

Crystal Quality[®] Online Help (v 4.3.19)

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Related Guide

This guide is mainly focus on system configuration and operation for CQ system.

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Introduction to Crystal Quality Application

Modules

Crystal Quality[®] comes with multiple software modules designed specifically for all types of businesses, including:

- *CQ Home - a shortcut to frequently used application modules for specific user, provided the user agent recordings, ratings and other statistical methods.
 - *Monitor - enable user to live monitor telephony conversations and screen activities, immediately replay the conversation even it is not finished yet, as well as system running status.
 - *Search – search & replay recorded audios and screen clips, in addition, user is able to export, annotate, mark, and tag on the searching results.
 - *Report – the option to make and watch a statistics reports in a real time.
 - *Configuration- defines the entire CQ system from hardware to application level to set up all system parameters.
 - *Management - Manage CQ users by Role, Group and Skill, to authorize all types of user privilege.
- *CQ easy Agent[®] (Option) – A client application empowers agent and supervisor manually which give an ID from login PC.
- *CQ Agent[®] (Option) – CQ Agent records full-time screen activities.

Environment Introduction

This manual describes the Crystal Quality Business Optimization (hereinafter referred to as CQ), introduced the recording inquiries, inspection, reports, statistics, ratings and other detailed features for you to better understand Crystal Quality company's product.

This product requires the use of the environment as follows:

Hardware:

- CPU Type: Intel Core i3 more.
- Memory: 4G more.
- HDD: 500G more.

Software:

- 32 \ 64 Microsoft operating system.
- Oracle, SQL Server 2005 \ 2008.
- Crystal Quality full package.

First Time Log in Crystal Quality

After succeed in installing CQ system on your recording server, you can enter to the system from your own PC.

Before you can enter into the CQ system from Internet Explorer in your PC you must to download 'Adobe Flash Player' by using the link: <http://go.microsoft.com/fwlink/?LinkId=269538>



Pay attention the download is not necessary if you enter to the system from Chrome browser.

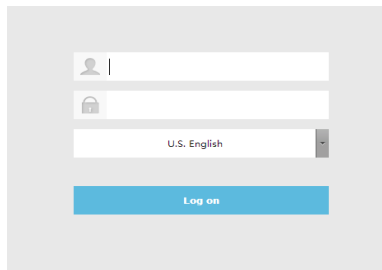
Than type domain name or IP address of CQ server into your IE explorer, click "Enter", the following window appears,




Enter the correct user name and password to enter the Crystal Quality Systems business optimization system.

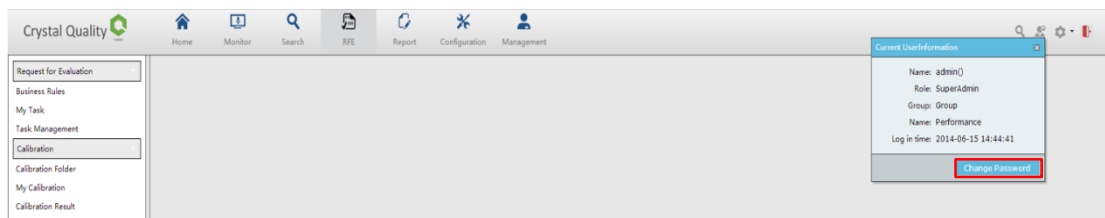
Default User Name: admin

Default Password: admin

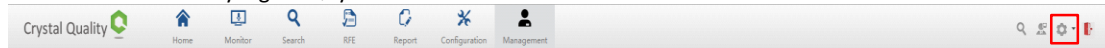


Change your password through CQ application:

1. Module 'Management'->users&group->edit user.
2. Click on  button as you show,



Refer to [User Information](#) You can download and install any options including CQ Agent, CQ easy Agent by press "Download Tool" every login CQ system.

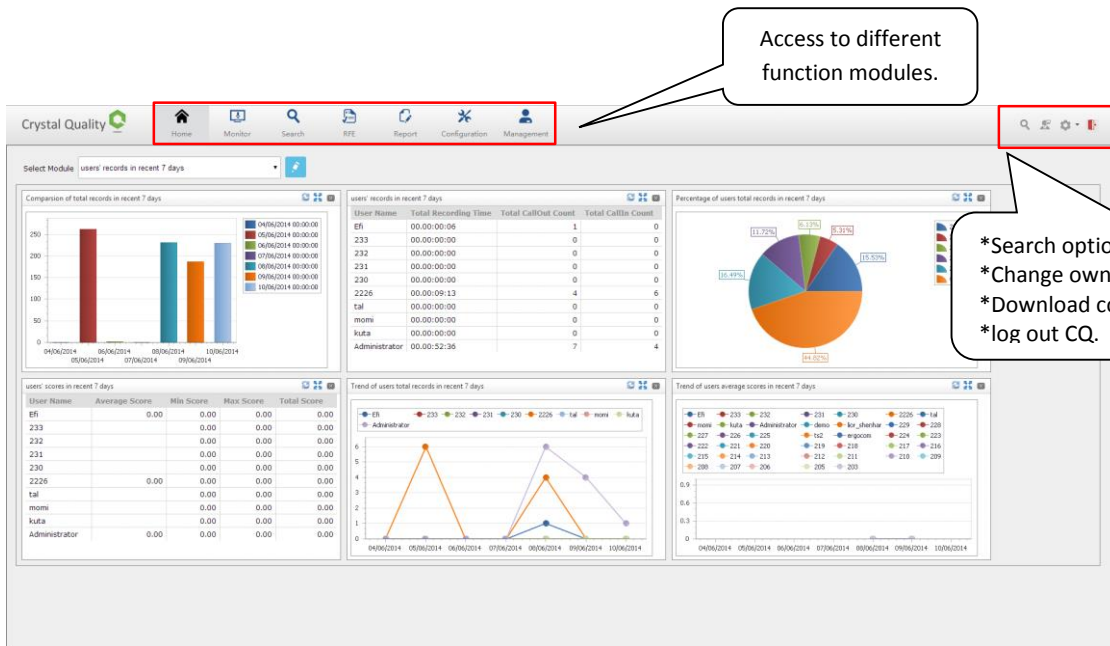


After log into the Crystal Quality business optimization system, the page shows six modules:

1. Home-Offers a variety of statistical methods such as user recordings score.
2. Monitor-Provides the user with real-time audio monitoring.
3. Search-Sound recordings fast query and export; recording playback, use score sheet scoring, and marking.
4. Report-Extension agent and ratings data provided by statistic reports.
5. Configuration-dynamic selection display list.
6. Management-Provide users and groups, roles, organizations, contacts management and information about system alarms.

Crystal Quality Workspace

Once you succeeded in logging in CQ system, the window below appears,



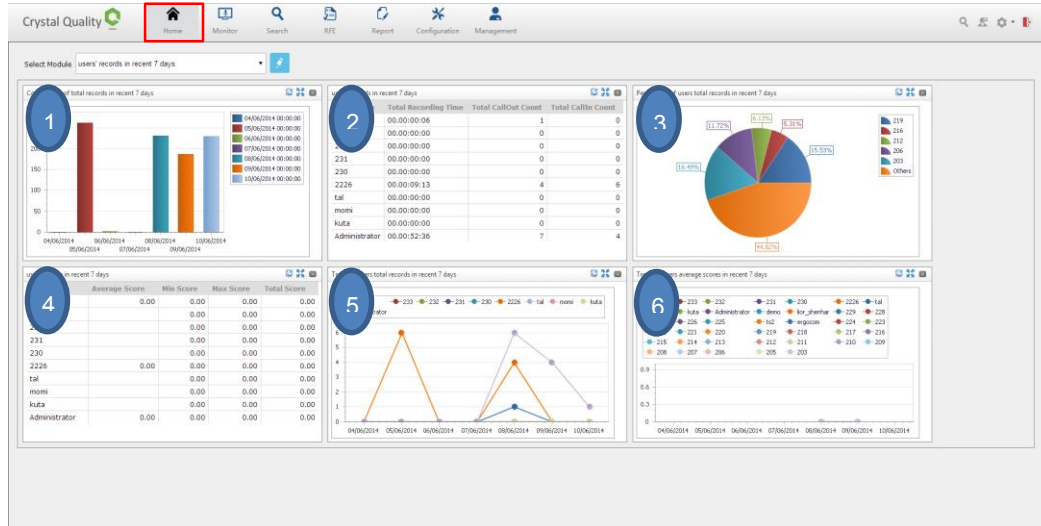
The screenshot shows the Crystal Quality Workspace interface. At the top, there is a navigation bar with icons for Home, Monitor, Search, RFE, Report, Configuration, and Management. A red box highlights these icons, with a callout bubble stating "Access to different function modules." To the right of the navigation bar, another red box highlights search, settings, and help icons, with a callout bubble listing: "*Search option.", "*Change own password.", "*Download configuration setting.", and "*log out CQ." The main dashboard area displays several data visualizations: a bar chart titled "Comparison of total records in recent 7 days", a table titled "users' records in recent 7 days" with columns for User Name, Total Recording Time, Total CallOut Count, and Total Calls Count, a pie chart titled "Percentage of users total records in recent 7 days", a table titled "users' scores in recent 7 days" with columns for User Name, Average Score, Min Score, Max Score, and Total Score, a line chart titled "Trend of users total records in recent 7 days", and another line chart titled "Trend of users average scores in recent 7 days".

All Crystal Quality product families are web based, which allows user to access system anywhere. All functional modules as well as system administration, User management, System monitor, live monitoring telephony conversation and screen activities, Search, Call data statistic and Alarm and maintenance can be access in a unique platform.

Crystal Quality Homepage

Once succeeded in logging in CQ system, CQ Homepage appears.

The contents inside CQ Homepage varies depending on different user roles to give you the shortcuts to frequently used CQ function modules for different type of users like Administrator, Agent, Supervisor etc. It helps you have a quick image about your call center performance.



click on the 'Select modules' drop-down box, as shown below, the page offers 10 kinds of fast statistical method, as shown below,



Dashboard presents you automatically 6 default graphic views of call statistics:

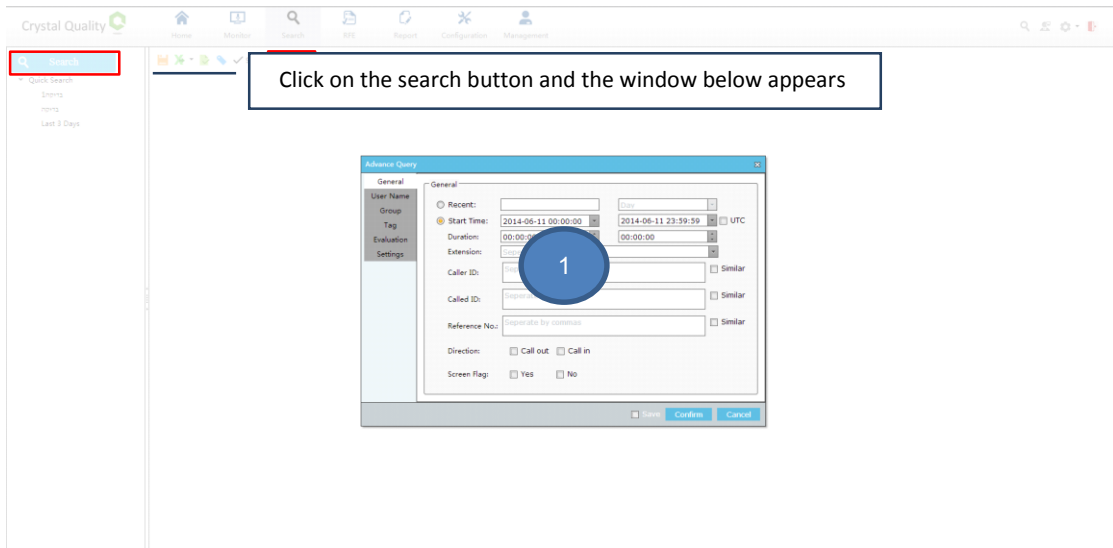
- *users' records in recent 7 days
- *users' records in recent 1 months
- *users' scores in recent 7 days
- *users' scores in recent 1 months
- *Comparison of total records in recent 1 months
- *Comparison of total records in recent 7 days
- *Trend of users total records in recent 1 month
- *Trend of users total records in recent 7 days
- *Percentage of users total records in recent 7 days
- *Trend of users average scores in recent 7 days

*It is possible to watch different graphic views by push on the select module.

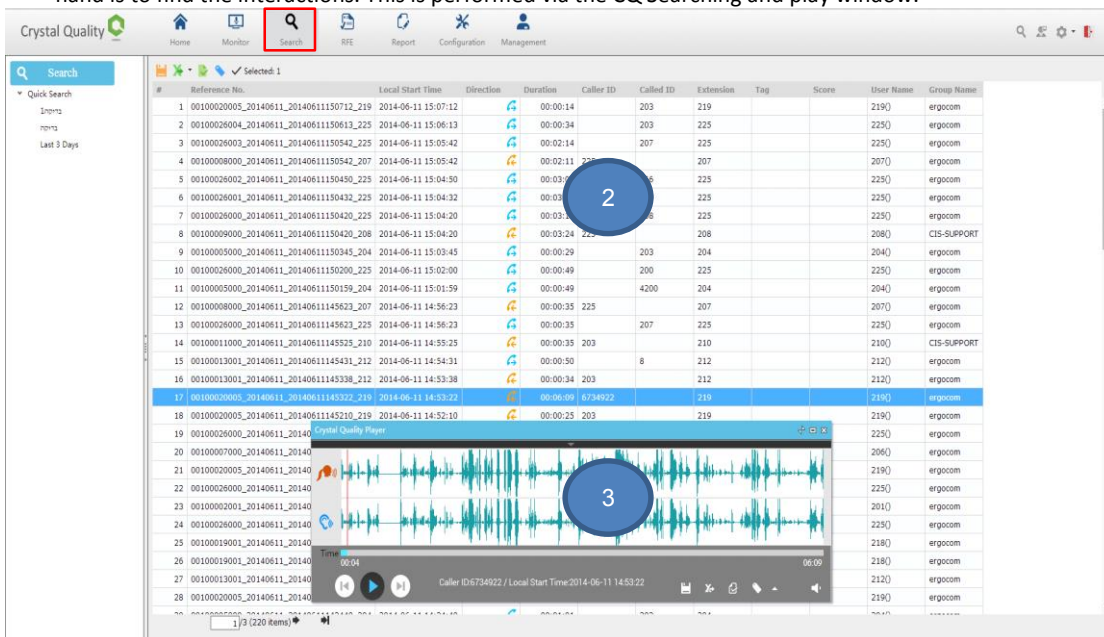


Home statistics page only shows a maximum of six statistics module.

Search



Due to some type of dispute, you want to find one or several interactions and play them back. The first task at hand is to find the interactions. This is performed via the CQ Searching and play window.



1. Searching sub window - Define and running your own queries to find the records.
2. Searching Results sub window – list all records according to the queries you defined, double click select records to play single/multiple records or more than that, you can:
 - Export selected records into zip file, including Microsoft Excel and Wav file.
 - Export selected records into Microsoft Excel, Microsoft Word and PDF.
 - Evaluate and mark records including Performance grade, Importance, Evidence
 - Tag records.
3. CQ Player - The Player enables you to play back voice and/or screen interactions via your telephone or speakers.


Find Records

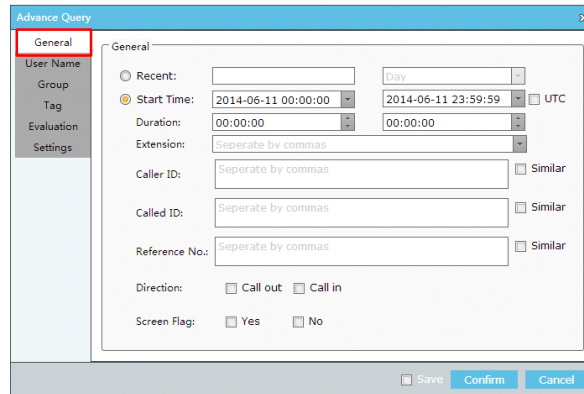
Advanced query interface provides a variety of query filters, divided into the following categories:

- General

- user name
- group
- Tag
- Evaluation
- settings

Basic Searching Criteria

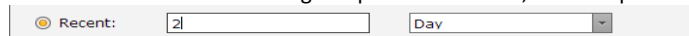
When you click  Search, CQ Search Window appears, you can define your query to find specific interactions in the window below:



In order to narrow the searching scope, CQ provides up to six types criteria to help you find the specific records quickly and easily.

General Searching Criteria:

Recent – search records basing on specific back time; take the picture below as an example:

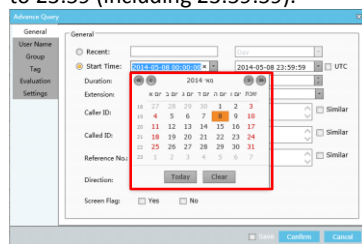


The searching scope is defined as from the last two days (not include the current day).

Start time - search records basing on time scope, take the picture below as an example:



The searching scope is defined as from May. 5, 2014, 00:00 (including 00:00:00) to 23:59 (including 23:59:59).



Duration From & Duration to - search records basing on the length of the audio file, take the picture below as an example:



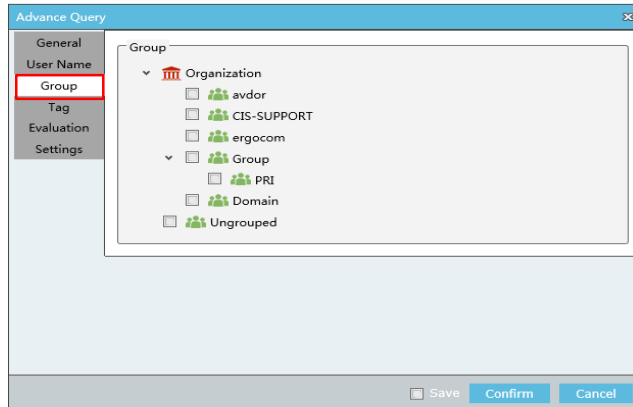
All records of which duration is not exceed 1 hour will be found.

The format for Duration is hour:minute:second

Extension - Extension number you want to search for, it can be single or multiple choice, you can select it from existing extension list by press drop down list.

Search by Group

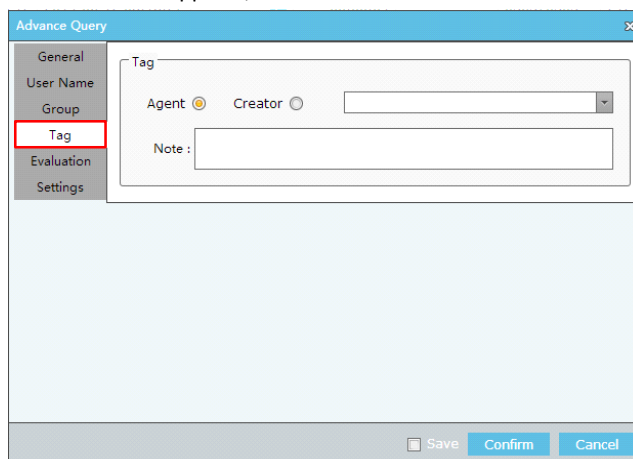
Click tab group, the window below appears:



Making a search by the group defines in the organization. They can be single or multiple choices.

Search by Tag

Click tab tag, the window below appears,



Find records depending on the tag you put on records, including Importance, Worst and all.

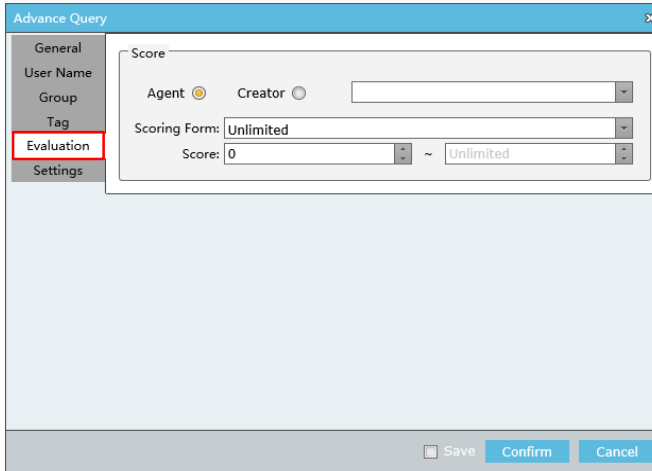
Agent – the default search by tag, extract all the records they have a tag.

Creator – search record by the user who creates the tag, uses can be single or multiple choices.

Notes - search records basing on the notes you add into them.

Search by Evaluation

Click tab evaluation, the window below appears,



Agent – the default search by evaluation, extract the all records they have a score characteristic.

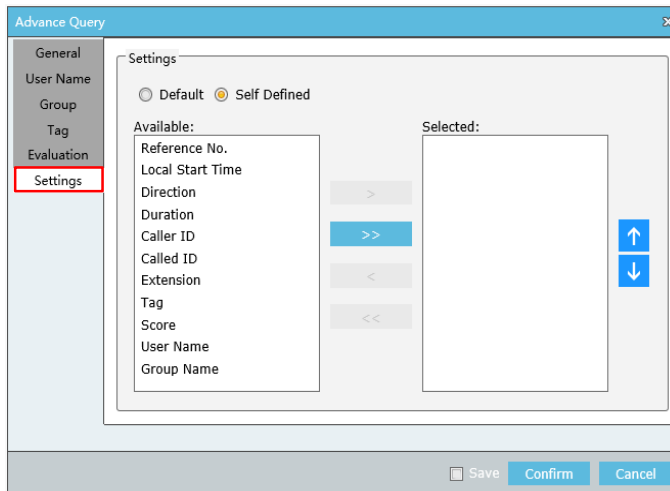
Creator – search record by the user who creates the grading, uses can be single or multiple choices.

Scoring from- choose which test from a score sheet templates.

Score - you can find records depending on the score they have.

Customized result Searching Criteria


Click tab setting, the window below appears,

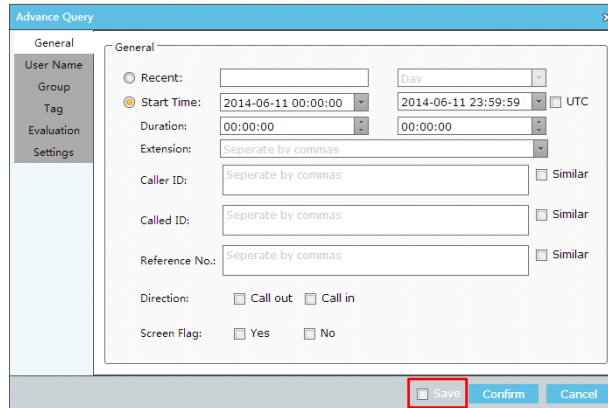


CQ enables user to choose from 11 fields, which columns will be realized in the specific search.

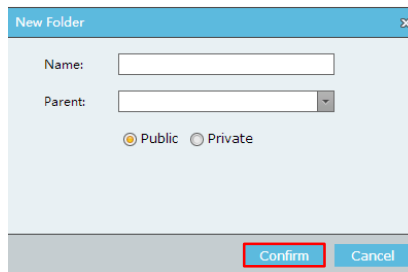
Mark the 'self-define' button -> select from the left side of the frame the information you want to display in results window and remove it to the left side.

Save Your Frequently Used Queries

All searching criteria can be combined together in order to narrow the searching scope, you can also save the result of the specific search you made as a report by mark the save button .



After mark save and click on confirm button, the window below appears,



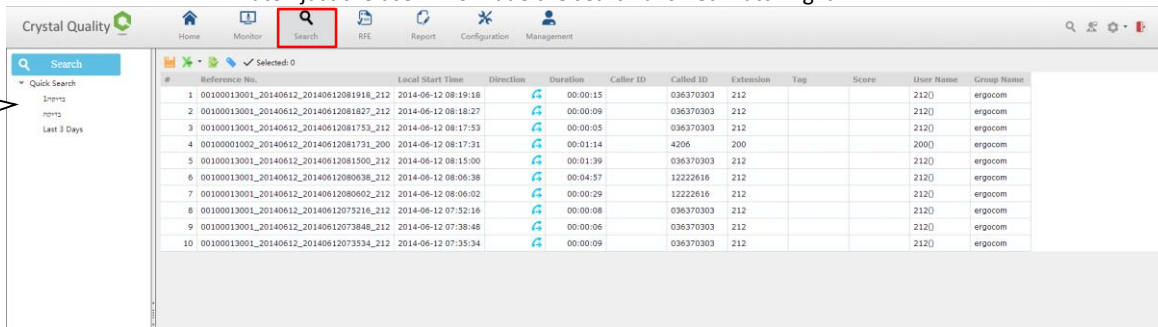
Name- gives a relevant name to your specific search.

Parent- the name's folder you want to save the searching report in it.

Public/private- the privilege/ accessibility to watch the specific searching.

Public-the all users can open and watch the saving search.

Private - just the user who made the search allowed watching it.



The list of the saving searches.

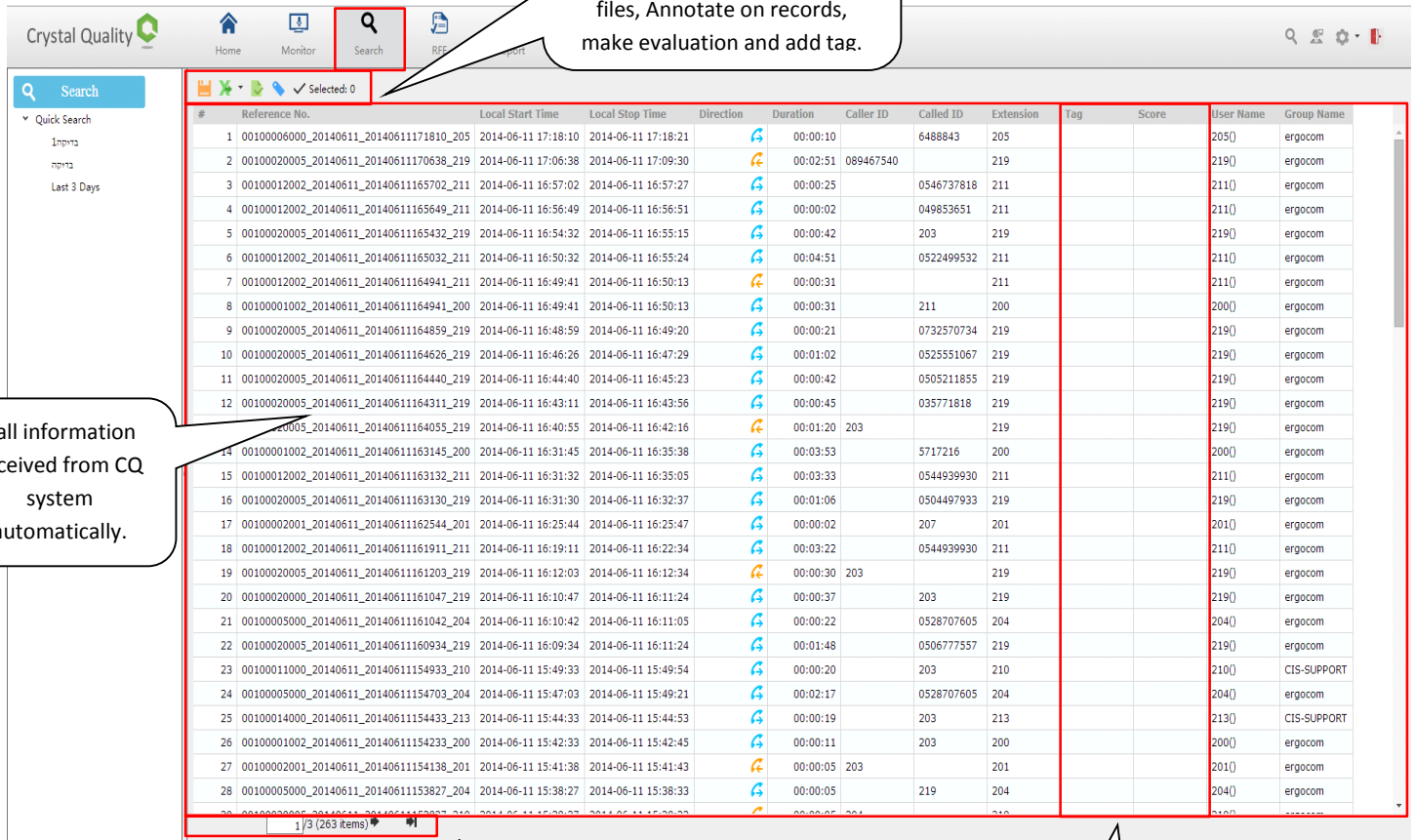
#	Reference No.	Local Start Time	Direction	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
1	00100013001_20140612_20140612081918_212	2014-06-12 08:19:18		00:00:15	036370303	212				212()	ergocom
2	00100013001_20140612_20140612081827_212	2014-06-12 08:18:27		00:00:09	036370303	212				212()	ergocom
3	00100013001_20140612_20140612081753_212	2014-06-12 08:17:53		00:00:05	036370303	212				212()	ergocom
4	00100001002_20140612_20140612081731_200	2014-06-12 08:17:31		00:01:34		4206	200			200()	ergocom
5	00100013001_20140612_20140612081500_212	2014-06-12 08:15:00		00:01:39	036370303	212				212()	ergocom
6	00100013001_20140612_20140612080638_212	2014-06-12 08:06:38		00:04:37		12222616	212			212()	ergocom
7	00100013001_20140612_20140612080602_212	2014-06-12 08:06:02		00:00:29		12222616	212			212()	ergocom
8	00100013001_20140612_20140612075216_212	2014-06-12 07:52:16		00:00:08	036370303	212				212()	ergocom
9	00100013001_20140612_20140612073848_212	2014-06-12 07:38:48		00:00:06	036370303	212				212()	ergocom
10	00100013001_20140612_20140612073534_212	2014-06-12 07:35:34		00:00:09	036370303	212				212()	ergocom

You can also delete saved queries by click "Remove" button .

Manage Searching Results

Introduction to Searching Results Window

Export records into zip, PDF, XLS, XLSX, RTF and CSV file
Save and convert recording files, Annotate on records, make evaluation and add tag.



#	Reference No.	Local Start Time	Local Stop Time	Direction	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
1	00100006000_20140611_20140611171810_205	2014-06-11 17:18:10	2014-06-11 17:18:21	📞	00:00:10		6488843	205			205()	ergocom
2	00100020005_20140611_20140611170638_219	2014-06-11 17:06:38	2014-06-11 17:09:30	📞	00:02:51	089467540		219			219()	ergocom
3	00100012002_20140611_20140611165702_211	2014-06-11 16:57:02	2014-06-11 16:57:27	📞	00:00:25		0546737818	211			211()	ergocom
4	00100012002_20140611_20140611165649_211	2014-06-11 16:56:49	2014-06-11 16:56:51	📞	00:00:02		049853651	211			211()	ergocom
5	00100020005_20140611_20140611165432_219	2014-06-11 16:54:32	2014-06-11 16:55:15	📞	00:00:42		203	219			219()	ergocom
6	00100012002_20140611_20140611165032_211	2014-06-11 16:50:32	2014-06-11 16:55:24	📞	00:04:51		0522499532	211			211()	ergocom
7	00100012002_20140611_20140611164941_211	2014-06-11 16:49:41	2014-06-11 16:50:13	📞	00:00:31			211			211()	ergocom
8	00100001002_20140611_20140611164941_200	2014-06-11 16:49:41	2014-06-11 16:50:13	📞	00:00:31		211	200			200()	ergocom
9	00100020005_20140611_20140611164859_219	2014-06-11 16:48:59	2014-06-11 16:48:20	📞	00:00:21		0732570734	219			219()	ergocom
10	00100020005_20140611_20140611164626_219	2014-06-11 16:46:26	2014-06-11 16:47:29	📞	00:01:02		0525551067	219			219()	ergocom
11	00100020005_20140611_20140611164440_219	2014-06-11 16:44:40	2014-06-11 16:45:23	📞	00:00:42		0505211855	219			219()	ergocom
12	00100020005_20140611_20140611164311_219	2014-06-11 16:43:11	2014-06-11 16:43:56	📞	00:00:45		035771818	219			219()	ergocom
13	00100020005_20140611_20140611164055_219	2014-06-11 16:40:55	2014-06-11 16:42:16	📞	00:01:20	203		219			219()	ergocom
14	00100001002_20140611_20140611163145_200	2014-06-11 16:31:45	2014-06-11 16:35:38	📞	00:03:53		5717216	200			200()	ergocom
15	00100012002_20140611_20140611163132_211	2014-06-11 16:31:32	2014-06-11 16:35:05	📞	00:03:33		0544939930	211			211()	ergocom
16	00100020005_20140611_20140611163130_219	2014-06-11 16:31:30	2014-06-11 16:32:37	📞	00:01:06		0504497933	219			219()	ergocom
17	00100002001_20140611_20140611162544_201	2014-06-11 16:25:44	2014-06-11 16:25:47	📞	00:00:02		207	201			201()	ergocom
18	00100012002_20140611_20140611161911_211	2014-06-11 16:19:11	2014-06-11 16:22:34	📞	00:03:22		0544939930	211			211()	ergocom
19	00100020005_20140611_20140611161203_219	2014-06-11 16:12:03	2014-06-11 16:12:34	📞	00:00:30	203		219			219()	ergocom
20	00100020000_20140611_20140611161047_219	2014-06-11 16:10:47	2014-06-11 16:11:24	📞	00:00:37		203	219			219()	ergocom
21	00100005000_20140611_20140611161042_204	2014-06-11 16:10:42	2014-06-11 16:11:05	📞	00:00:22		0528707605	204			204()	ergocom
22	00100020005_20140611_20140611160934_219	2014-06-11 16:09:34	2014-06-11 16:11:24	📞	00:01:48		0506777557	219			219()	ergocom
23	00100011000_20140611_20140611154933_210	2014-06-11 15:49:33	2014-06-11 15:49:54	📞	00:00:20		203	210			210()	CIS-SUPPORT
24	00100005000_20140611_20140611154703_204	2014-06-11 15:47:03	2014-06-11 15:49:21	📞	00:02:17		0528707605	204			204()	ergocom
25	00100014000_20140611_20140611154433_213	2014-06-11 15:44:33	2014-06-11 15:44:53	📞	00:00:19		203	213			213()	CIS-SUPPORT
26	00100001002_20140611_20140611154233_200	2014-06-11 15:42:33	2014-06-11 15:42:45	📞	00:00:11		203	200			200()	ergocom
27	00100002001_20140611_20140611154138_201	2014-06-11 15:41:38	2014-06-11 15:41:43	📞	00:00:05	203		201			201()	ergocom
28	00100005000_20140611_20140611153827_204	2014-06-11 15:38:27	2014-06-11 15:38:33	📞	00:00:05		219	204			204()	ergocom
29	00100002001_20140611_20140611153827_204	2014-06-11 15:38:27	2014-06-11 15:38:33	📞	00:00:05		219	204			204()	ergocom

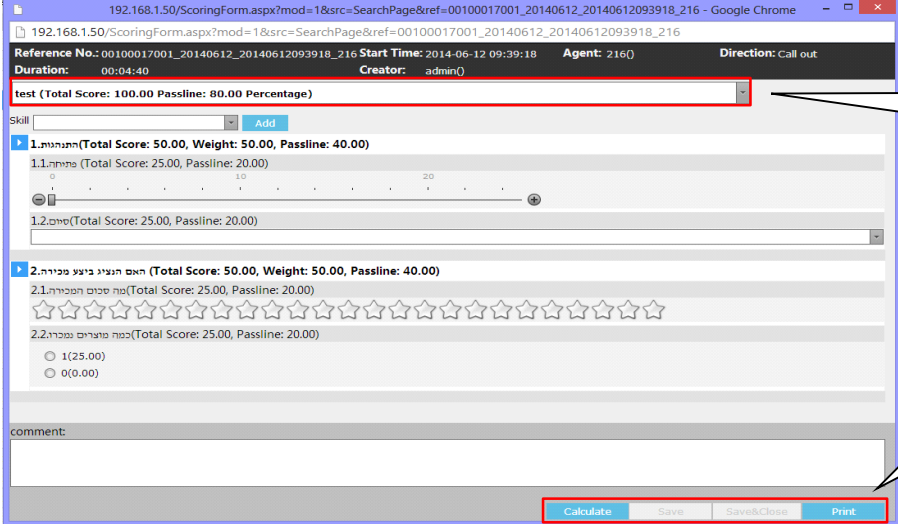
Call information received from CQ system automatically.

Quantity of records, pages of records list.

Mark on record including performance /evaluation.

Score on Selected Records

Evaluation - for each record, authorized user is able to grade and evaluate it according to service performance, you can score the records by filling assessment test.
CQ is permits adding assessment test according to the business rules.



The screenshot shows a web application window titled '192.168.1.50/ScoringForm.aspx?mod=1&src=SearchPage&ref=00100017001_20140612_20140612093918_216'. The interface includes a header with 'Reference No.', 'Duration', 'Start Time', 'Agent', and 'Direction'. Below this is a dropdown menu for selecting a template score sheet, currently set to 'test (Total Score: 100.00 Passline: 80.00 Percentage)'. The main area contains several sections for evaluation, each with a total score, weight, and passline. The first section is '1. התנהגות (Total Score: 50.00, Weight: 50.00, Passline: 40.00)' with sub-items '1.1. פתיחה (Total Score: 25.00, Passline: 20.00)' and '1.2. סיום (Total Score: 25.00, Passline: 20.00)'. The second section is '2. האם הנציג ביצע פנייה (Total Score: 50.00, Weight: 50.00, Passline: 40.00)' with sub-items '2.1. מהו סיווג הפנייה (Total Score: 25.00, Passline: 20.00)' and '2.2. כמה מוצגים נמוכים (Total Score: 25.00, Passline: 20.00)'. A 'comment:' field is at the bottom. At the bottom right, there are buttons for 'Calculate', 'Save', 'Save&Close', and 'Print'. Two callout boxes point to the 'test' dropdown and the 'Calculate' button.

Choose template score sheet.

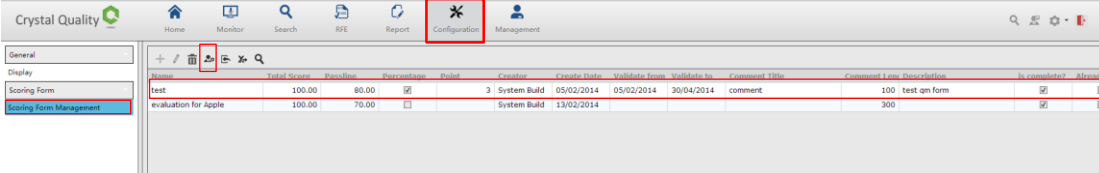
Save and Print the evaluation after Calculate the score sheet.



Important:

If the score sheet does not appear in the template we want to score, as shown below, so the scoring template is empty.

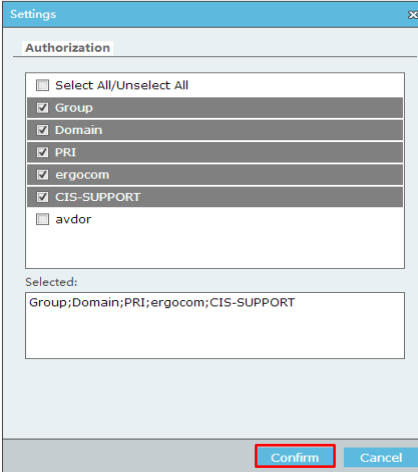
In order to define score sheet click on the toolbar 'Configuration', 'score sheet management', select the required score template, click on the icon, as shown below,



The screenshot shows the Crystal Quality application interface. The toolbar includes icons for Home, Monitor, Search, RFE, Report, Configuration (highlighted with a red box), and Management. Below the toolbar is a table with columns: Name, Total Score, Passline, Percentage, Policy, Creator, Create Date, Validity From, Validity To, Comment Title, Comment Line, Description, Is completed?, and Allowed. The table contains two rows: 'test' and 'evaluation for Apple'.

Name	Total Score	Passline	Percentage	Policy	Creator	Create Date	Validity From	Validity To	Comment Title	Comment Line	Description	Is completed?	Allowed
test	100.00	80.00	80.00	3	System Build	05/02/2014	05/02/2014	30/04/2014	comment	100	test on form	80	80
evaluation for Apple	100.00	70.00	70.00		System Build	13/02/2014				300		80	80

In pop up window select the required authorization group, as shown below

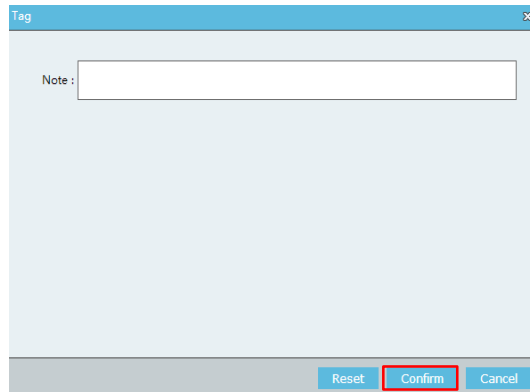


The screenshot shows a 'Settings' window with an 'Authorization' section. It contains a list of authorization groups with checkboxes: 'Select All/Unselect All', 'Group', 'Domain', 'PRI', 'ergocom', 'CIS-SUPPORT', and 'avdor'. The 'Selected:' field displays 'Group;Domain;PRI;ergocom;CIS-SUPPORT'. At the bottom, there are 'Confirm' and 'Cancel' buttons.

After refresh the page, the section recordings rating scores will be displayed.

Tag on Select Records












According to your business rules, you can put tag on selected records, including evidence and importance. Tag content is user defined.



Organize Searching Results

Sorting Searching Results

In call center, many calls have to be handled by each agent every time, sort your found records basing on all kinds of criteria is another way to find specific records besides of searching filter.

#	Reference No.	Local Start Time	Direction	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
1	00100007000_20140615_20140615120534_206	2014-06-15 12:05:34		00:01:14		1700700786	206			206()	ergocom
2	00100004001_20140615_20140615120534_203	2014-06-15 12:05:34		00:00:13		200	203			203()	ergocom
3	00100001001_20140615_20140615120534_200	2014-06-15 12:05:34		00:00:14	203		200			200()	ergocom
4	00100004001_20140615_20140615120123_203	2014-06-15 12:01:23		00:00:58	204		203			203()	ergocom
5	00100017000_20140615_20140615120057_216	2014-06-15 12:00:57		00:00:00		2	216			216()	ergocom
6	00100022000_20140615_20140615120054_221	2014-06-15 12:00:54		00:00:03		014861862197	221			221()	CIS-SUPPORT
7	00100017000_20140615_20140615120052_216	2014-06-15 12:00:52		00:00:03		203	216			216()	ergocom
8	00100004001_20140615_20140615120052_203	2014-06-15 12:00:52		00:00:03	216		203			203()	ergocom
9	00100022000_20140615_20140615120019_221	2014-06-15 12:00:19		00:00:01		2	221			221()	CIS-SUPPORT
10	00100022000_20140615_20140615115957_221	2014-06-15 11:59:57		00:00:03		014861862197	221			221()	CIS-SUPPORT
11	00100001000_20140615_20140615115902_200	2014-06-15 11:59:02		00:03:47	0544952194		200			200()	ergocom

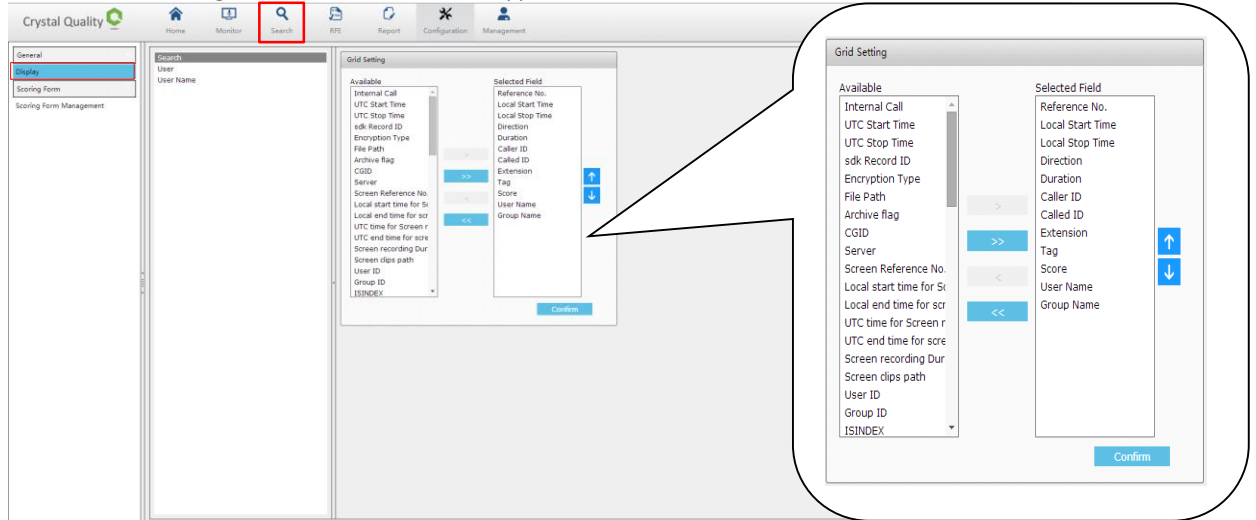
Click on each title's column, sort the records result in ascending order or in descending order.

Sort Ascending by "XXX" - sort searching results in ascending order, e.g. for recordings from Aug 1, to Aug. 8 2012, they will be sorted like Aug.1, Aug.2, Aug.3 ... Aug.8

Sort Descending by "XXX" - sort searching results in descending order, e.g. for recordings from Aug 1, to Aug. 8 2012, they will be sorted like Aug.8, Aug7, Aug.6 ... Aug.1

Define What Call Information will be Displayed in Searching Results

Click screen tab configuration, the window below appears,



Click on display -> Choose search-> select from the left side of the frame the information you want to display in results window and remove it to the left side.



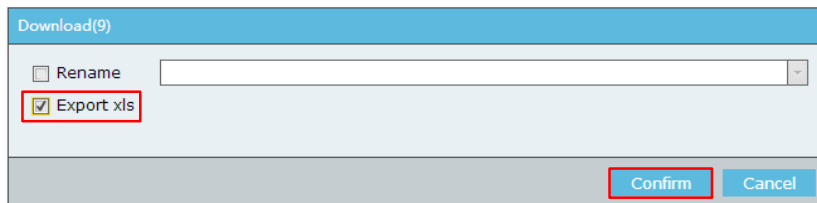
It is possible to remove information you don't want from the results Window, by transfer the undesirable field from the left side to the right side of the frame.

Save and Convert Recording Files

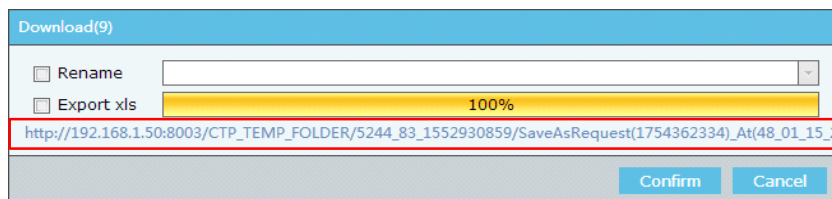
Select single or multiple (Shift + / Ctrl +) records, click , in pop up window, specify the save destination and codec for recording files.

Download audio file:


Mark the relevant record/s, click on the icon that appears the download page->select 'Export xls'-> click 'confirm' button.




Click on the link under the diagram to open and save it local.




Export Selected Records

Select single or multiple (Shift + / Ctrl +) records, click  to export the call information into PDF, XLS, XLSX, RTF and CSV file, please be aware that recording files will be not exported just only attached call information.

Evaluation on Select Record

Select single record, click , you can add evaluations as much as you want for that record, which can be searching criteria as well.


Annotate on Select Record

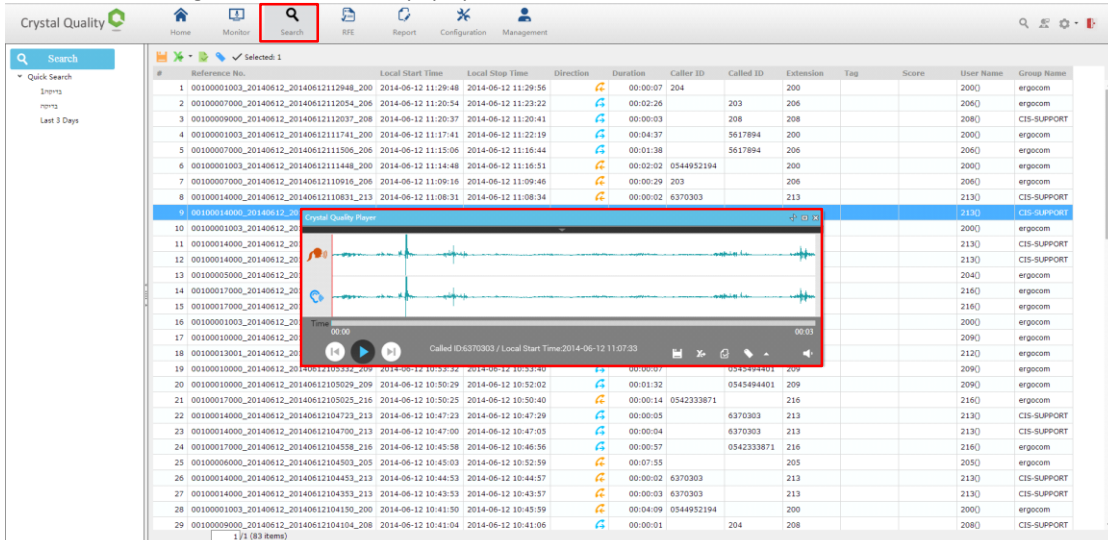
Select single record, click , you can add notes/tags as much as you want for that record, which can be searching criteria as well.



Tag and Evaluation can only be added on single record, not on multiple records.

Play Selected Records

Double click on single record/click  pop up window,



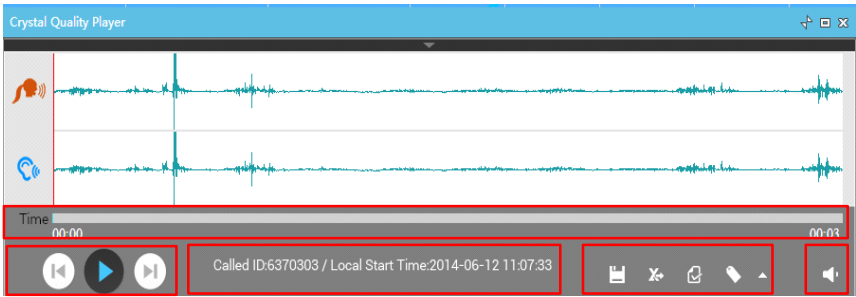
The screenshot displays the Crystal Quality software interface. At the top, there is a navigation bar with icons for Home, Monitor, Search, RFE, Report, Configuration, and Management. Below this is a search bar and a table of call records. The table has columns for Reference No., Local Start Time, Local Stop Time, Direction, Duration, Caller ID, Called ID, Extension, Tag, Score, User Name, and Group Name. A red box highlights the 'Search' icon in the navigation bar and the 'Play' icon in the table's action column for the 9th record. A pop-up window titled 'Crystal Quality Player' is overlaid on the table, showing a waveform of the selected call. The player window includes a play button, a progress bar, and a volume control icon. The table below the player window shows the following data for the selected record (row 9):

Reference No.	Local Start Time	Local Stop Time	Direction	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
9	00100014000_20140612_20	2014-06-12 10:53:32	2014-06-12 10:53:40		0545494401	209				2090	ergocom

CQ Player

Introduction to CQ Player

CQ Player enables you to play back voice and/or screen interactions via your telephone or Speakers. The Player also empowers you to tag, annotate, evaluate and save records.



Progress bar, shows you clock time.

Volume adjustment.

Forward, Pause/Play, Back.

Major call information.

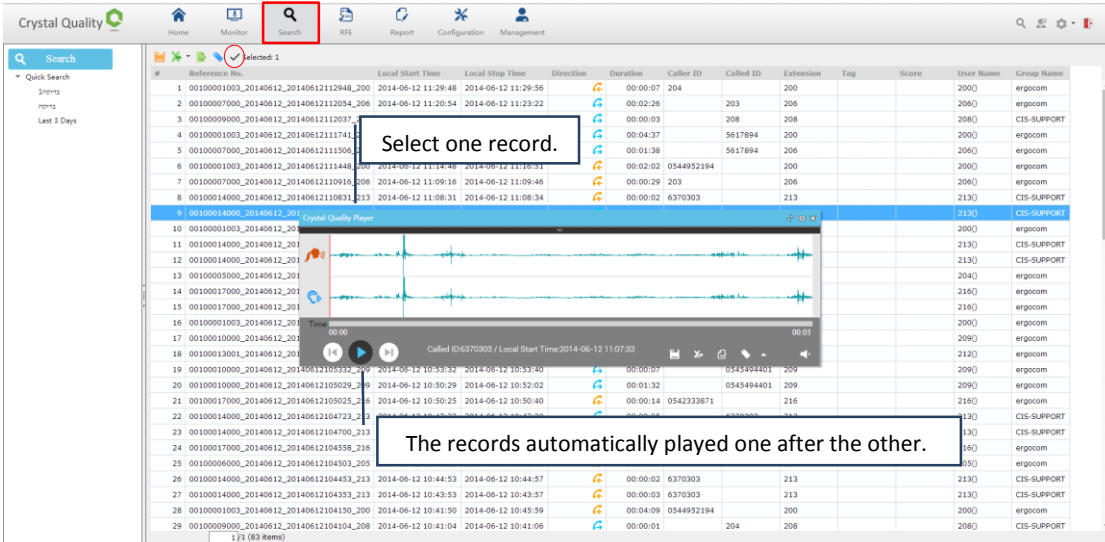
Save the selected voice clip as wave file in specific destination.

Export records to Excel.

Tag on certain point of voice recording.

Play Single or Multiple Records

Play Single Record:



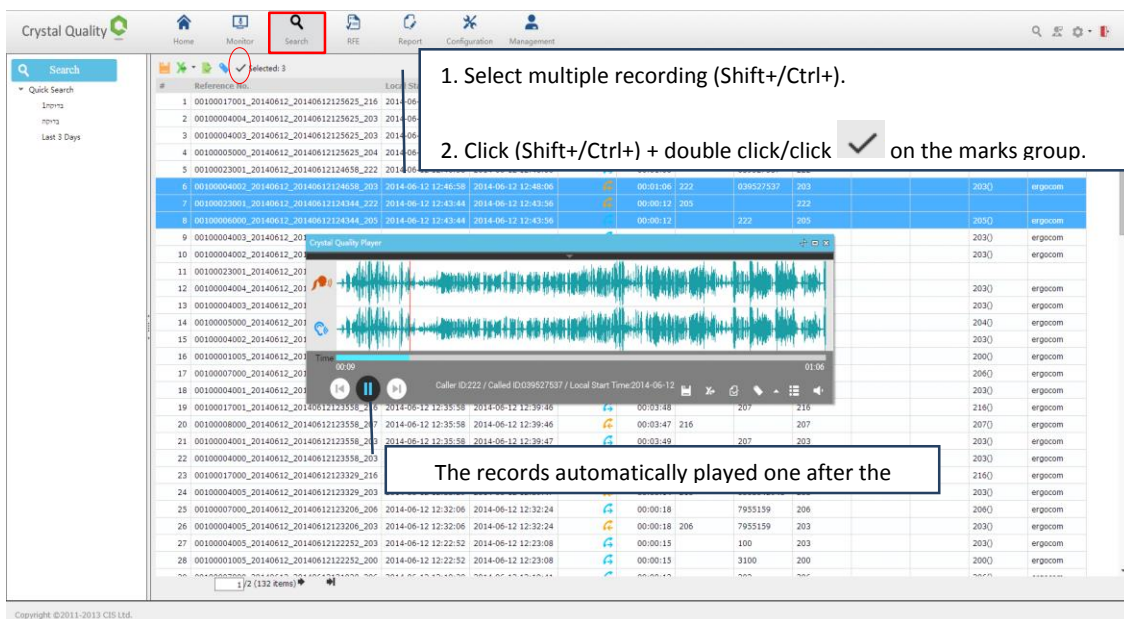
Select one record.

The records automatically played one after the other.

#	Reference No.	Local Start Time	Local Stop Time	Direction	Duration	Caller ID	Called ID	Extension	Tag	Score	User Name	Group Name
1	00100001003_20140612_20140612112948_200	2014-06-12 11:29:48	2014-06-12 11:29:56		00:00:07	204	200	200			2000	ergocom
2	00100007000_20140612_20140612112054_206	2014-06-12 11:20:54	2014-06-12 11:23:22		00:02:26		203	206			2060	ergocom
3	00100009000_20140612_20140612112037_208				00:00:03		208	208			2080	CIS-SUPPORT
4	00100001003_20140612_20140612111741_200				00:04:37		5617894	200			2000	ergocom
5	00100007000_20140612_20140612111506_206				00:01:38		5617894	206			2060	ergocom
6	00100001003_20140612_20140612111448_200	2014-06-12 11:14:48	2014-06-12 11:18:31		00:02:02	0544952194		200			2000	ergocom
7	00100007000_20140612_20140612110916_206	2014-06-12 11:09:16	2014-06-12 11:09:46		00:00:29	203		206			2060	ergocom
8	00100014000_20140612_20140612110831_213	2014-06-12 11:08:31	2014-06-12 11:08:34		00:00:02	6370303		213			2130	CIS-SUPPORT
9	00100014000_20140612_20140612110831_213				00:00:02	6370303		213			2130	CIS-SUPPORT
10	00100001003_20140612_20140612110831_200				00:00:02	6370303		200			2000	ergocom
11	00100014000_20140612_20140612110831_213				00:00:02	6370303		213			2130	CIS-SUPPORT
12	00100014000_20140612_20140612110831_213				00:00:02	6370303		213			2130	CIS-SUPPORT
13	00100005000_20140612_20140612110831_204				00:00:02	6370303		204			2040	ergocom
14	00100007000_20140612_20140612110831_216				00:00:02	6370303		216			2160	ergocom
15	00100007000_20140612_20140612110831_216				00:00:02	6370303		216			2160	ergocom
16	00100001003_20140612_20140612110831_200				00:00:02	6370303		200			2000	ergocom
17	00100010000_20140612_20140612110831_209				00:00:02	6370303		209			2090	ergocom
18	00100013001_20140612_20140612110831_212				00:00:02	6370303		212			2120	ergocom
19	00100010000_20140612_20140612110532_209	2014-06-12 10:53:32	2014-06-12 10:53:40		00:00:07		0545494401	209			2090	ergocom
20	00100010000_20140612_20140612110529_209	2014-06-12 10:50:29	2014-06-12 10:52:02		00:01:32		0545494401	209			2090	ergocom
21	00100007000_20140612_201406121105025_216	2014-06-12 10:50:25	2014-06-12 10:50:40		00:00:14		0542333871	216			2160	ergocom
22	00100014000_20140612_201406121104723_213	2014-06-12 10:47:23	2014-06-12 10:47:26		00:00:03		4303305	213			2130	CIS-SUPPORT
23	00100014000_20140612_201406121104700_213	2014-06-12 10:44:53	2014-06-12 10:44:57		00:00:02	6370303		213			2130	CIS-SUPPORT
24	00100007000_20140612_201406121104558_216	2014-06-12 10:43:53	2014-06-12 10:43:57		00:00:03	6370303		213			2130	CIS-SUPPORT
25	00100006000_20140612_201406121104503_205	2014-06-12 10:41:50	2014-06-12 10:45:59		00:04:09	0544952194		200			2000	ergocom
26	00100014000_20140612_201406121104453_213	2014-06-12 10:41:04	2014-06-12 10:41:06		00:00:01			204			2080	CIS-SUPPORT
27	00100001003_20140612_201406121104130_200				00:00:01			208			2080	CIS-SUPPORT
28	00100009000_20140612_20140612104104_208				00:00:01			208			2080	CIS-SUPPORT

Double click/click on single record, both recorded audio and screen clip will be automatically played.

Play Multiple Records:



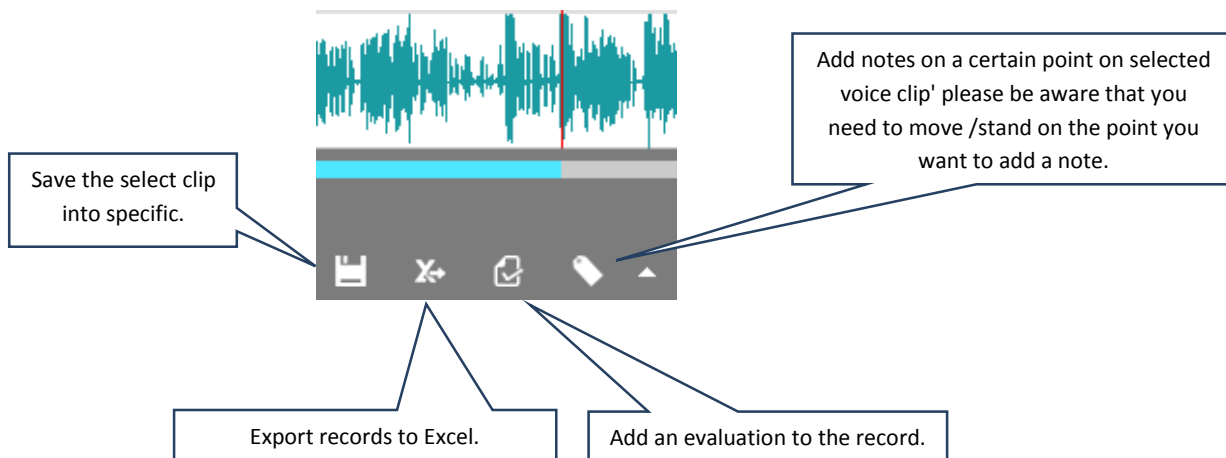
1. Select multiple recording (Shift+/Ctrl+).

2. Click (Shift+/Ctrl+) + double click/click on the marks group.

The records automatically played one after the

#	Reference	Log	Start	End	Duration	Caller	Called	Local Start Time	Local End Time	Local Duration	Local Caller	Local Called	Local Local Start Time	Local Local End Time	Local Local Duration	Local Local Caller	Local Local Called
1	00100017001_20140612_20140612123525_216	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	207	207	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	207	207	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	207	207
2	00100004004_20140612_20140612123525_203	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203
3	00100004003_20140612_20140612123525_203	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203
4	00100005000_20140612_20140612123525_204	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	204	204	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	204	204	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	204	204
5	00100023001_20140612_20140612124658_222	2014-06-12 12:46:58	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	222	222	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	222	222	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	222	222
6	00100004002_20140612_20140612124658_203	2014-06-12 12:46:58	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	203	203	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	203	203	2014-06-12 12:46:58	2014-06-12 12:48:06	00:01:08	203	203
7	00100023001_20140612_20140612124344_222	2014-06-12 12:43:44	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	222	222	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	222	222	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	222	222
8	00100006000_20140612_20140612124344_205	2014-06-12 12:43:44	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	205	205	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	205	205	2014-06-12 12:43:44	2014-06-12 12:43:56	00:00:12	205	205
9	00100004003_20140612_20140612_203	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203
10	00100004002_20140612_20140612_203	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	203	203
11	00100023001_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
12	00100004004_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
13	00100004003_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
14	00100005000_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
15	00100004002_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
16	00100001005_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
17	00100007000_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
18	00100004001_20140612_20140612_201	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	201	201
19	00100017001_20140612_20140612123525_216	2014-06-12 12:35:25	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	216	216	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	216	216	2014-06-12 12:35:25	2014-06-12 12:35:38	00:00:13	216	216
20	00100008000_20140612_20140612123558_217	2014-06-12 12:35:58	2014-06-12 12:35:58	2014-06-12 12:39:46	00:03:48	217	217	2014-06-12 12:35:58	2014-06-12 12:39:46	00:03:48	217	217	2014-06-12 12:35:58	2014-06-12 12:39:46	00:03:48	217	217
21	00100004001_20140612_20140612123558_216	2014-06-12 12:35:58	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	216	216	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	216	216	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	216	216
22	00100004000_20140612_20140612123558_203	2014-06-12 12:35:58	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	203	203	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	203	203	2014-06-12 12:35:58	2014-06-12 12:39:47	00:03:49	203	203
23	00100017000_20140612_20140612123329_216	2014-06-12 12:33:29	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	216	216	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	216	216	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	216	216
24	00100004005_20140612_20140612123329_203	2014-06-12 12:33:29	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	203	203	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	203	203	2014-06-12 12:33:29	2014-06-12 12:33:58	00:00:29	203	203
25	00100007000_20140612_20140612123206_206	2014-06-12 12:32:06	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	206	206	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	206	206	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	206	206
26	00100004005_20140612_20140612123206_203	2014-06-12 12:32:06	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	203	203	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	203	203	2014-06-12 12:32:06	2014-06-12 12:32:24	00:00:18	203	203
27	00100004005_20140612_20140612122252_203	2014-06-12 12:22:52	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	203	203	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	203	203	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	203	203
28	00100001005_20140612_20140612122252_200	2014-06-12 12:22:52	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	200	200	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	200	200	2014-06-12 12:22:52	2014-06-12 12:23:08	00:00:15	200	200

Introduction to CQ Wave Form Toolbar



Save the select clip into specific.

Export records to Excel.

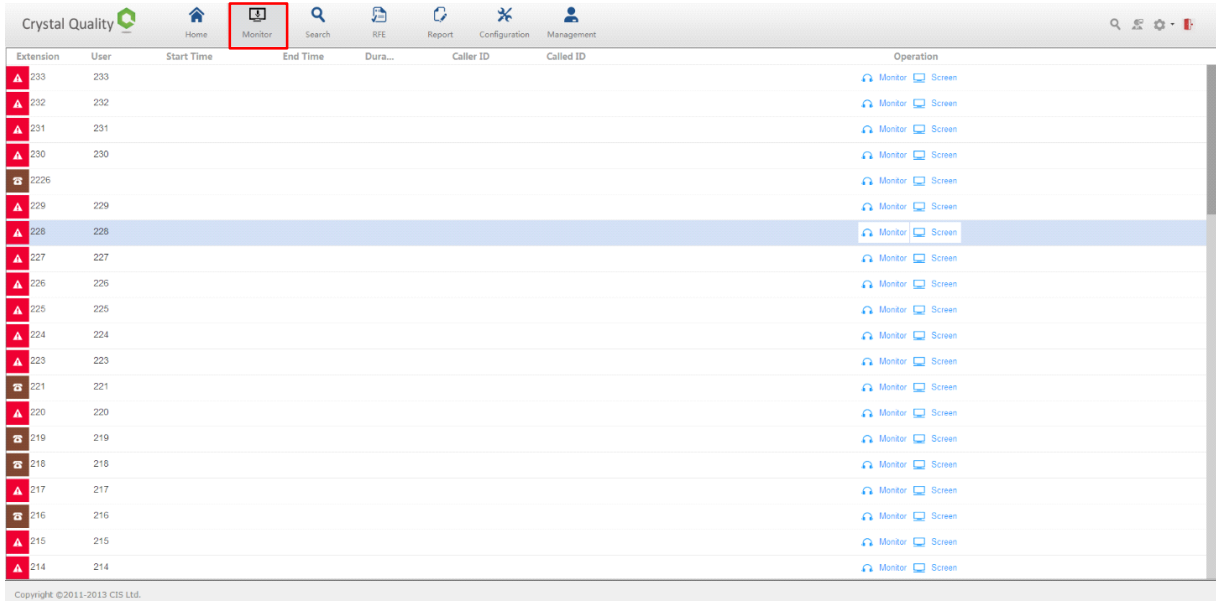
Add an evaluation to the record.

Add notes on a certain point on selected voice clip' please be aware that you need to move /stand on the point you want to add a note.

Monitor

Introducing Monitor

CQ Monitor enables you to listen to the voice and view screens of live agent interactions. From your workstation, you can see when an agent is interacting with a customer. You can choose to listen to the voice or play its screen in real-time.





Monitor also shows you channel/screen client status.

Customize Monitor Details





CQ Monitor contains a series of call information including Online, User Name, Extension, Status, Duration, Start Time, Direction, Caller ID, Called ID, listen and Screen.

Channel Monitor

CQ Monitor enables administrators/technicians and supervisor to monitor channels according to each specific logger at a site to make sure they are working properly. They can live monitor voice conversation and screen activities. CQ Monitor provides you the following information and status:

Record idle   - The status of agent workstations.

Extension icon status:

	Idle
	Call
	Ringing
	Recording

Extension – Extension's number.

User - User name attached the specific extension in CQ Configuration module.

Start Time- Start time for telephony conversation.

End Time- End time for telephony conversation.

Duration - Call Duration

Caller ID - Number of incoming/outgoing call maker.

Called ID - Number of receiver for incoming/outgoing call.

Operation:



Monitor - Listen to the conversation in real-time.

Screen - Screen recording application client - CQ agent is installed on the specific extension or not.

Live Monitoring Voice Conversation and Screen Activities

CQ Monitor enables you to listen to an agent's voice interaction and view screen activity in real-time.

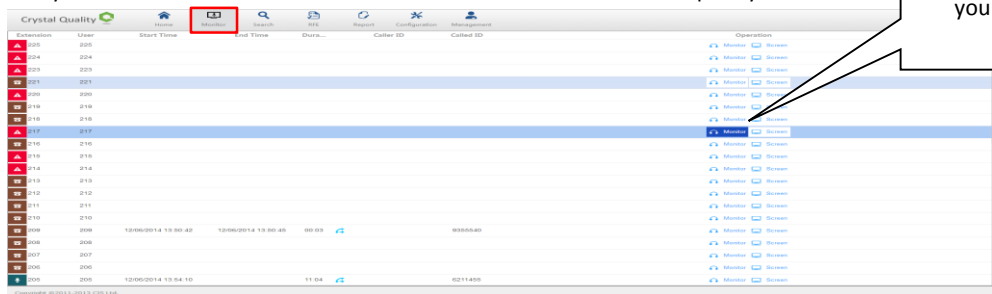
To monitor an agent's interaction, the agent must be logged in and participating in an interaction.

This is indicated in the Online and or Screen column, or check the icon  turns into .

To Live monitor telephony conversation

Click on any extension no matter it is in talk or idle and start live monitor telephony conversation.

Click the extension/channel you want to start live monitor.

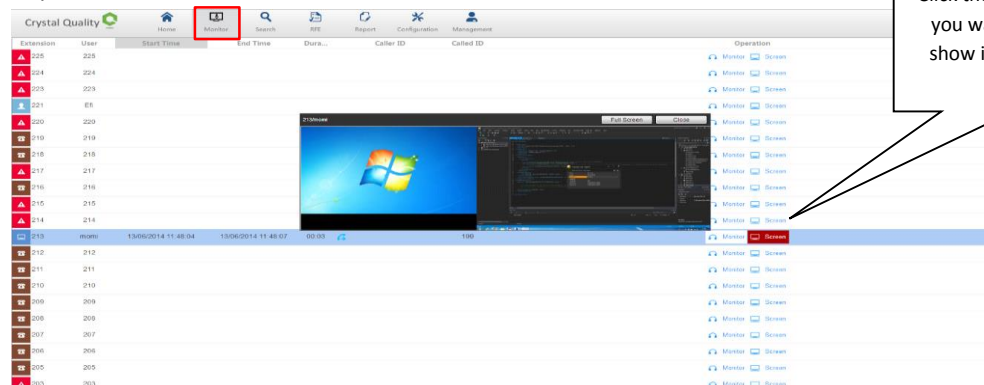


It doesn't matter there is voice conversation or not in monitored channel or not, just click Monitor Objects. Once call is made or received, live monitor will be started automatically, it make sure that you won't miss any calls.

To Live Monitor Screen Activities

Click on any extension no matter it is in talk or idle and start live monitor screen conversation.

Click the extension/channel you want the monitor to show it in complete view window.



User Management

Overview

CQ User Management Application module streamlines user management by providing tools for establishing site security, user authentication, and Organization management.

Users logging in to CQ system must have proper authorization for each application, as well as permission to access agents and their interactions.

The Users Administrator provides the means to give each user an individual Login ID with the necessary privileges.

Password and security options can be set globally, or on an individual basis.

The following chapters describe how to build your organization’s employee hierarchy and assign privileges to users as necessary.

Before You Begin

Before you go any further, make sure that you have the following information ready

*Concept of [Group](#), [Role](#), User.

*Your organization chart.

Concept of Group, Role, User

A CQ System User might be an agent, a supervisor, a system administrator or technician etc.

The prerequisite condition to be CQ user is having a unique user ID and password.

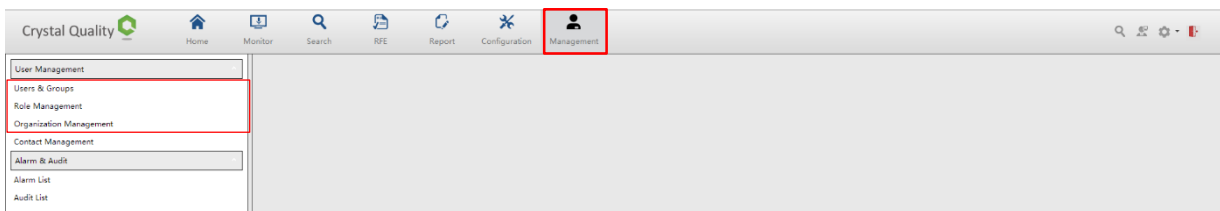
To protect sensitive customer data, different accessibilities must be authorized to different users, we call it privilege.

Privileges are role-based, each role is a set of privileges.

Role is attached to users or to groups of users (available only in Crystal Live).

Role that are attached to a user, give each user the identical privileges. Each time the privileges in a role are updated, the change is dynamically filtered throughout your user database.

Users can be grouped together for managerial purposes. CQ supports a multi-tiered user hierarchy.



Module Toolbar:

Users & Groups	According to the actual distribution of the company personnel department, adding information about user & group is easy to manage.
Role Management	Define privileges for different groups of users.
Organization Management	Divided according to the actual situation in the corporate sector organizations, user and group information management is the group's parent organization.

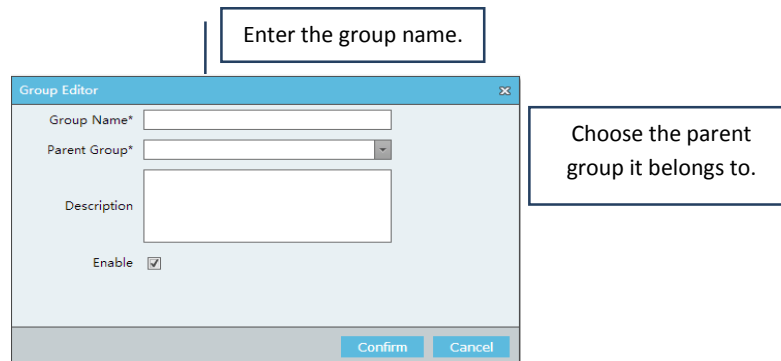
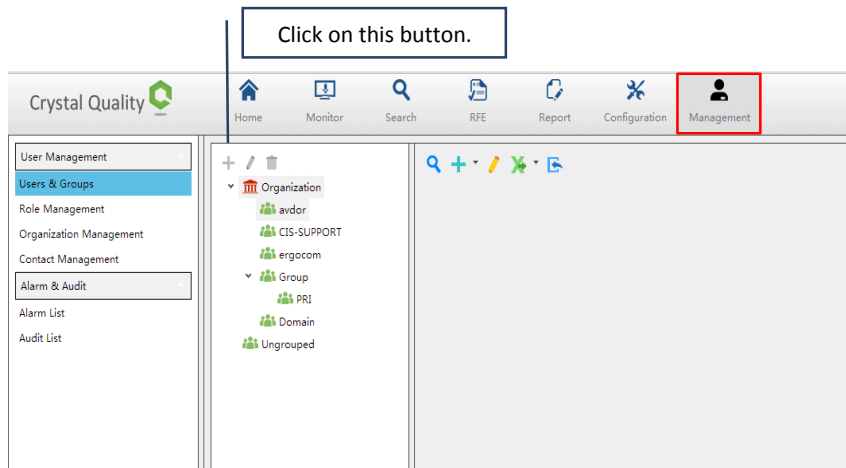
Group

Add Group

Before adding group, have the following information ready:


*Group name and its member according to organization tree.

*Group privileges.




Groups can be moved around in the group's tree using the drag-and-drop technique (groups cannot be moved into one of their own lower-level sub-groups).

Delete Group

Select a group and click  .

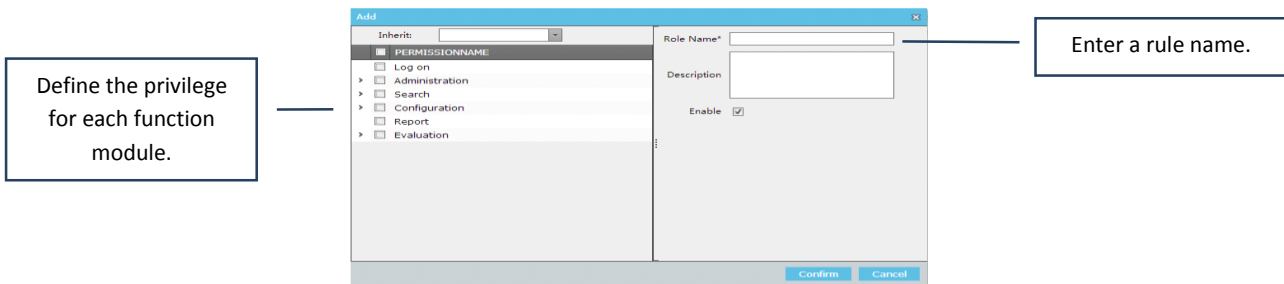
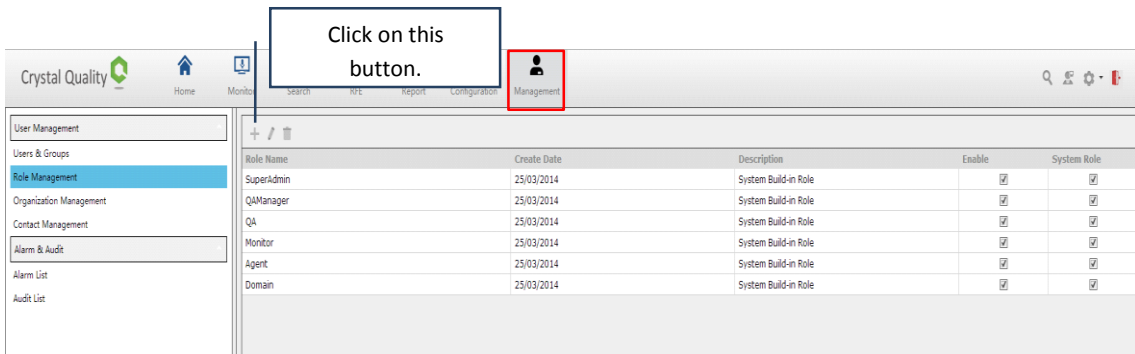
Edit Group

Select a group and click  .

Role

Add Role

There are many Roles in your organization, different privileges authorized to each role according to your organization hierarchy.



Privilege in Role

Log on: Privilege for current role to access CQ system.

Administration: Privilege for current role to manage users including add/delete/edit User, Group, Role and Skill.


Search: privilege for managing search results.

Configuration: Privilege for current role to setting up system parameters.


Reports: Privilege for watch and make statistic reports.

Evaluation: Privilege for current role to live monitor telephony conversation or Screen activities or both.

Delete Role

Select a rule and click  .

Edit Role

Select a rule and click  .

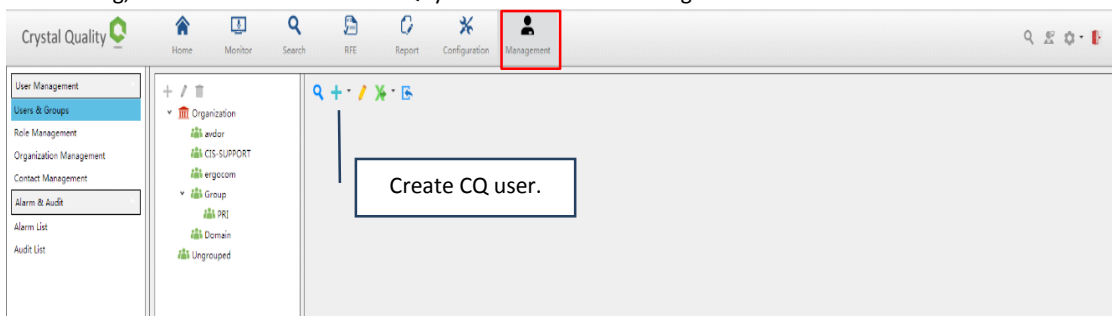
User

Add User

All users recognized by the system, regardless of their status, must be added to the CQ system. This includes Agents whose interactions are being recorded, managers and supervisors using the applications (known as System Users), and maintenance personnel (add them as system users with limited access to other resources).



An agent in your system might never use any applications, or even be aware that CQ system is functioning, but must be added to the CQ system in order to be recognized when recorded.



User Information

General:

The 'Add' dialog box has three tabs: 'General', 'Details', and 'Security'. The 'General' tab is active. Fields include:

- User Name*:** A text field with a placeholder 'Separate by commas'. Callout: 'User name.'
- Password*:** A text field. Callout: 'Password-must be between 6 and 16 characters, contain at least one digit and one alphabetic character, and must not contain special characters.'
- Confirm Password*:** A text field.
- Group&Role:** A dropdown menu. Callout: 'The group and rule the user belong to.'
- Extension User:** A checkbox. Callout: 'Define the user as an extension.'
- Enable:** A checked checkbox.
- CLAgent:** An unchecked checkbox.
- Screen Record:** An unchecked checkbox.

Additional callouts:

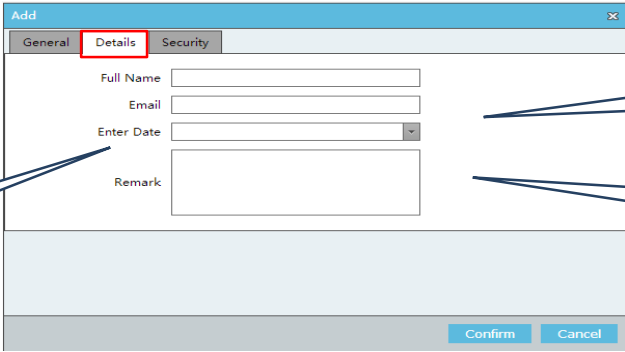
- Administrator can define user as agent and if he has screen records instance just voice record. (points to the 'Extension User' checkbox)

If you add user without define group&role he cannot login into the CQ System page.

To create a CQ user, firstly you need to fill in User information including user name and password. To secure the system data, CQ requires a strong user password policy, the password must be between 6 and 16 characters, contain at least one digit and one alphabetic character, and must not contain special characters like "/", - " etc.

*User can be strictly forbidden to change his own password.

Details:

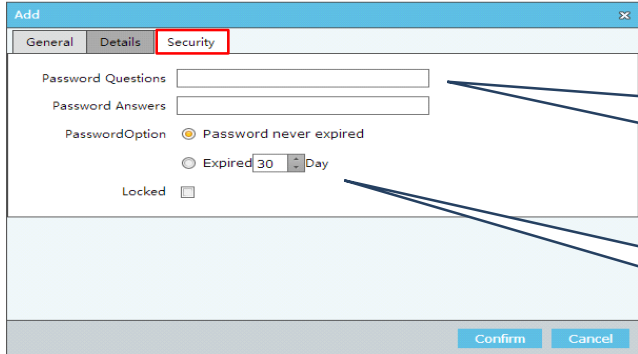


Enter mail address.

Give the user/extension full name.

Enter the date of creating the user.

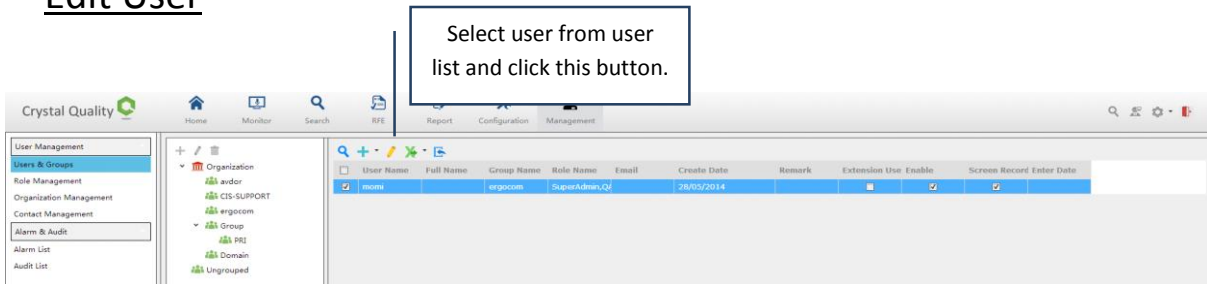
Security:



Identification question in a case user forget his login password.

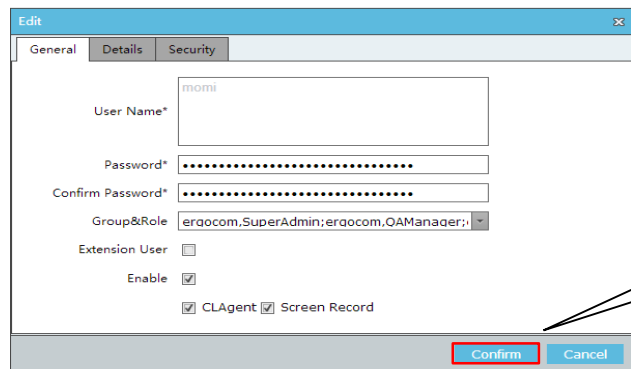
Definition of changing user's password.

Edit User



Select user from user list and click this button.

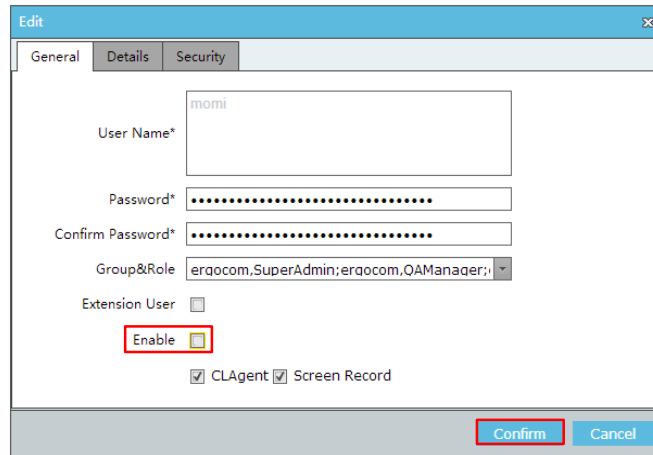
Select user from the User List, and click "Edit User" button, the modify user properties in popup window,



Click on the 'Confirm' button to save the changes.

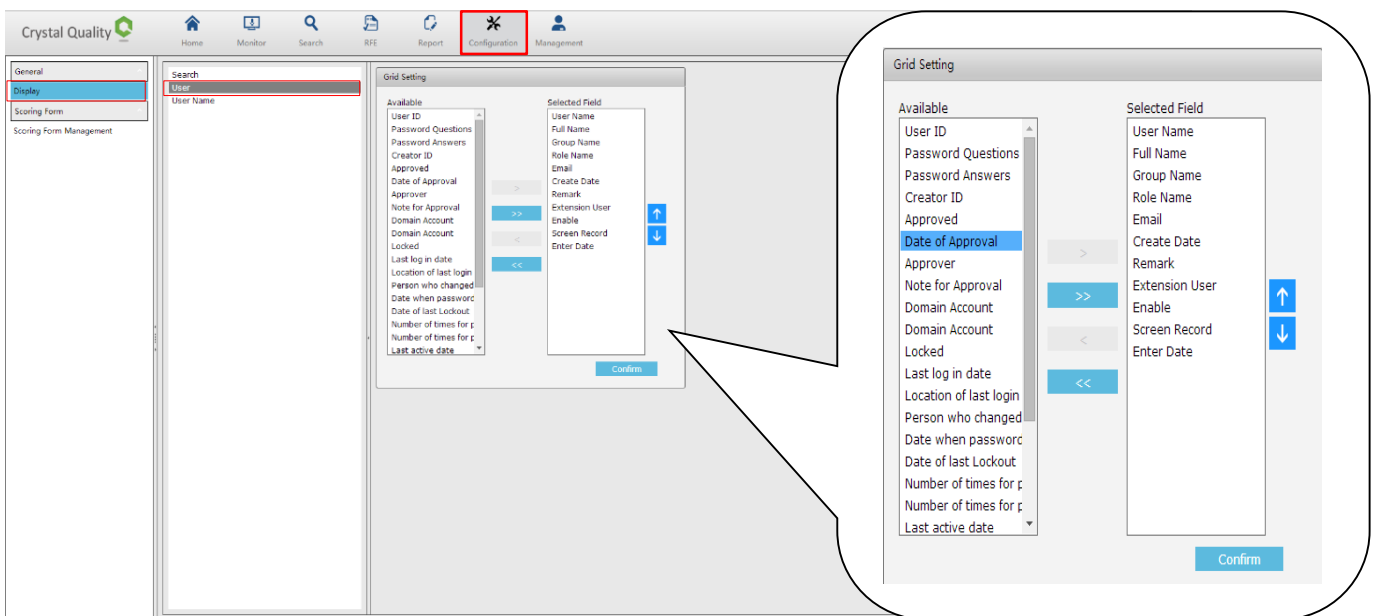
Delete User

Select a user from User List, and click "Edit User" button, the modify user properties in popup window. Remove the marking from the enable option.



Define What User Information will be Displayed in User Edit

Click screen tab configuration, the window below appears,

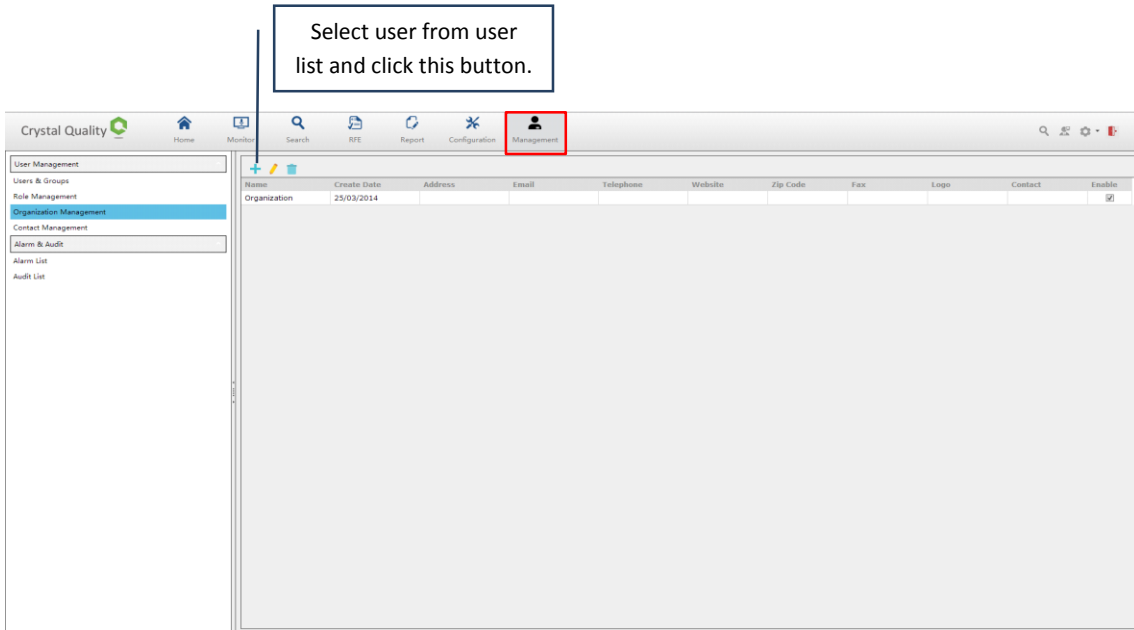


Click on display -> Choose user-> select from the left side of the frame the information you want to display in results window and remove it to the left side.

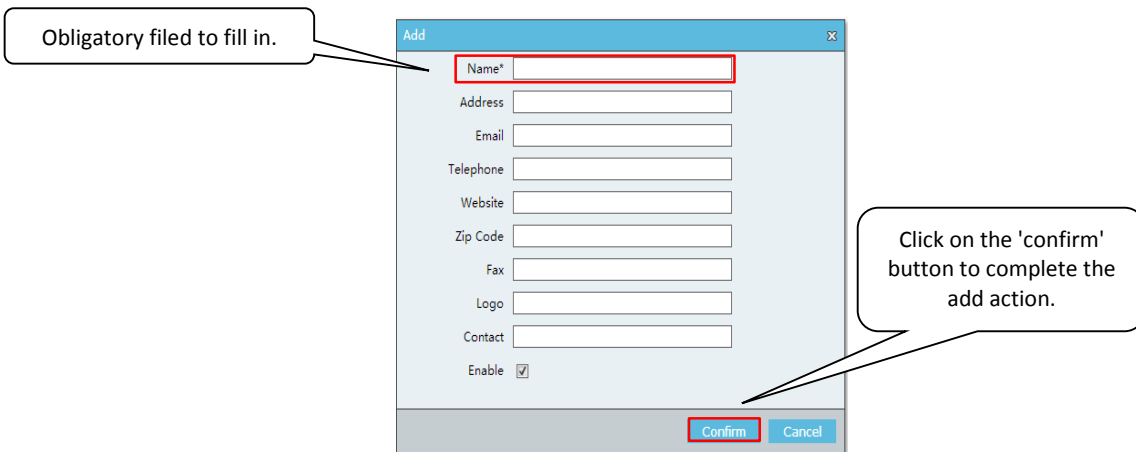
Organization

Add Organization


Organization is the parent of the organizations' groups.




Fill in the name of the organization and click on the confirm button to complete the action.



Delete Organization

Select an organization and click  .

Edit Organization

Select an organization and click  .

Report

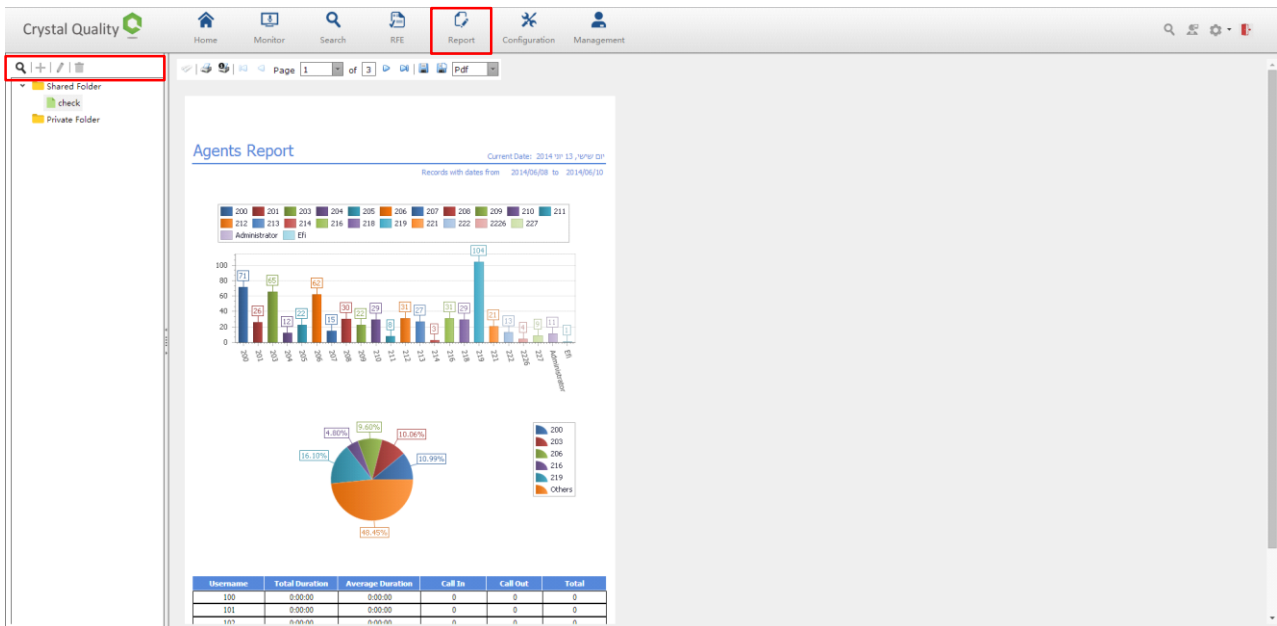
Introducing CQ report

Data Statistics for customer interactions are quantifiable measurements, which reflect the critical success/failure factors of an organization. It helps an organization define and measure progress toward organizational goals. CQ report is an application for supervisors, managers and analysts to monitor and analyze running status for the organization in a graphic view.





CQ report enables authorized users to generate statistic report about the status organization handling customer interactions. It can be basing on many criteria like user, groups, extensions and date. All statistics will be presented as statistical chart in graphic view.

CQ provides the users prepared templates of reports:

- *Agent Report
- *Agent Score
- *Group Report
- *Group Score
- *Incoming report
- *Outgoing report
- *Online Customer Statements

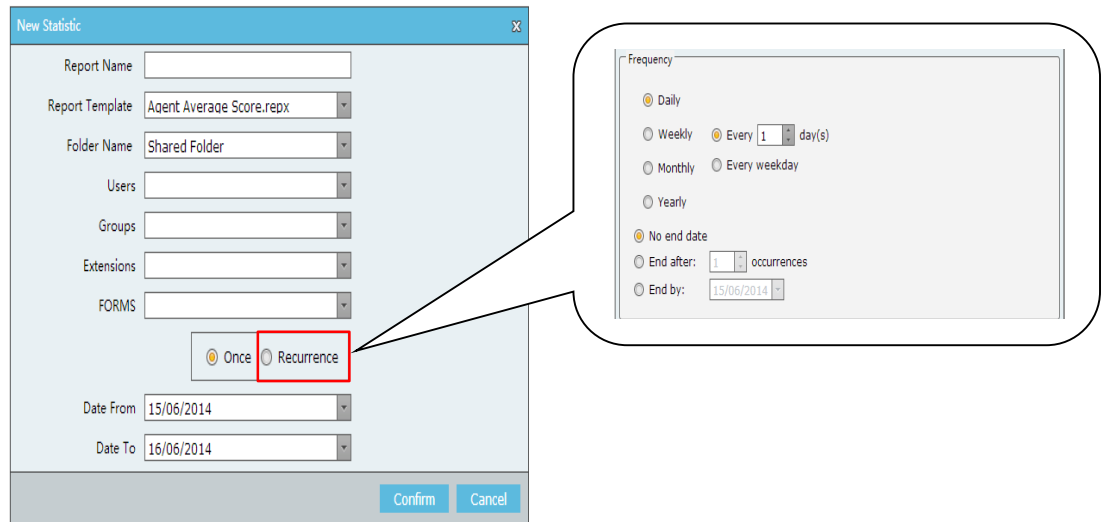


Report status icons:

	New Report	Add a new report in a shared or private folder.
	Add folder	Add a new folder in a shared or private folder (subfolder).
	Editor	The report has been saved for editing.
	Delete	Delete saved reports.
	Shared directory	Folders for multiple users. Multiple users have the right to use the common reports.
	Private directory	Folder only for a specific user.

Report query

The 'New Report' / 'modify report' query page, provides a variety of filters. Users can select multiple filters.



1. in the 'report name' input box you can enter any name (Preferred to choose a meaningful name).
2. 'Report template' box provides the users seven templates for choose from.
3. 'Directory name' box provides to save the report in private or shared directory.
4. 'User' box provides all users as a filter of condition report.
5. 'Group' box provides all the groups as a filter of condition report.
- 6 'Extension' box provides all the extensions as a filter of condition reports.
7. 'Forms' box score sheet is provided as a filter of condition reports.

Single 'once' query report

Start date and end date for the wanted report. If the end date is empty, the default interval is one day.

Circulating report query:

End Date

No end date	There is no deadline
End after n times occurrences	Report appears n times after the deadline
End by date	The end date for the currently selected date

Daily

Daily	Day of cycle
Every n days	Cycle for the day, the cycle date n days
Every weekday	Cycle for the day, every weekday circulation date

Weekly

Weekly	Cycle for the week
Recur every m week(s) on: <input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat	week cycle is the cycle date for some weeks per m

Monthly

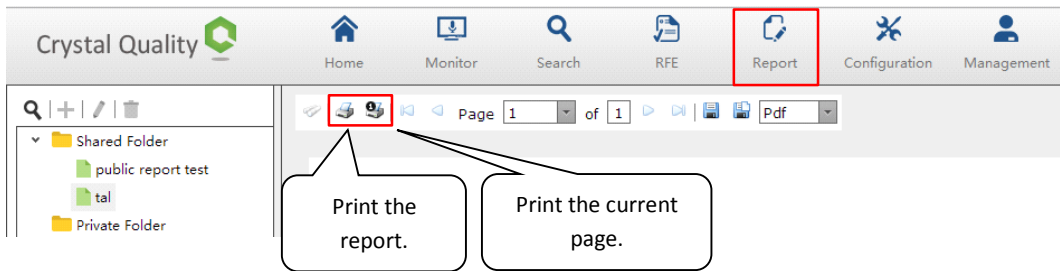
Monthly	Monthly cycle
Day m of every n month(s)	of n months, the date of the cycle m day of each month
The Third Day of every m month(s)	month cycle is the cycle date is every day of the month m

In

Yearly	The cycle of
Every January 1	year cycle, cycle date is the date of a particular year
The Third Day of January	year cycle, cycle date is the year of the first few days of a month

Print report

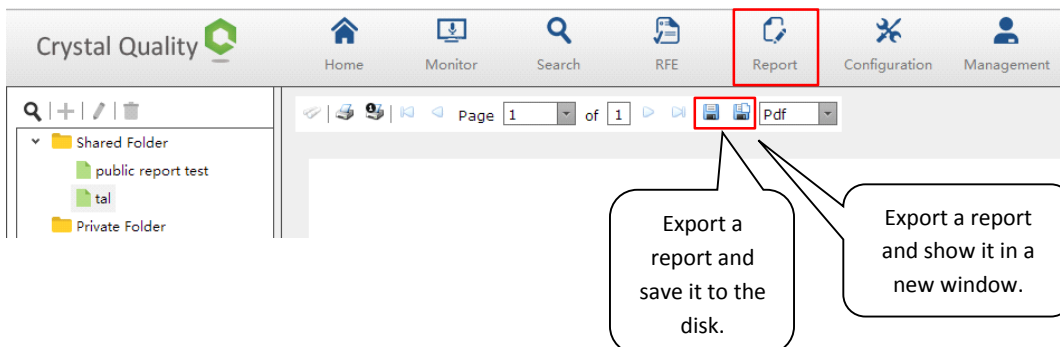
Select a report and click on the printer icon, as shown below,



Download report

CQ provides a report download function.

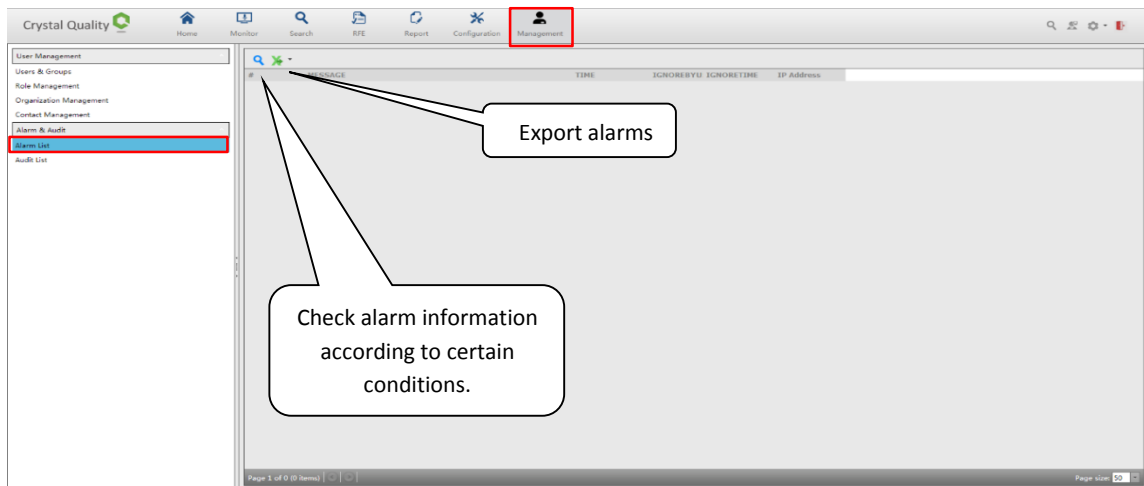
Click on the / icons, as shown below,



Alarm Management

Crystal Quality provides effective fault analysis, identify and report faults immediately. CQ is designed to identify failures and allowed the user or the system administrator to maintain the system effectively.

Alarm list



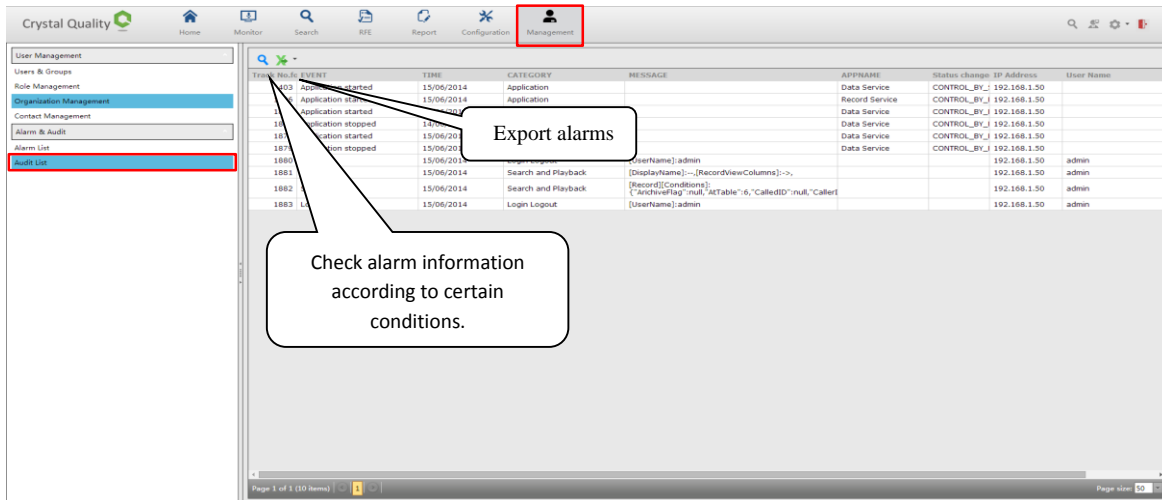
Alarm conditions inquiry:

The 'alarm management' query page, offers a variety of query filters (user can select multiple filters).

1. An 'alarm level' provides three alarm degree level, where 'serious' is the highest alert level, 'error' alarm is secondly and 'warning' is in the last level.
2. 'Alarm event' offers CQ applications running in the background processes that are involved in a variety of alarm events
3. 'Alarm category' provides alarm occurred Category: configuration file, application, license, user management.
4. 'Application' provides each application CQ alarms involved.
5. 'Local start time' and 'local end time' offers CQ alarm start time, end time.
6. 'IP' operation provides a CQ page where the IP address.
7. 'Reset alarm by user' provide a content operation to reset the alarm user.
8. 'Ignore alarm by users' provide a manual operation to ignore the content of the same alarm users.

Audit List

Audit management audit information is available to the technical support staff, the main customer interface record each operation, in order to offer customers a variety of unusual circumstances query information.



Audit criteria query:

Audit Search ✕

Audit Event:

Audit Category:

Local Start Time:

Local Stop Time:

User Name:

IP Address:

windows User:

Process Id:

1. An 'audit events' provides the type of event CQ page operation.
2. 'Audit category' offers classes CQ page operation belongs.
3. 'Local start time' and 'local end of time' CQ page provides operation start time and end time.
4. 'Username' CQ page provides a user operation.
5. 'IP' operation provides a CQ page where the IP address.
6. 'Users' conduct CQ page provides a user operation, the system uses the user name.
7. 'Process Id' CQ Web services provide a process used by the end user where Id.

Glossary

About SSL and PCI DSS

The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organizations that handle cardholder information for the major debit, credit, prepaid, e-purse, ATM, and POS cards.

Defined by the Payment Card Industry Security Standards Council, the standard was created to increase controls around cardholder data to reduce credit card fraud via its exposure. Validation of compliance is done annually — by an external Qualified Security Assessor (QSA) for organizations handling large volumes of transactions, or by Self-Assessment Questionnaire (SAQ) for companies handling smaller volumes.

Secure Sockets Layer (SSL), are cryptographic protocols that provide communication security over the Internet. SSL encrypt the segments of network connections at the Application Layer for the Transport Layer, using asymmetric cryptography for key exchange, symmetric encryption for privacy, and message authentication codes for message integrity. In order to secure all data transmission over Internet for CQ system, SSL certificate must be deployed on CQ recording server.

About Groups

Groups are subsets of users who have something in common. For example, in an organization, employees are grouped by department. You have an IT department, HR department, Accounts department, learning department and so on. Grouping people by department enables easier management and also structures the organization.

Each group usually reports to a department head. But sometimes members of different departments come together, say, for a new project, and might be assigned a new project manager. In this case, the members of this new project report to the new project manager for this project while they continue to report to their department head as usual. They report to the project manager only for their project deliverables. This is like sharing members of different groups when the situation demands.

In case of a department head taking time off or resigning, a temporary department head might be appointed until the actual head returns or a new one is hired. This is also an example of sharing a group.

About Roles

Roles correspond to business functions in your organization and provide the framework for sensitive material security. Roles determine what access users are granted to the system. Before you create roles, determine the types of access users in your organization require. Each role has permissions assigned, based upon its specific business-related duties, such as supervisor, or agent. Once you have defined roles, you assign them to users, granting access to CG features.

You might assign agents and supervisors different levels of system access. An agent might not be allowed to delete the recording or add Notes.

Advantages of roles:

- *Roles provide the framework for system security.
- *Roles allow you to assign security permissions to sets of users, rather than individually.

For example, if the permissions for a group of users, such as supervisors, need to change, you only have to change the permissions once for the role.

Changing security permissions for a role changes the permissions for all users to whom the role is assigned.

Scenario Reconstruction

In Contact Center, Agents make and receive tons calls every day to handle customers' requests regarding complain, consulting, operation processing etc. Even the well-trained one will probably encounter some intractable issues which critically needs assistance from their superior. In that case or any others, agents have to hold customers' calls for a couple of seconds, and make a call to their superiors or even conference them into the customers' calls.

The traditional call recording solution will cut this conversation into multiple recordings, which is hard to bundle together for complete conversation retrieval. CQ provides you Scenario Reconstruction technology to enable you to retrieve the multi-calls from the beginning to the end.