Agent 1004	1/9/2014	New Test Survey	3/3	13/40	32.50
2		Agent 1002	Account	2014-01-01 01:31:39	00:00:01	82	Agent 1004	1/9/2014	New Test Survey	3/3	19/40	47.50
3		Agent 1002	Account	2014-01-01 18:57:48	00:00:21	81	Agent 1004	1/9/2014	New Test Survey	3/3	24/40	60.00
4		Agent 1002	Account	2014-01-01 18:42:19	00:12:47	80	Agent 1004	1/9/2014	New Test Survey	3/3	9/40	22.50
5		Agent 1002	Account	2014-01-05 21:55:45	00:00:01	79	Agent 1004	1/9/2014	New Test Survey	3/3	23/40	57.50
6		Agent 1002	Account	2014-01-05 21:55:51	00:00:01	78	Agent 1004	1/9/2014	New Test Survey	3/3	27/40	67.50
7		Agent 1002	Account	2014-01-05 21:55:52	00:00:01	77	Agent 1004	1/9/2014	New Test Survey	3/3	21/40	52.50
8		Agent 1005	Parent	2013-09-24 23:06:57	00:00:07	76	admin	1/9/2014	New Test Survey	3/3	27/40	67.50
9		Agent 1006	Parent	2013-09-27 09:45:48	00:00:08	75	admin	1/9/2014	New Test Survey	3/3	17/40	42.50
10		Agent 1002	Account	2014-01-01 18:42:19	00:12:47	74	admin	1/2/2014	New Test Survey	3/3	7/40	17.50
11		Agent 1002	Account	2013-12-31 23:24:02	00:00:03	73	Agent 1004	1/2/2014	New Test Survey	3/3	21/40	52.50
12		Agent 1002	Account	2013-12-31 23:24:07	00:00:01	71	Agent 1004	1/2/2014	New Test Survey	3/3	19/40	47.50
13		Agent 1002	Account	2013-12-31 23:24:08	00:00:01	70	Agent 1004	1/2/2014	New Test Survey	3/3	29/40	72.50
14		Agent 1002	Account	2013-12-31 23:24:09	00:00:01	69	Agent 1004	1/1/2014	New Test Survey	3/3	13/40	32.50
15		Agent 1004	Account	2013-12-30 18:28:23	00:00:01	68	admin	1/9/2014	New Test Survey	3/3	17/40	42.50
16		Agent 1004	Account	2013-12-30 18:28:27	00:00:01	66	admin	1/2/2014	New Test Survey	3/3	25/40	62.50
17		Agent 1004	Account	2013-12-30 18:26:54	00:00:30	65	admin	12/31/2013	New Test Survey	3/3	10/40	25.00
18		Agent 1006	Parent	2013-09-14 19:11:26	00:00:30	64	admin	1/9/2014	Test Survey	2/2	28/50	56.00
19		Agent 1005	Parent	2013-09-14 19:12:00	00:00:25	63	admin	1/9/2014	Test Survey	2/2	20/50	40.00
20		Agent 1006	Parent	2013-09-14 19:12:00	00:00:25	62	admin	1/9/2014	Test Survey	2/2	30/50	60.00
21		Agent 1005	Parent	2013-09-14 19:12:42	00:00:26	61	admin	1/9/2014	Test Survey	2/2	30/50	60.00
22		Agent 1004	Parent	2013-10-01 15:22:47	00:00:00	36	admin	12/31/2013	New Test Survey	3/3	15/40	37.50
23		Agent 1004	Parent	2013-10-01 15:22:52	00:00:33	35	admin	12/30/2013	New Test Survey	3/3	10/40	25.00
24		Agent 1004	Parent	2013-10-01 15:23:30	00:00:11	34	admin	1/2/2014	New Test Survey	3/3	21/40	52.50
25		Agent 1004	Parent	2013-10-01 15:23:48	00:01:06	33	admin	12/30/2013	New Test Survey	3/3	11/40	27.50
26		Agent 1004	Parent	2013-10-01 15:23:42	00:00:05	32	admin	1/2/2014	New Test Survey	3/3	16/40	40.00
27		Agent 1004	Parent	2013-10-01 14:01:23	00:00:06	29	admin	12/30/2013	New Test Survey	3/3	16/40	40.00
28		Agent 1004	Parent	2013-10-01 14:05:03	00:03:12	27	admin	12/30/2013	Test Survey	2/2	18/50	36.00
29		Agent 1004	Parent	2013-10-01 14:09:03	00:00:16	26	admin	12/30/2013	New Test Survey	3/3	15/40	37.50
30		Agent 1004	Parent	2013-10-01 14:19:01	00:00:39	23	admin	12/30/2013	Test Survey	2/2	10/50	20.00

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What you can do with closed evaluations?

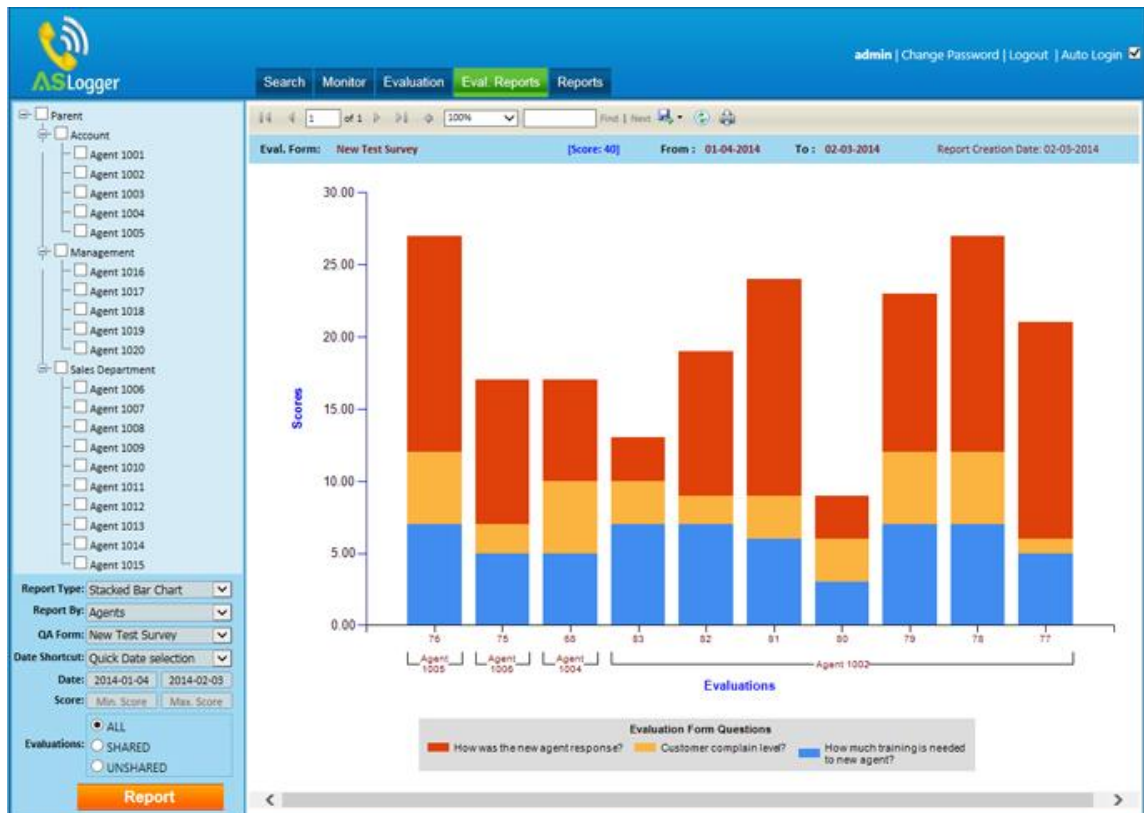
- Share the evaluations
- Un-share Evaluations
- See Score detail on just double click the call row or select the evaluations and click the button "View Detail".
- Reject the evaluation. On rejecting evaluation, calls will be deleted from evaluations.

8.4.4 Evaluation REPORTS

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

The screenshot displays the ASLogger application interface for generating evaluation reports. The left sidebar contains a tree view for selecting agents (Agent 1001 to 1018) and a 'Report Type' dropdown set to 'Tabular Report'. The main area shows a report for 'New Test Survey' with filters for 'From: 01-04-2014' and 'To: 02-03-2014'. The report table lists agents and their evaluation scores.

Agent Name	EvalID	Completed On	Obt. Scores	% Scores	Customer complain level?	How n
Agent 1004	68	01/09/2014	17	42.5	5	
	Total Evals: 1	Average Score	17	42.5 %	5/5	
Agent 1006	75	01/09/2014	17	42.5	2	
	Total Evals: 1	Average Score	17	42.5 %	2/5	
Agent 1005	76	01/09/2014	27	67.5	5	
	Total Evals: 1	Average Score	27	67.5 %	5/5	
Agent 1002	77	01/09/2014	21	52.5	1	
	78	01/09/2014	27	67.5	5	
	79	01/09/2014	23	57.5	5	
	80	01/09/2014	9	22.5	3	
	81	01/09/2014	24	60	3	
	82	01/09/2014	19	47.5	2	
	83	01/09/2014	13	32.5	3	
	Total Evals: 7	Average Score	19.43	48.57 %	3.14/5	
Total Evaluations	10	Avg. Obt. Score	19.7	49.25 %	3.4/5	



8.4.5 REPORTS

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

ASLogger

Search Monitor Reports

admin | Change Password | Logout | Auto Login

From: 01-01-2013 To: 08-04-2013 Report Creation Date: 05-04-2013

Channel / Group / Agent Name	Total	Total Call Duration	Average Call Duration	Average duration per Day	2013-01-01	2013-01-02	2013-01-03
1003 : Parent : NULL	950	1:58:28	0:00:07	0:00:33	0	0	0
1004 : Parent : NULL	950	2:00:35	0:00:08	0:00:33	0	0	0
1005 : Parent :	23	0:45:44	0:01:59	0:00:13	0	0	0
1006 : Parent :	31	0:31:03	0:01:00	0:00:09	0	0	0
1007 : Parent :	21	0:41:47	0:01:59	0:00:12	0	0	0
1008 : Parent :	10	0:29:46	0:02:59	0:00:08	0	0	0
1009 : Parent :	20	1:19:27	0:03:58	0:00:22	0	0	0
1010 : Parent :	14	1:24:11	0:06:01	0:00:23	0	0	0
1011 : Parent :	7	0:41:35	0:05:56	0:00:12	0	0	0
1012 : Parent :	10	1:09:12	0:06:55	0:00:19	0	0	0
1013 : Parent :	12	1:34:56	0:07:55	0:00:26	0	0	0
1014 : Parent :	8	1:11:11	0:08:54	0:00:20	0	0	0
1015 : Parent :	23	0:45:49	0:01:60	0:00:13	0	0	0
1016 : Parent :	25	0:25:10	0:01:00	0:00:07	0	0	0
1017 : Parent :	24	0:47:49	0:01:60	0:00:13	0	0	0
1018 : Parent :	6	0:17:52	0:02:59	0:00:05	0	0	0
1019 : Parent :	21	1:23:12	0:03:58	0:00:23	0	0	0
1020 : Parent :	13	1:14:20	0:05:43	0:00:21	0	0	0
1021 : Parent :	7	0:41:34	0:05:56	0:00:12	0	0	0
1022 : Parent :	12	1:22:59	0:06:55	0:00:23	0	0	0
1023 : Parent :	11	1:27:01	0:07:55	0:00:24	0	0	0
1024 : Parent :	6	0:53:23	0:08:54	0:00:15	0	0	0
3 : Parent :	198	1:07:30	0:00:20	0:00:19	0	0	0
4 : Parent :	198	1:07:02	0:00:20	0:00:19	0	0	0
Total	2608	25:21:37	0:14:00	0:07:03	0	0	0
AVG	108.7	1:03:24	0:00:35	0:00:18	0	0	0

Report Type: Report
Report X Axis: Day
Report Y Axis: Report By Channel
Report based on: Number of Calls
☐ Only ANIALI Calls
Shortcut date: Year to date
Start Date: 2013-01-01 00:00:00
End Date: 2013-08-04 00:00:00
Quick Duration: Any Length
Duration: 00:00:00 00:00:00
Call Rating: All Rating Levels
Call Type: All Calls have duration
Direction: All Calls
☐ Critical ☐ Important
☐ Book Mark ☐ LOD
Report
Email Report: Exce Send

Search Filter:

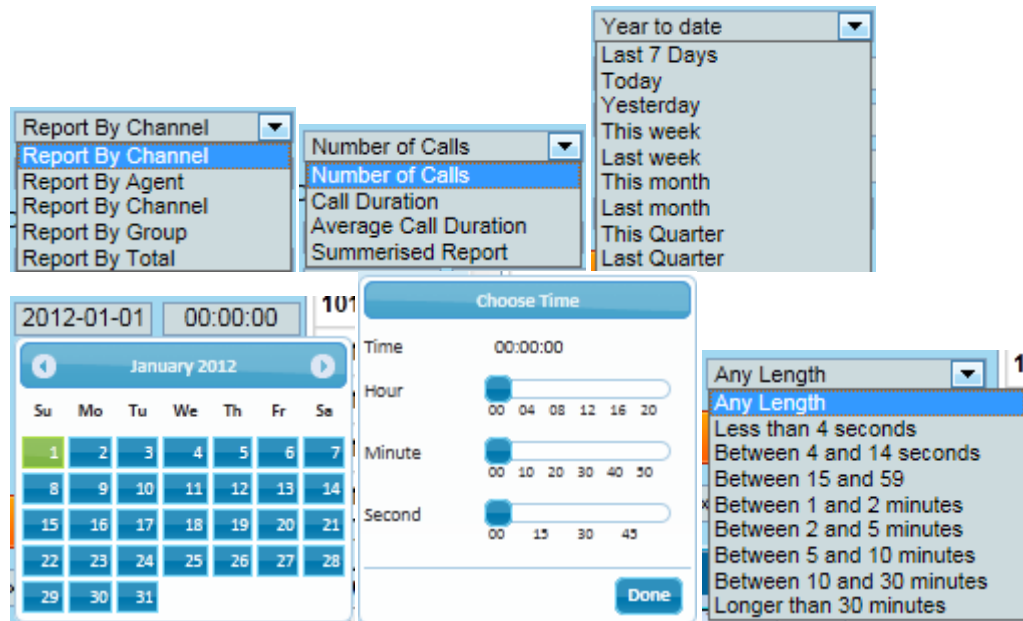
Report Type: Report
Report X Axis: Day
Report Y Axis: Report By Channel
Report based on: Number of Calls
☐ Only ANIALI Calls
Shortcut date: Last 7 Days
Start Date: 2013-07-16 00:00:00
End Date: 2013-07-23 00:00:00
Quick Duration: Any Length
Duration: 00:00:00 00:00:00
Call Rating: All Rating Levels
Call Type: All Calls have duration
Direction: All Calls
☐ Critical ☐ Important
☐ Book Mark ☐ LOD
Report
Email Report: Exce Send

Show Users
Parent
Agent 1001
Agent 1002
Agent 1003
Agent 1004
Agent 1005
Agent 1006
Agent 1007
Agent 1008
Agent 1009

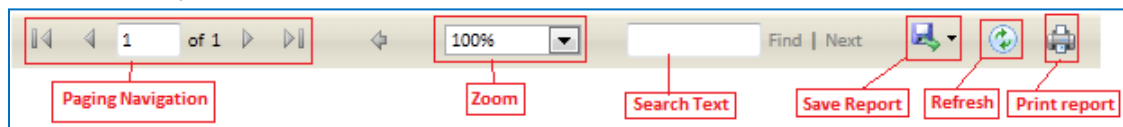
Show Users
Show Channel Names
Show Users
Show Groups
Show Channels

Report
Report
Bar Chart
Pie Chart

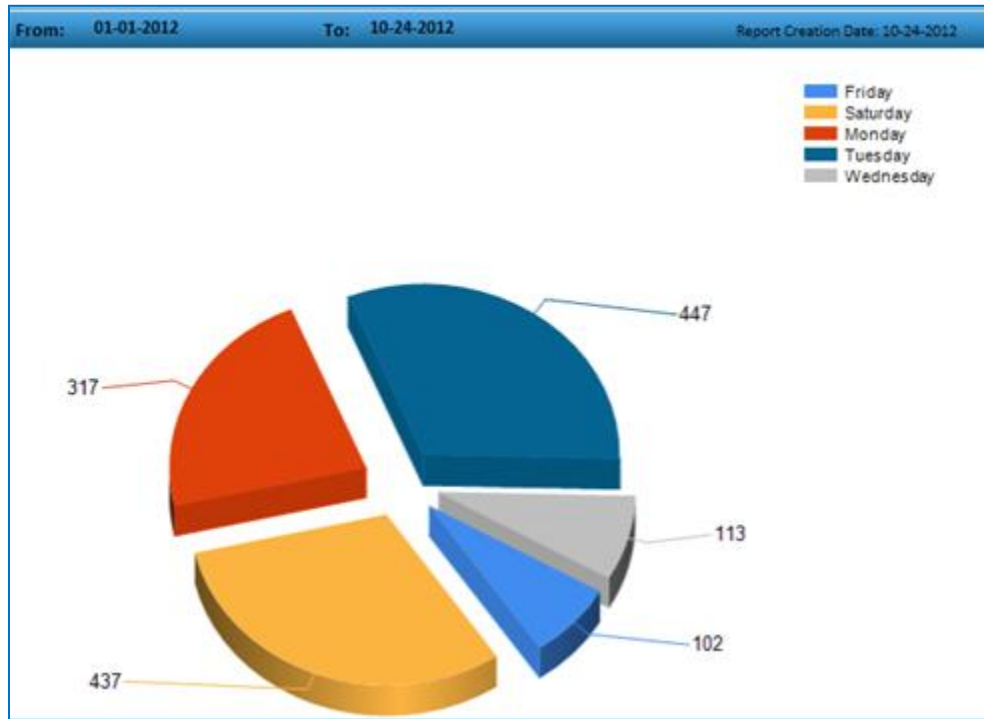
Week Day
Day
Month Week Day
Month
Week Day
Hour



❖ You can do with reports:



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



❖ BAR CHART will look like below:

