Where to Find Extractor Documentation for QA or New Members

TL; DR - The following links are discussed on this page:

1. Recorder Configurations: Use this page to keep track of changes to recorder configurations that are used by the Extractor application.
2. Service/Site Configurations: Use this page to keep track of changes to any Service (or Site) configurations in the Extractor application.
3. Online Help: Use this page to access the Extractor Integration Manual's home page in Online Help.

Introduction

The purpose of this page is to create a resource for anyone joining the INT Team or anyone who wants to learn about Extractor. Use this page as a starting point to learn where and how to find information about Extractor. You can use the included links to help you find general information about Extractor, where you can find what is being worked on, what changes are being made to current or past configurations, and what new services are being added. The information that you are looking for will depend on your role in CallMiner. For example, QA will be looking for different information than a Technical Writer.

While QA can, and should, look at the AC on a story to try to understand what has been done, they can also use the other resources that we have to make finding information about a story quick and effortless. The Technical Writing Team has worked hard to create several places where you can view our documentation easily, as well as spaces where the developers can add in their notes to keep track of what is being changed in the current sprint.

Technical Writers associated with the INT Development Team, or Technical Writers who are providing coverage, should also look for information in the story since developers may add more detailed notes for QA that can give you more context about the changes being made. However, Technical Writers will mostly use the two Confluence pages mentioned below to keep track of what changes are being made by each developer.

I've compiled a list of our resources and broken each resource down into where it is, what it is, and who it might be helpful for to help streamline the search process for anyone looking for information related to Extractor. You can use this page as a quick reference to check what page might be the most helpful for what you are trying to accomplish.

Where to Check for Information

Story AC/Dev Notes

This resource will probably be helpful for anyone wondering what changes are being made to current or past configurations, or what new services are being added in the current sprint. Your first step for gathering information is probably going to be to look at the story acceptance criteria (AC) or the notes that the developer(s) left on the story. This will give you an idea of where the story is (Backlog, In Progress, Testing, Review), an initial idea of what the story is about, who is working on the story, and whether there are issues or changes made from the initial planning notes. Since QA typically look over a story in planning and then again before testing begins, it might be helpful to take another look over the AC and Dev notes to get an update on what has happened to the ticket. Here are some detailed tips to finding the information that you are looking for:

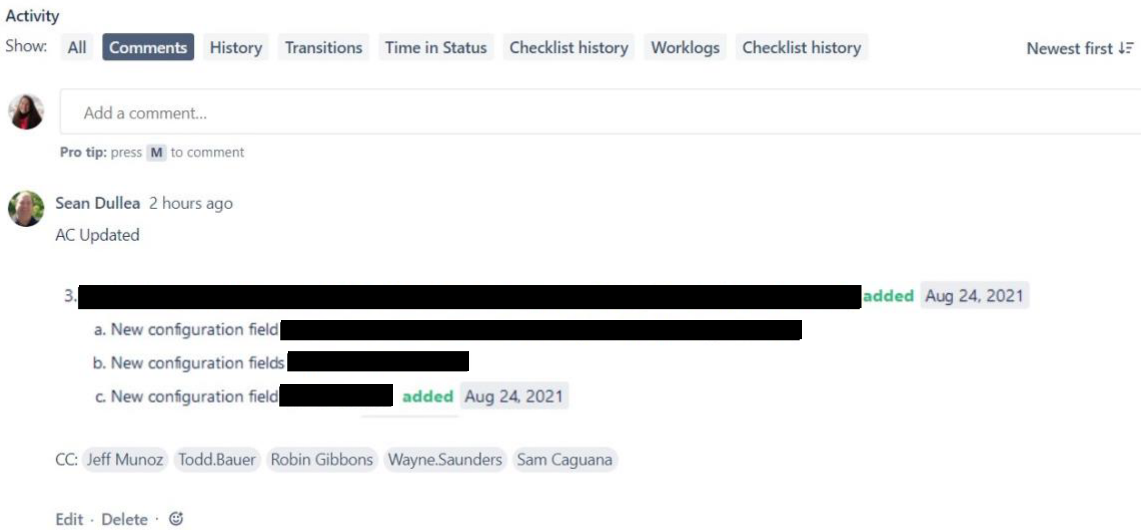
1. **Check the AC itself**. Looking at the AC for a story will usually give you a good idea of what the story is trying to accomplish and how the developers are trying to accomplish their goal(s). If you find that something in the AC is confusing or you’re not sure how it works, you may want to reach out to the associated developer for clarification. Keep in mind that the AC can change, so you may have to double check the AC if something doesn't look right or is different from a previous time you viewed it. Here is an example of what a change to the AC might look like:

Acceptance Criteria

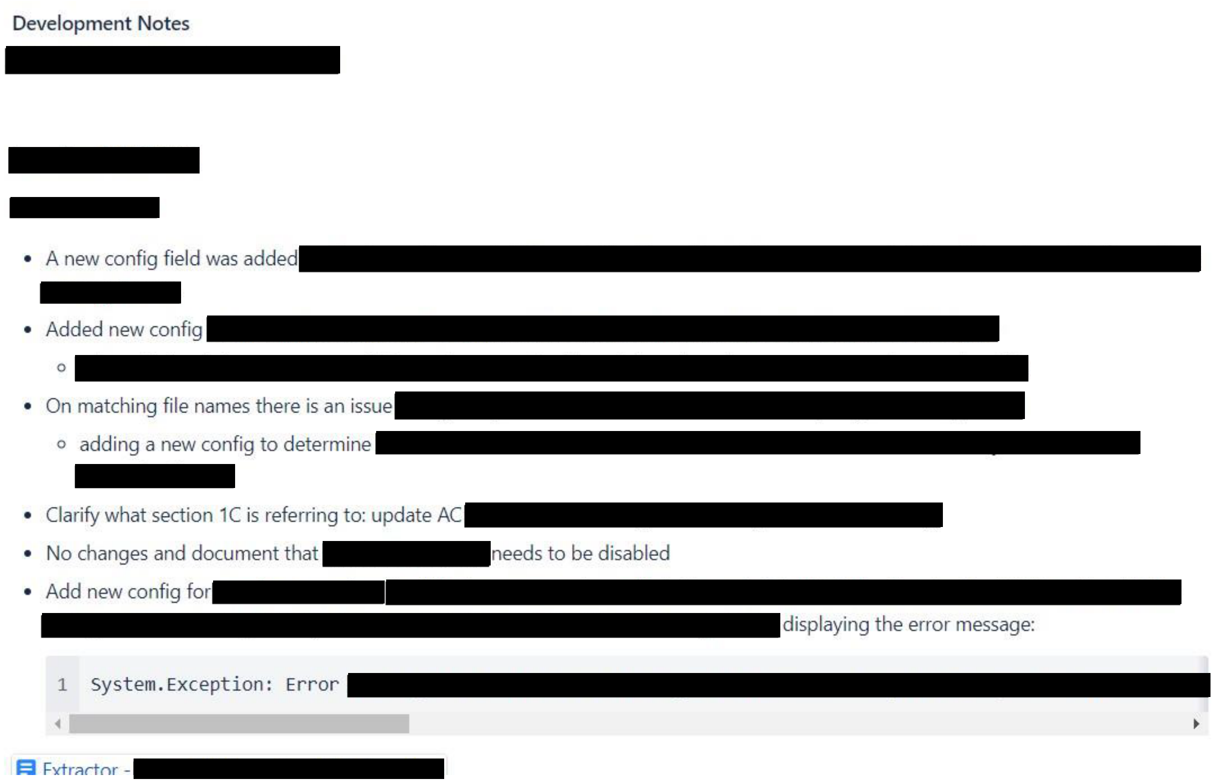
1. Extractor would pick-up [redacted]
    a. [redacted] based on the following ways
        i. [redacted]
        ii. [redacted]
    b. [redacted] Updated Aug 17, 2021
    c. [redacted] ~~V2~~ Updated Aug 17, 2021
2. Extractor would assemble [redacted]
    a. [redacted]
        i. Map request to [redacted] route
        ii. [redacted]
3. [redacted] added Aug 24, 2021
    a. New configuration field [redacted]
    b. New configuration fields [redacted]
    c. New configuration field [redacted] added Aug 24, 2021
4. Add a new configuration field [redacted] **added** Aug 31, 2021
    a. [redacted]
5. [redacted] removed as duplicate to #1 above Aug 27, 2021
    a. [redacted]
    b. [redacted]

Note that in this example changes to AC are usually struck-through and include the word Updated with the date like in bullet point 1, c. and bullet point 5, while newly added AC will have the word added and the date.

2. **Check the comments on the story**. This will give you a lot of information that is not in the AC or notes, and it is usually very useful. For example, the image below shows an instance where new details were added to the AC after planning. It's hard to see changes in the AC, not only because the information may be hard to spot, but because you might take for granted that you've already looked over the information and know what the story is about. So, changes will usually be added into the comments section and several of the developers, or anyone related, will be tagged.



3. **Check the Development Notes and the Development to QA Notes**. To get a better idea of what is going on in a story, it's important to look at all of the information available to you in a story. Two important places to look for information are the Development Notes and the Development to QA Notes. In the Development Notes, you can find information about what the developers changed or what still needs to be added.
   Here is an example of what the Development Notes might look like:



In the Development to QA Notes, you can find information about the build name, the deployment name, and any needed configurations. There may also be more detailed notes below where the developer(s) will try to give more context for what is happening in the story, and what someone from QA should look for. Here is an example of what the Development to QA Notes might look like:

Development to QA Notes

Documentation page: Extractor - [redacted]

Please Provide the Following Details

1. Build Name: [redacted]
2. Deployment Names: [redacted]
3. Configurations:

Notes on [redacted] API V2:

Before this ticket, [redacted] This ticket adds support for [redacted]

Additionally, for this ticket, two new config fields have been added:

- [redacted]
    - [redacted]
    - [redacted]
- [redacted]
    - [redacted]
    - [redacted]

[redacted]

4. **Check the images or links that are included**. They can give you a better understanding of what is being done or how things are going to work together.
Here are two images that show what QA should look for when testing this story:

Logs that this service will produce are:

Start of the service:

```
"Files to process found in [redacted]
"Working on file: {FileName}."
```

If the XML file is locked:

```
"File {FileName} is locked."
```

[redacted]

```
[redacted]
```

[redacted]

```
[redacted]
```

Here is an example of a link provided by a developer for QA:

Development to QA Notes

Documentation page: Extractor - [redacted]

Overall, it's a good idea to poke around and look at the images and links that the developers post in a story. They might contain information that was not included in the original story description or smaller details that are helpful, but sometimes overlooked.

Confluence

This resource will be helpful for anyone looking for specific information about what is changing or being added in either a configuration or service that is in a current sprint, as well as any changes made in past sprints. The INT Development Team uses Confluence to update and keep track of the changes being made while working on a story. Once the developer's code has passed code review, they will update Confluence with any changes that they have made to an existing configuration or if they are adding a new service. The Technical Writers working with the INT Team also keep track of what changes are being made through Confluence so that the Extractor Integration Manual is kept up-to-date. QA might be able to use these pages to note what is being changed and what they should look for when testing.

The two Confluence pages are:

1. Recorder Configurations: This page includes recorder integration configurations that are utilized by the Extractor application but exist independently from the Service/Site Configurations.
2. Service/Site Configurations: This page includes a collection of all Service (or Site) configurations for the Extractor application.

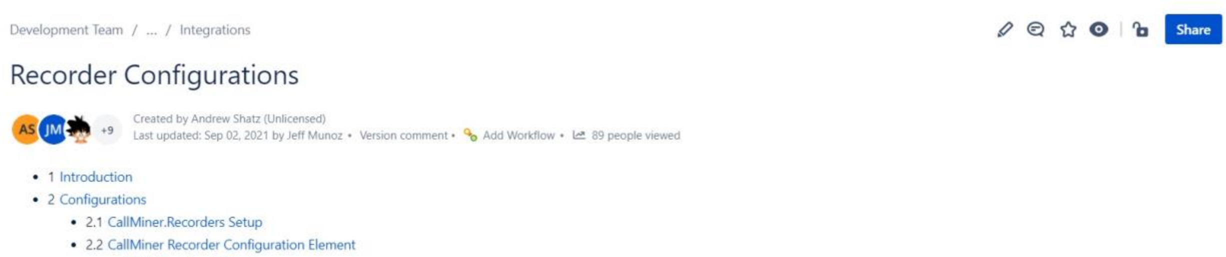
Each page can be viewed as is, but you will not be able to tell what has been added or changed. The most common way to see what has changed in each service or configuration is to use the version compare feature to compare the previous version with the new version of the page. You can follow the step-by-step process below. This will highlight what changes were made, and will make keeping track of updates or new services much easier.

Note: Keep in mind that unless you are watching either page, which you can do by pressing the **eye** icon in the top right corner of either page, you will not be notified of changes to either page. If you are watching either page, you will receive emails every time there is a change to the page. This is how the Technical Writers associated with the INT team keep track of updates to each page.

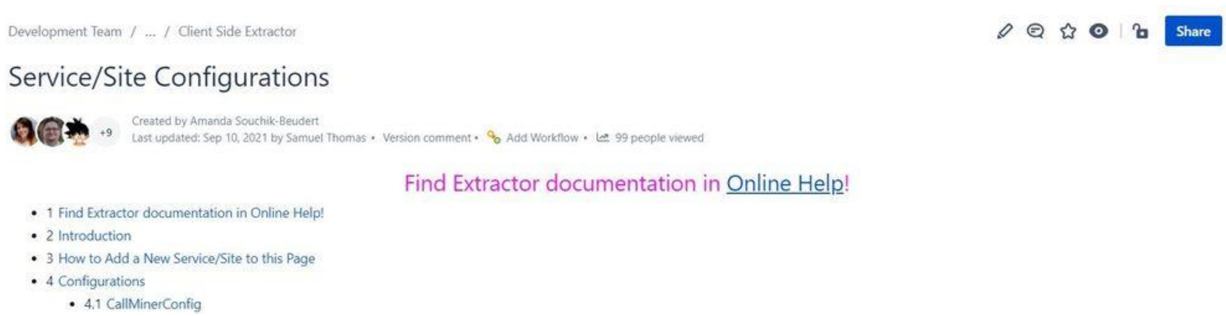
Once you are watching the pages and are notified that there is a change, then you can go to the page and use the **View Page History** feature to see what has changed.

Follow the steps below to use **View Page History**:

1. Open either the [Recorder Configurations]() or the [Service/Site Configurations]() page that you want to look at in a web browser.
   The page for Recorder Configurations will look like this:



   The page for Service/Site Configurations will look like this:



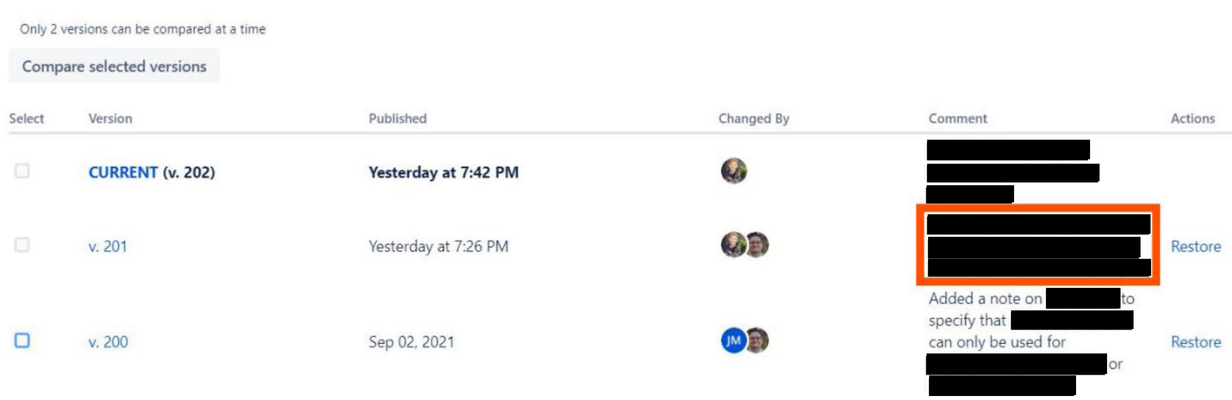
2. Click the date (Month Day, Year) after **Last Updated:** on either page.
   For example, in the image of the Recorder Configurations page below you would click **Sep. 02, 2021**.

In the image of the Service/Site Configurations page below you would click **Sep. 10, 2021.**

3. Press **View Page History**.

4. Select the versions that you want to compare in either the [Recorder Configurations]() or the [Service/Site Configurations]() page. You can only compare two versions in either page, so select the one that you want, which should be a newer or current version, and an older version.

   For example, if you want to know what changes were made to [redacted] recently, you would look at the comments on each version until you saw the comments that were related to [redacted]. Another way to look for the information is to check which developer updated the page if you know who is/was working on that particular story. In the screenshot below, you can see that version 201 is related to [redacted] based on the comment left by the developer who updated the page.

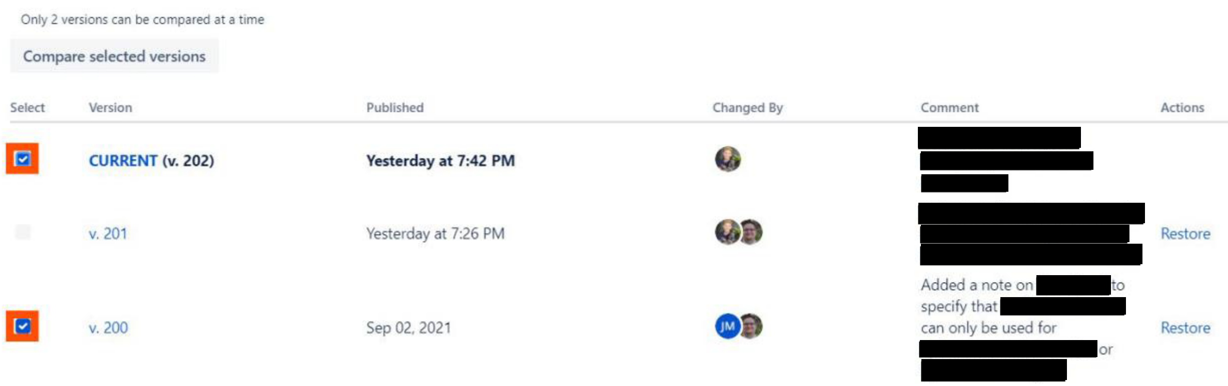


Only 2 versions can be compared at a time

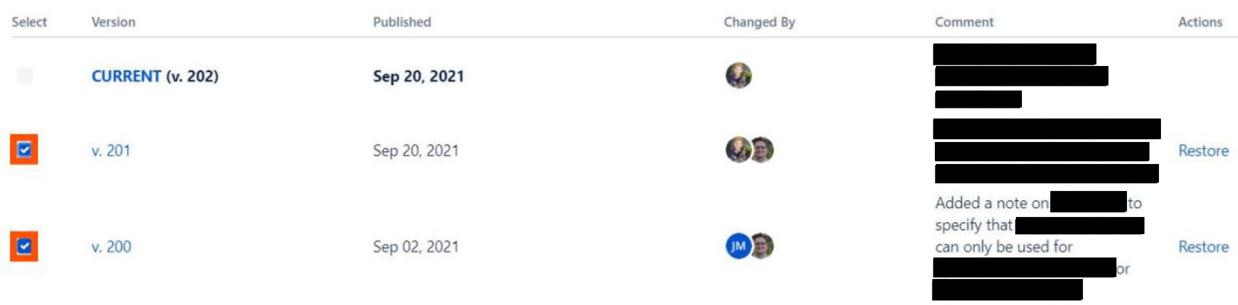
Compare selected versions

Select	Version	Published	Changed By	Comment	Actions
	CURRENT (v. 202)	Yesterday at 7:42 PM		[redacted]	
	v. 201	Yesterday at 7:26 PM		[redacted]	Restore
	v. 200	Sep 02, 2021	JM	Added a note on [redacted] to specify that [redacted] can only be used for [redacted] or [redacted]	Restore

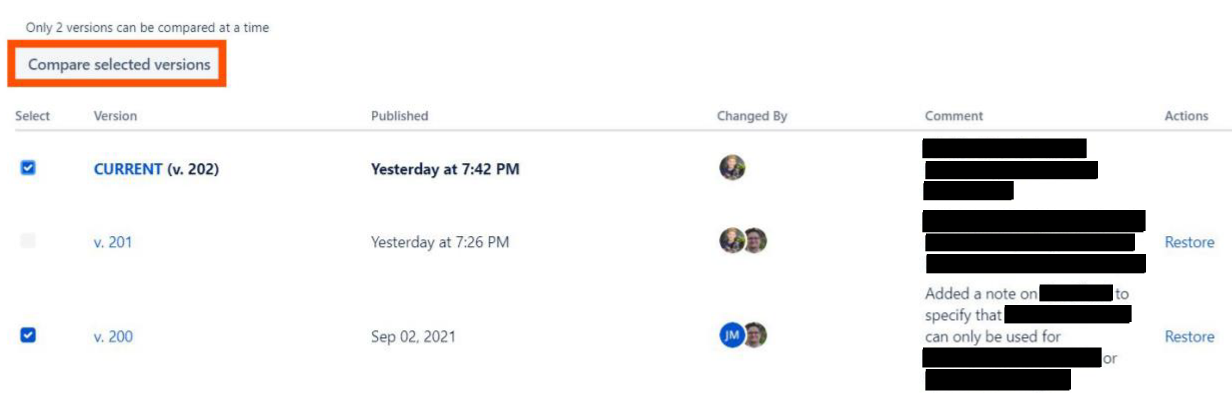
To view the changes from this version of the page (v. 201), select the check boxes of the two versions before (v. 200) and after (v. 202) the version you want to see like in the screenshot below:



You can also view the changes by selecting the version before (v. 200) and the version you want to see the changes for (v. 201). This will show you the same information as the example above.



5. Press **Compare selected versions** to compare the versions.



6. You can see what changes have been made to the version you are viewing by using the key at the top of the page:

Key

This line was added.

~~This line was removed.~~

Formatting was changed.

7. Scroll down the page until you see the changes that have been made to the page.
   In the example below, the green highlighted sections are new content that was added, while the red highlighted, struck-through words are content that was deleted.

Name	Is Required	Default Value	Type	Description
region	true	N/A	string	[redacted] API region
orgId	true	N/A	string	[redacted] Organization ID
userName	true	N/A	string	[redacted] User Name
password	true	N/A	string	[redacted] Password
[redacted]	true	N/A	string	[redacted]
apiVersion	true	N/A	string	[redacted] API Version
baseAuthUrl	true	N/A	string	[redacted] authentication Url
baseApiUrl	true	N/A	string	[redacted] API Url
[redacted]	true	N/A	bool	Variable used to determine if the [redacted] ~~needs~~ [redacted] need [redacted]
[redacted]	true	N/A	bool	Variable used to determine if the [redacted] ~~is~~ [redacted] are [redacted]
[redacted]	false	Prod	string	[redacted]
[redacted]	false	N/A	string	[redacted]

[redacted]

Name	Is Required	Default Value	Type	Description

In this example, there are green and blue highlighted sections. This means that there was content added (green) and the formatting was changed (blue).

Name	Is Required	Default Value	Type	Description
[redacted]	true	N/A	string	[redacted]
[redacted]	true	N/A	string	[redacted]
[redacted]	false	24	int	[redacted] This config is only utilized in [redacted]
[redacted]	false	""	string	Used to describe [redacted]

[redacted]

8. You can now use this method to keep up to date with what changes are happening in each service or configuration.

Online Help

This resource will be most helpful for someone who is looking for a specific term or service, or someone who might need context around the specific issue they are looking at. Online Help includes all customer-facing, partner, and official internal manuals, which are linked and fully searchable, and has a left-hand table of contents. You can find Online Help here: [redacted]

Note: Keep in mind that you must be connected to CallMiner's VPN to access Online Help.

Benefits of Online Help:

1. The database is fully searchable.
2. You can quickly click through specific guides as they are linked.
3. You can use the left-hand table of contents to see what other topic(s) your current topic relates to.

If you have questions about how to use Internal Online Help, please reach out to the Technical Writing Team. You can find out what projects or documents each Technical Writer is working on by looking at the Technical Writing Team page.

Take-Away

Though Extractor is filled with tons of configurations and services, it doesn't have to be difficult or confusing to find information. By using this page as a starting point, you can find the information that you need to understand Extractor's configurations and services. Another resource to keep in mind is the General Extractor Information page, which will help you get an idea of what Extractor is and what it does.

Finally, if you find you need more information, the best policy is probably to reach out to a member of the INT Development Team in the #team-int-dev Slack channel, the Technical

Writers associated with the INT Team, or another member of the QA Team who works with or has worked with the INT Team.