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Electronic Communications Monitoring

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Rabobank

End User Manual

Version 1.8
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Version Control

Version	Date	Author	Remark
0.1	28/05/2015	M Willsmore	Outline
0.2	01/06/2015	A Cabal	SQL Server set-up, Java installation, Tomcat installation and application deployment
0.3	04/06/2015	M Willsmore	System overview and components, SSL certs and other scripts.
0.4	04/06/2015	A Cabal	User interface
0.5	09/06/2015	P. Bonilla	Final review
0.6	11/13/2015	R. Rosales	Algomi reference added
0.7	11/09/2016	A. Martinez , LD. Ruiz, R. Rosales	Updated UI screenshots, new components on custodians details page and custodians group.
0.6	29/05/2016	R.Rosales	Updated to v1.6
1.7	15/12/2017	M Willsmore	Updated to v1.7
1.8	28/03/2018	M Willsmore	Updated to v1.8

Background

The key requirement for this project is to develop a search UI that improves upon the user experience of the one that is bundled as part of the Hitachi platforms by adding some necessary additional functionality and general task flow which is imperative to ensuring that they use it as part of their day to day work.

A first version of ECM (Electronic Communications Monitor) was built to improve HDDS user experience. However, HDDS lifecycle is about to end and therefore the backend has been migrated to use HCI (Hitachi Content Intelligence) in version 1.6 which provides more functionality and better performance. This user guide is for version 1.8 which adds some new features like improved audio playback, traffic data exports, a landing page and better error handling throughout.

The following sections outline the main features of the system by describing the functionalities of the user interface.

User Groups

There are three main groups of users:

1. Global Compliance Team
2. Global Fraud Team
3. Local Compliance Teams in each country

From the perspective of interaction with the data, the groups can be considered very similar in that their day to day work is to perform exhaustive searches and be able to access a search query audit trail that will provide traceability of the searches performed to generate a given result set at a given time. The difference is in the information they are authorized to see. This is controlled by assigning access rights to data in HCP based on the user's group memberships.

User Interface

Login/Logout

Login

To use the application a user login is required. A valid username and password should be typed in the page to access to the application.

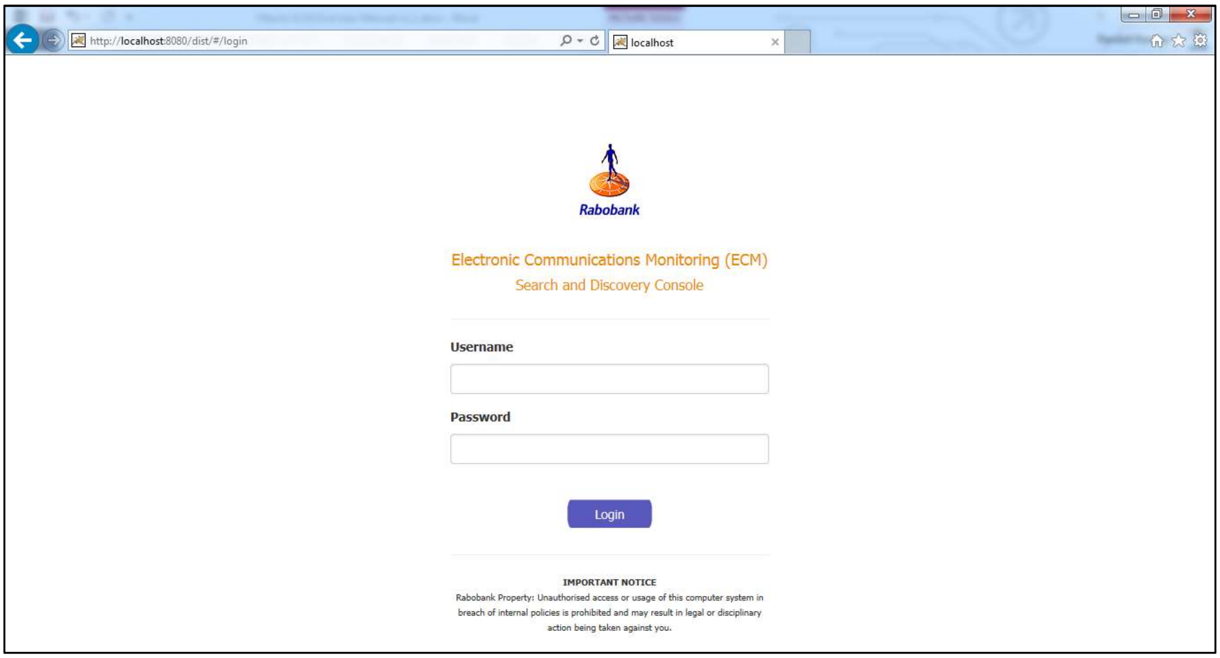
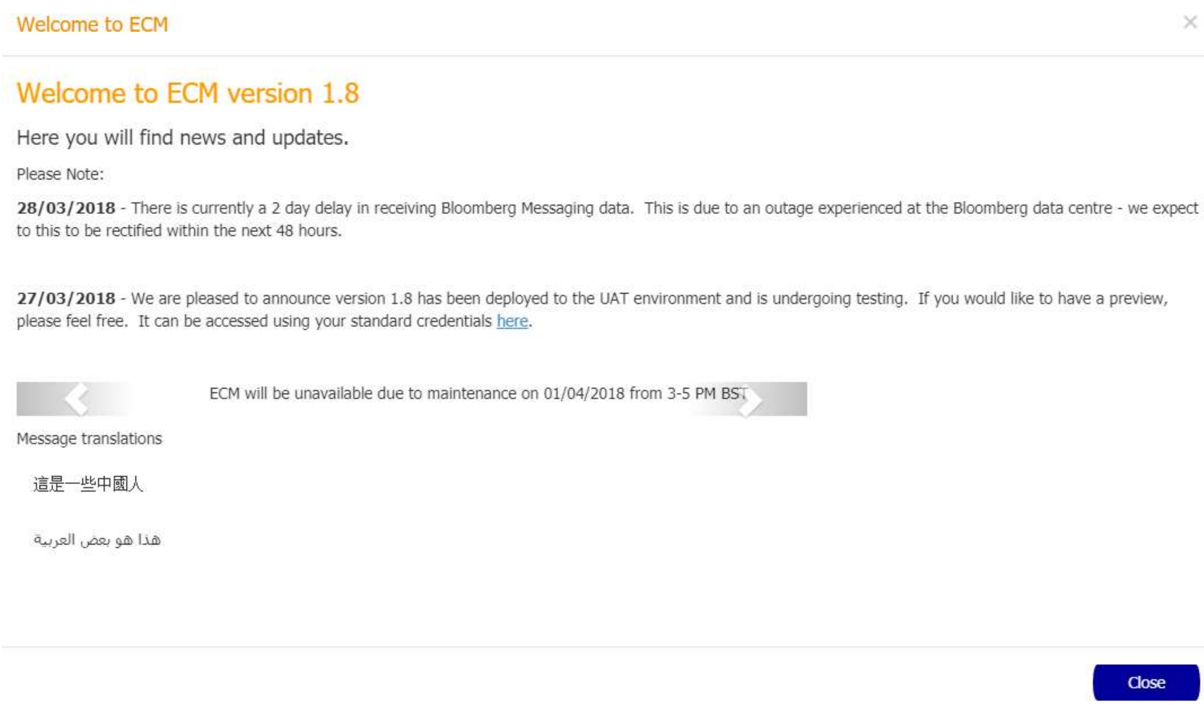


Figure 1. Login page

Landing page

After login users will see a landing page which contains any system messages or news. This can be updated by administrators. An example landing page is shown below, closing it takes you into the main application.



Logout

The “Logout” link is located in the top menu. When the link is clicked, the user is logged out and automatically redirected to the login page.

Figure 2. Top right menu

Top Menu and Footer

The top menu is located in all the pages of the application except the login page. The menu consists of 3 different sections. The description of these sections from left to right is the following:

- The company logo
- Main area with links to the following pages: Search, Results, Saved Searches, Collections, Keywords, Flagging Rules, User Directory, Custodian Groups and Exports
- Top right link area with a logout link and four additional link to the following pages: Landing Page, Audit, Index Dashboard, My Group and Help

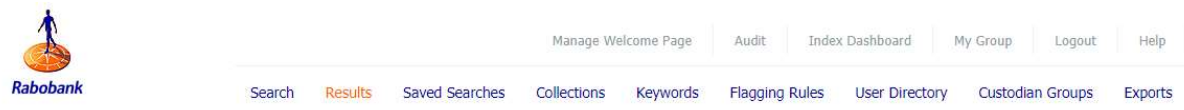


Figure 3. Top menu

The footer is located in all the pages of the application except the login page. The footer consists of 3 different sections. The description of these sections from left to right is the following:

- A welcome message with the current username
- The version of the current application
- The items showed in the current page and the total amount of items in the following format: "Showing *{first element in page}* – *{last element in page}* of {*total amount of elements}* matches". This section of the footer is only showed in the pages with items showed in a table.

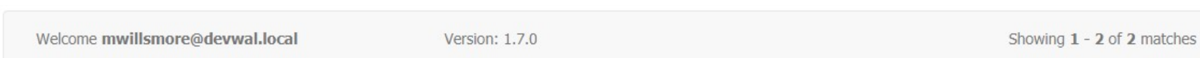


Figure 4. Footer

For security purposes and help to detect unauthorized access to the system there is a simple display of when the user last logged into the system. The date and time are recorded after a successful login and stored in the database. This message is displayed once immediately after the user logged in (See Figure 5).

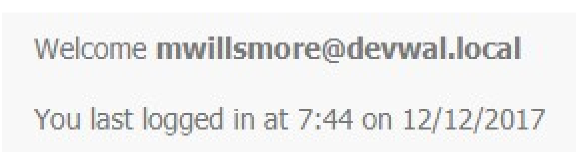


Figure 5. Footer

How to perform a search

The main functionality of the current application is to perform searches from the different content sources. To do that the application have 5 different pages to perform searches from the different content sources. All these searches can be performed from the global search page as well.

The user can change to another search page using the tabs located over the form in any of the search pages.

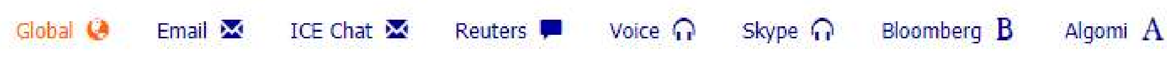


Figure 6. Tabs in the search pages

To access the search pages you need to click the Search link in the top menu. See Figure 7.

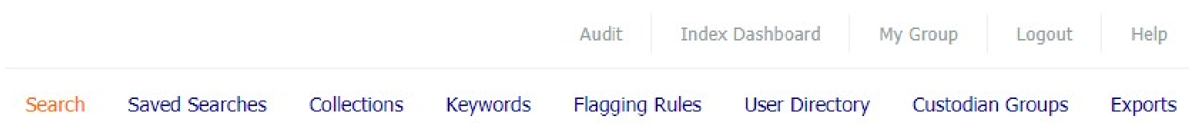


Figure 7. Top menu with the Search link selected

How to perform a global search

The page that the user access after login by default is the global search page. The global search have the following fields:

Start date: global start date and time

- End date: global end date and time
- Sort By:
    - Date
    - Participants
    - Relevancy
    - Title
    - Attachment size
    - Content Type
    - Title

  - Legal Hold
  - Has Attachment
- Flagging rules: custom flagging rule
- Custodians: global custodians associated
- Country/ Legal Entity: filter by country
- Keywords: global keywords associated
- Content: Global content

For example, if you are looking for an item which start date was June 25th at 2:02 and ending June 26th at 18:14 you should use the values showed in the Figure 8. After that you just need to click the Search button located under the form.

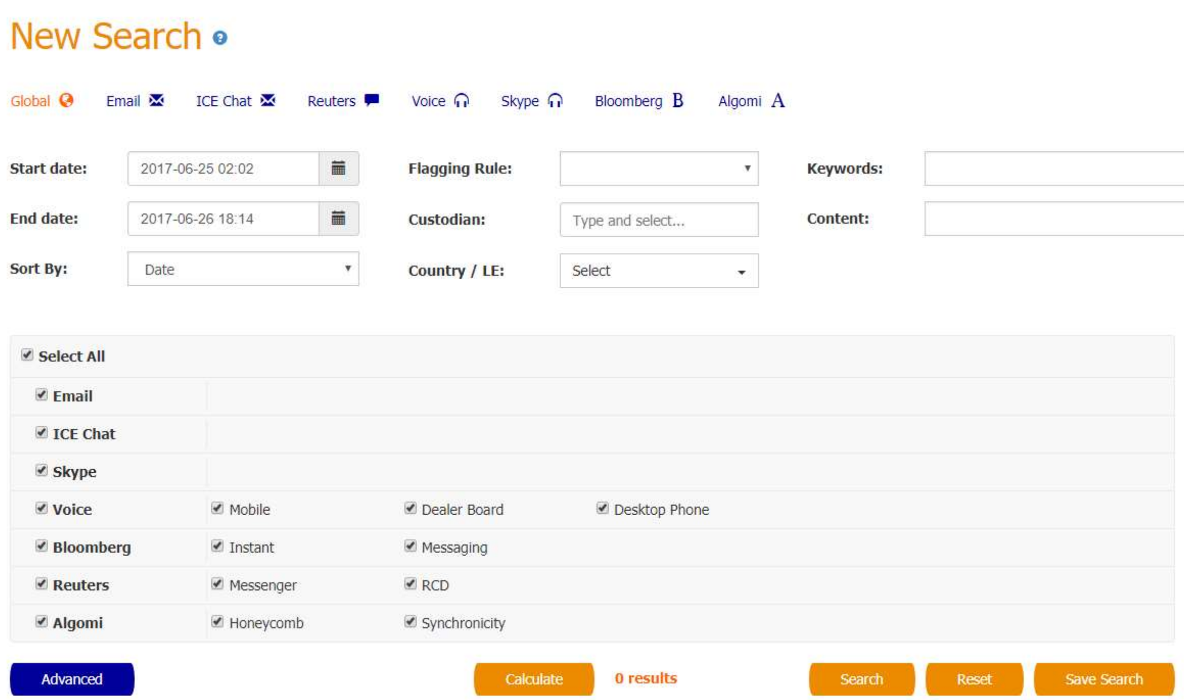


Figure 8. Global search with start and end dates

How to perform an Email search

To access the email search page you will need to click on the Search link in the top menu (See **Figure 7**), and then the Email tab located over the form (See Figure 9).

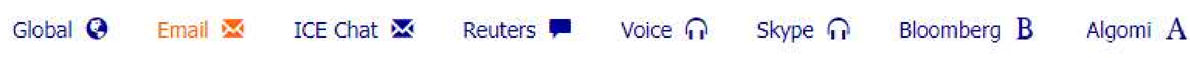


Figure 9. Email tab selected

In the email search page there are 9 fields that can be used as criteria for your search:

- Start date: email start date and time
- End date: email end date and time
- Flagging rule: custom flagging rule
- Subject: email subject
- Keywords: keywords associated with the email
- Custodian: custodians associated with the email
- Content: email content
- From: email sender
- To: email receiver
- Sort By
- Country/ Legal Entity: filter by country

After typing and selecting the search criteria you just need to click the Search button located under the form.

In the Figure 10 you can see an example of an email search criteria.

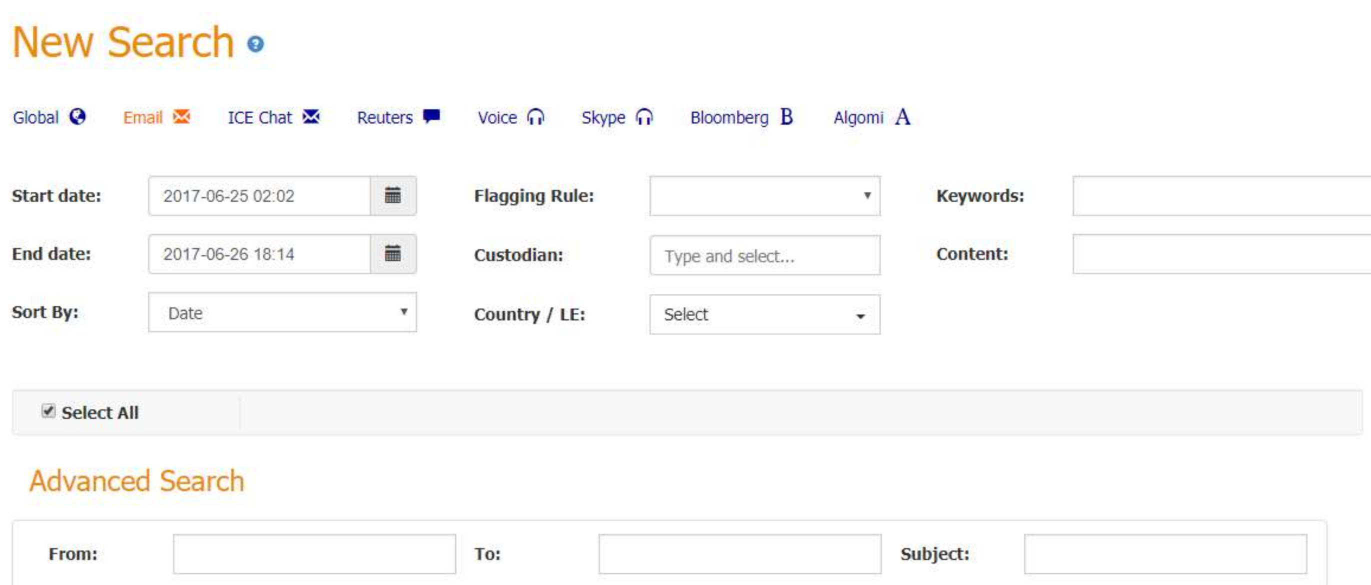


Figure 10. Email search criteria sample

How to perform an ICE chat search

To access the ICE chat search page you will need to click on the Search link in the top menu.

Figure 11. ICE chat tab selected

In the ICE chat search page there are these fields that can be used as criteria for your search:

- Start date: message start date and time
- End date: message end date and time
- Flagging rule: custom flagging rule
- Keywords: keywords associated with the messages
- Custodians: custodians associated with the messages
- Content: messages content
- Sort By
- Country/ Legal Entity: filter by country
- From
- To
- Subject

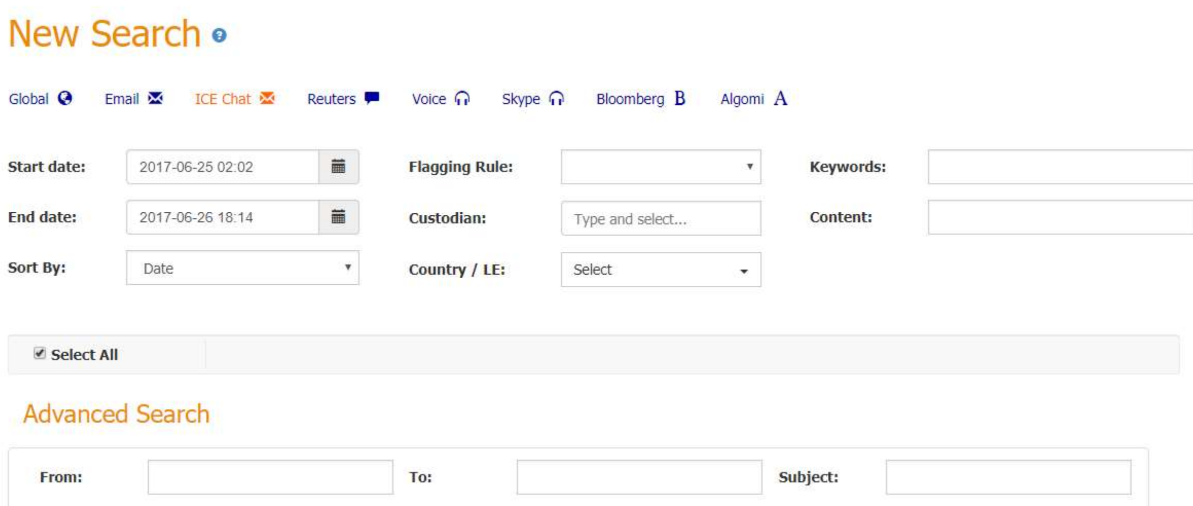


Figure 12. ICE chat search criteria sample

How to perform a Reuters search

To access the Reuters search page you will need to click on the Search link in the top menu (See **Figure 7**), and then the Reuters tab located over the form (See Figure).

Figure 13. Reuters tab selected

In the Reuters search page there are these fields that can be used as criteria for your search:

- Start date: message start date and time
- End date: message end date and time
- Flagging rule: custom flagging rule
- Keywords: keywords associated with the messages
- Custodians: custodians associated with the messages
- Content: messages content
- Sort By
- Country/ Legal Entity: filter by country
- From
- To
- TransactionCode

After typing and selecting the search criteria you just need to click the Search button located under the form.

In the Figure you can see an example of a Reuters search criteria.

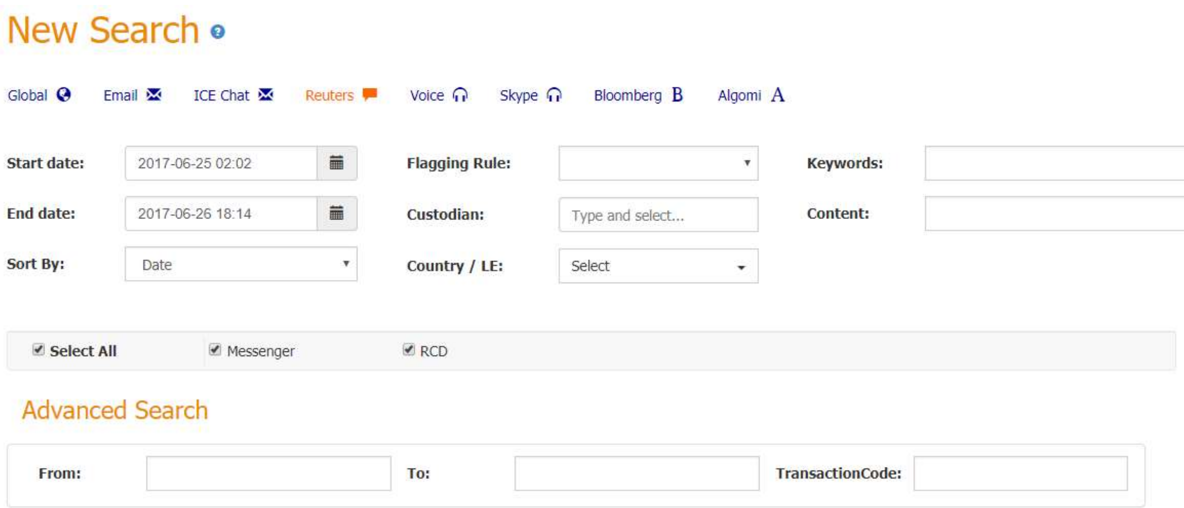


Figure 14. Reuters search criteria sample

You can also select whether to include just Reuters Messenger, just Reuters Conversational Dealing (RCD) or both.   TransactionCode applied only to the RCD data type.

How to perform a Voice search

To access the Voice search page you will need to click on the Search link in the top menu (See **Figure 7**).

Figure 15. Voice tab selected

In the Voice search page there are 5 fields that can be used as criteria for your search:

- Start date: conversation start date and time
- End date: conversation end date and time
- Flagging rule: custom flagging rule
- Custodian
- Keywords
- Content
- Sort By: Date, participants and Relevancy options.
- Country/ Legal Entity: filter by country Duration from: conversation length starting from
- Duration to: conversation length ending to
-

After typing and selecting the search criteria you just need to click the Search button located under the form.

In the 16 you can see an example of a voice search criteria.

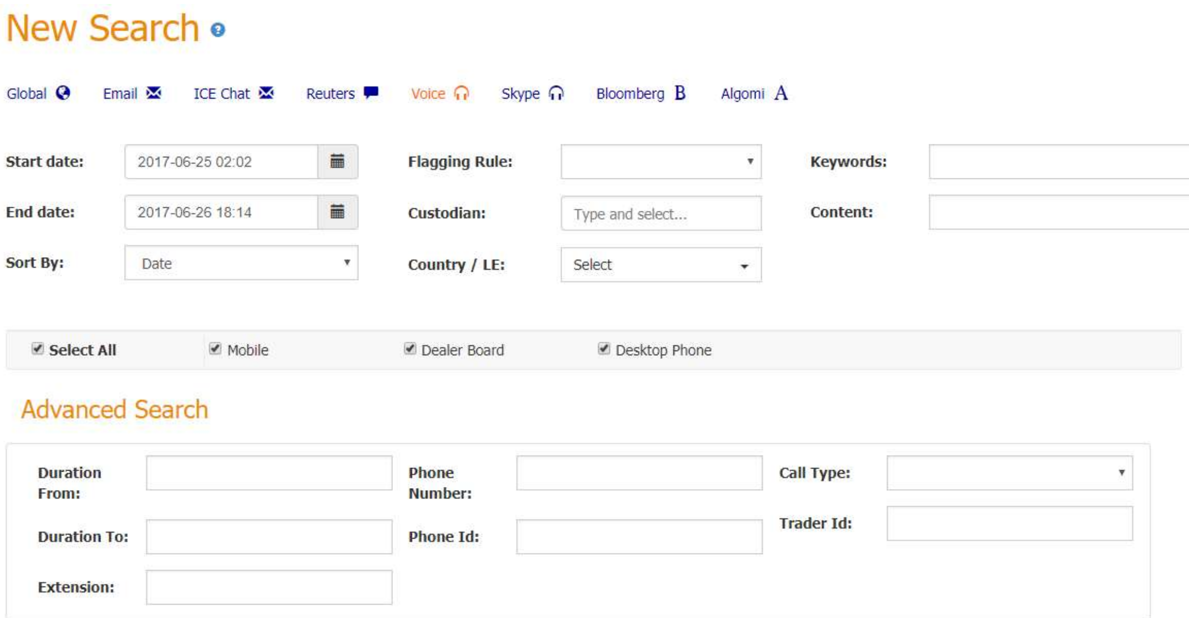


Figure 16. Voice search criteria sample

Which fields are applicable for Voice types

The Advanced Search section has seven fields which can be used. It is important to understand which are applicable for each Voice data type, because they are not always available.

For Mobile you can search on:

- Phone number

For Dealer Board:

- Trader Id
- Phone Id

For Desktop phones:

- Call Type: Inbound / outbound
- Extension

Duration From & Duration To??

How to perform a Skype search

To access the Skype search page you will need to click on the Search link in the top menu.

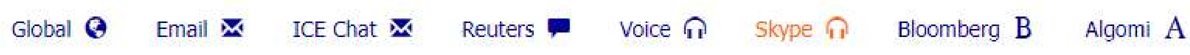


Figure 17. Skype select

In the Reuters search page there are these fields that can be used as criteria for your search:

- Start date: message start date and time
- End date: message end date and time
- Flagging rule: custom flagging rule
- Keywords: keywords associated with the messages
- Custodians: custodians associated with the messages
- Content: messages content
- Sort By
- Country/ Legal Entity: filter by country
- From
- Duration From
- Duration To

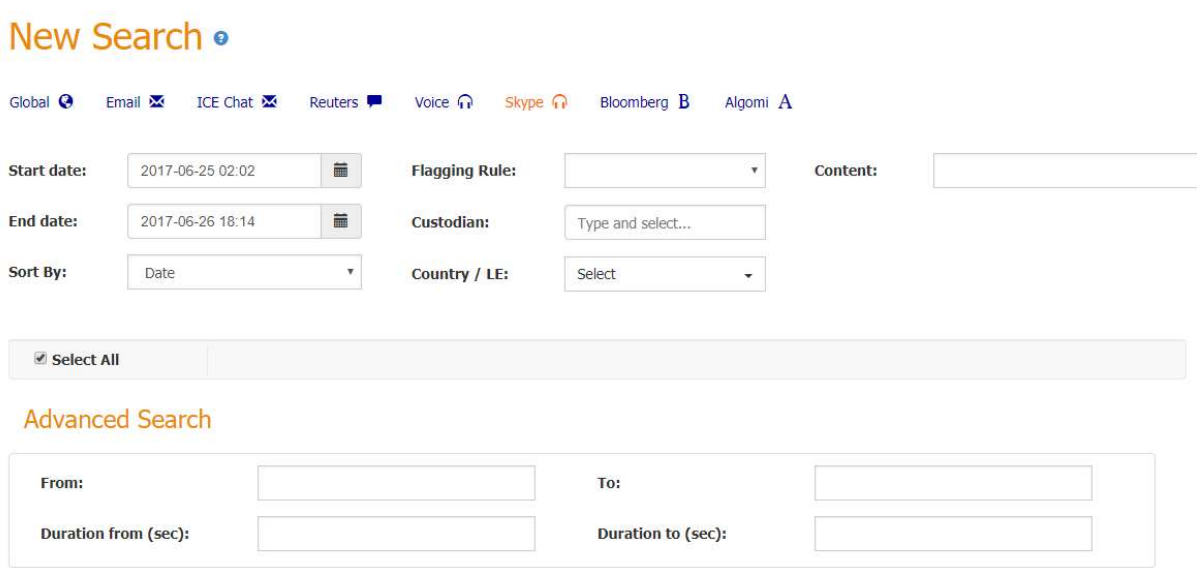


Figure 17. Skype search form

After typing and selecting the search criteria you just need to click the Search button located under the form.

How to perform a Bloomberg search

To access the Bloomberg search page you will need to click on the Search link in the top menu (See 18), and then the Bloomberg tab located over the form (See Figure).

Figure 18. Bloomberg tab selected

In the Bloomberg search page there are 3 fields that can be used as criteria for your search:

- Start date: conversation start date and time
- End date: conversation end date and time
- Flagging rule: custom flagging rule
- Keywords: keywords associated with the messages
- Custodians: custodians associated with the messages
- Content: messages content
- Sort By: Date, participants and Relevancy options.
- Country/ Legal Entity: filter by country

After typing and selecting the search criteria you just need to click the Search button located under the form.

In the Figure 13 you can see an example of a Bloomberg search criteria.

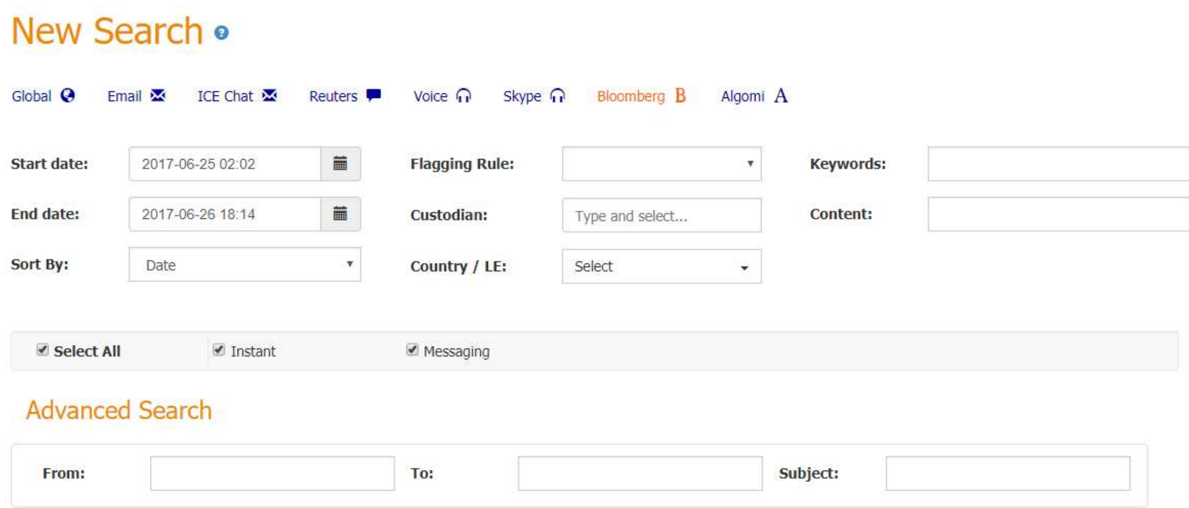


Figure 13. Bloomberg search criteria sample

How to perform an Instant search

You can perform a search over the Instant content source by checking the Instant Message checkbox.

How to perform a Messaging search

You can perform a search over the Messaging content source by using the Messaging specific fields in the Bloomberg search page. You can enable those fields expanding the Advanced panel by clicking on Advanced button. Also you must check the Messaging checkbox to filter the results (See **Error! Reference source not found.**).

Having the Messaging checkbox enabled is going to show 3 additional fields in the page:

- From: message sender
- To: message receiver
- Subject: message subject

How to perform a Algomi search

To access the Algomi search page you will need to click on the Search link in the top menu (See Figure 20)

Figure 20. Algomi tab selected

In the Algomi search page there are 11 fields that can be used as criteria for your search:

- Start date: chat start date and time
- End date: chat end date and time
- Flagging rule: custom flagging rule
- Keywords: keywords associated with the messages
- Custodians: custodians associated with the messages
- Content: messages content
- Sort By: Date, participants and Relevancy options.
- Country/ Legal Entity: filter by country
- ISIN Code: conversation's ISIN code
- Order ID: conversation order Id
- Client: client name involved in the conversation

After typing and selecting the search criteria you just need to click the Search button located under the form.

In the Figure 14. Algomi search criteria sample you can see an example of an Algomi search criteria.

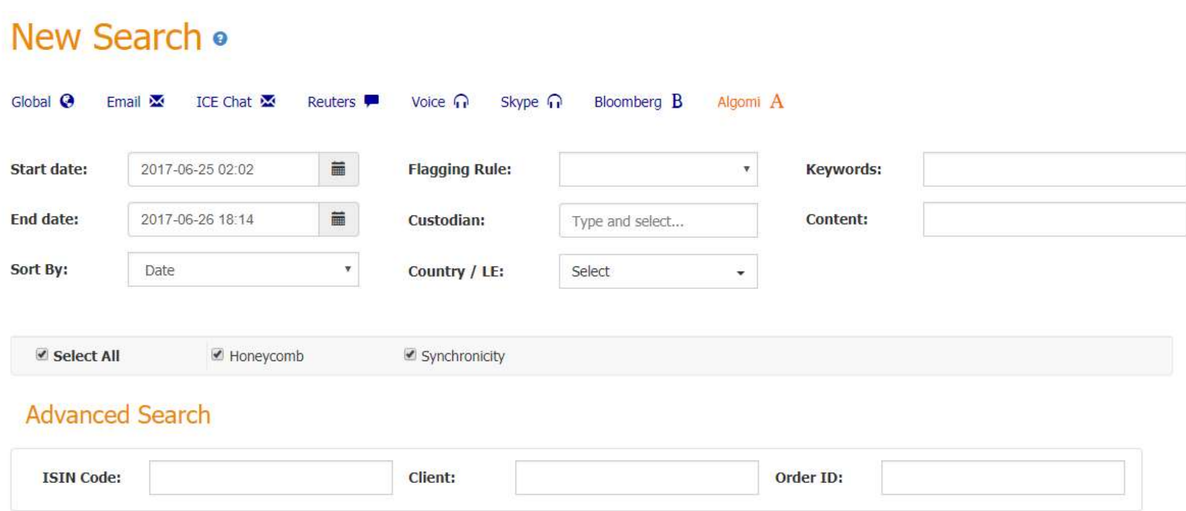


Figure 14. Algomi search criteria sample

How to perform a Synchronicity search

You can perform a search over the Synchronicity content source by checking the Synchronicity checkbox (See Figure 14. Algomi search criteria sample).

How to perform a Honeycomb search

You can perform a search over the Honeycomb content source by checking the Honeycomb checkbox (See Figure 14. Algomi search criteria sample).

How to perform a search from different content sources at the same time

To perform a search using different content sources you will need to access the global search page. You can do that by clicking on the Search link in the top menu (See **Figure 7**).

By selecting the different checkboxes related to the different content sources you will be able to use the Advanced button to access all of the appropriate fields and combine the criteria (See Figure 15). All this fields are described in the **How to perform a search** section.

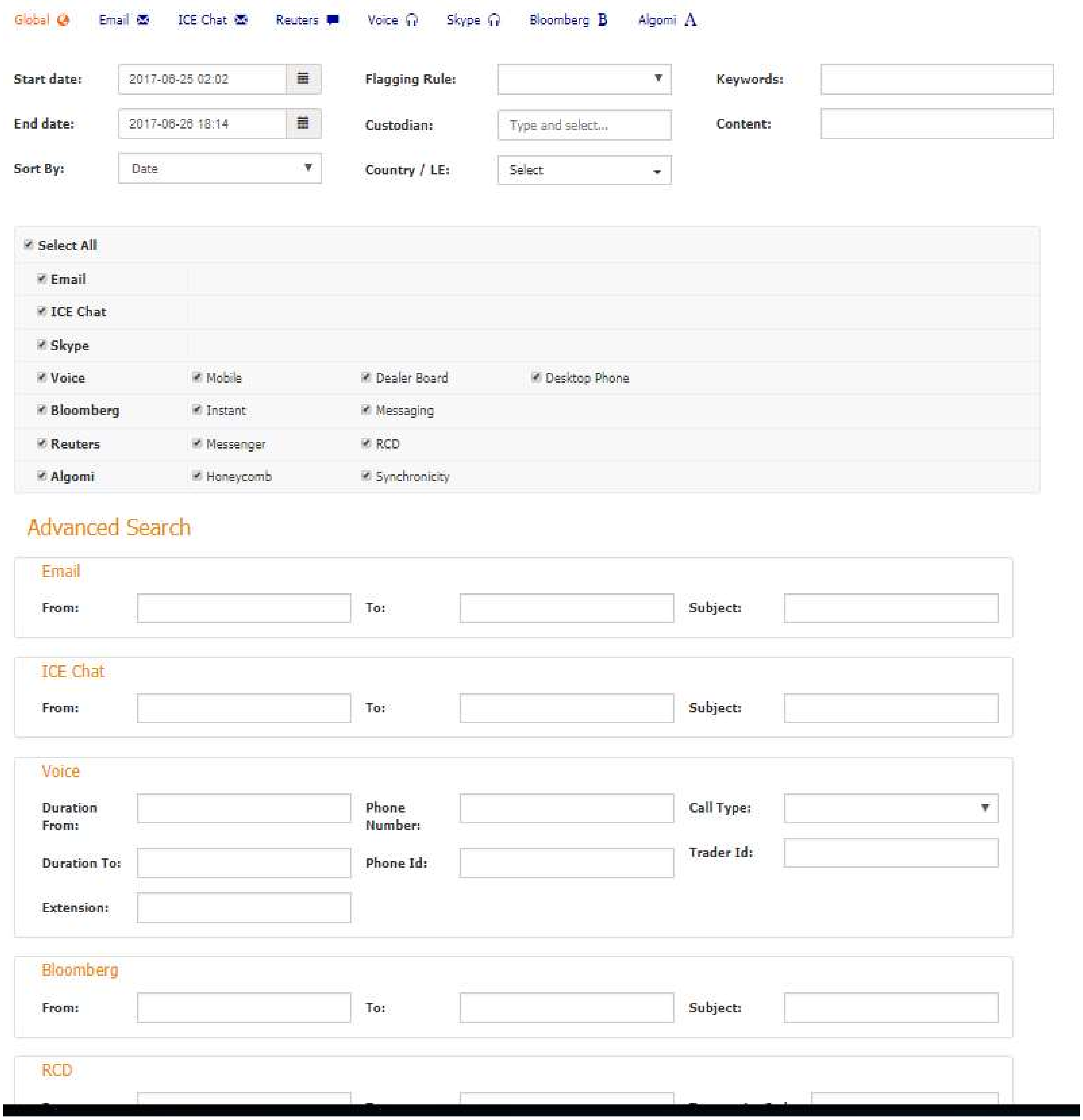


Figure 15. Global search with all the search fields enabled

How to perform a wildcard search

An asterisk (*) and a question mark (?) are available for wildcard search.

- An asterisk is used to substitute for zero or more characters.
- A question mark is used to substitutes for single unknown character.

Note: You have to provide at least one letter before specifying a wildcard character. For example, if you want to search for song, sing, type s* or more specifically s?ng.

The application relies on standard Hitachi functionality for wildcards and the documentation states that wildcard support is not available in all fields. It should be available in all fields mapped to a String/Text fields for Bloomberg, Reuters, Verint and Algomi metadata fields and content.

How to use the Search results page

After performing a search (See **How to perform a search**) the search results page is displayed with a table populated with the list of results (See Figure 16).

There are several actions that you can do on this page:

- Show the result details
- Download results
- Add results to a collection
- Change the status of the results
- Save the search

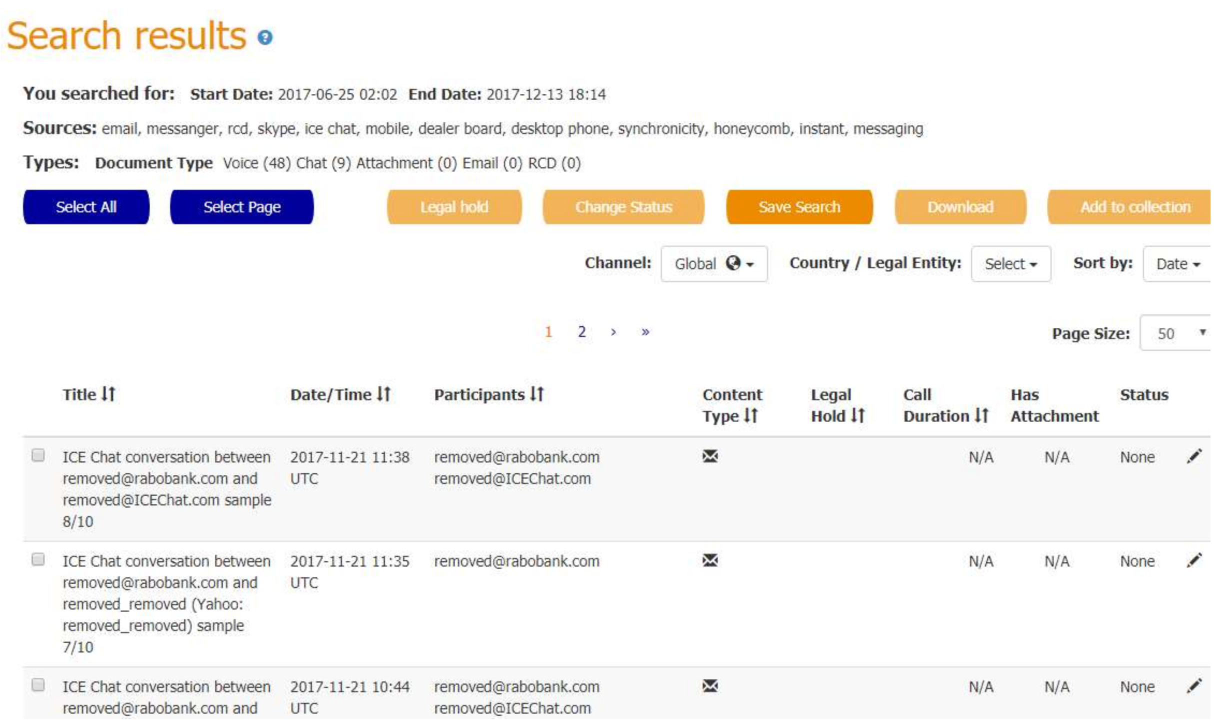


Figure 16. Search results page example

How to show the search result details

You can show the details of a result by clicking the result that you want to show in the table of search results (See Figure 16). After the click a popup with the search result details is going to be displayed (See Figure 17).

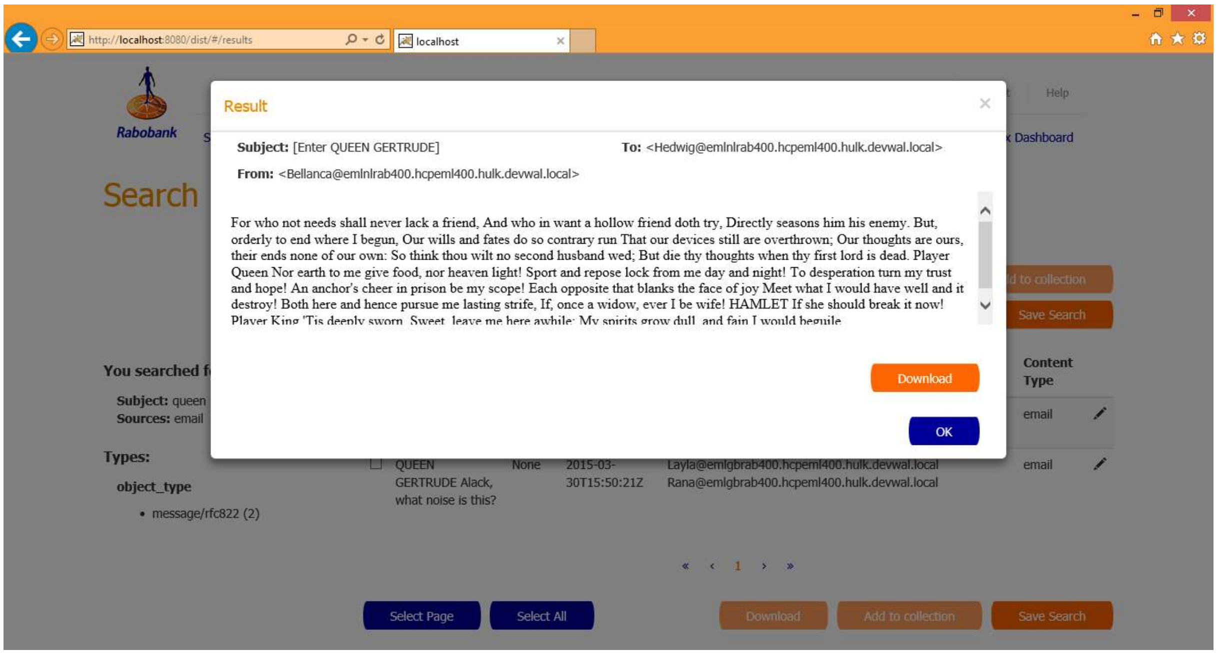


Figure 17. Email search result popup example

How to download a result from the search result details popup

In the search result details popup (See **How to show the search result details**), you can select the items you want to download from the table and then press the *Download* button.

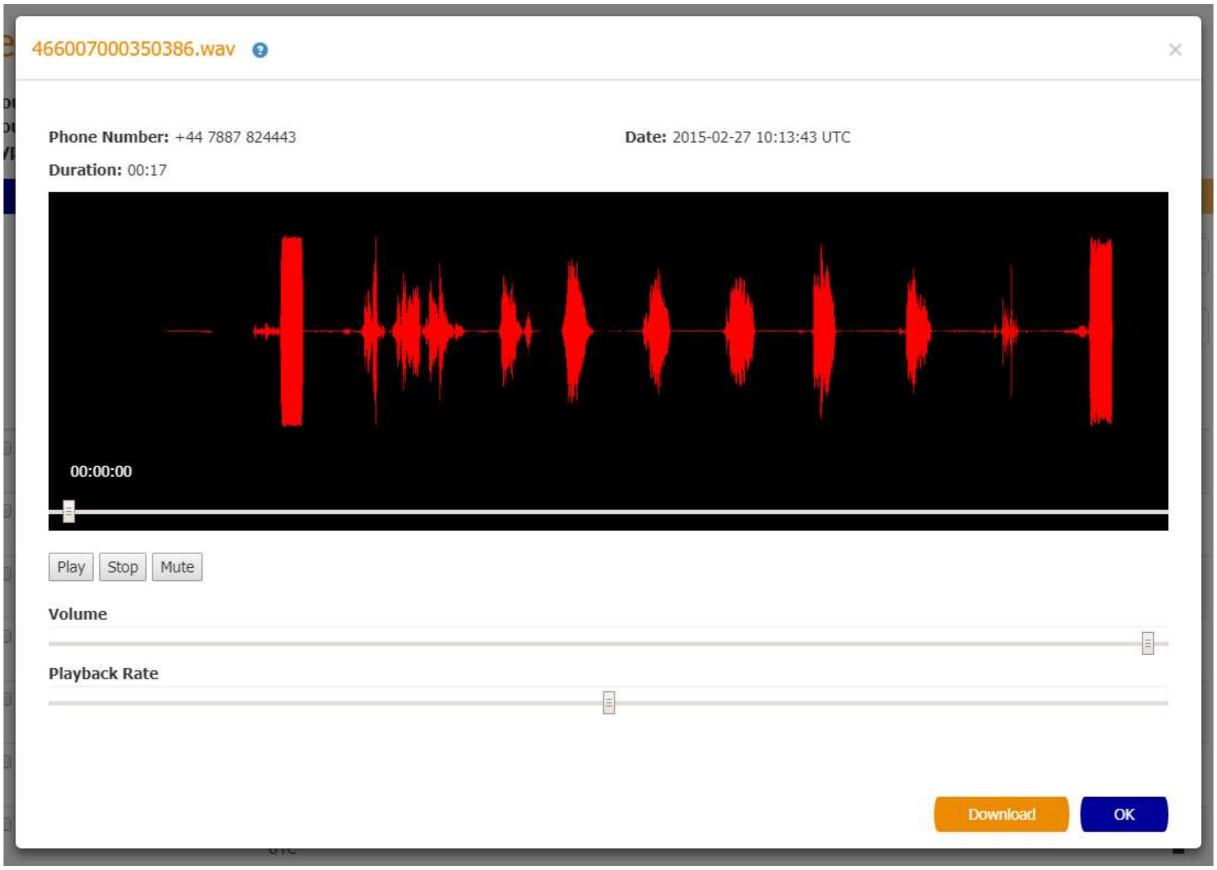
This is going to show the *Download Search* popup where you can select the predefined destination folder by selecting a folder name in the Destination collection dropdown and enter a password to protect the exported file, and then confirm the action by pressing the OK button.

You can also create a new folder by selecting the New Directory button and entering the new folder name in the New Directory popup.

How to listen to a voice recording

Voice recordings can be listened to directly by using the play button on the results page. This will allow the browser to play the recording. In order to navigate within the file, click on the result and a visual representation will appear as well as some additional controls as shown below.

The graphical representation allows you to skip silences if necessary. The playback rate can be increased to make reviews faster as well.



How to download a set of results from the search results page

In the search results page (See **How to use the Search results page**), you can select the checkbox of the results that you want to download (See Figure 18. Search result page with some selected items).

This is going to show the *Download Search* popup where you can select the predefined destination folder by selecting a folder name in the Destination collection dropdown and enter a password to protect the exported file, and then confirm the action by pressing the OK button.

You can also create a new folder by selecting the New Directory button and entering the new folder name in the New Directory popup.

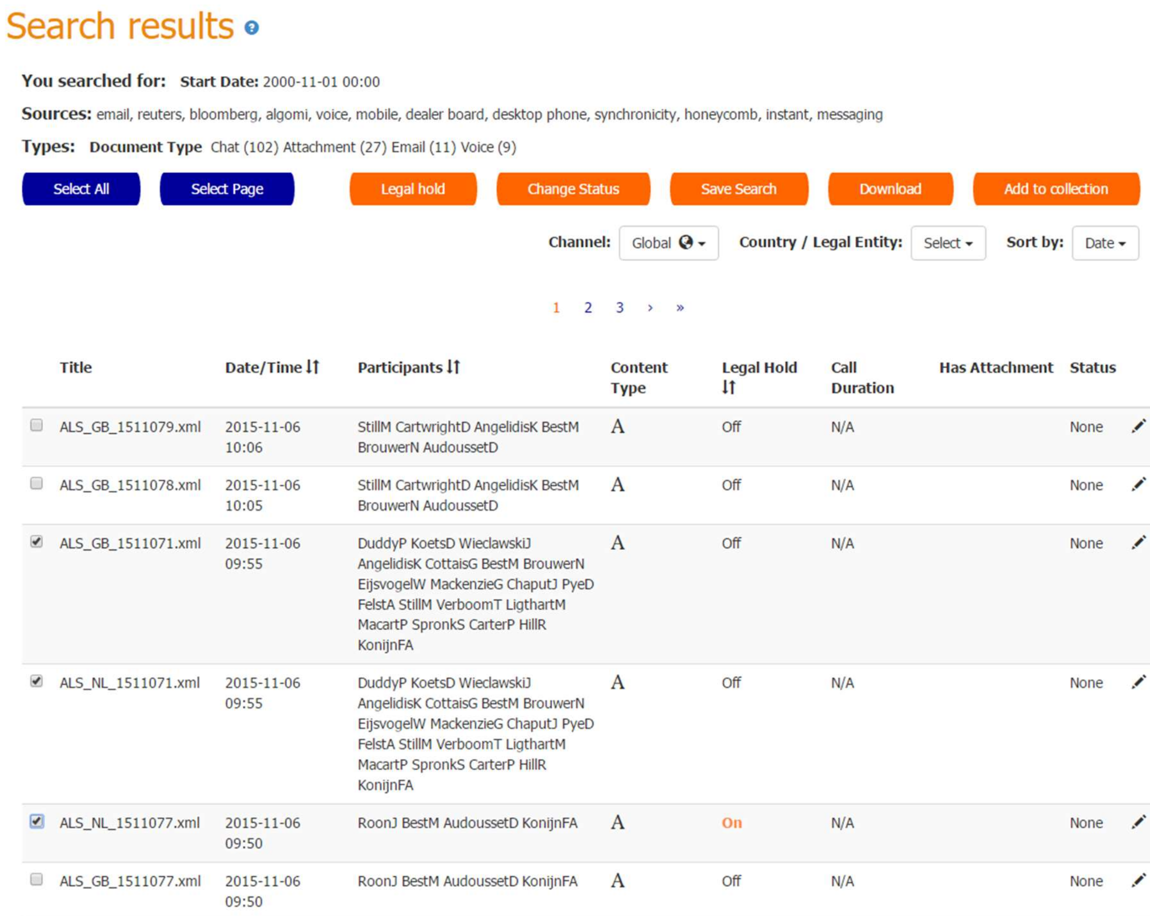


Figure 18. Search result page with some selected items

All exported documents will be stored one .zip file in the selected folder or in multiple .zip files if you exported documents from a query that involved a Custodian Group. If the export is split into multiple files, then each file contains all conversations related to a specific user. I.e. “John Smith2016-11-03 123020.zip” contains all conversations in which John Smith was involved.

All created .zip files contain another password protected .zip file to protect the exported conversations. The protected .zip file has the following folder structure:

- Channel name: This folder contains all conversations grouped by channel

Name	Type
Bloomberg messaging	File folder
Dealerboard	File folder
DesktopPhone	File folder
Email	File folder
Honeycomb	File folder
Instant Bloomberg	File folder
Mobile	File folder
Reuters	File folder
Synchronicity	File folder

- File name: This folder contains the conversation document and its attachments

Name	Type
TRM_1303261.xml	File folder
TRM_1303262.xml	File folder
TRM_1503172.xml	File folder
TRM_NL_1303261.xml	File folder
TRM_NL_1303262.xml	File folder
TRM_NL_1503171.xml	File folder
TRM_NL_1503172.xml	File folder
TRM_UK_1303261.xml	File folder
TRM_UK_1303262.xml	File folder

  - Conversation files: All conversation related documents

1.doc	Microsoft Word 97 - 2003 ...
2.png	PNG image
TRM_NL_1303261.xml	XML File

How to add results to a collection

In the search results page (See **How to use the Search results page**), you can select the checkbox of the results that you want to add to the collection (See Figure 18).

After the selection you need to click the *Add to collection* button. An *Add to Collection* popup is going to be displayed (See Figure 19). You just need to type the Name and Notes and then press the OK button.

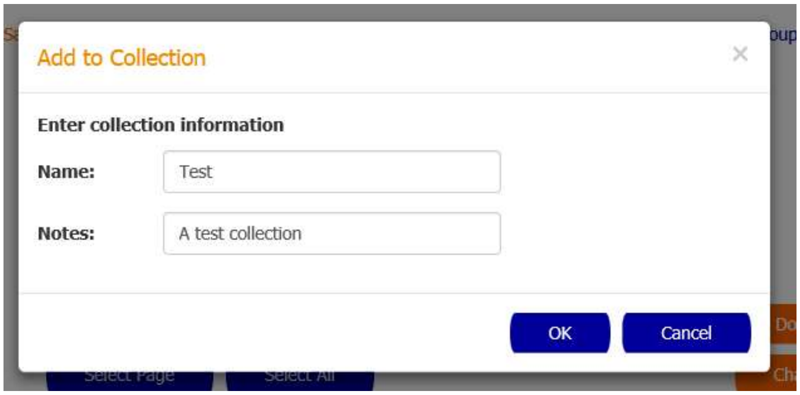


Figure 19. Add to Collection popup

How to change the status of the results

In the search results page (See **How to use the Search results page**), you can select the checkbox of the results that you want to change the status (See Figure 18. Search result page with some selected items).

After the selection you need to click the *Change Status* button. A *Change status* popup is going to be displayed (See Figure 20). You just need to select the Status and then press the OK button.

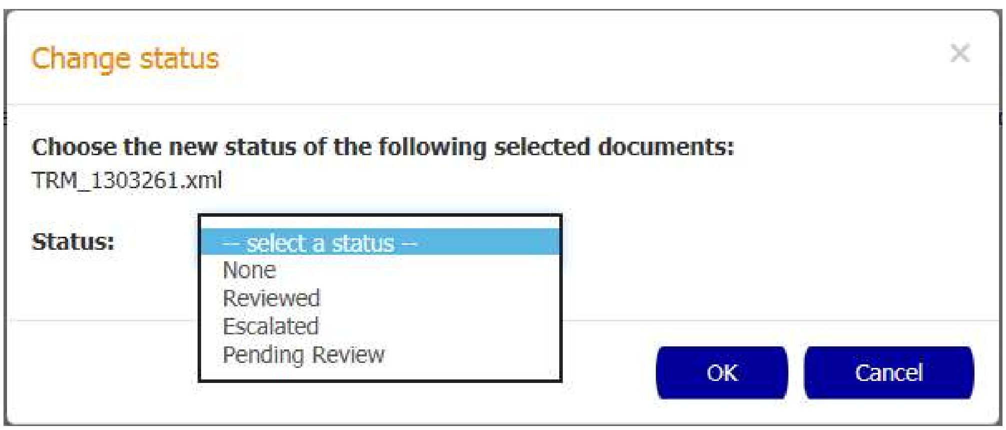


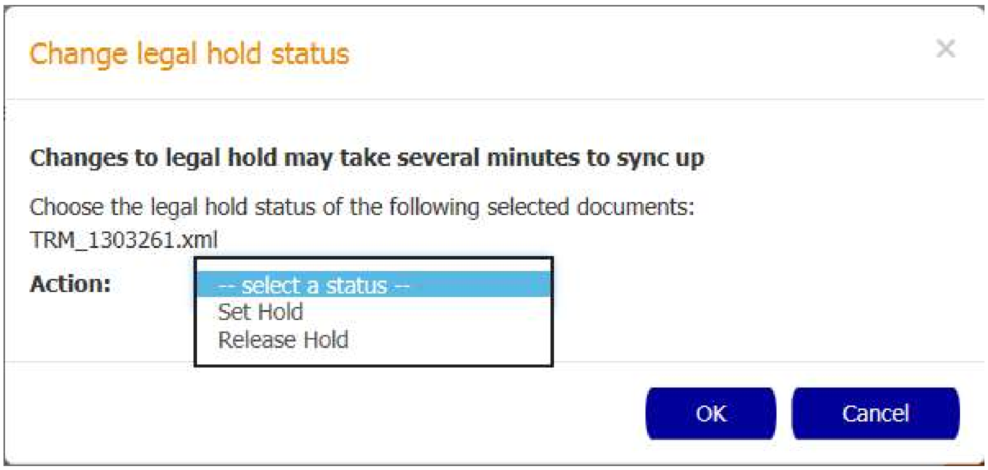
Figure 20. Change status popup

How to set Legal Hold on results

In the search results page (See **How to use the Search results page**), you can select the checkbox of the results that you want to set Legal Hold (See Figure 18. Search result page with some selected items).

After the selection you need to click the *Legal Hold* button. A *Legal Hold* popup is going to be displayed (See Figure 20). You just need to select the Set or Release Hold and then press the OK button.

NB, Setting and Releasing Hold requires updates to be made to the source repositories so there can be a delay of a few minutes before the changes are propagated and fully synchronized with the rest of the application.



How to save a search from the search results page

In the search results page (See **How to use the Search results page**), you can click the *Save Search* button to save the current search. A *New Saved Search* popup is going to be displayed (See Figure 21). You just need to select the Status and then press the OK button.

Figure 21. New Saved Search popup

How to filter by content source and country/legal hold in a global search

In the search results page after performing a global search (See), you will see a set of dropdown actions over the search results table. To show only the results from a content source you need to select the desired content source option in the channel dropdown and the results table is going to be updated just with the results from the selected content source (See Figure 22). Also the results can be filter by country / legal hold you need to select the desired value in the Country / legal hold dropdown. This is a multi-selected dropdown so several values can be selected. The Check all and Uncheck all options helps to check all the options available or to clear the selection.

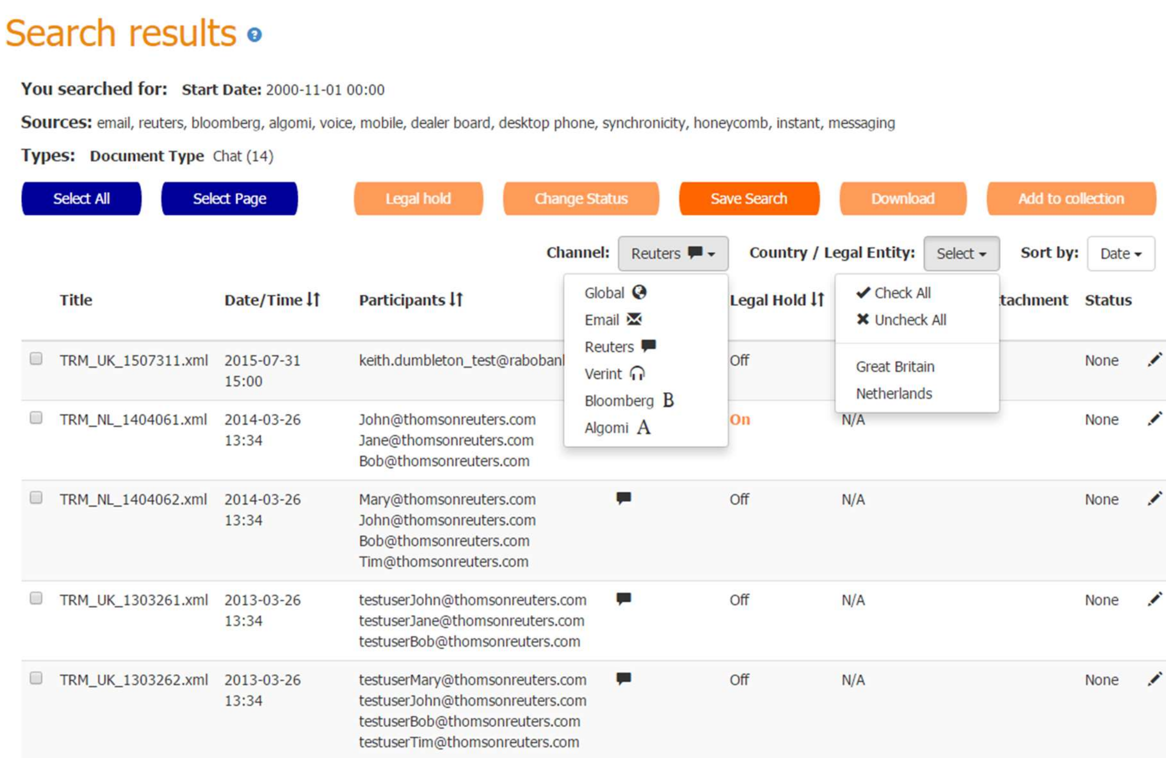
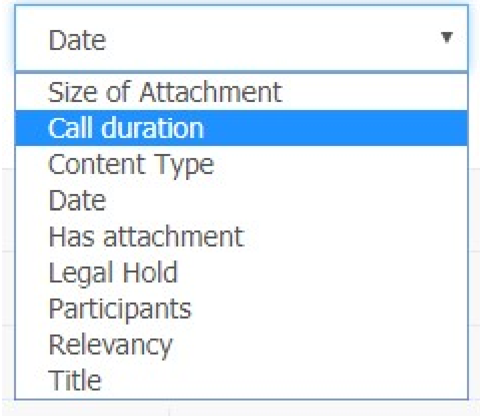


Figure 22. Search results with the Reuters content source tab selected

How to sort in global search

In the search results page after performing a global search (See), you will see a set of dropdown actions over the search results table. The sort by option is the last one. The following is a list of options available sort by:



You need to select the desired option and the results will be updated automatically. (See Figure 23. Sort by options in global search)

Figure 23. Sort by options in global search

How to use the Manage Searches page

The Manage Searches page is the place where all the saved searches are displayed in a table (See Figure 24).

To access the Manage Searches page you can click the *Saved Searches* link in the top menu (See **Top Menu and Footer**).

There are four things that you can do in the Manage Searches page:

- Download a saved search using a schedule
- Download a saved search
- Delete saved searches
- Load a saved search

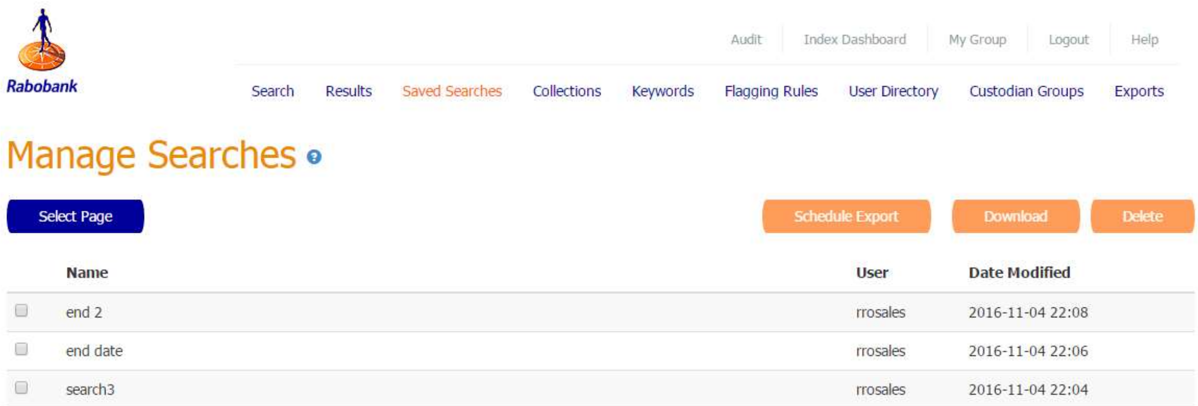


Figure 24. Manage Searches page with a selected item

How to download a saved search using a schedule

In the Manage Searches page (See **How to use the Manage Searches page**), select the item (single item) that you want to schedule from the table (See Figure 24) and then press the *Schedule Export* button.

This is going to show the *Schedule Export* popup where you should enter the export name, description, password, start date, end date and schedule when the download process is going to run. The available schedule options are:

- Run Now: The export is performed once, it starts immediately after you press the OK button
- Run Later: The export is performed once, it starts at the date and time specified in the Start Date field.
- Periodically: The saved search is exported every X amount of hours and minutes. It exports the latest conversations that occurred in the last X amount of hours and minutes.
- Daily: The saved search is exported every day at the specified hour It exports the latest conversations that occurred in the last day.
- Weekly: The saved search is exported every week at the specified hour and days. If the Shifting Time Window option is checked, it exports the latest conversations that occurred in the last week.

- Monthly: The saved search is exported every month at the specified hour and day If the Shifting Time Window option is checked, it exports the latest conversations that occurred in the last month.
- Advanced: The user can specify a CRON query to schedule the export process

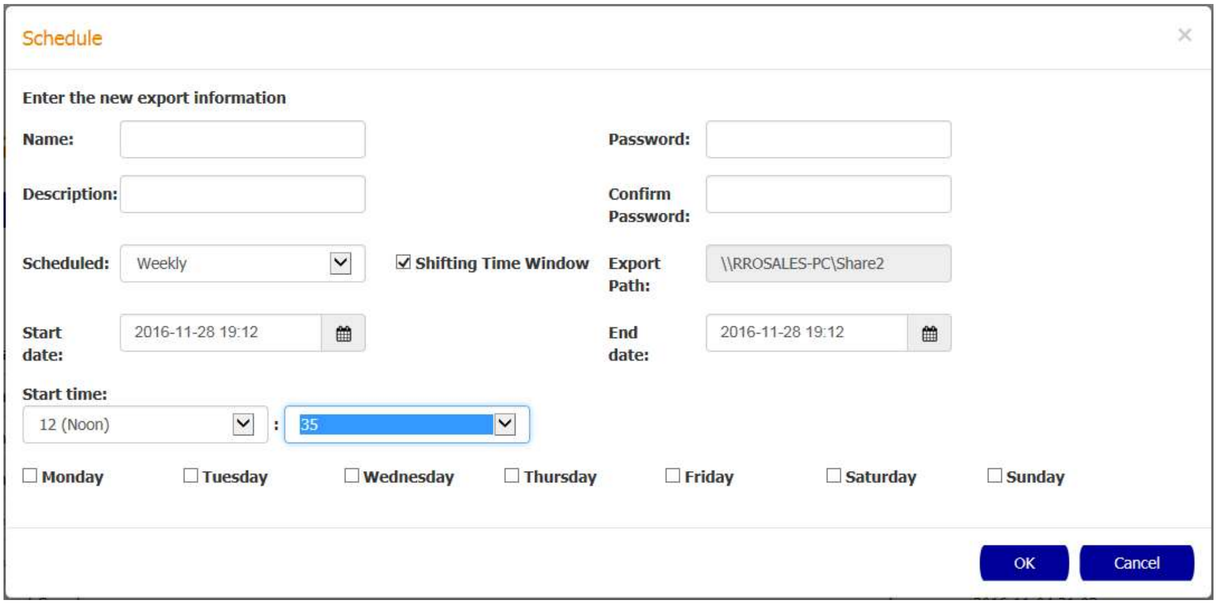


Figure 25. Schedule export popup example

How to download a saved search

In the Manage Searches page (See **How to use the Manage Searches page**), select the item (single item) that you want to download from the table (See Figure 24) and then press the *Download* button.

This is going to show the *Download* popup where you can select the predefined destination folder by selecting a folder name in the Destination collection dropdown and enter a password to protect the exported file, and then confirm the action by pressing the OK button.

You can also create a new folder by selecting the New Directory button and entering the new folder name in the New Directory popup.

How to delete saved searches

In the Manage Searches page (See **How to use the Manage Searches page**), to delete the saved searches you need to select the checkboxes of the items that you want to delete (See Figure 24) and then press the *Delete* button.

This is going to show the *Delete Search* popup with a warning and the name of the saved searches that you selected (See Figure 26). Press the OK button to delete the saved searches or the Cancel button to cancel the delete.

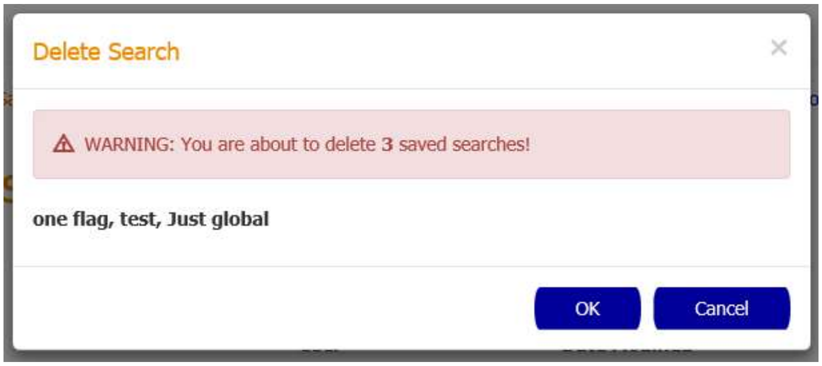


Figure 26. Delete Search popup example

How to load a saved search

In the Manage Searches page (See **How to use the Manage Searches page**), to load a saved search you need to click the saved search that you want to load from the table. After the selection the global search page is going to be displayed with the fields matching the saved search populated in the form (See Figure 27). Notice that the name of the saved search will be displayed as a heading in the search pages.

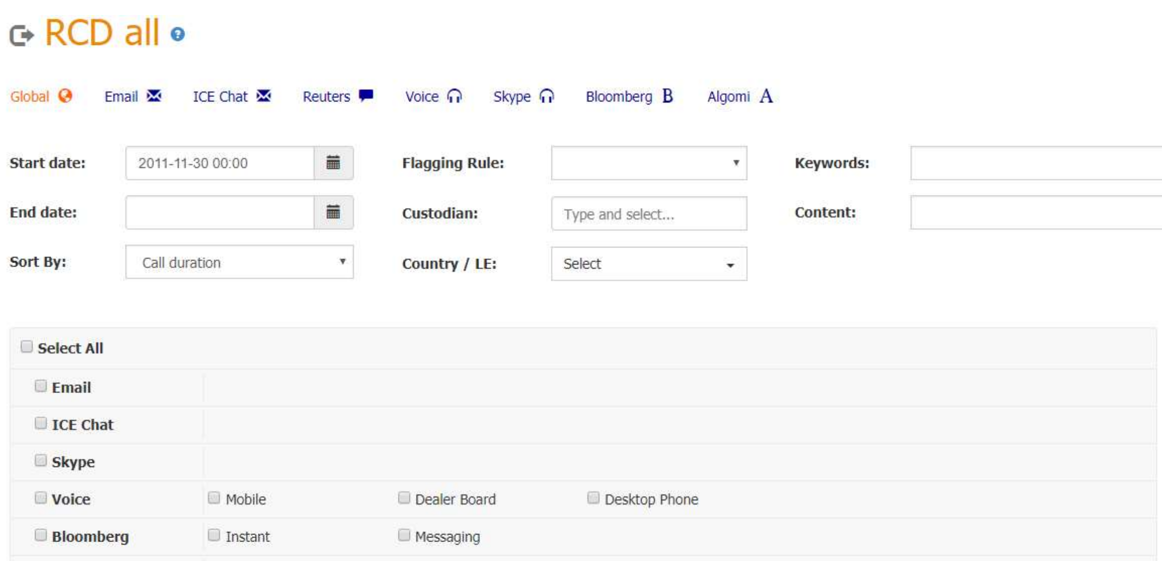
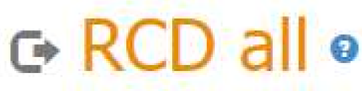


Figure 27. Global search page with fields populated from saved search

The Saved search is ‘pinned’ in the search screen whilst editing. You can then update and save as needed. To ‘unpin’ the search simply click on the icon to the left of the title and it will take you to a new empty search screen.



How to use the manage collections page

The Manage Collections page is the place where all the collections are displayed in a table (See Figure 28).

To access the Manage Searches page you can click the *Collections* link in the top menu (See **Top Menu and Footer**).

There are three things that you can do in the Manage Collections page:

- Merge collections
- Delete collections
- Show collection details

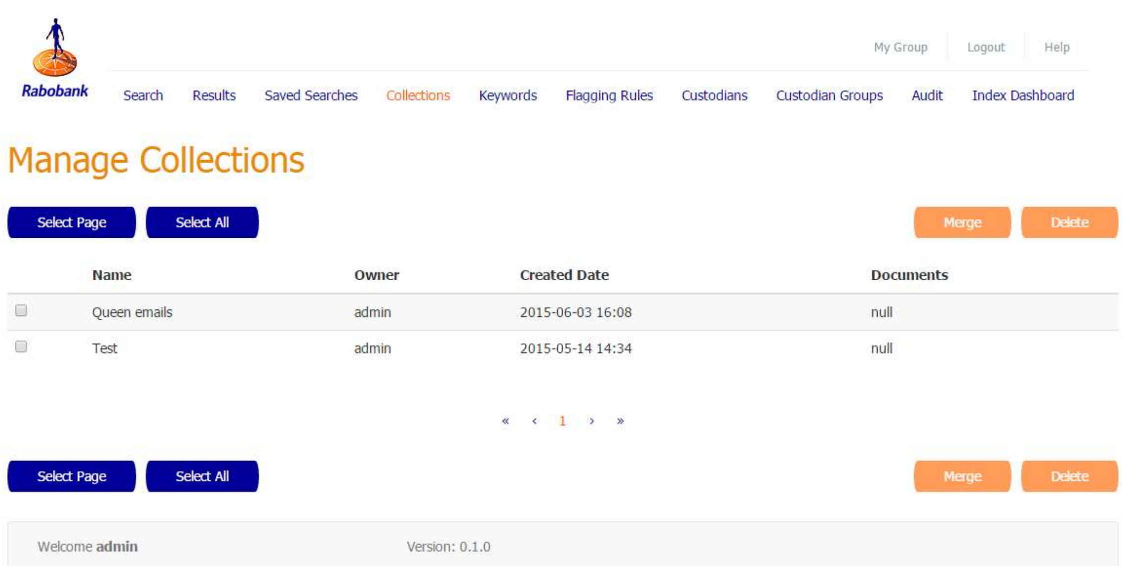


Figure 28. Manage Collections page example

How to merge collections

In the Manage Collections page (See **How to use the manage collections page**), to merge a set of collections you need to select the checkboxes of the collections that you want to merge in the table (See Figure 29).

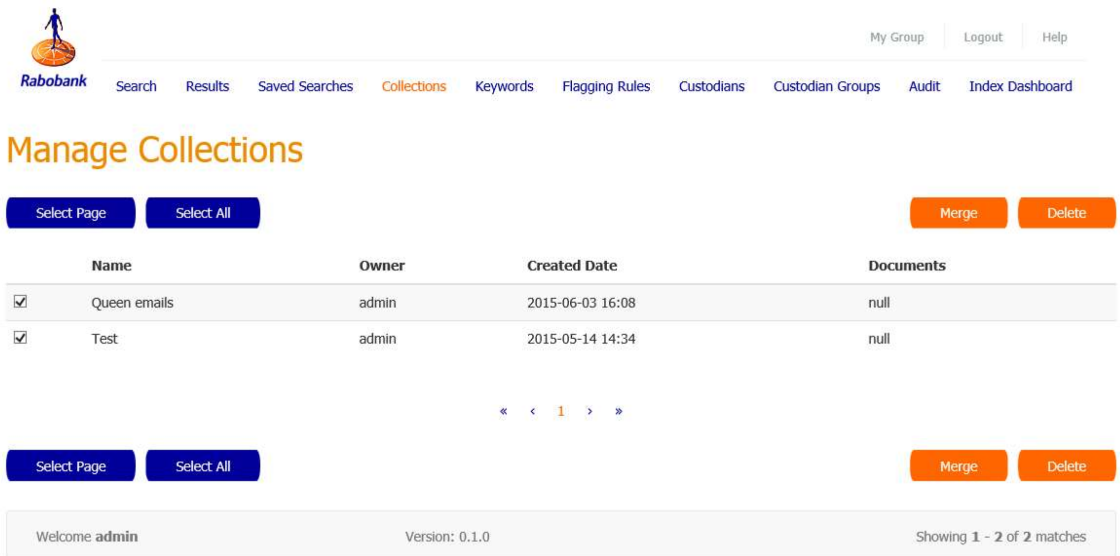


Figure 29. Manage Collections page with two collections selected

After the checking the checkboxes you need to click the *Merge* button. After this, the Merge Collection popup is going to appear with the name of the source collections (See Figure 30).

You can select the destination collection by selecting a collection in the *Destination collection* dropdown, and pressing the OK button.

Figure 30. Merge Collection popup example

How to delete collections

In the Manage Collections page (See **How to use the manage collections page**), to delete a set of collections you need to select the checkboxes of the collections that you want to delete in the table (See Figure 29).

After the checking the checkboxes you can click the *Delete* button. After this, the Delete Collection popup is going to appear with a warning message and the name of the collections that were selected to be deleted (See Figure 31).

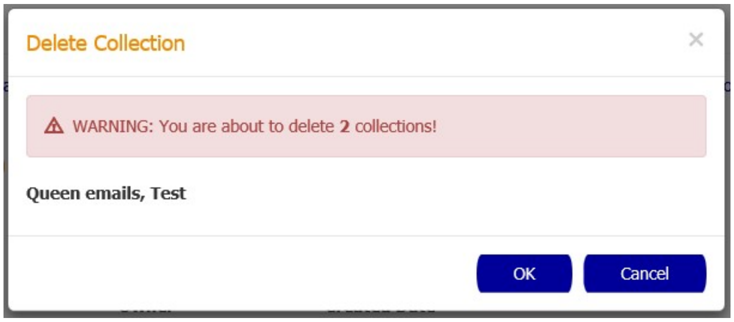


Figure 31. Delete Collection popup example

How to show a collection details

In the Manage Collections page (See **How to use the manage collections page**), to show the details of a collection you need to click the row of the desired collection in the table (See Figure 29). After the click the Collection Details page is going to be displayed.

How to use the collection details page

The Collection Details page is the place where the details of a collection are displayed (See Figure 32).

There are four things that you can do in the Collections Details page:

- Edit the collection name and notes
- Delete the collection
- Download documents from the collection
- Delete documents from the collection

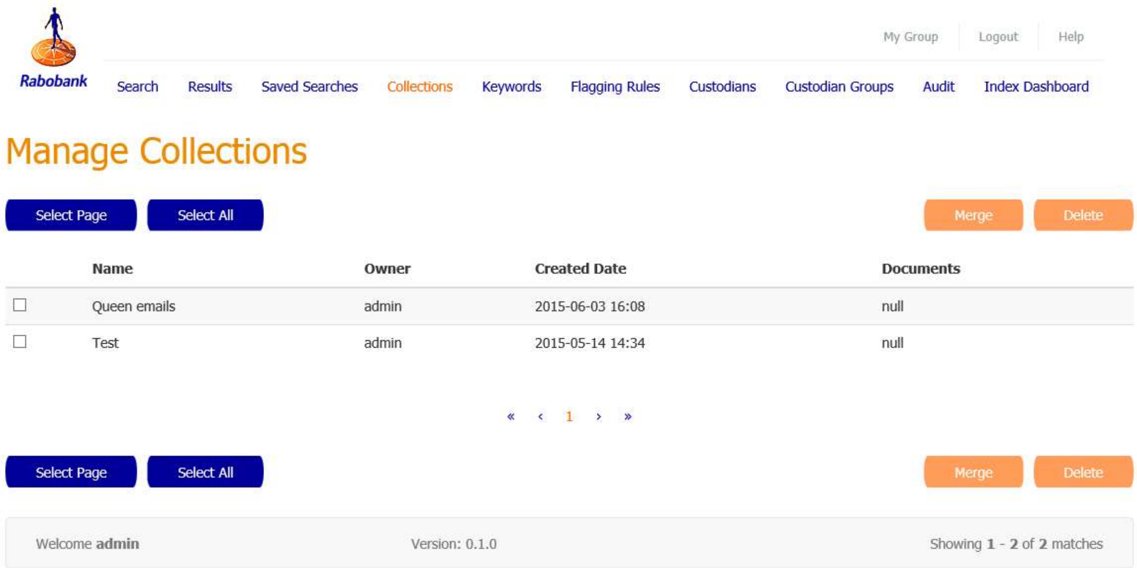


Figure 32. Manage Collections page example

How to edit a collection name and notes

In the Collection Details page (See **How to use the collection details page**), to edit the name and notes of the collection you need to click the Edit button (See Figure 32).

Two new input fields will appear (See Figure 33). You can type the new name or notes and then click the Save name to finish with the editing process.

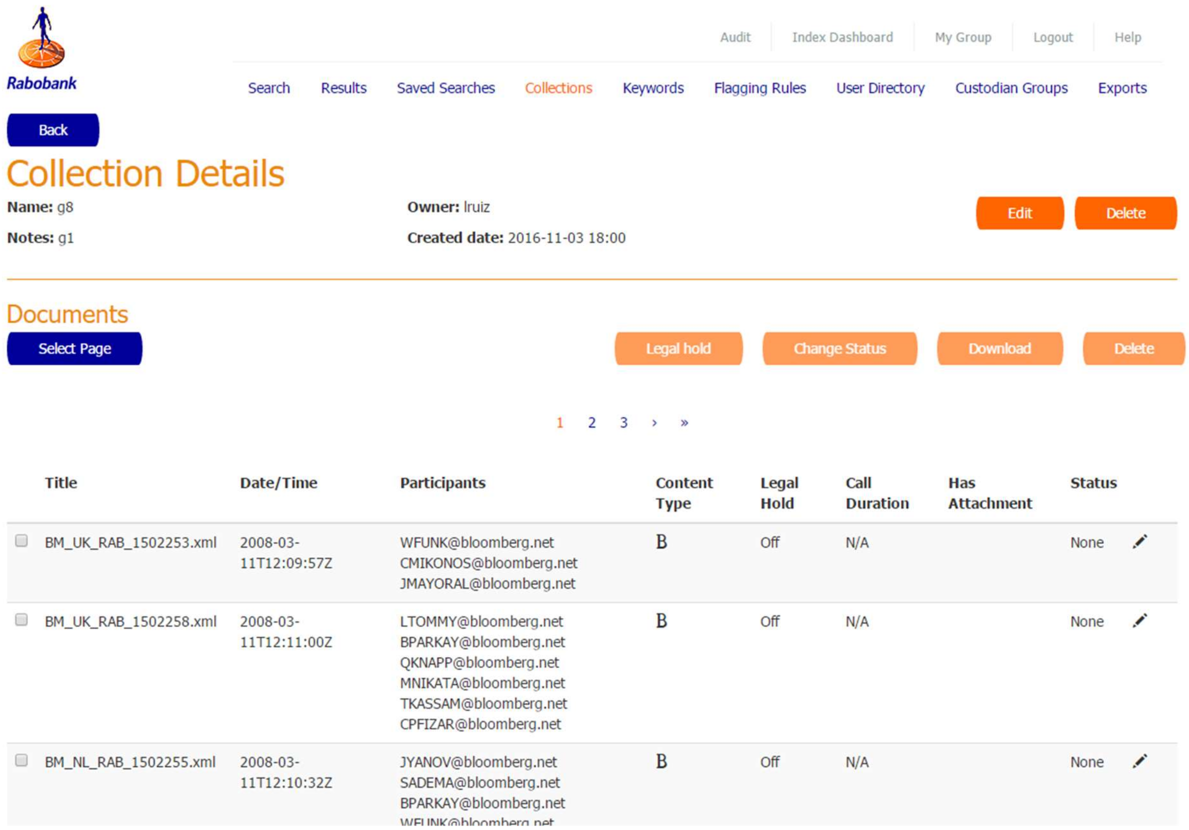


Figure 33. Collection Details page with edit fields enabled

How to download documents from a collection

In the Collection Details page (See **How to use the collection details page**), to download a set of documents from the collection you need to check the checkboxes of the documents that you want to download and then click the Download button.

How to delete documents from a collection

In the Collection Details page (See **How to use the collection details page**), to delete a set of documents from the collection you need to check the checkboxes of the documents that you want to delete and then click the Delete button that is located over or under the table with the documents.

After clicking the Delete button the *Delete Documents* popup will appear with a warning message and the name of the documents that you selected to delete (See Figure 34). You can click the OK button to delete the documents from the collection or the Cancel button to stop the delete process and close the popup.

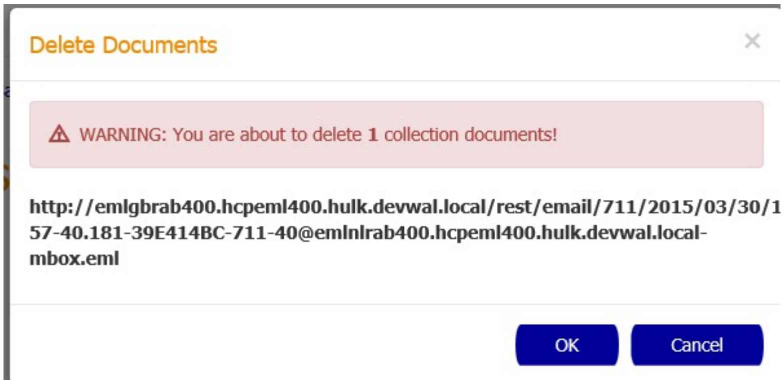


Figure 34. Delete Document popup

How to use the manage keywords page

The Manage Keywords page is the place where all the keywords are displayed in a table (See Figure 35).

To access the Manage Keywords page you can click the *Keywords* link in the top menu (See **Top Menu and Footer**).

There are three things that you can do in the Manage Keywords page:

- Create a new keyword
- Delete keywords
- Show the details of a keyword

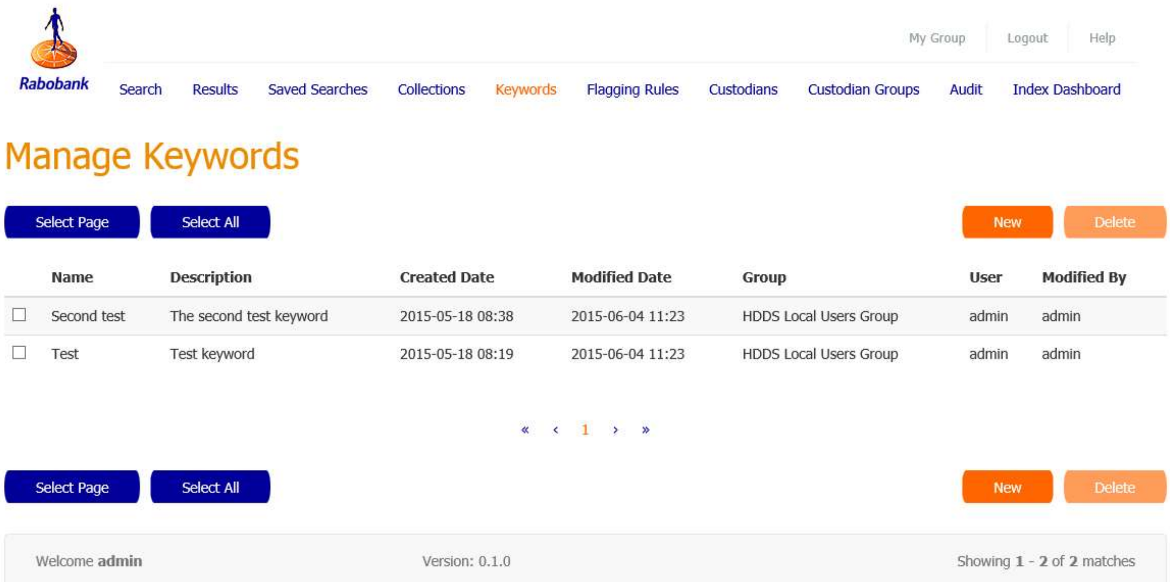


Figure 35. Manage keywords page example

How to create a new keyword

After clicking the New button the Add New Keyword popup will appear (See Figure 36). You need to type the name and the description and then press the OK button.

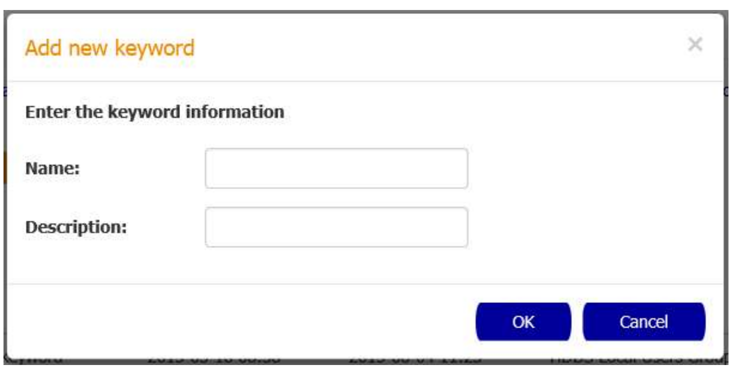


Figure 36. Add New Keyword popup

How to delete keywords

In the Manage Keywords page (See **How to use the manage keywords page**), check the checkboxes of the keywords that you want to delete and then click the Delete button.

After clicking the Delete button the *Delete Keywords* popup will appear with a warning message and the name of the keywords that you selected to delete (See Figure 37). You can click the OK button to delete the keywords or the Cancel button to stop the delete process and close the popup.

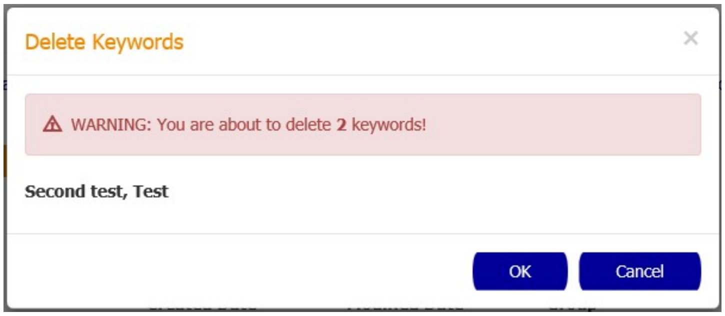


Figure 37. Delete Keywords popup

How to use the keyword details page

The Keyword Details page is the place where the details of a keyword are displayed (See Figure 38).

There are four things that you can do in the Keyword Details page:

- Edit the keyword name and description
- Delete the keyword
- Add keyword terms
- Delete keyword terms

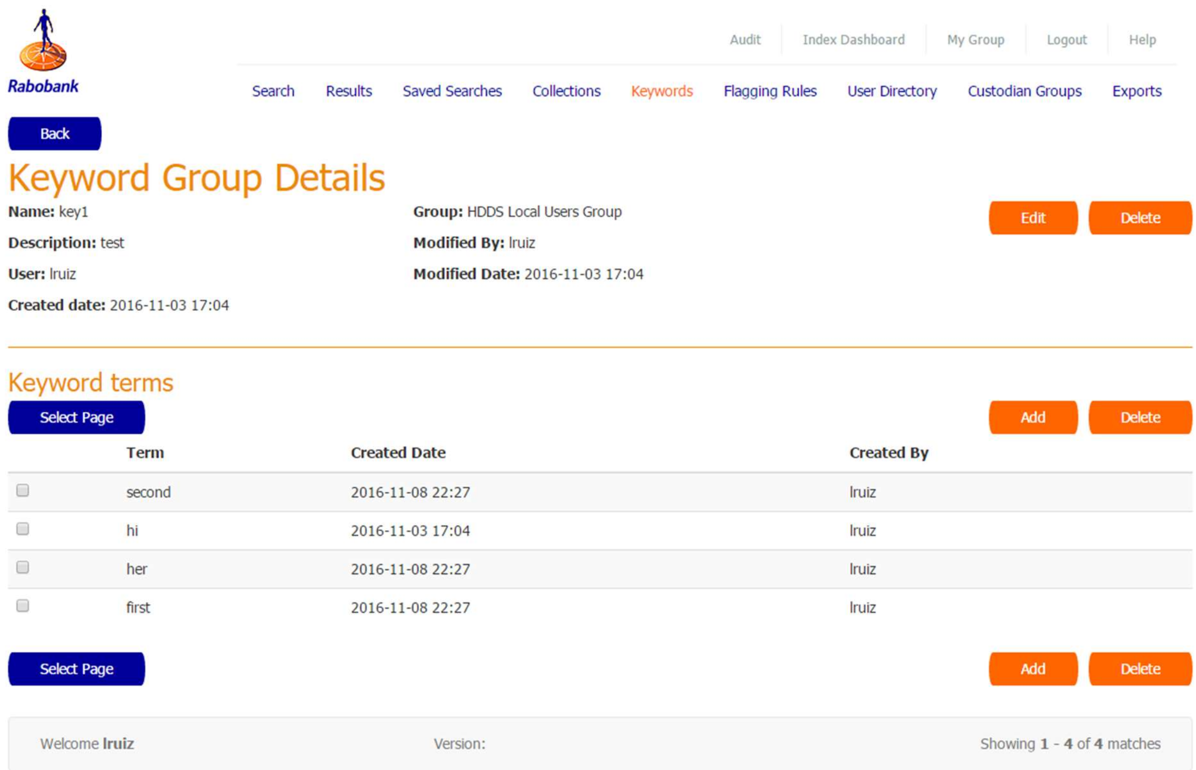


Figure 38. Keyword Details page example

How to edit a keyword name and description

In the Keyword Details page (See **How to use the keyword details page**), to edit the name and description of the keyword you need to click the Edit button (See Figure 38).

Two new input fields will appear (See Figure 39). You can type the new name or description and then click the Save name to finish with the editing process.

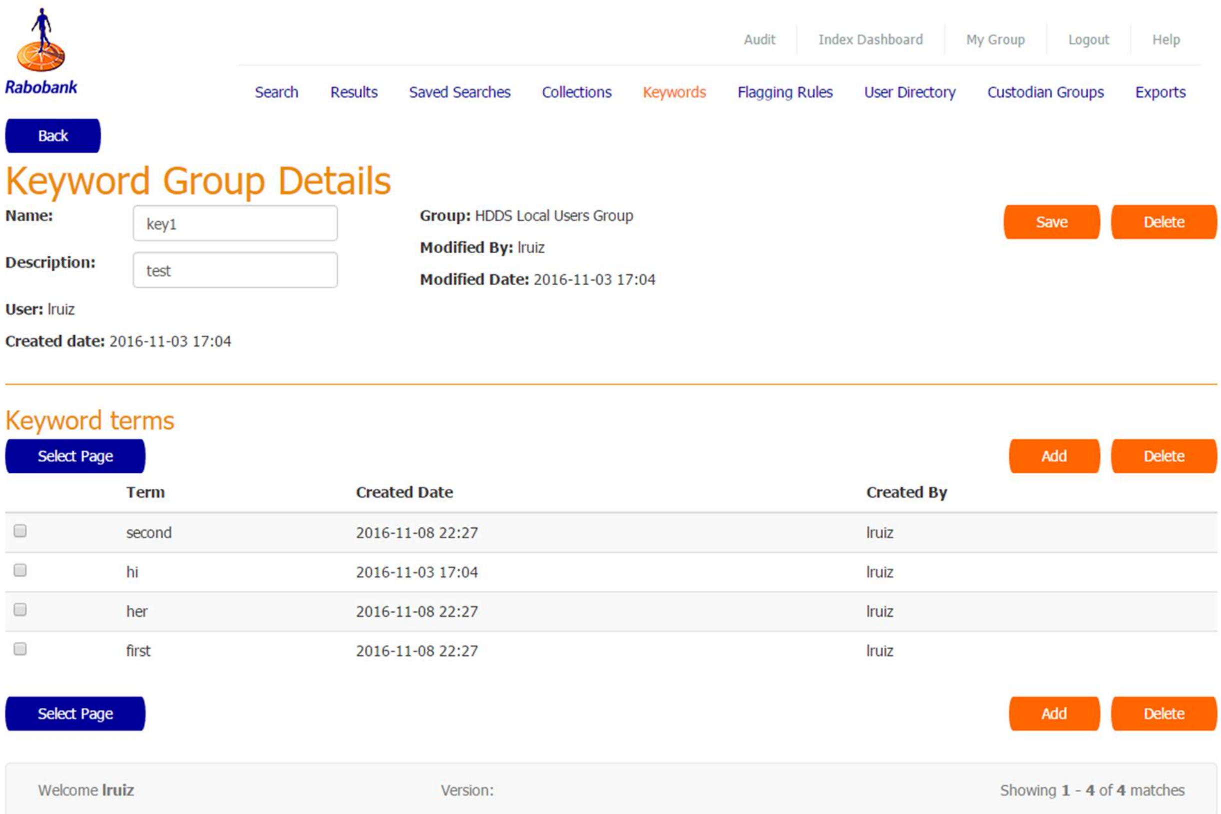


Figure 39. Keyword Details page with edit fields enabled

How to add terms to a keyword

In the Keyword Details page (See **How to use the keyword details page**), to add a set of terms to the keyword you need to press the Add button. An Add Keyword Batch popup is going to appear (See Figure 40). You need to type the terms in the text area, separating each term with a new line. Then press the OK button.

Figure 40. Add Keyword Batch popup

How to delete terms from a keyword

In the Keyword Details page (See **How to use the keyword details page**), to delete a set of terms from the keyword you need to check the checkboxes of the terms that you want to delete and then click the Delete button that is located over or under the table with the terms.

After clicking the Delete button the *Delete Terms* popup will appear with a warning message and the name of the terms that you selected to delete (See Figure 41). You can click the OK button to delete the terms from the keyword or the Cancel button to stop the delete process and close the popup.

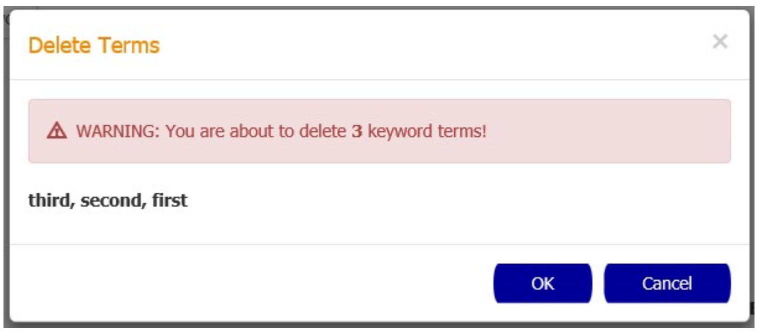


Figure 41. Delete Terms popup

How to use the manage flagging rules page

The Manage Flagging Rules page is the place where all the flagging rules are displayed in a table (See Figure 42).

To access the Manage Flagging Rules page you can click the *Flagging Rules* link in the top menu (See **Top Menu and Footer**).

There are three things that you can do in the Manage Flagging Rules page:

- Create a new flagging rule
- Delete flagging rules
- Show the details of a flagging rule

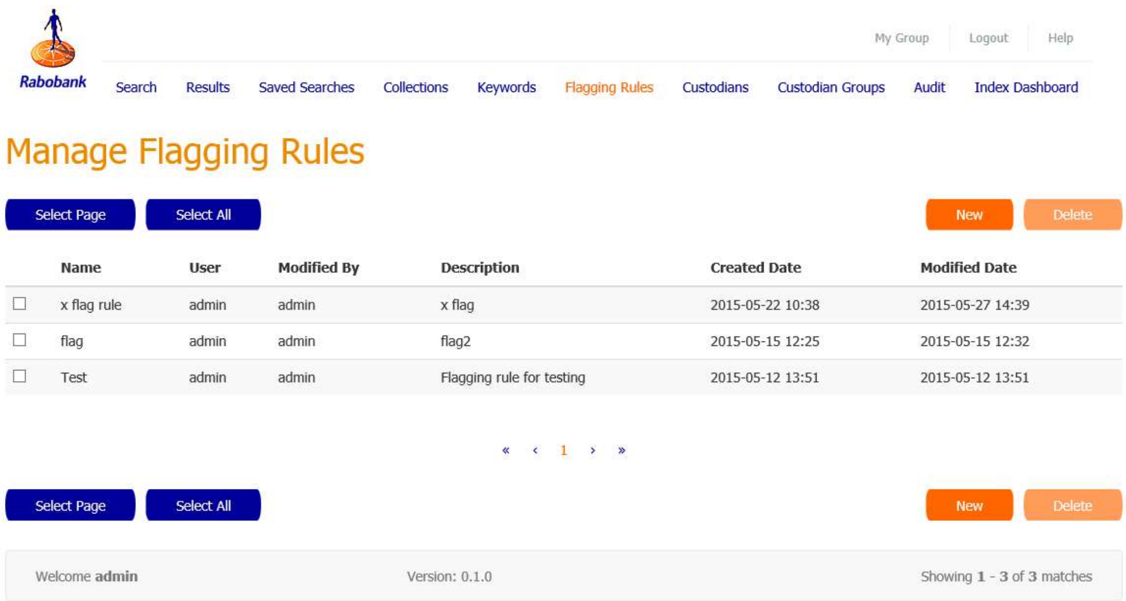


Figure 42. Manage Flagging Rules page example

How to create a new flagging rule

In the Manage Flagging Rules page (See **How to use the manage flagging rules page**), to create a new flagging rule you need to click the New button.

After clicking the New button the Add New Flagging Rule popup will appear (See Figure 43). You need to type the name and the description and then press the OK button.

Figure 43. Add New Flag Rule popup

How to delete flagging rules

In the Manage Flagging Rules page (See **How to use the manage flagging rules page**), to delete a set of flagging rules you need to check the checkboxes of the flagging rules that you want to delete and then click the Delete button.

After clicking the Delete button the *Delete Flagging Rules* popup will appear with a warning message and the name of the flagging rules that you selected to delete (See Figure 44). You can click the OK button to delete the flagging rules or the Cancel button to stop the delete process and close the popup.

Figure 44. Delete Flag Rule popup

How to show the details of a flagging rule

In the Manage Flagging Rules page (See **How to use the manage flagging rules page**), to show the details of a flagging rule you need to click the row of the desired flagging rule in the table (See Figure 42). After the click the Flagging Rule Details page is going to be displayed.

How to use the flagging rule details page

The Flagging Rule Details page is the place where the details of a flagging rule are displayed (See Figure 45).

There are four things that you can do in the Flagging Rule Details page:

- Edit the flagging rule name and description
- Delete the flagging rule
- Add flagging rule items
- Delete flagging rule items
- Edit flagging rule items (by clicking on an item)

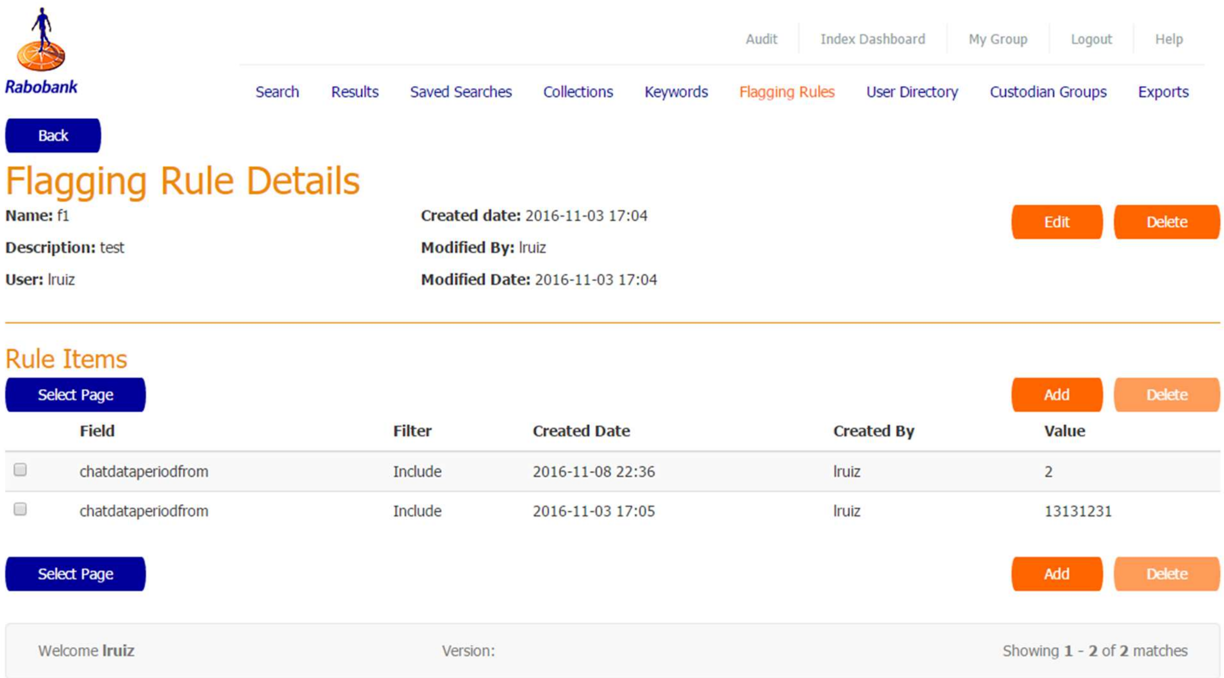


Figure 45. Flagging Rule Details page example

How to edit a flagging rule name and description

In the Flagging Rule Details page (See **How to use the flagging rule details page**), to edit the name and description of the flagging rule you need to click the Edit button (See Figure 45).

Two new input fields will appear (See Figure 46). You can type the new name or description and then click the Save name to finish with the editing process.

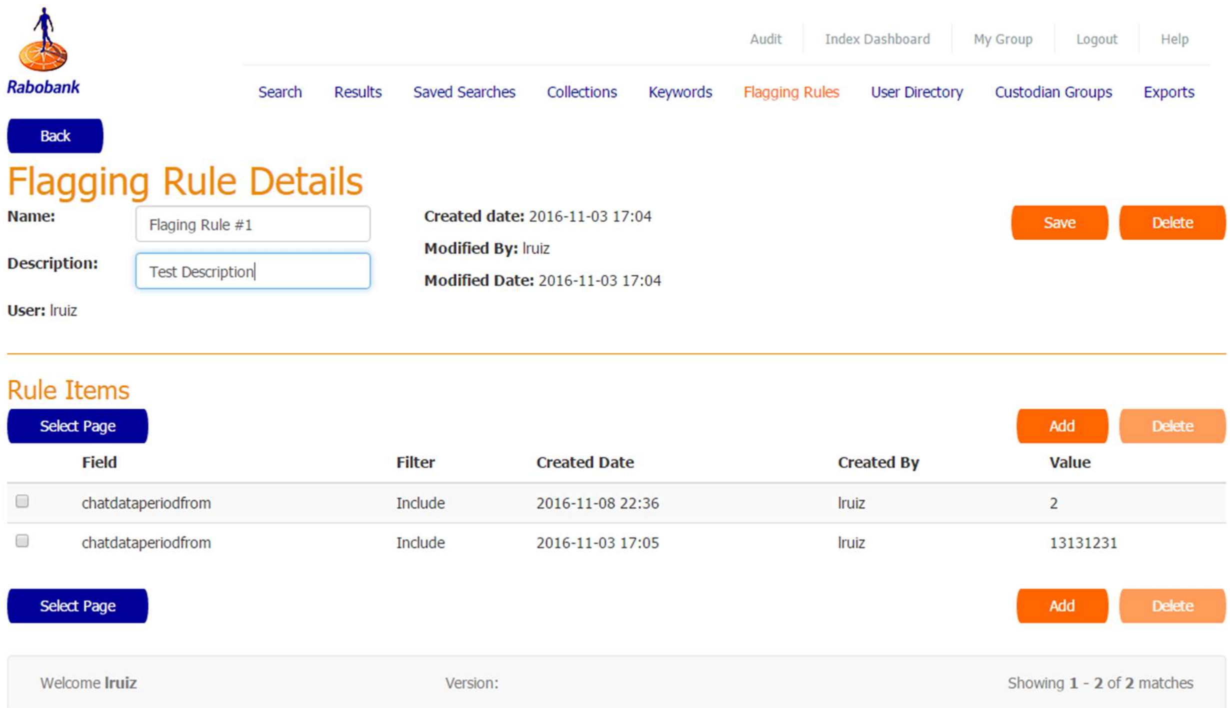


Figure 46. Flagging Rule Details page with edit fields enabled

How to add items to a flagging rule

In the Flagging Rules Details page (See **How to use the flagging rule details page**), to add a set of items to the flagging rule you need to press the Add button. An Add New Flagging Rule Item popup is going to appear (See Figure 47). You need to select the criteria field, filter and value for this flagging rule and then press the OK button.

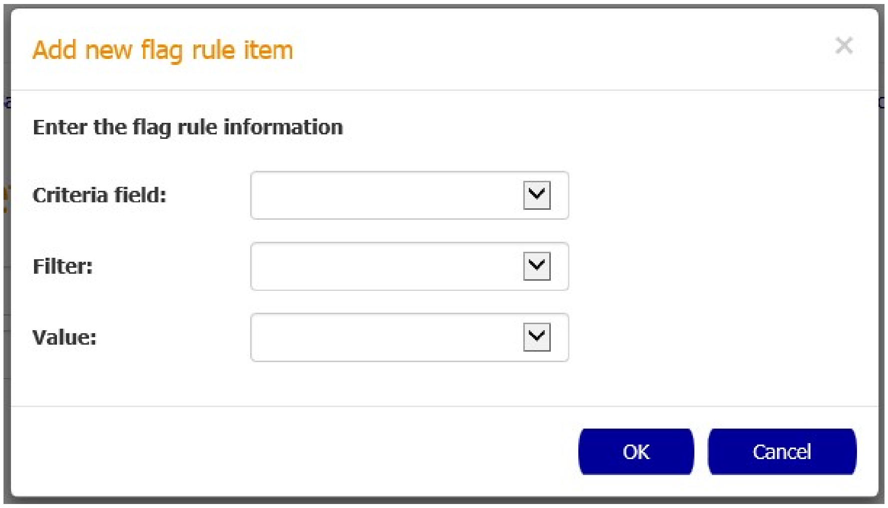


Figure 47. Add New Flag Rule Item popup

How to delete items from a flagging rule

In the Flagging Rule Details page (See **How to use the flagging rule details page**), to delete a set of items from the flagging rule you need to check the checkboxes of the items that you want to delete and then click the Delete button that is located over or under the table with the items.

After clicking the Delete button the *Delete Items* popup will appear with a warning message and the name of the items that you selected to delete (See Figure 48). You can click the OK button to delete the items from the flagging rule or the Cancel button to stop the delete process and close the popup.

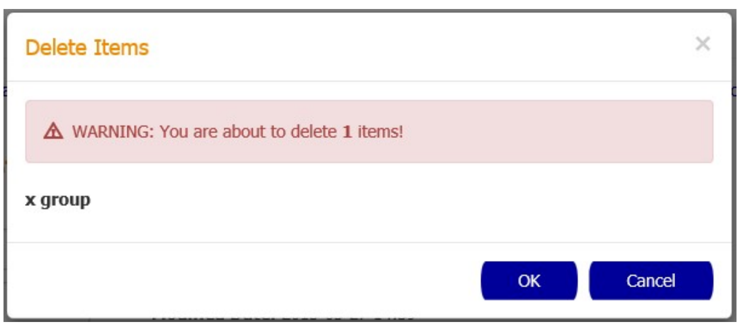


Figure 48. Delete Flagging Rule Items popup

How to edit a flagging rule item

To edit a flagging rule item simply click on it, and edit the pop-up screen until you are happy and then click Okay to save. You will receive a confirmation that the item has been updated.

How to use the manage user directory page

The Manage User Directory page is the place where all the custodians are displayed in a table (See Figure 49).

To access the Manage User Directory page you can click the *User Directory* link in the top menu (See **Top Menu and Footer**).

There are five things that you can do in the Manage Custodians page:

- Create a new custodian
- Delete custodians
- Show the details of a custodian
- Filter by Country/Legal Entity and Department

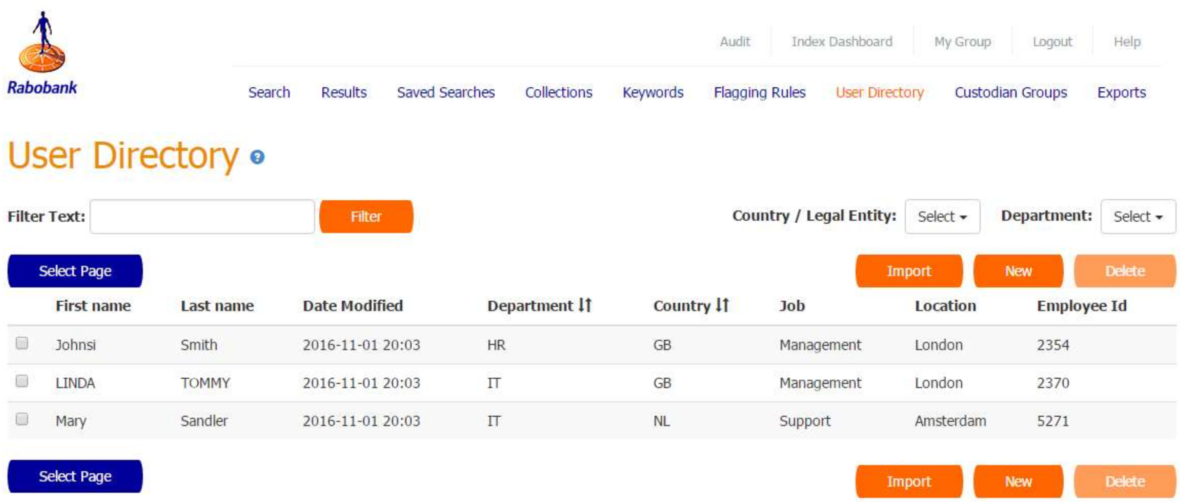


Figure 49. Manage Custodians page example

How to create a new custodian

In the Manage User Directory page (See **How to use the manage user directory page**), click the New button. After clicking the New button the Add New Custodian popup will appear (See Figure 50). You need to type the Employee Id, first name, last name, email, department, country, job, location and then press the OK button.

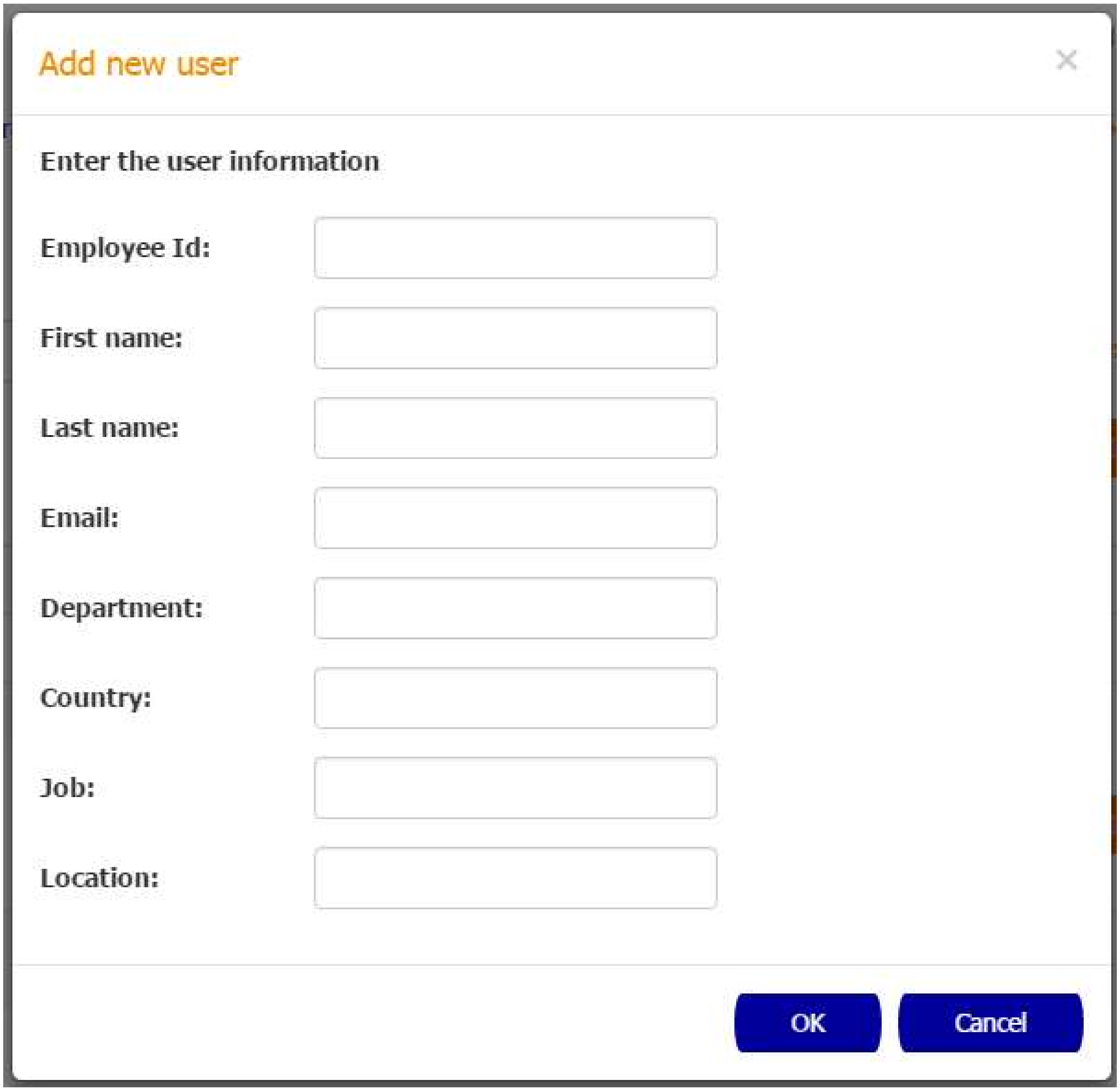


Figure 50. Add New User popup

How to delete custodians

In the Manage User Directory page (See **How to use the manage user directory page**), check the checkboxes of the custodians that you want to delete and then click the Delete button.

After clicking the Delete button the *Delete Custodians* popup will appear with a warning message and the name of the keywords that you selected to delete (See Figure 51). You can click the OK button to delete the keywords or the Cancel button to stop the delete process and close the popup.

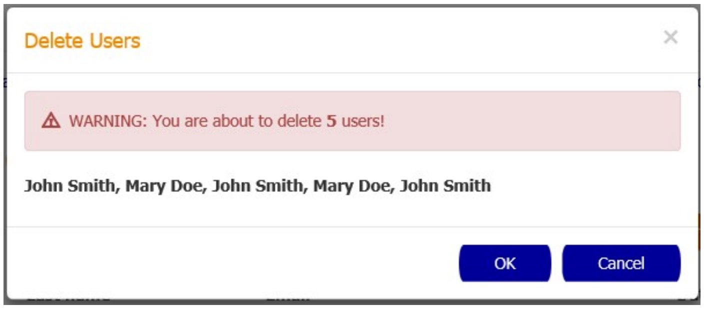


Figure 51. Delete Custodians popup

How to show the details of a custodian

In the Manage User Directory page (See **How to use the manage user directory page** click the row of the desired custodian in the table (See Figure 49). After the click the Custodian Details page is going to be displayed.

How to use the custodian details page

The Custodian Details page is the place where the details of a custodian are displayed (See Figure 52).

There are five things that you can do in the Custodian Details page:

- Edit the custodian name, employee Id, location, email, department, country and job
- Delete the custodian
- Add custodian content sources
- Delete custodian content sources
- Review the group membership history for the current custodian; it displays the date when the custodian was added to a group, the reason why it was added to that group and could also display the date the user was removed from the group and the reason of the delete when it applies.

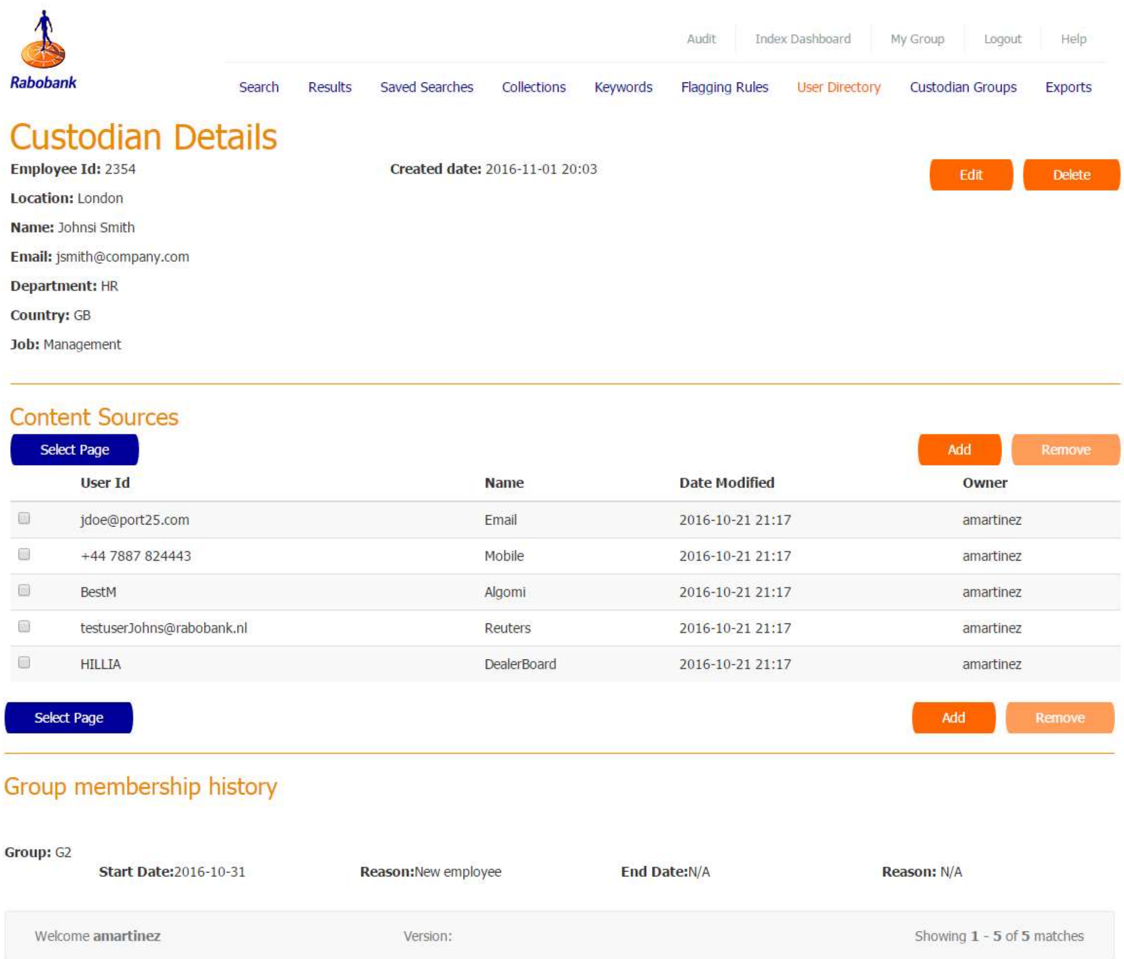


Figure 52. Custodian Details page example

How to edit a custodian name, employee Id, location, email, department country and job

In the Custodian Details page **(See How to use the custodian details page),** click the Edit button (See Figure 52). Several new input fields will appear (See Figure 53). You can type the new values and then click the Save button to finish with the editing process.

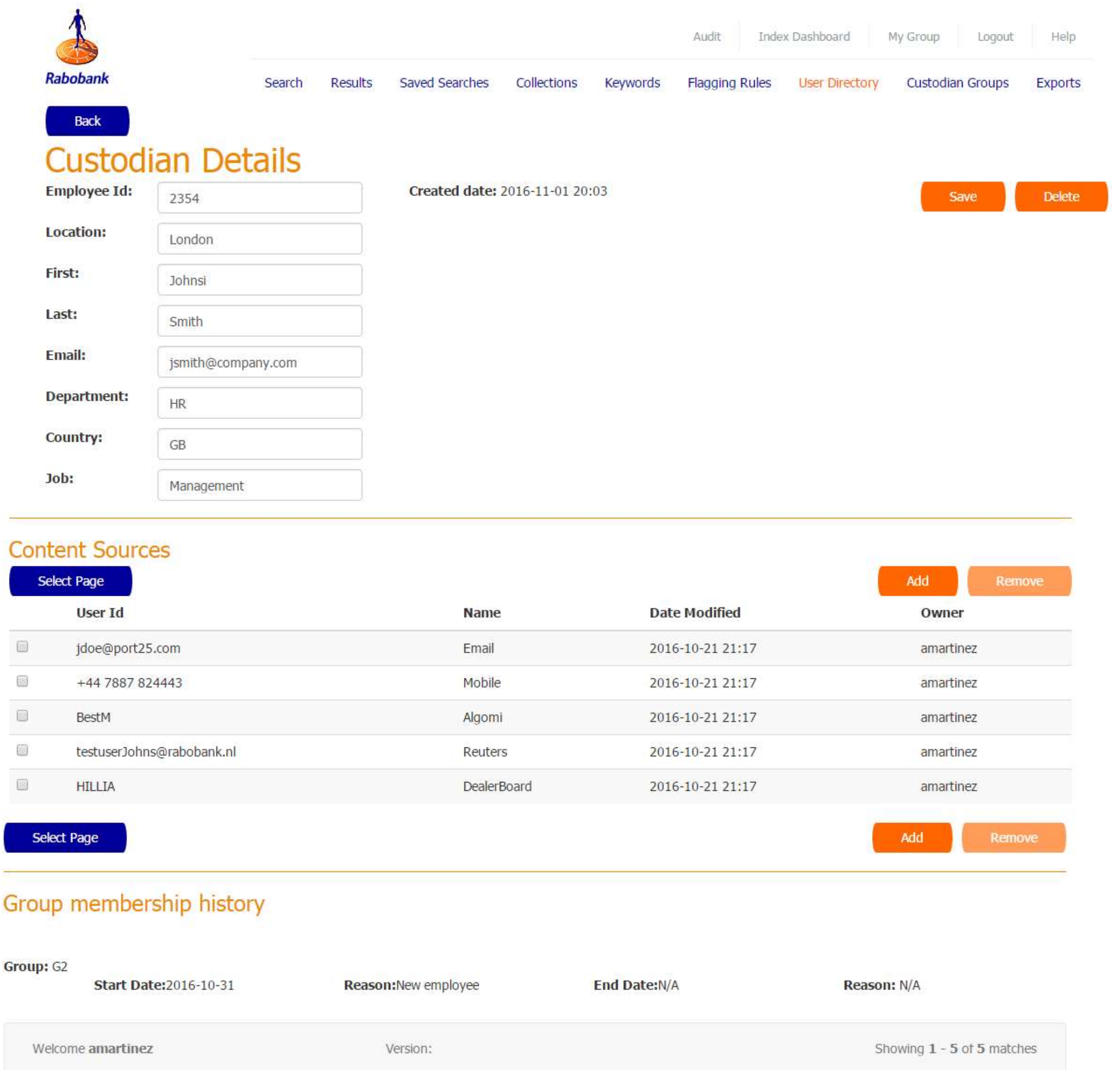


Figure 53. Custodian Details page with the edit fields enabled

How to add content sources to a custodian

In the Custodian Details page **(See How to use the custodian details page)**, press the Add button. An Add New Content Source popup is going to appear (See Figure 54). You need to select the name of the content source and type the User ID. Then press the OK button.

Figure 54. Add New Content Source popup

How to delete content sources from a custodian

In the Custodian Details page **(See How to use the custodian details page)**, check the checkboxes of the documents that you want to delete and then click the Delete button that is located over or under the table with the content sources.

After clicking the Delete button the *Delete Content Sources* popup will appear with a warning message and the name of the content sources that you selected to delete (See Figure 55). You can click the OK button to delete the content sources from the custodian or the Cancel button to stop the delete process and close the popup.

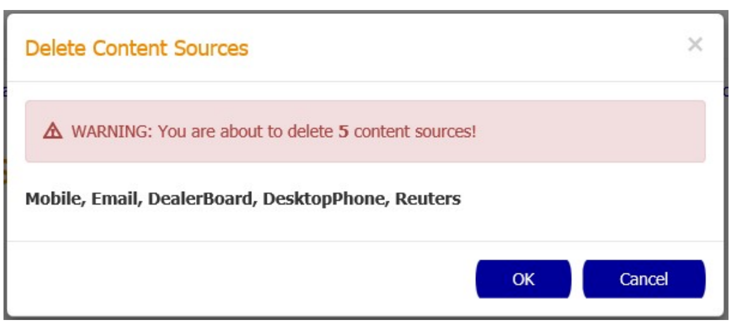


Figure 55. Delete Content Sources popup

How to use the manage custodian groups page

The Manage Custodian Groups page is the place where all the collections are displayed in a table (See Figure 56).

To access the Manage Custodian Groups page you can click the *Custodian Groups* link in the top menu (See **Top Menu and Footer**).

There are three things that you can do in the Manage Custodian Groups page:

- Create a new custodian group
- Delete custodian groups
- Show the details of a custodian group

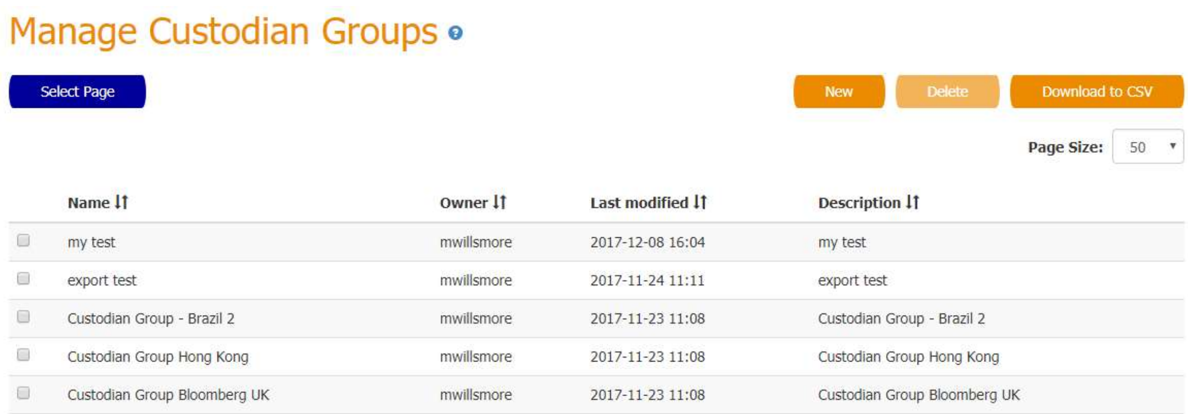


Figure 56. Manage Custodian Groups page example

How to create a new custodian group

In the Manage Custodian Groups page (See **How to use the manage custodian groups page)**, to create a new custodian group you need to click the New button.

After clicking the New button the Add New Custodian Group popup will appear (See Figure 57). You need to type the name and the description and then press the OK button.

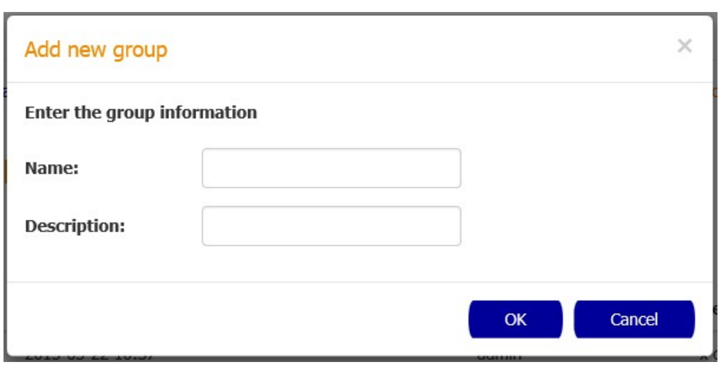


Figure 57. Add New Custodian Group popup

How to delete custodian groups

In the Manage Custodian Groups page (See **How to use the manage custodian groups page**), check the checkboxes of the custodian groups that you want to delete and then click the Delete button.

After clicking the Delete button the *Delete Custodian Groups* popup will appear with a warning message and the name of the custodian groups that you selected to delete (See Figure 58). You can click the OK button to delete the custodian groups or the Cancel button to stop the delete process and close the popup.

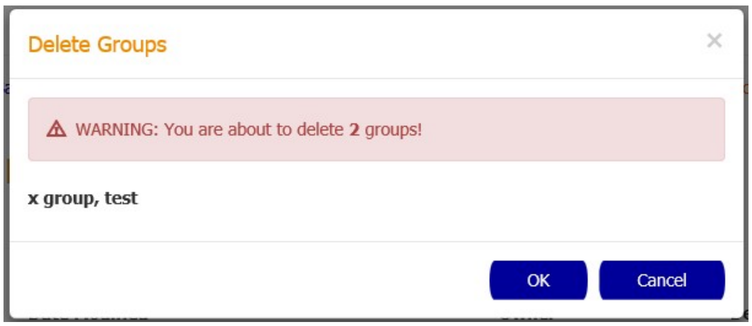


Figure 58. Delete Custodian Groups popup

How to show the details of a custodian group

In the Manage Custodian Groups page (See **How to use the manage custodian groups page**), click the row of the desired custodian group in the table (See Figure 56). After the click the Custodian Group Details page is going to be displayed.

How to import custodians from a CSV file

Press the Upload from CSV button and then select the file that you want to import the custodians. A success message will appear if the import process finished successfully.

How to export custodians to a CSV file

Press the Download to CSV button and a zip file with the Custodian Groups and members will be download. By default this appear in the standard User Download folder.

How to use the custodian group details page

The Custodian Group Details page is the place where the details of a custodian group are displayed (See Figure 59).

There are four things that you can do in the Custodian Group Details page:

- Edit the custodian group name and description
- Delete the custodian group
- Add users to custodian group
- Delete users from custodian group

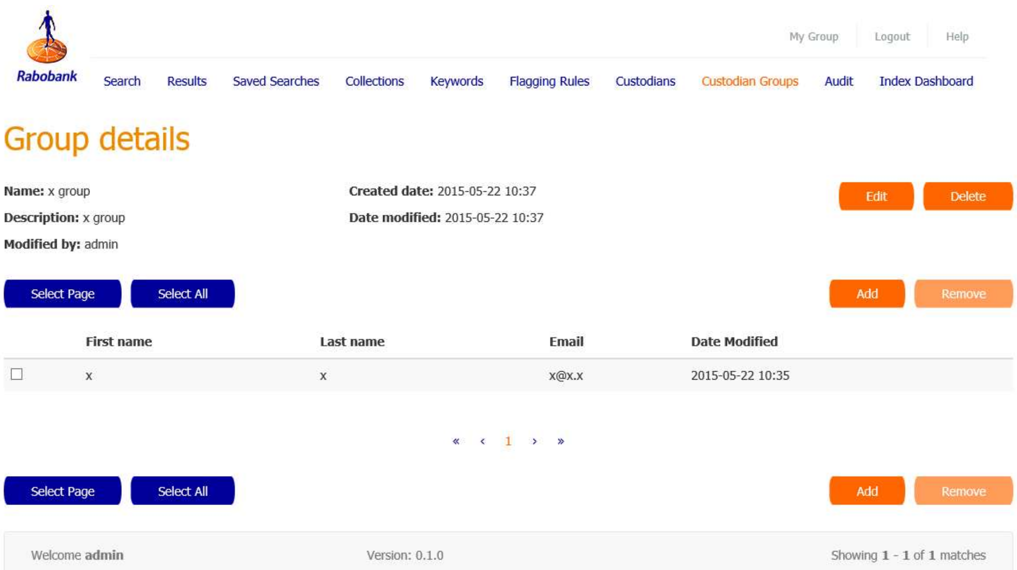


Figure 59. Custodian Group Details page example

How to edit a custodian group name and description

In the Custodian Group Details page **(See How to use the custodian group details page)**, click the Edit button (See Figure 59). Two new input fields will appear (See Figure 60). You can type the new name or description and then click the Save button to finish with the editing process.

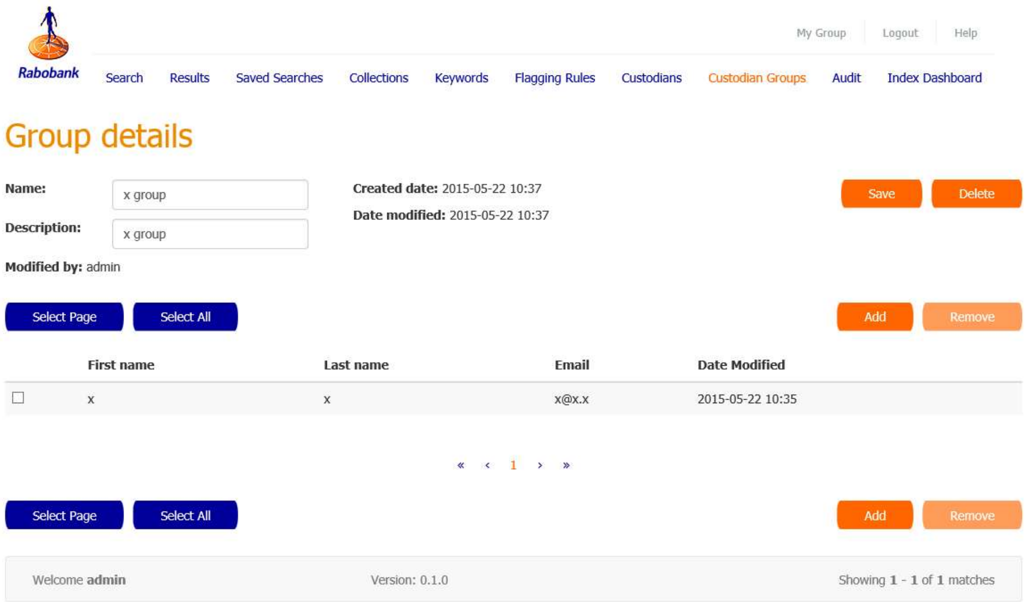


Figure 60. Group Details page with edit fields enabled

How to add users to a custodian group

In the Custodian Group Details page **(See How to use the custodian group details page)**, press the Add button. An Add New User to Group popup is going to appear (See Figure 61). You can start typing the user name and the autocomplete will show the available options select one option and then press the Add button.

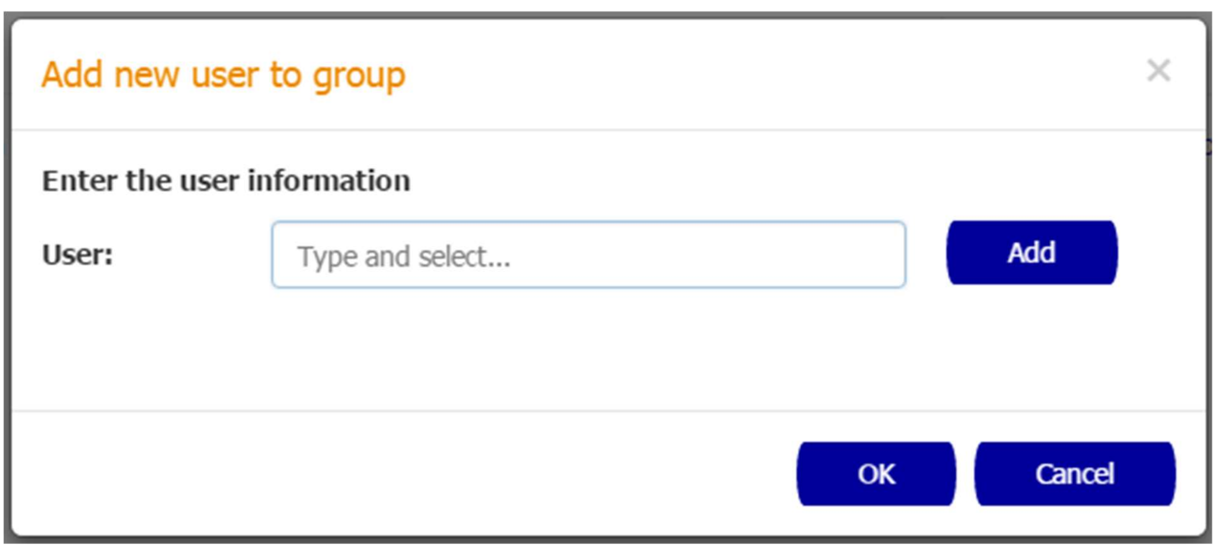


Figure 61. Add New User to Custodian Group Popup

It is possible to add multiple users at once by typing another user name, selecting the option and clicking the add button again (See Figure 62).

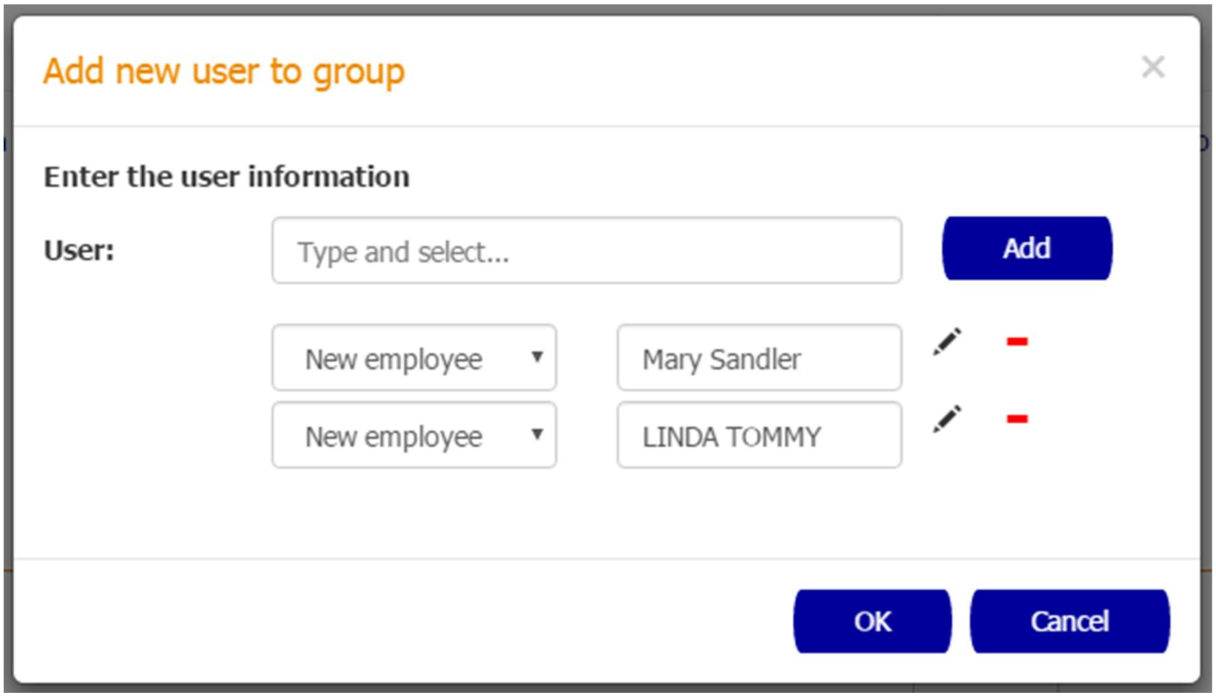


Figure 62. Add New User to Custodian Group Popup

If you added a user by mistake you can easily remove it by clicking on the red minus symbol that is placed at the right side of the row (See Figure 63).

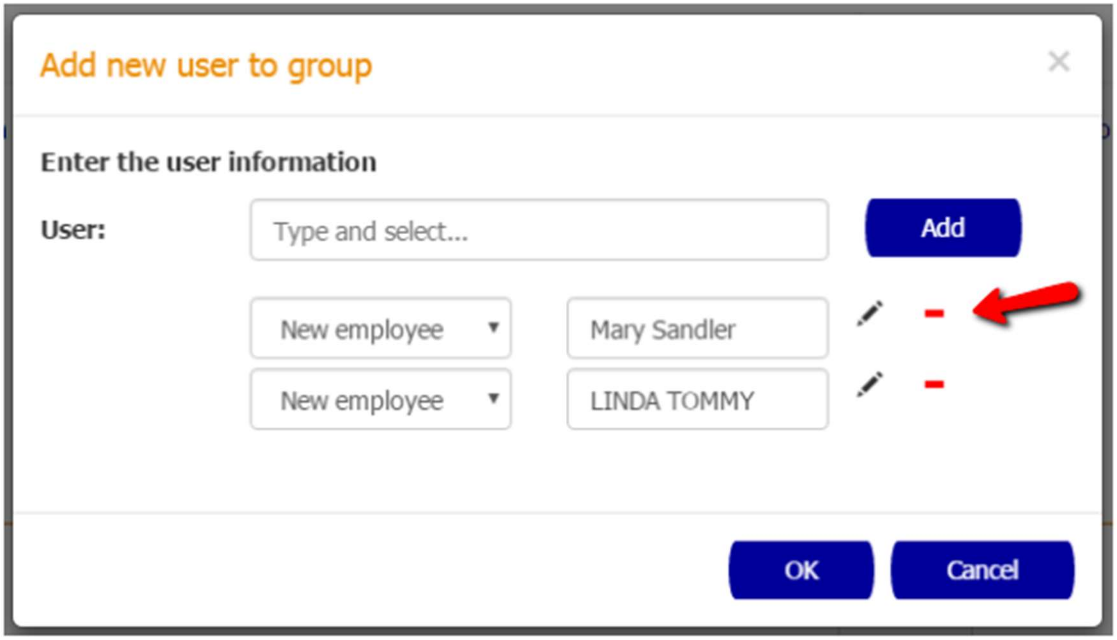


Figure 63. Add New User to Custodian Group Popup

When adding a user to a group a reason must be provided, the "New employee" reason is set by default in case a reason is not specified.

There is a pencil icon next to the user's name that when clicked opens a popup so the user can add multiple notes about this particular user (See Figure 64)

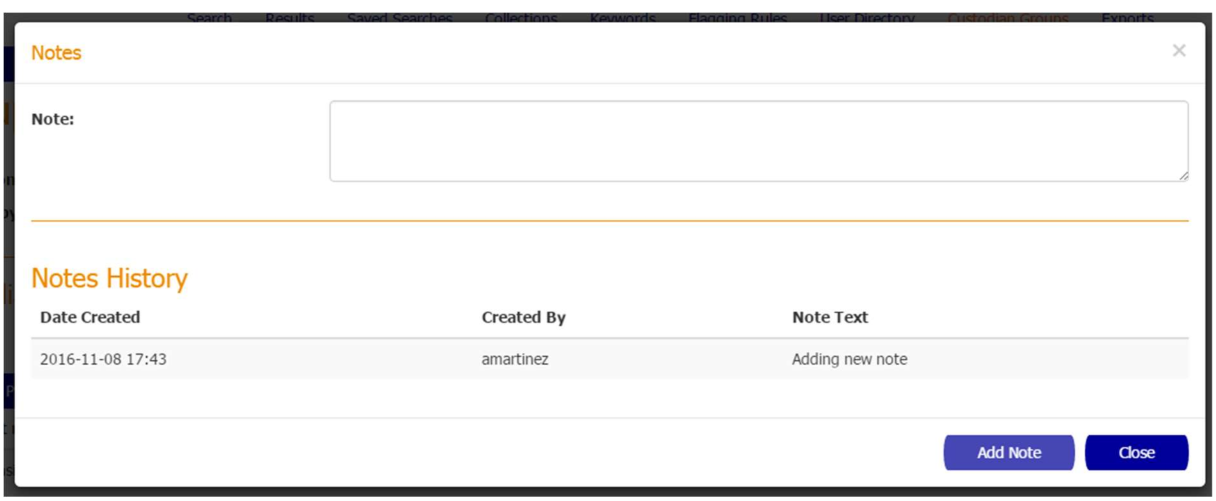


Figure 64. Add Notes to new User

Once finish adding users to the group there are two options (See Figure 63):

- Click the cancel button which will stop the process without adding the users.
- Click the OK button which will save the new users to the group.

How to delete users from a custodian group

In the Custodian Group Details page (See **How to use the export details page**) to show the details of a custodian group you need to click the row of the desired custodian group in the table (See Figure 60). After the click the Custodian Group Details page is going to be displayed.

In order to delete a set of users from the custodian group you need to check the checkboxes of the users that you want to delete and then click the Delete button that is located over or under the table with the users.

After clicking the Delete button the *Delete Users* popup will appear with a warning message and the name of the users that you selected to delete. It also allows to select from a list the reason why the users are being deleted (See Figure 65). You can click the OK button to delete the users from the custodian group or the Cancel button to stop the delete process and close the popup.

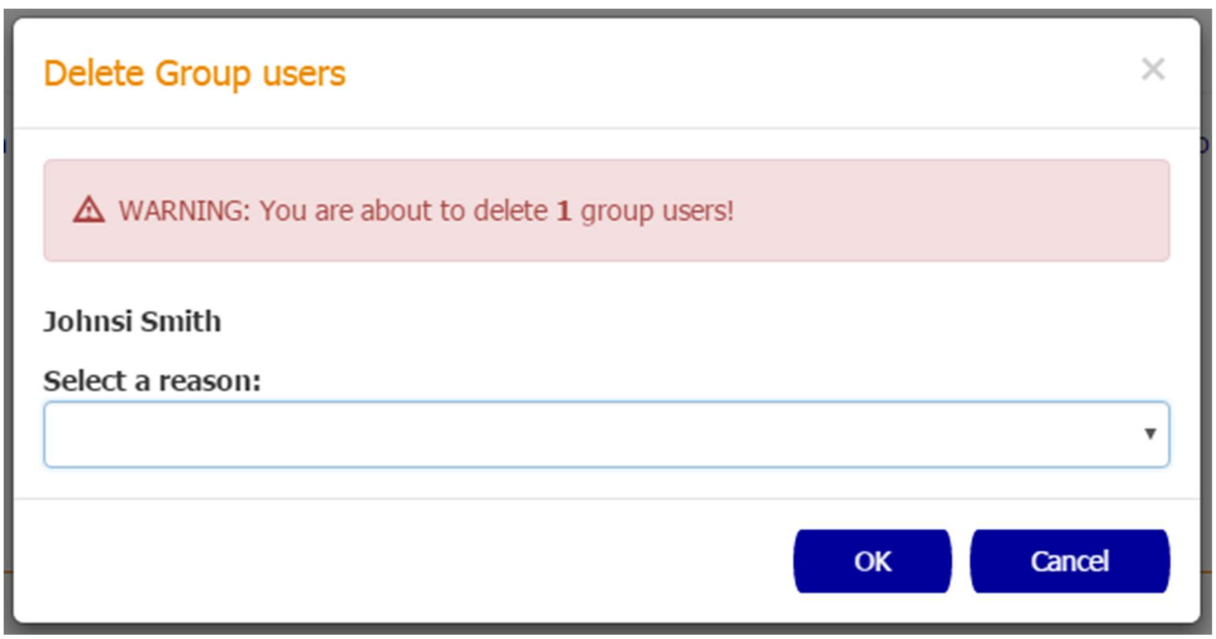


Figure 65. Delete Users from Custodian Group popup

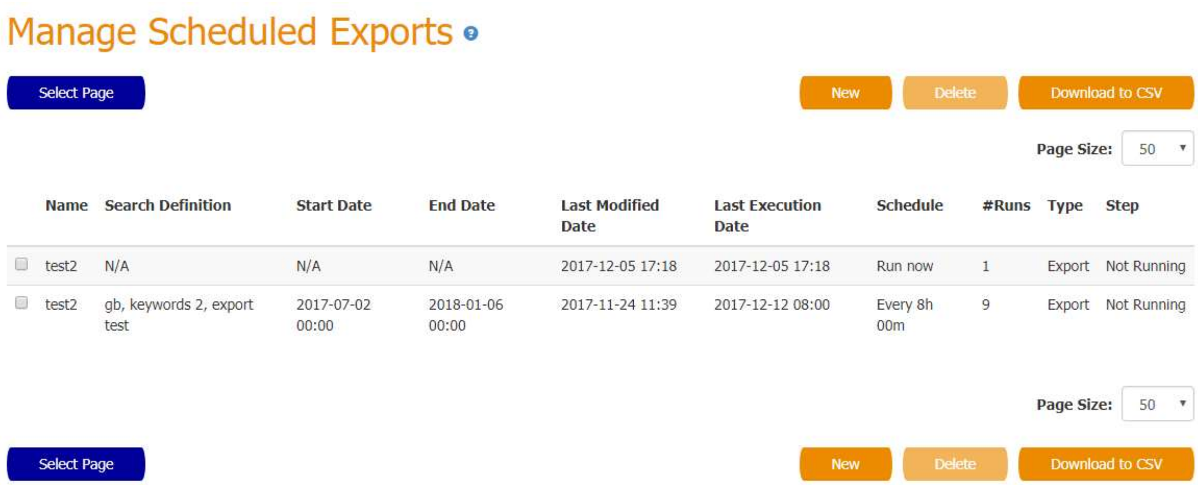
How to use the manage exports page

The Manage Exports page is the place where all the scheduled exports are displayed in a table (See Figure 66).

To access the Manage Exports page you can click the *Exports* link in the top menu (See **Top Menu and Footer**).

There are three things that you can do in the Manage Exports page:

- Create a new scheduled export
- Delete a scheduled export
- Show the details of a scheduled export



	Name	Search Definition	Start Date	End Date	Last Modified Date	Last Execution Date	Schedule	#Runs	Type	Step
	test2	N/A	N/A	N/A	2017-12-05 17:18	2017-12-05 17:18	Run now	1	Export	Not Running
	test2	gb, keywords 2, export test	2017-07-02 00:00	2018-01-06 00:00	2017-11-24 11:39	2017-12-12 08:00	Every 8h 00m	9	Export	Not Running

Figure 66. Manage Exports page example

How to create a new scheduled export

To create a new scheduled export you need to click the New button in the Manage Exports page (See **How to use Manage Exports page**).

After clicking the New button the Add New Export popup will appear (See Figure 68). This pop up allows users to select the schedule export type (Saved Search or Export). The Add new Export page will appear (See Figure 68) after selecting the export type and clicking the Ok button.

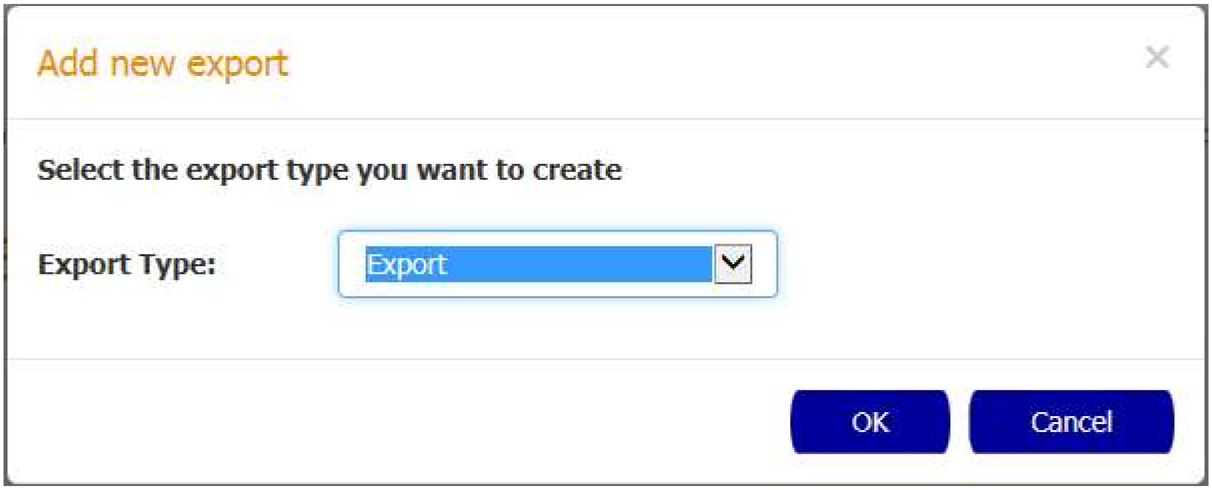
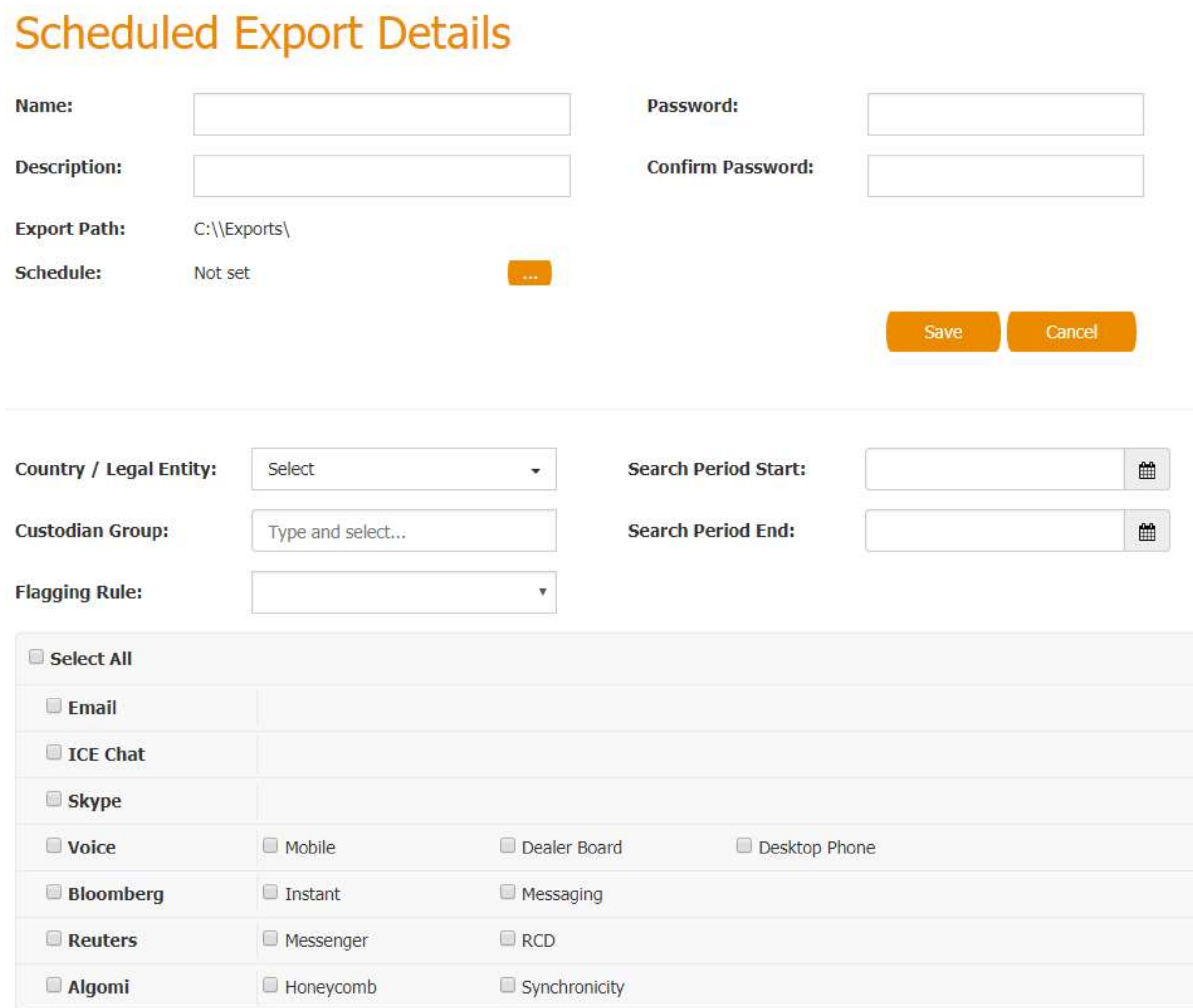


Figure 67. **Add New export popup**



Scheduled Export Details

Name:

Password:

Description:

Confirm Password:

Export Path: C:\\Exports\

Schedule: Not set ...

Save Cancel

Country / Legal Entity: Select

Search Period Start:

Custodian Group: Type and select...

Search Period End:

Flagging Rule:

Select All

Email			
ICE Chat			
Skype			
Voice	Mobile	Dealer Board	Desktop Phone
Bloomberg	Instant	Messaging	
Reuters	Messenger	RCD	
Algomi	Honeycomb	Synchronicity	

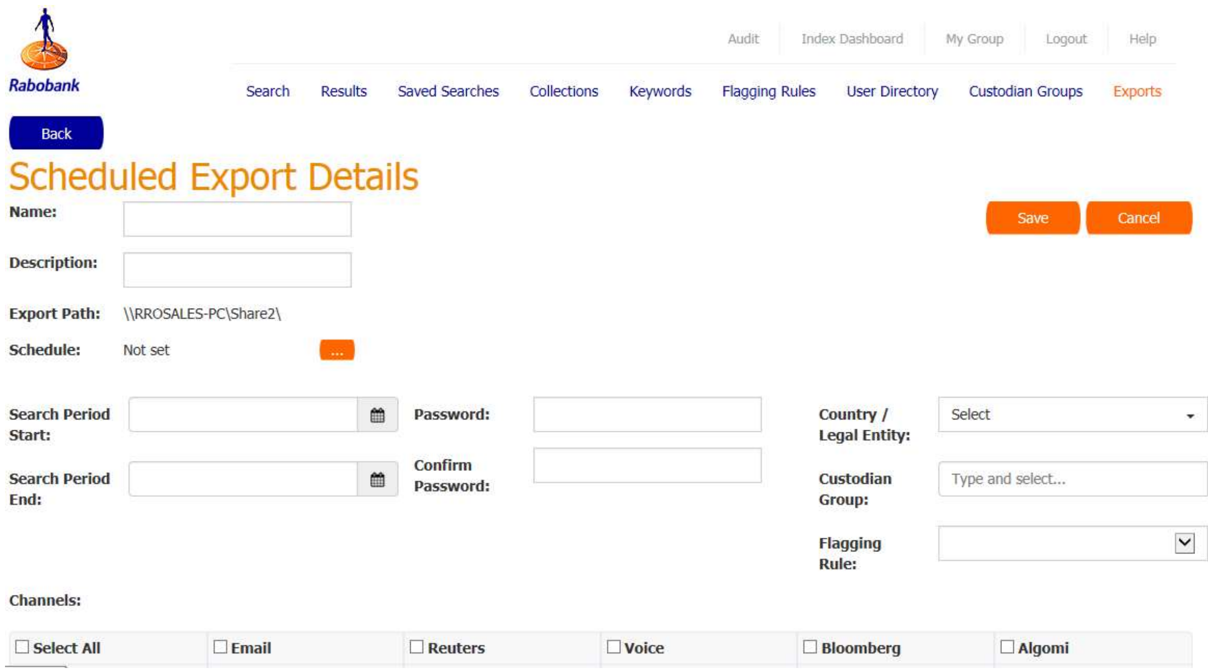


Figure 68. Add New export page

How to delete scheduled exports

In the Manage Exports page (See **How to use Manage Exports page**), check the checkboxes of the exports you want to delete and then click the Delete button.

After clicking the Delete button the *Delete Exports* popup will appear with a warning message and the name of the scheduled exports you selected to delete (See Figure 69). You can click the OK button to delete the scheduled exports or the Cancel button to stop the delete process and close the popup.

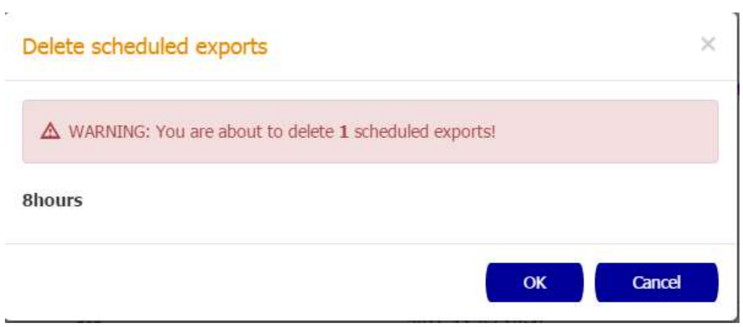


Figure 69. Delete exports

How to show the details of a scheduled export

In the Manage Exports page (See **How to use Manage Exports** page), click the row of the desired scheduled export in the table (See Figure 66) and the system is going to display the Scheduled Export Details page with the scheduled export information.

How to Download settings to CSV

In the Manage Exports page (See **How to use Manage Exports** page), click the Download to CSV button. A zip file containing the settings in csv format will be created in the user’s default download folder.

NB, This will download not just the Exports settings, but also Saved Searches, Custodians Data, Flagging Rules and Keywords for the entire compliance team to which the user belongs.

How to use the export details page

There are two different kinds of exports, Saved Search exports and Exports. Saved Search exports allows users to specify an already stored search and export the results in a timely basis. Exports allow users to specify search criteria and export the results in a timely basis.

How to use the Export details page

The Export Details page is the place where the details of an export is displayed (See Figure 70).

There are five things that you can do in the Export Details page:

- Edit the export information
- Delete the export
- Edit an export schedule
- Download / upload all custodian group settings in CSV format

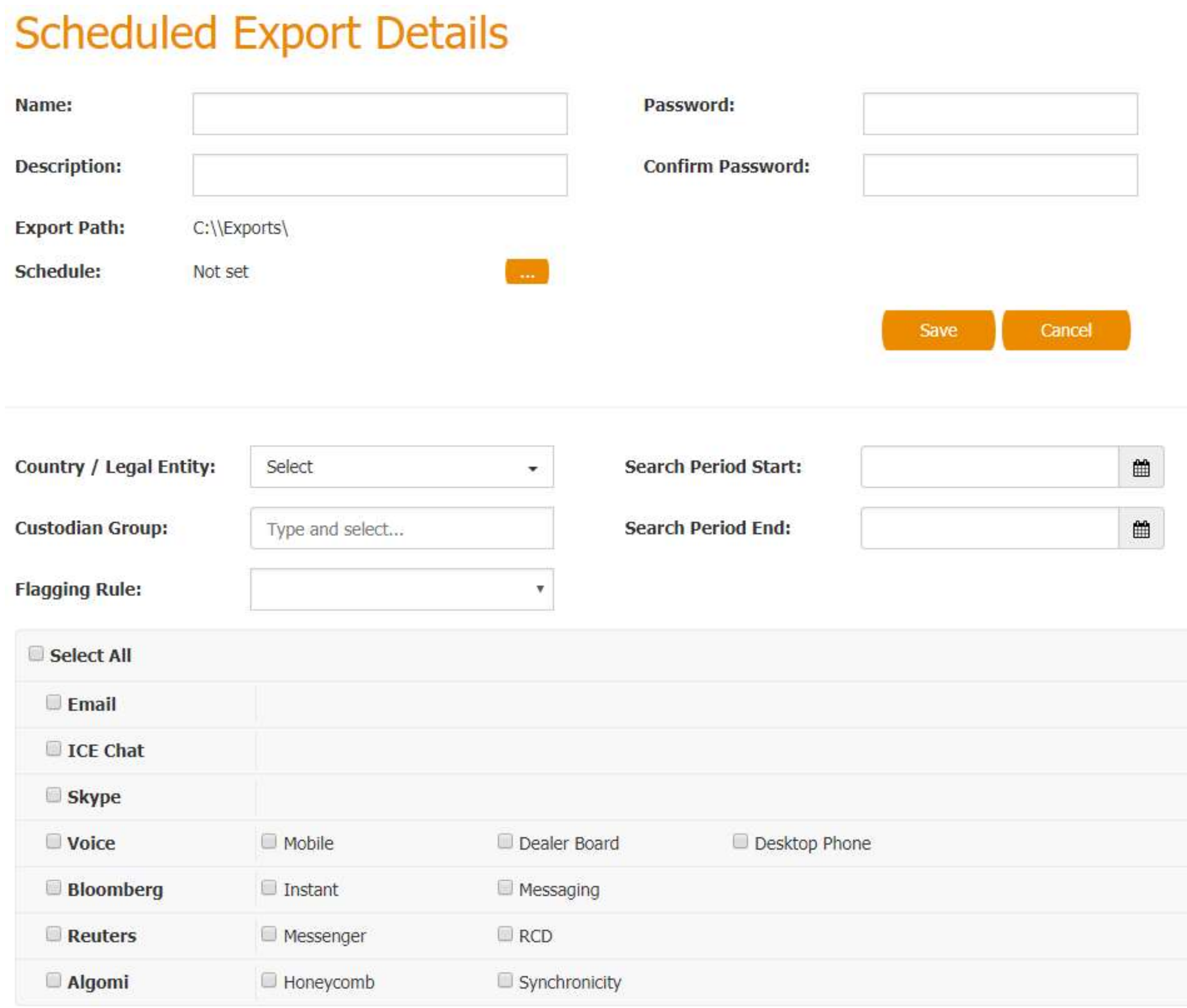


Figure 70. Export Details page example

How to edit an export

In the Export Details page **(**See **How to use the custodian group details** page) enter the information you need to update and then click the Save button to save all changes. These are the fields that can be updated:

- Name
- Description
- Export filters
    - Start Date

  - End Date
  - Country / Legal Entry
  - Custodian Group
- Password
- Schedule
- Channels

How to delete an export

In the Export Details page **(**See **How to use the custodian group details** page) click the Delete button.

After clicking the Delete button the *Delete Scheduled Export* popup will appear with a warning message and the name of the scheduled export you want to delete (See Figure 71). You can click the OK button to delete the schedule export or the Cancel button to stop the delete process and close the popup.

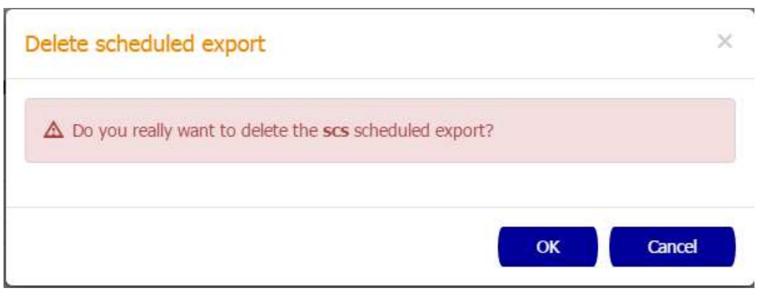


Figure 71. Delete export

How to edit an export schedule

In the Export Details page **(**See **How to use the export details page)** press the Schedule Export button. This will open a popup (See Figure 72) where you can select how often exports will be executed. After you have entered the schedule information, click the OK button.

The edit export schedule pop up allows users to select the time range when this export is going to run.

These are the available schedule options:

- Run Now: The export is performed once, it starts immediately after you press the OK button
- Run Later: The export is performed once, it starts at the date and time specified in the Start Date field.

- Periodically: The saved search is exported every X amount of hours and minutes. It exports the latest conversations that occurred in the last X amount of hours and minutes.
- Daily: The saved search is exported every day at the specified hour It exports the latest conversations that occurred in the last day.
- Weekly: The saved search is exported every week at the specified hour and days. If the Shifting Time Window option is checked, it exports the latest conversations that occurred in the last week.
- Monthly: The saved search is exported every month at the specified hour and day If the Shifting Time Window option is checked, it exports the latest conversations that occurred in the last month.
- Advanced: The user can specify a CRON query to schedule the export process

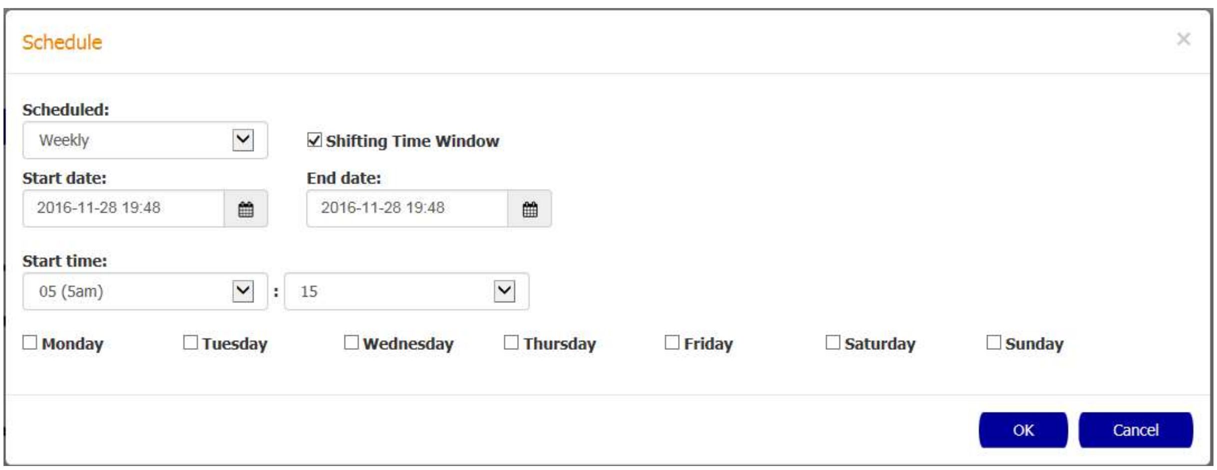


Figure 72. Edit Export Schedule Popup

How to use the Export Saved Search details page

The Export Saved Search Details page is the place where the details of an export is displayed (See Figure 70).

There are five things that you can do in the Export Details page:

- Edit the export information
- Delete the export
- Edit an export schedule

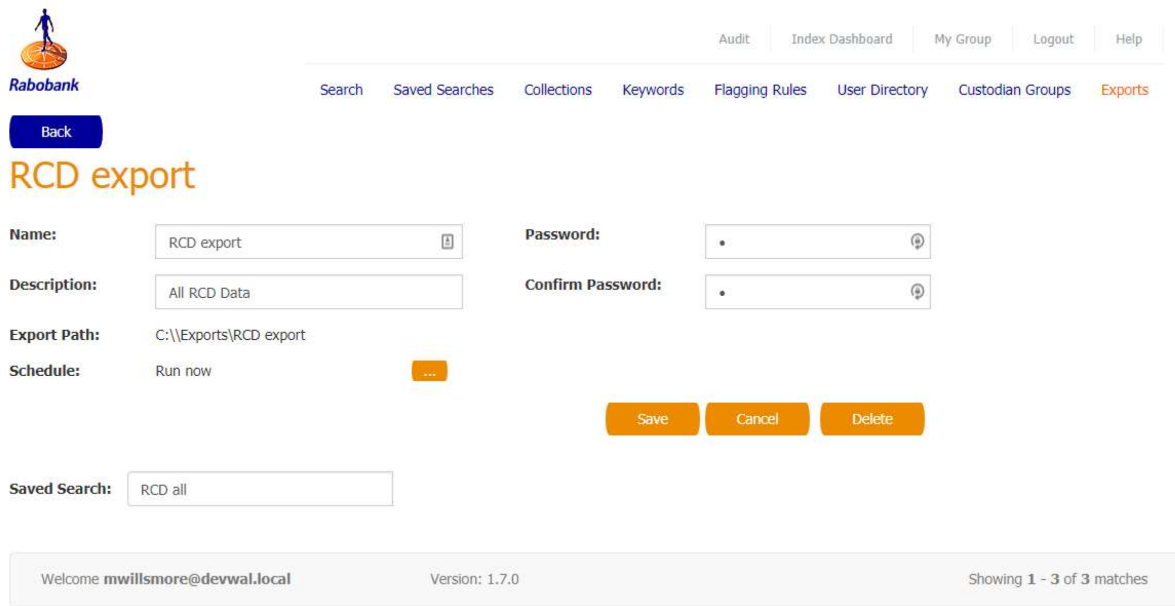


Figure 73. Export Saved Search Details page example

How to edit a saved search export

In the Export Saved Search Details page **(**See **How to use the custodian group details** page) enter the information you need to update and then click the Save button to save all changes. These are the fields that can be updated:

- Name
- Description
- Saved Search
- Password
- Schedule

How to delete an export

In the Export Saved Search Details page **(**See **How to use the custodian group details** page) click the Delete button.

After clicking the Delete button the *Delete Scheduled Export* popup will appear with a warning message and the name of the scheduled export you want to delete. You can click the OK button to delete the schedule export or the Cancel button to stop the delete process and close the popup.

How to manage the welcome page

Clicking on the 'Manage Welcome Page' takes you to a simple content management system that allows the Welcome page to be created. It consists of two areas, an editor panel that allows the page to be directly edited. It generates the html that is used in the Welcome page and has all of the features you would expect of a rich text editor.

The second area is a list of messages. These can then be dynamically inserted into the main page using the 'shortcode' button and changing the snippet to tell it what messages to show. This works rather like wiki markup.

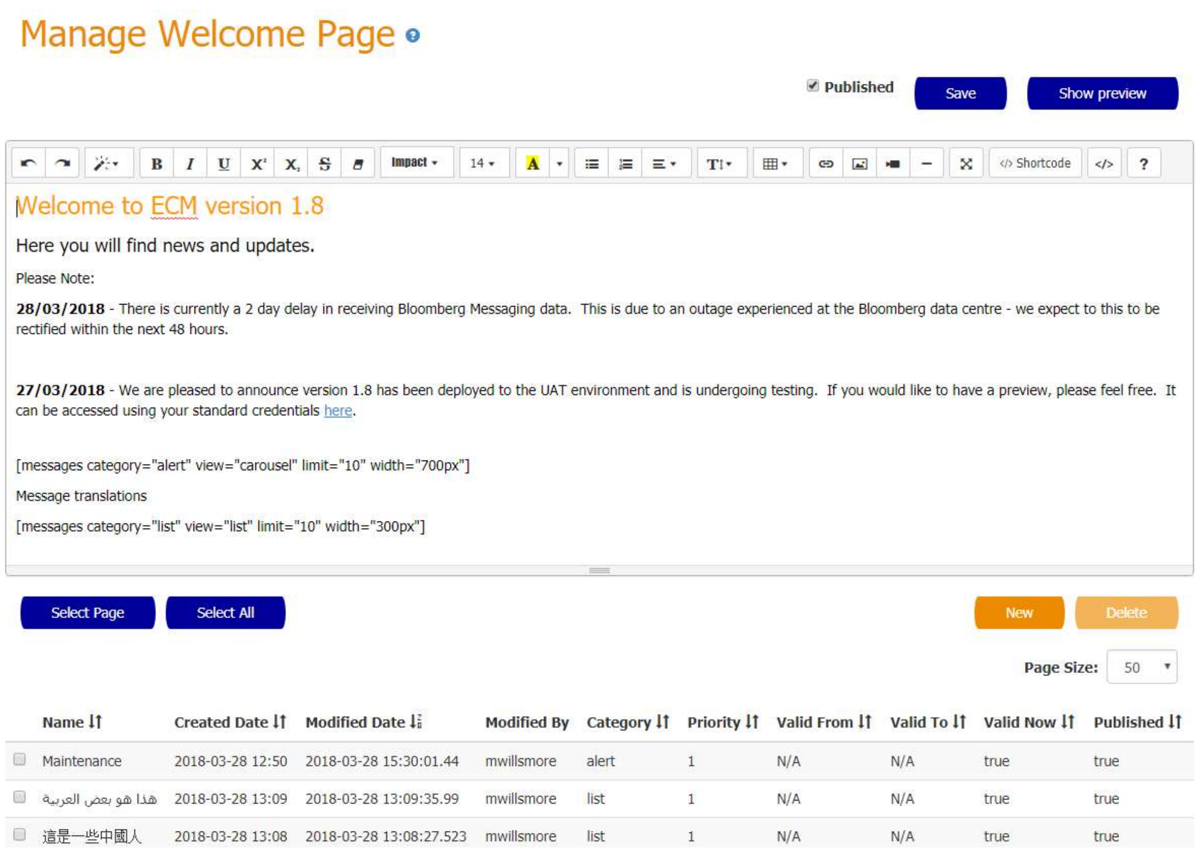
For example messages with a category of alert would need and appearing in carousel format would have this snippet.

[messages category="alert" view="carousel" limit="10" width="700px"]

This will pick up and display items from the list with a category of alert and show them in a carousel.

Messages with a category of list displayed in a list would need a snippet of:

[messages category="list" view="list" limit="10" width="300px"]



Use the preview button to check what the page looks like, and when happy Save the file with the Published checkbox checked and it will be updated.

How to use the audit search page

From the audit search you can perform searches through all the users' activity in the application.

To access the Audit Search page you can click the *Audit* link in the top menu (See **Top Menu and Footer**).

There are five different fields that are used as search criteria in the audit search page:

- Start date: action start date
- End date: action end date
- User: username that performed the action
- Action: the action performed by the user
- Resource: the different resources available in the application

See Figure 74 as a search example.

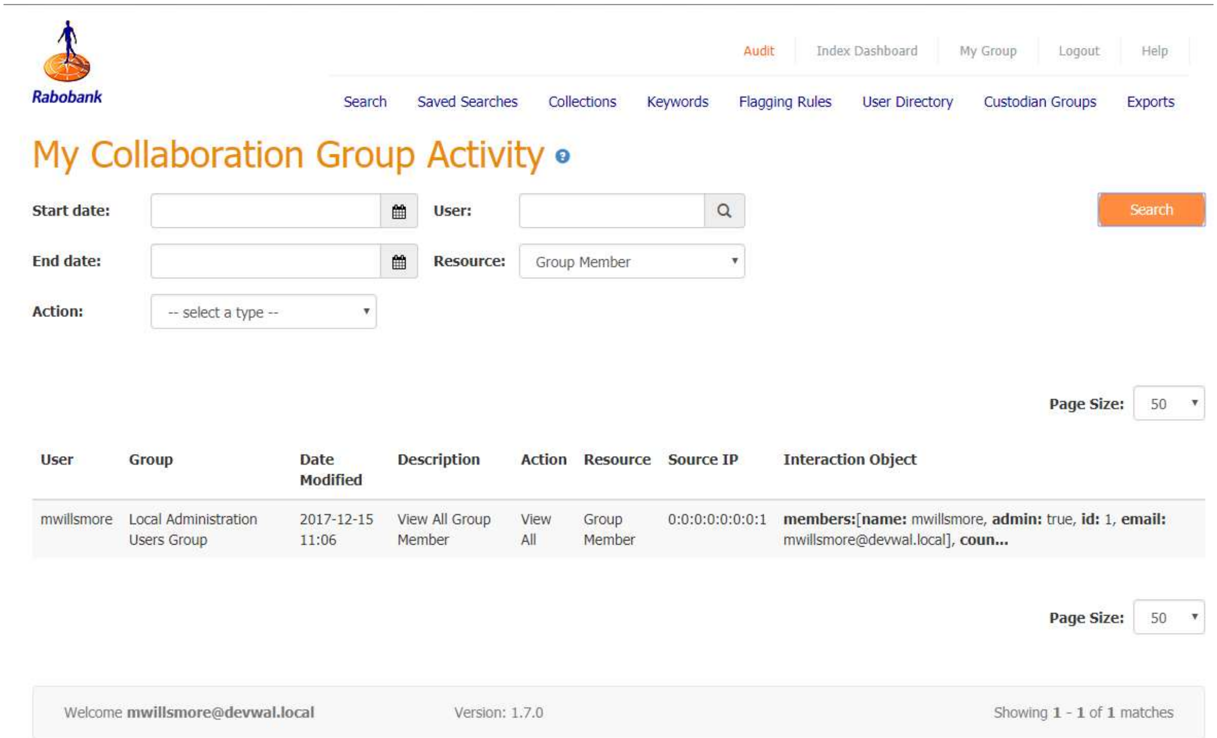
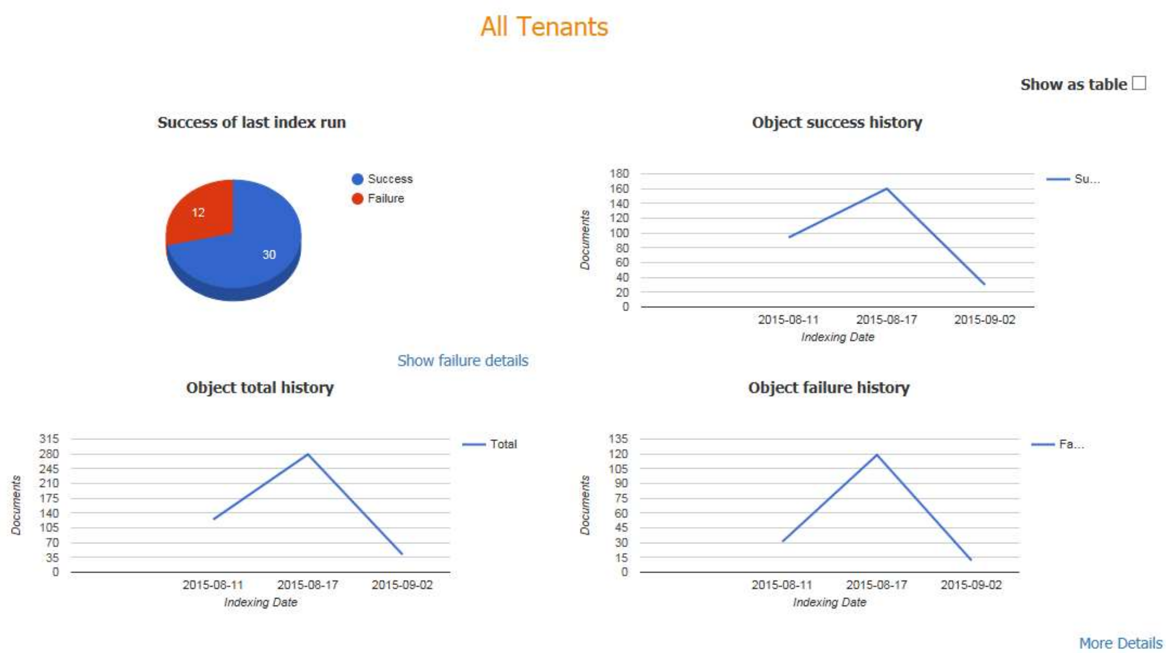


Figure 74. My Collaboration Group Activity search example

How to use the index dashboard page

To access the Index Dashboard page you can click the *Index Dashboard* link in the top menu (See **Top Menu and Footer**).



How to use the My Group page

This page will show the details of the current user group (See Figure 75).

To access the My Group page you can click the *My Group* link in the top menu (See **Top Menu and Footer**).

The information displayed in this page is:

- Description: group description
- Date Modified: last group modification date
- Owner: the user owner of the group
- Type: the group type
- Members: a table with the list of members. The table contains the following user information:
    - Name: the username
    - Email: the user's email

- Admin: if the user is administrator shows a true, if it is not the shows a false.

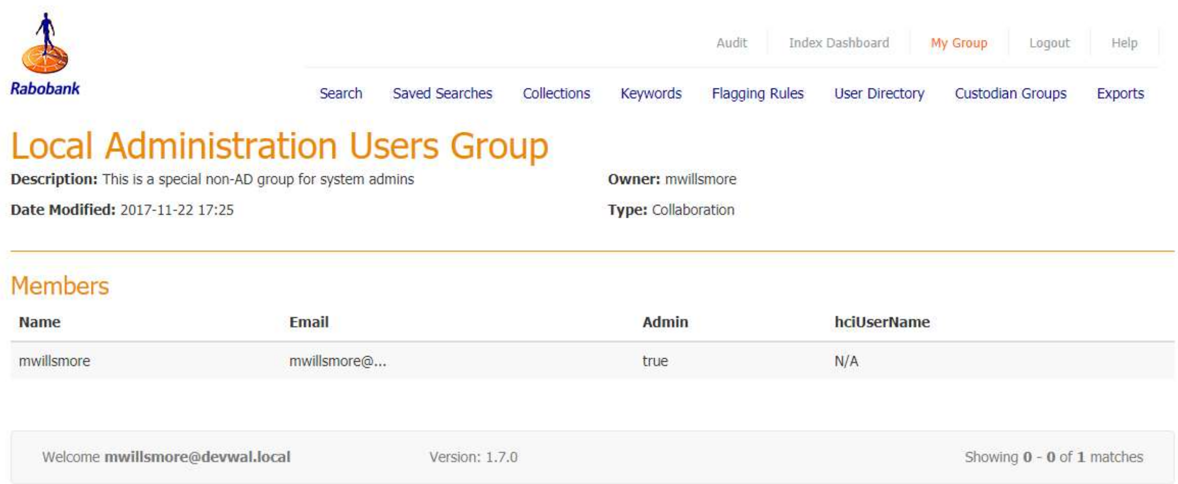


Figure 75. My Group page