



# Speech Analytics Reporting Integration Category and Keywords

Version	Date
1.0	8 August 2018

## Table of Contents

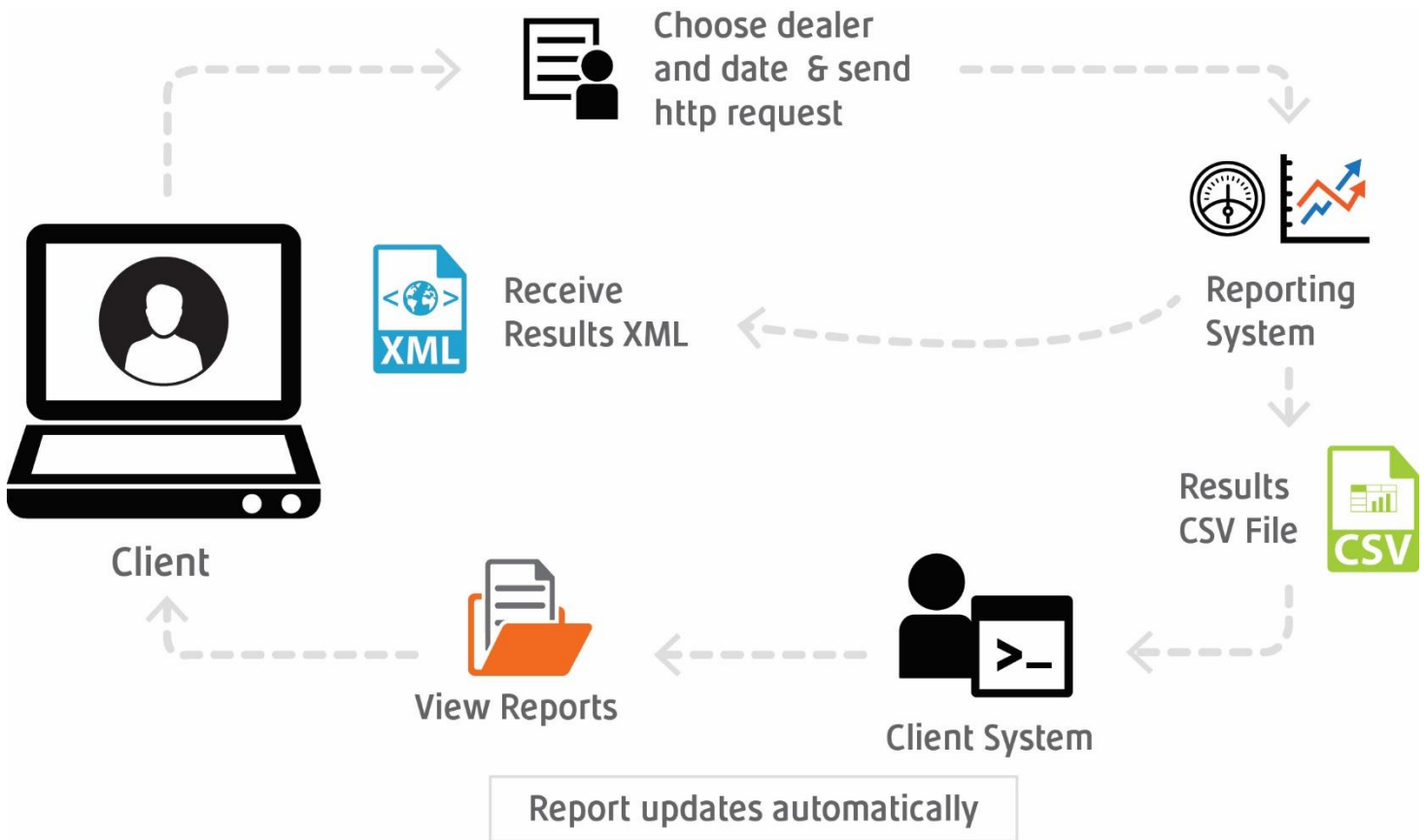
Introduction.....	3
Obtaining reports via HTTP request .....	4
Option 1: Report URL's.....	4
Option 2: API Authentication.....	4
URL Parameters .....	5
XML Return results .....	6
CSV Return results .....	6
Contact Delacon.....	7
About Delacon.....	7

## Definitions

**Report:** When the database is 'called' and speech analytics data for a given period of time is received.

# Introduction

Our system allows our clients to access Keyword and Category Speech Analytics reports through HTTP requests as shown below. The files can be in either XML or CSV.



## Obtaining reports via HTTP request

---

The reports option allows you to receive reports on the keywords and categories for all phone calls for a given time period.

### Option 1: Report URL's

Reports can be accessed through the following URL:

<http://vxml5.delacon.com.au/site/report/reportanalytics.jsp?userid=test&password=test&datefrom=2012-01-01&dateto=2012-01-31>

or (using the optional parameters)

<http://vxml5.delacon.com.au/site/report/reportanalytics.jsp?userid=test&password=test&datefrom=2012-01-01&dateto=2012-01-31&showsamcategory=1&showsamtopkeywords=1&reportoption=csv>

### Option 2: API Authentication

Alternatively, an API key can be used for authentication. This may be a more secure alternative than putting a user ID and password in a URL.

The URL will look like the below if authentication is done via API key (see instructions on page 5 on how to authenticate using API key):

<https://pla.delaconcorp.com/site/report/reportanalytics.jsp?reportoption=xml&datefrom=2015-09-09&dateto=2015-09-10>

#### How to get your API Key:

1. Login to your Delacon account  
Direct Link: <https://pla.delaconcorp.com/site/jsp/login.jsp>
2. Click on "API Key"
3. API Key page will show one value:-
  - a) AuthToken

## URL Parameters

The URL has the following input parameters:

Parameter Name	Description of data to be entered	Mandatory	Type/Length
userid	User ID	NO*	Alphanumeric string
password	Password	NO*	Alphanumeric string
datefrom	Date on which the report is to start	YES	String in YYYY-MM-DD format
dateto	Date on which the report is to end. The latest date that can be set in this parameter is the day before the current date.	YES	String in YYYY-MM-DD format
reportoption	Format of the report	NO	Default is XML, valid value is "csv"
showsamcategory	Request the category and confidence score as computed by the Speech Analytics Module	NO	Valid value is "1"
showtopkeywords	Request the top 20 (if available) keywords and ranking from the transcript as identified by the Speech Analytics Module	NO	Valid value is "1"

**Please note that the other parameters above can either be sent to Delacon using a HTTPS POST or a GET (your choice).**

If User Id and Password are not supplied, authentication can be done by putting API Key in HTTP Header, named "Auth"

Example API Key

```
Key:Auth=1_1XXXXXXXX/XX1XXXXXXXX+XX1X1XXXXXXXXXXXXXXXXXXXXXXXXXXXXX11X1XX1XXXXXX
XXX1XXX11XXXXXXXXXXXXXXXXXXXXXXXXXXXXX/XXX+1XXXXXX1XXXX1XX1/1X1XX1XXX1XXXXX1X
XXXX=
```

## XML Return results

This XML returning the results of the report request will include the following parameters for each call reported on:

Parameter Name	Description of data
IncomingCallNumber	A unique key that can be used to represent the call in Delacon server. Only this data will appear if no parameter is requested (default).
SamCategory	Categories and corresponding confidence score as identified by the Speech Analytics Module in "category-score" format
SamTopKeywords	Top 20 (if available) keywords and corresponding ranking as identified by the Speech Analytics Module in "keyword-ranking" format

### Sample XML

Sample XML showing the results of a reporting query:

```
<?xml version="1.0"?>

<SpeechAnalyticsFlows><SpeechAnalyticsFlow>
<IncomingCallNumber>61293281232</IncomingCallNumber>
<SamCategory>Sales-72.32|Service-10.59|Spare Parts-5.32|General-11.77</ SamCategory>
<SamTopKeywords>new car-1|price-2|how much-3|inspection-4|booking-5|have a look-6| ... .. |free servicing-
20 </ SamTopKeywords>
</SpeechAnalyticsFlow></SpeechAnalyticsFlows>
```

**Please note that the other parameters above can either be sent to Delacon using a HTTPS POST or a GET (your choice).**

## CSV Return results

Reports can also be accessed by retrieving report data (in CSV format) by setting the parameter **reportoption** parameter.

CSV reports will have the same parameters as those set out above.

Sample of report in CSV format:

```
Incoming Call Number,Category-Confidence Score,Keywords-Ranking

61293281232, Sales-72.32|Service-10.59|Spare Parts-5.32|General-11.77, new car-1|price-2|how much-
3|inspection-4|booking-5|have a look-6| ... .. |free servicing-20

61429782863,,

61429782868,,
```



## About Delacon

Delacon has extensive expertise in developing leading edge telecommunication technologies that help businesses stay ahead. Since the company's beginning in 1996, Delacon has been committed to developing products that help businesses improve their day to day operations and marketing ROI. Over the past few years the company's efforts have been focused on delivering a world class call tracking solution to support directory companies, digital media agencies, data driven marketing professionals, direct marketers, SME and enterprise businesses.

