



inContact WFO Desktop Analytics Administration Guide

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- **Version** — This guide can be used with inContact WFO 16.2 or later.
- **Revision** — July 2016
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Introduction

Audience

This document is written for system administrators, managers, supervisors, analysts, and others who will use inContact Desktop Analytics as part of their inContact WFO deployment. Readers should have a basic level of familiarity with general networking, usage of a PC and its peripherals, the Windows operating system, inContact WFO, and the applications that will act as Desktop Analytics triggers.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to configure and use inContact Desktop Analytics.

This document is NOT intended as a specific system or network design document, nor is it designed to educate the reader on contact center concepts or best practices for implementing desktop analytics.

Assumptions

This document assumes that inContact WFO has already been installed and configured, and calls are being recorded correctly in your environment. It also assumes that your application administrator has configured the application for use based on your business rules and environment.

Need-to-Knows

inContact Desktop Analytics is supported in Premises, Hybrid, and Hosted deployments of inContact WFO. Some of the tasks in this guide may vary depending on which type of system you have. Your deployment will help you apply the information in this guide correctly for your deployment type.

Several inContact WFO features use menus and other windows that may be considered as “pop-ups” by some browsers. inContact recommends that you configure your browser to allow pop-ups for the inContact WFO site.

inContact WFO allows administrators to customize field names and terminology in the Web Portal to fit your unique environment. Therefore, screen examples and field names used in this manual may differ from those seen in your implementation.

inContact WFO supports standard Windows methods for selecting multiple items in a list: press and hold the Shift key while clicking to select consecutive items or press and hold the CTRL key while clicking to select non-consecutive items.

In some cases, inContact WFO provides more than one way to accomplish a task or access a feature. The procedures in this manual explain the primary method, but also note the **Alternative** where applicable.

Technical Overview of inContact Desktop Analytics

inContact Desktop Analytics is part of inContact Workforce Optimization. Desktop Analytics is a desktop application that detects information in other applications and then performs actions based on that information. Possible actions include:

- Adding the information as metadata to a call recording in progress
- Starting or stopping call recording
- Triggering recording blackouts for compliance

The actions performed by inContact Desktop Analytics are controlled by one or more scripts written by the inContact Desktop Analytics development team. These scripts are installed on and run by each agent workstation.

As an alternative to maintaining script updates on every agent PC, inContact Desktop Analytics can be deployed with a Script Server. This server is optional in Premises deployments, and is housed in the inContact Cloud for Hosted or Hybrid deployments. The Script Server allows scripts to be managed in a central location. When the agent PC starts up, each script is updated, read, and compiled automatically.

Engineering Considerations

These considerations are only for inContact Desktop Analytics. For additional information, see the site requirements for your deployment type in our online help. Final hardware specifications are determined by the inContact WFO Sales Engineering team during the sales process.

Compatible Desktop Applications

inContact requires prospective customers to test whether inContact Desktop Analytics is compatible with their applications. To test compatibility, the inContact Desktop Analytics Test Tool must be used to try to capture information from an application.

inContact Desktop Analytics has been compatible with applications written using versions of the items listed here:

- Win32
- Microsoft Foundation Class (MFC)
- Visual Basic 6
- Windows WinForms
- Java
- FoxPro
- WPF
- Flash
- Silverlight

Data has also been captured from within versions of:

- Terminal emulators (green screen emulators)
- Adobe Acrobat Reader
- Internet Explorer
- FireFox

inContact Desktop Analytics is currently not compatible with Google Chrome and Microsoft Excel.

Microsoft Outlook is not fully supported. If message windows (that is, pop-up windows) are opened from Outlook, the Windows title number is not identified consistently. Outlook arbitrarily assigns numbers to popup windows (for example, `<wnd cls="_WwB" title="Document12">`).

For example, a message is opened, assigned Document1, and then closed. A second message is opened and assigned Document2. If the original message is reopened, it will be assigned the title Document3. inContact Desktop Analytics cannot associate different captures from the original message.

Deployment and Redundancy Guidelines

inContact WFO Sales Engineers consult with customers to determine the most effective deployment to meet performance, redundancy, and security needs. Guidelines to consider include:

- inContact Desktop Analytics supports multiple scripts per installation, but only one script per blackout trigger.
- In the typical installation, all users logging into a PC will have the application(s) running with the script(s).
- Bandwidth usage depends heavily on the number of users and the amount of data written to the database.
- Network layout (such as branches or firewalls) can affect inContact Desktop Analytics' ability to write data to the database.

Security

inContact Desktop Analytics relies on the security and auditing measures of inContact WFO, the Windows server hosting the applications, and the Windows PCs on which the desktop application is installed.

These points also must be considered:

- Access to script files should be restricted to administrators. If scripts are installed on PCs, users should not have Administrator permissions to the machines.
- For the inContact Desktop Analytics client application to log events, the user must have access to the inContact Desktop Analytics log file's location. For details, see [inContact Desktop Analytics Log File](#).

The inContact Desktop Analytics Client installer must have Administrator permissions on the agent PC, including permission to modify specific registry settings (for details, see [Installing and Configuring the inContact Desktop Analytics Client](#)). However, the client itself does not require Administrator permissions to run, nor are specific inContact WFO user permission settings required to enable inContact Desktop Analytics.

For information on system auditing, see the *inContact WFO Reporting Manual*.

Installing and Configuring the inContact Desktop Analytics Client

inContact Desktop Analytics Client Overview

The inContact Desktop Analytics client must be installed on every agent PC. Once installed, the application can be used by any user who logs into the PC. The same installer is used regardless of whether the target machine is 32- or 64-bit. inContact Desktop Analytics installs and runs as a 32-bit application, even on 64-bit machines.

Before You Begin

Required Permissions

The inContact Desktop Analytics installer must have Administrator permissions on the client PC, with specific permission to modify or access these registry settings:

- HKEY_LOCAL_MACHINE\SOFTWARE
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CLSID\
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
- HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Runtime Environment – The installer does not modify any value under this setting. It accesses it for reading the java version and java_home values.

inContact Desktop Analytics Log File

inContact Desktop Analytics creates log files (FusionLog_YYYY_MM_DD.log) that are useful in troubleshooting. The user being recorded must have access to the directory where the file is located, or logging will not occur.

- For most versions of Windows, the file is stored in the %appdata%\inContact\Fusion directory.

If you do not want users to have access to the %appdata% or Application Data directories, log files can be written to another location. However, inContact advises against this option because of possible inconsistency in configuring multiple PCs and the resulting problems that can occur in recording and software maintenance.

To configure another log file location, perform these steps on the user PC:

1. Identify or create an alternate directory.
2. Assign the user(s) Full Control for this directory.

3. After the inContact Desktop Analytics installer has successfully completed, open the NLog.config file.
4. Type the alternate path to the directory (for example, filename=D:path_name).

```
<targets>
  <target name="logfileDebug" xsi:type="File"
  fileName="${specialfolder:folder=ApplicationData}\FusionLog_${shortdate}.txt"
  />
</targets>
```

5. Confirm that the Fusion.ini file's Logging > Location setting has the directory path. For more information, refer to the INI configuration section relevant to the installation type:
 - [Settings for Installations WITHOUT the Optional inContact Desktop Analytics Server](#)
 - [Settings for Installations WITH the Optional inContact Desktop Analytics Server](#)

The NLog.config and Fusion.ini files are located in the directory where you install Desktop Analytics.

Older Versions of the inContact Desktop Analytics Application

Before installing a new version of the application, older versions must be uninstalled. You can do this through the Add/Remove Programs functionality in the Windows Control Panel. The software will be labeled "CallCopy Fusion Software".

In addition, existing scripts will need to be tested and likely edited to work with the new version of inContact Desktop Analytics.

Install the inContact Desktop Analytics Client

Your inContact WFO deployment team will provide you with the files necessary to install the inContact Desktop Analytics Client. Before beginning this procedure, copy the files to the agent workstation or to a network location that can be reached from the workstation.

To install inContact Desktop Analytics on the user PC:

1. Log on to the PC using an account with Administrator privileges.
2. Navigate to and double-click the **FusionSetup.msi** file to launch the installer.
3. Click **Next**.
4. Select the **I accept the terms in the License Agreement** checkbox and then click **Next**.
5. Do not change any settings on the Custom Setup screen. Click **Next**.
6. Configure the settings for the client based on whether your installation uses the optional inContact Desktop Analytics Server (for details, see [Settings Details: Server Setup](#)). Click **Next**.
7. Click **Install** (if Windows prompts you to allow the installer to run, click **Yes**).
8. Click **Finish**.

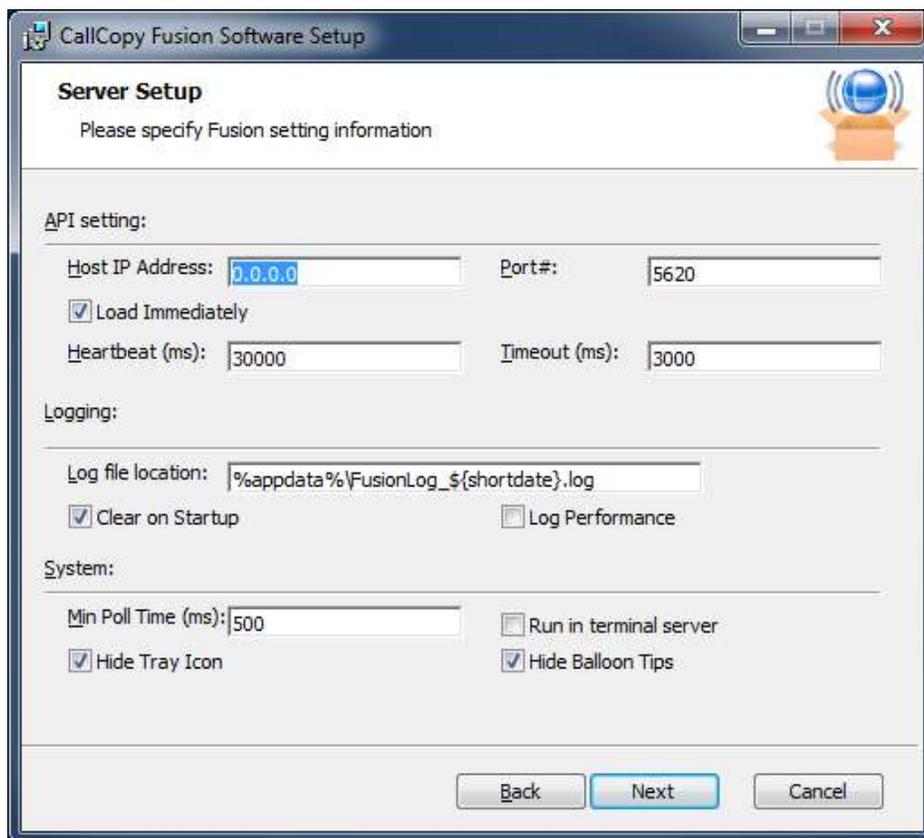
By default, the installer creates application files in the directory C:\Program Files (x86)\CallCopy\Fusion.

i Windows Installer Error 160 is a general error code that indicates a problem occurred during the installation. This error may occur if the installer does not have adequate permissions, especially for the registry. To better troubleshoot this general error code, enable Windows Installer logging, which will allow you to view a log of all attempts and failures related to an installation. You can disable it after the installation is complete.

Settings Details: Server Setup

This screen in the inContact Desktop Analytics installer requires different settings depending on whether your installation uses the optional inContact Desktop Analytics Server for centralized script management. Unless otherwise specified, use the default settings indicated in the screenshots in this section.

Settings for Installations WITHOUT the Optional inContact Desktop Analytics Server



Server Setup
Please specify Fusion setting information

API setting:

Host IP Address: Port#:

Load Immediately

Heartbeat (ms): Timeout (ms):

Logging:

Log file location:

Clear on Startup Log Performance

System:

Min Poll Time (ms): Run in terminal server

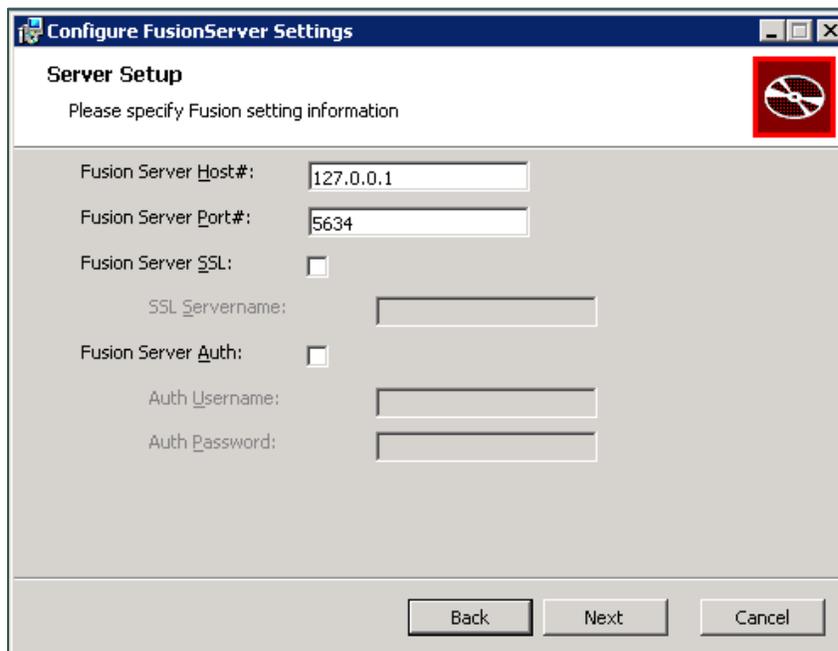
Hide Tray Icon Hide Balloon Tips

For definitions of the API server and client settings, see [Configure Client INIs](#).

inContact strongly recommends **not** changing the log file location. For details, see [inContact Desktop Analytics Log File](#).

If you choose not to check **Hide Balloon Tips**, users can set this option by right-clicking the Desktop Analytics icon in the system tray and selecting **Hide Balloon Popups**.

Settings for Installations WITH the Optional inContact Desktop Analytics Server



- **Fusion Server Host#:** IP address of the server hosting the inContact Desktop Analytics Server service.
- **Fusion Server Port#:** Specifies the communication port used by the inContact Desktop Analytics Server service. The default value is 5634.
- **Fusion Server SSL:** Select the checkbox if your installation uses SSL for communication between the agent PC and the inContact Desktop Analytics Server. In the **SSL Servername** field, type the name of the server where the SSL certificate is located.
- **Fusion Server Auth:** Select the checkbox if the client must authenticate to the inContact Desktop Analytics Server. In the **Auth Username** and **Auth Password** fields, type the authentication credentials

Configure Client INIs

The application settings are read from a configuration file that is stored in the application installation directory (typically C:\Program Files (x86)\CallCopy\Fusion\). The file is named **Fusion.ini**. The contents of the file vary significantly depending on whether your installation uses the optional inContact Desktop Analytics Server, so be sure to **ONLY** use the appropriate settings for your site.

inContact Desktop Analytics Server INI settings and their default values (if applicable) are shown on the left in this table, with additional explanation of the settings detailed on the right.

Fusion INI Settings for Installations WITHOUT the Optional inContact Desktop Analytics Server

[CallCopy]	
Host=0.0.0.0	Specifies API server host IP address.
Port=5620	Specifies TCP port on which the API server communicates.
LoadImmediately=true	When set to true , application connects to the API server when it starts. When set to false , application does not connect until the script first detects content to be blacked out or recorded.
Heartbeat=3000	Specifies frequency in milliseconds (ms) that the application sends a "heartbeat" message to the API server to test the connection.
ReadTimeout=3000	Specifies time in milliseconds (ms) that the application waits for a read response from the API. If this time is exceeded, the application logs an exception.
SendTimeout=3000	Specifies time in milliseconds (ms) that the application waits for a send response from the API. If this time is exceeded, the application logs an exception.
LoadScriptLocallyIfFailedToConnect=true	When set to true , causes client to load and use last available script if it cannot contact the inContact Desktop Analytics server after 10 attempts. When set to false , nothing is captured until such time as the client can successfully connect to the server.

[Logging]	
Location=%appdata%\FusionLog_{\$shortdate}.log	Specifies location for log files. This location should not be changed. The default entry creates a different log for each day, which is useful for troubleshooting and is accessible for PC and terminal server uses.
ClearOnStartup=true	When set to true , clears log file on application startup.
LogPerformance=false	When set to true , logs script execution metrics to log file.
[System]	
MinPollTime=500	Specifies minimum polling interval in milliseconds (ms) for checking the user's screen for content to block or record. This overrides the script setting.
HideTrayIcon=true	When set to true , hides the inContact Desktop Analytics icon in the system tray.
HideBalloonTips=true	When set to true , prevents balloon tips from popping up.
RunInTerminalServer=false	Set to true for users running terminals.
MaxRamAllow=150000000	Specifies maximum bytes of RAM inContact Desktop Analytics can use.

Script Server Desktop Analytics INI

[FusionScriptServer]	
Host=xx.xx.xx.xx	Specifies API server host IP address.
Port=5634	Specifies TCP port on which the API server communicates.
ClientLocation=100	Optional setting required only if Location was configured in the server-side Fusion.ini , and is equivalent to that value. Determines to which API server the client will connect. Value is set when the client installer runs and need not be set manually. Value can be modified to direct the client to communicate with a different API server. Setting is ignored if using Subnet.

Install Java Support

 These instructions are for 64-bit Windows PCs.

If inContact Desktop Analytics will be used to capture any data from Java-based applications, Java Access Bridge (JAB) software must be enabled on the PC. JAB is a library that allows Microsoft-based applications to interact with Java-based applications. inContact Desktop Analytics uses Screen Scraper Studio's ScreenScrapeJavaSupport executable to install JAB software for Java Runtime Environments (JREs).

For more information, search "Java SE Desktop Accessibility" at the Oracle website.

Identify the JRE Path

Each Java application on a PC may use a different JRE. The path for each JRE used must be identified. To find the JRE path:

1. From the **Start** menu, run **regedit**.
2. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Java Runtime Environment.
3. Click the default JRE to display its properties. The JavaHome property shows the path needed to install JRE support.

Install Support for JRE

To install the Java Support executable:

1. On the client machine, open a command prompt.
2. Navigate to c:\Program Files(x86)\CallCopy\Fusion\ScrapperLib\Java Support.
3. Run this command using the JRE path located earlier:

```
ScreenScrapeJavaSupport.exe /install /jrepath "<path>"
```

4. If prompted by Windows to approve running the installation, click **Yes**.

i If the Java Support executable must be uninstalled, run this command:

```
ScreenScrapeJavaSupport.exe /uninstall /jrepath "<path>"
```

Test Java Support

After the preceding tasks are completed, your inContact WFO deployment team will work with you to test the system for each Java application from which data will be captured. Testing involves attempting to capture window information for an application. For more information, ask your deployment team.

If no window information is captured or only the window frame/header information is captured, one or more of the following may apply:

- JAB support is not enabled for the JRE the application uses. In this case, repeat the procedures to [Identify the JRE Path](#) and then rerun the Java Support executable.
- The application was created using an early Java version. In this case, inContact Desktop Analytics may not be able to work with the application. inContact WFO Development would need to investigate your application to determine a conclusive answer.
- The application may be a network application. inContact WFO Development would need to investigate.

inContact Desktop Analytics Security and PCI Compliance

inContact Desktop Analytics is often used to blackout sensitive information for compliance with various laws and regulations. One example might be CVV2 numbers in credit card transactions for PCI compliance.

Blackout of audio and video recording is just one facet of an overall PCI compliance program. Interactions between inContact WFO components such as application servers, file servers, archive devices, and the Web Portal can use SSL and TLS for data in transit. The system also offers optional support for encrypting files when they are written to disk. For more information on PCI compliance status in inContact WFO, as well as how to configure components to utilize blackouts, encryption, or SSL/TLS, visit inContact WFO online help at [inContact WFO Administration > Security](#).

Appendix: Troubleshooting inContact Desktop Analytics

Screen/Application Flickers When Desktop Analytics Pulls Data

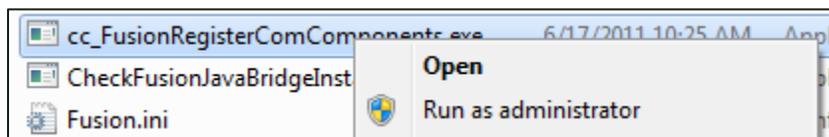
In some applications, the native setting may cause the application to repaint. This can cause screen "flicker" that is sometimes visible in Desktop Analytics. If users experience this issue, notify your inContact WFO team. They may be able to modify your scripting to correct this issue.

COM Class Errors

If you see COM class errors on workstations running the Desktop Analytics client, this indicates the COM components didn't register properly. This is usually caused by the client application not being installed under a system administrator account.

To fix this issue:

1. Log on to the PC with an appropriately-permissioned account.
2. Locate the `cc_FusionRegisterComComponents.exe`.
3. Right-click the executable and select **Run as administrator**.
4. Select **Yes** or **Allow** when prompted.



You can also register the COM components in the command line. The components must be registered under an administrator account and you should be familiar with manual component registration. To open a command prompt for use as an administrator:

- Right-click on a command prompt shortcut and select Run as administrator.

You must register **TCaptureX.dll**, **TSelection.dll**, **UIElement.dll** and **SSSystemObj.dll**. These files are located in the `ScraperLib` subfolder where Fusion is installed.

Register the following components on a 64-bit PC:

```
%windir%\syswow64\regsvr32 <fusion path>\Scrapelib\TCaptureX.dll
%windir%\syswow64\regsvr32 <fusion path>\Scrapelib\UIElement.dll
%windir%\syswow64\regsvr32 <fusion path>\Scrapelib\TSelection.dll
%windir%\syswow64\regsvr32 <fusion path>\Scrapelib\SSSystemObj.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\TCaptureX_x64.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\UIElement_x64.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\TSelection_x64.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\SSSystemObj_x64.dll
```

Register these components on a 32-bit PC:

```
%windir%\system32\regsvr32 <fusion path>\Scrapelib\TCaptureX.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\UIElement.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\TSelection.dll
%windir%\system32\regsvr32 <fusion path>\Scrapelib\SSSystemObj.dll
```

Document Revision History

Revision	Change Description	Effective Date
0	Initial version for this release	2016-07-19