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## Agent

### **What are the IM capabilities between agents and agents/supervisors? Is there any presence (availability) information linked to this IM session?**

IM capabilities between agents are clearly described in the Unified Desktop documentation. Here an extract of capabilities:



**Session > Instant messaging > Connect** Starts an instant messaging session with another agent. Agents start an instant messaging with another agent to ask for help.



**Session > Instant messaging > Disconnect** Stops an instant messaging with a contact or an agent. Agents disconnect instant messaging to stop chatting.



**Session > Instant messaging > Retrieve** Retrieves the instant messaging that has been extended. Agents retrieve an instant messaging to close the instant messaging window with the other agent.



**Session > Instant messaging > Extend** Opens a new instant messaging to another agent. Agents extend the instant messaging to get help from another agent.



**Session > Instant messaging > Transfer** Sends the instant messaging to another agent. Agents transfer an instant messaging for other agent to handle the contact.



**Session > Instant messaging > Conference** Starts a conference instant messaging after agents have extended the instant messaging to another agent. Agents start a conference instant messaging to chat to the contact and another agent at the same time. The conference instant messaging ends when one of the agents disconnects the instant messaging. The other agent continues to chat with the contact.

Supervisors can log in Unified Desktop, and from there they have access to IM with other agents. The Management Portal application does NOT provide these features.

From the Management Portal, the users can only send messages to agents (one-way only).

Agents in IM sessions with other agents are seen "as busy" like when taking customer interactions.

There are various built-in dialogs, Scripting Language (ASL) actions, and APIs that provide agent status info.

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### **May the agents have access to a personal call log, i.e. the phone calls in- and-out which they did themselves? Does Unified Desktop offer this possibility?**

It does but it needs some "scripting" to get and display the call log. It is not available out of the box. Thus, agent **Smart** licenses are required.

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### **Can we customize the OTCS Unified Desktop Web client to use keyboard shortcut keys to operate the telephony functions, in other words instead of using the mouse, using the keyboard shortcut keys to activate the telephony functions in the Unified Desktop web application?**

You can do it if you develop a .NET application that captures the keyboard and calls the appropriate telephony operations. Probably not the most cost effective way to do it.

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**Agent Motivator: Can I check for a counter coming from CRM database to display it in agent leader-board screen or I have to first import this data from CRM into OTCS DB Repository?**

The Agent Motivator shows OTCS KPIs. If you want to display data coming from the CRM, you can build a Unified Desktop “custom control” and fetch and display the required data.

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**Agent login: Is it possible for an agent to login to the system via his OXE phone set or via his Mobile phone set?**

To perform the Login, Logout, Ready, Not Ready, Open Campaigns and Close Campaigns operations, an agent can call an OTCS VP application. This application is not natively available today and needs to be developed using ASL scripting. It's planned to have it natively in the product with OTCS R3.1 in H1 2016.

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**Can we associate a DECT as a tandem to an agent phone set (configured as business phone set in OXE)?**

No, because of CSTA restrictions for tandem sets.

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**Is it possible to have presence information on the agent Unified Desktop allowing an agent receiving an incoming call to check the availability of his/her colleagues, having the right skill, before transferring the call to them?**

This is not a native feature. You could build an app based on the Operational/Monitoring API that provides such info.

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**Is there a way to prevent an agent from setting himself to not available state if e. g. the expected waiting time in the queue of one of his campaigns exceeds a threshold?**

One possible solution is to develop a .NET control to embed in the Unified Desktop interface, this control can be invisible, and it just needs to be there to run when the agent chooses “not ready”.

This control can use the Unified Desktop Windows .NET API to automatically check the queue using the method GetCampaignStatistics. One of the properties it returns is:

```
int NumInteractionsQueued {get;}           “Number of queued interactions”
```

```
If NumInteractionsQueued > MaximumAcceptedValue
```

Then automatically/programmatically set the agent to Ready state for the campaign.

And then you can also set the agent to Ready state automatically using the API. All this information is on the Unified Desktop Windows API documentation.

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**Supervision and Configuration**

**Does OTCS provide Audit Tool enabling to track every change on the configuration on the basis of when, who and what has changed?**

We can track the changes on a specific campaign but can't have a global view of all the campaigns or even what has changed on the solution.

If a customer requires like a configuration audit tool, then it would be possible to use Integration Server API to develop it.

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**Can the message of the day be stored for later review; is it saved to the OTCS database?**

The message of the day is stored in the OTCS database.

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**Is the message of the day automatically cleared once viewed by the agents or at the end of the day?**

The message of the day for agent, team, campaign, contact center is only cleared by supervisor intervention (usually replaced by another one).

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**Prioritization among campaigns in OTCS, how it works?**

We have 2 options:

**1. Fairness Among Campaign Queues**

This option guarantees that all campaigns have a fair opportunity to deliver interactions.

**2. Blending of Campaign Queues**

This option enables blending of all interactions in a single queue while respecting their absolute priority. The Blending of Campaign Queues is the universal queue so all the interactions are delivered according to their own absolute priority.

This means that we can have a situation where the system processes all the contacts of a campaign till none is left and then processes others. With the Blending of campaign queues the solution to this issue is to adjust the priority level of the same type of interaction on different campaigns as follows:

For instance, configure the outbound contacts for **campaign A** with priority between 600 and 700 and for **campaign B** between 650 and 750.

This way the system processes some interactions from **campaign A** being delivered before processing the ones in **campaign B**.

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**Inbound management**

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## **Outbound management**

### **How the Call Classification is performed using Dialogic HMP software?**

Here the Call Classification steps:

1. When contact is answering, HMP software is detecting whether it's an answering machine or human being
2. In case of Human being, OTCS setup a 2nd SIP leg to agent, agent is ringing
3. On Agent answer OTCS sends a SIP Refer/Replace to OXE for the release of the SIP trunks which then transfers the PSTN trunks directly to the agent.

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### **Is SIP trunk released after outbound call is transferred to an agent?**

Yes, the SIP trunk is released after the outbound call transfer to the agent using SIP Refer/Replace method.

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### **Is HMP resource released after outbound call is transferred to an agent?**

Yes, HMP resource is released after detecting whether it's or not an answering machine, so HMP resource is released before agent ringing.

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### **What is the average time required for Call Classification?**

The Call Classification takes 5 to 10 seconds.

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### **Is it necessary to have dedicated server for HMP software?**

HMP software is embedded with OTCS Unified Dialer module based on ACS.

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### **For the Call Classification capability, what type of licenses is required for the HMP module?**

HMP Win 3.0 Dialogic product (Windows 2008 Server R2 or Windows 2012 Server):

- #HMP VOICE LICENSE DMIPS10V30W (P/N = 886-197)
- #HMP RTP G711 LICENSE DMIPS10R30W (P/N = 886-201)
- #HMP Maintenance 1Y

Note:

- It's strongly recommended to request an offer from ALE professional services central team (PSPM) to get good discount level as well as full maintenance from Dialogic. If Dialogic is ordered directly from BP, maintenance will not be covered by ALE.

- @Mac of the server where HMP is deployed must be indicated for official ordering. HMP is using a license server requiring @Mac for signing the license file.

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**How should we compute the number of PSTN trunks and SIP trunk channels for Outbound Predictive solution?**

❖ **PSTN trunk channels number computation (trunk capacity)**

To compute the trunk capacity, you must estimate:

- The Average Call Duration: considering all calls connected to agents
- The Connect Ratio: number of calls transferred to agents divided by the total number of dial attempts

Then lookup the “trunk:agent” ratio in the table below:

Connect Ratio	10%	15%	20%	25%	30%	35%	40%
Average Call Duration	trunk:agent						
40 seconds	5.7	4.1	3.3	2.7	2.4	2.1	1.9
60 seconds	4.9	3.6	2.9	2.5	2.2	1.9	1.7
80 seconds	4.2	3.1	2.5	2.2	1.9	1.8	1.7
100 seconds	4.2	2.9	2.4	2.0	1.9	1.7	1.6

Finally, multiply the number of agents by the “trunk:agent” ratio to get the trunk capacity.

❖ **SIP trunk channels number computation (SIP trunks between OXE and OTCS VP)**

To compute the number of SIP trunk channels between OTCS Communication Server and the OXE, start by estimating the trunk capacity required for predictive, as described above. Then, lookup the average call duration in the table below, and apply the formula.

Formulas to compute the number of SIP trunk channels:

Average Call Duration	SIP trunk channels
40 seconds	trunk capacity * 80%
60 seconds	trunk capacity * 75%
80 seconds	trunk capacity * 70%
100 seconds	trunk capacity * 65%

**EXAMPLE:**

Consider a system with 100 agents, average call duration of 60 seconds and probability of success of 25%.

1. According to the trunk capacity table, “trunks:agent” ratio is 2.5
2. 100 agents \* 2.5 = 250 trunk channels connected to the voice network (trunk capacity)

3. According to the above table, the estimate for the number of SIP trunk channels is “trunk capacity \* 75%”, so,  $250 * 75\% = 188$

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#### **Do I need OTCS VP type of licenses for Outbound Predictive solution?**

No. You need only the related OTCS licenses for Predictive mode with or without Call Classification as an option. Don't forget the SIP trunk resources in OXE to communicate with OTCS Unified Dialer. With Call Classification option, Dialogic HMP software must be ordered.

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#### **Can we import directly/automatically the data into the Outbound campaign calling lists via ODBC?**

No, you can't import contact data directly/automatically from ODBC. What you can do is to build an app using the Integration Server API (with Server to Server integration option) that will get the data from ODBC and using the API function, create the contact and add it to the OTCS DB.

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#### **When the call classifier detects an answering machine, the strategy shall be such that the solution leaves a message on the answering machine. Is this possible?**

Yes, the pre-recorded message/voice file is located at the OTCS Call classifier Server.

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#### **Is it possible to design the strategy such that e. g. between 2 and 6, a message is left on the answering machine and between 6 and 8, the dialer hangs up when there is an answering machine?**

No, it requires a product change!

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#### **When should I quote “Strategy Manager” licenses?**

Strategy Manager is a built in functionality for Outbound. It allows the definition of segments inside a contact list. When we have up to 1 segment per campaign/contact list, there is no need to Strategy Manager licenses. For multiple segments, the Strategy Manager licenses are required.

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#### **Is it possible to cancel scheduled outbound contact and how?**

Yes, it's possible:

- For batch operations, using uciLoader with the Id of the contacts to cancel.
- For online operations, using a web service (API) to load and update contact(s).

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#### **Email management**

**Can SMTP and POP3 be used in secure mode (SSL)? If yes, what are the ports used in this case?**

Yes both can be used in secure mode: SMTP and POP3 authentication and encryption.

Reference of configuration panel is in document "Management Portal Reference".

Regarding the protocols and port usage, please see the info below:

**POP3 encryption type**

Security protocol used to provide data encryption over the POP3 protocol.

One of the following values:

- None (default value)
- SSL: 995
- TLS: 110

**SMTP encryption type**

Security protocol used to provide data encryption over the SMTP protocol.

One of the following values:

- None (default value)
- SSL: 465
- TLS: 587

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**Does OTCS provide emailing solution? If yes, what we need in terms of licenses?**

Emailing: we allow customers to automatically send personalized emails to a set of contacts. The process works as follows:

- a) Users load contacts in batch.
- b) Contacts are assigned to an 'automated agents' campaign.
- c) Developer writes a routing script that receives one contact at a time, computes the email body that should be produced (e.g. applying an email template), and sends the email.

To implement this mechanism you will need, for each simultaneous "automated agent" working on the campaign: 1 voice portal outbound license + 1 email channel license.

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**As the IMAP4 protocol is not yet supported by OTCS, in the case of 4645 (our voice mail product), it can only convert and store a VM as email and uses IMAP to access/forward the mail. How would OTCS handle that requirement?**

The approach is to have an intermediate email server to serve as gateway. OTCS then collects the emails from this intermediate email server.

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### Does Default license for Unified Desktop application is enough for an agent receiving and handling emails?

Yes, it's enough. Be aware that in case of Social Media handling, you need Quick Script Editor (free of charge) or Smart licenses for Unified Desktop application to achieve correct display of messages/posts.

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### Is it possible for an agent receiving an inbound call to send an email out to the calling party? Do I need to add Email Licenses for agents?

(Use case: Imagine a voice inbound call to an order hotline. The agent takes the call and goes to the order process. At the end, the agent asks the caller if he would get a confirmation mail with the ordered items. If the caller wants the confirmation mail, the contact center owner will have the number and address who have called and new the mailing address in addition...)

Yes, besides the voice inbound and the desktop licenses, you need to add Email licenses for agents.

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## Chat management

### Which protocols do we use for Chat?

HTTP(s) transport.

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### How do we ensure that the communication gets through firewalls?

Firewalls are frequently pre-configured to accept some well-known flows, so well-known protocols such as HTTP or HTTPs used by public Web server.

HTTP flow uses by default port 80 and HTTPs uses port 143. These protocols (HTTP or HTTPs) are not considered by the IT security managers as a security hole.

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### How to integrate Instant Messaging in public website?

❖ Instant messaging has to be included into website page as an HTML iFrame:

```
<iframe src="https://<OTCSIM_HOST>:<OTCSIM_PORT>?dnis=<IM_DNIS>&linkify=true" height="500" width="500"/>
```

- OTCSIM\_HOST : OTCS IM host
- OTCSIM\_PORT : OTCS IM port
- IM\_DNIS: IM DNIS defined in associated campaign

❖ By default, language selected is browser language. To select another language add query **lang** parameter. Example for Finnish language:

```
<iframe src="https://<OTCSIM_HOST>:<OTCSIM_PORT>?dnis=<IM_DNIS>&linkify=true&lang=fi" height="500" width="500"/>
```

**Note** - To add IM localization file:

- Under "C:\Program Files (x86)\Altitude\Altitude uCI 8.1\Altitude Assisted Server\easy\resources\imhttp\dist\locales" folder,

- Create “fi” folder, then copy it in **translation.js** file.

❖ Sample of HTML code:

```
<html>
<body bgcolor="#E6E6FA">

  <h1>Demo OTCS Instant Messaging website</h1>
  <iframe src="http://172.25.153.73:9999?dnis=9003&linkify=true" height="500px" width="500px"/>
</body>
</html>
```

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## Social Media management

### Is it possible to route the Facebook/Twitter POST based on its content?

The content of the Social Media POSTs can be analyzed, based on keywords matching, through a tailored ASL routing scripting. The complexity of the ASL Routing script development depends on the richness of the content analysis.

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### Does Default license for Unified Desktop application is enough for an agent receiving and handling Social Media messages/posts?

No, in case of Social Media handling, you need Quick Script Editor (free of charge) or Smart licenses for Unified Desktop application to achieve correct display of messages/posts.

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## Video Kiosk management

### Which protocols do we use between the video kiosk and the OTCS?

Protocol used for transporting video media between Kiosk equipment and OTCS Unified Desktop is RTP over DTLS (WEBRTC).

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### What are the requirements on the video kiosk (what do we use there)?

Video kiosk is based on hardware equipment able to run a web browser compatible with the WebRTC technology.

Note: Today only Chrome is supported.

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### Which features of the OTCS client do we leverage (html 5 etc.)?

Video media is displayed inside Chrome browser and interactions between OTCS Unified Desktop and video window are handled by specific script.

Note: OTCS Unified Desktop must be associated to Smart (Script + CRM + Custom) option for running this script.

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### **Can we transport some additional data to the video signal including some other media (like web sharing)?**

*(E. g. the customer is in a furniture store in the kitchen department; there's the Miele video kiosk also offering some info on Miele products. He is browsing through some offers and finally finding refrigerators interesting, pressing a button (Video / talk to me). Can the agent see in which store this guy is and that he is interested in refrigerators? Can he as well open a web page and show him some special items?)*

Today the solution supports file sharing (png/jpg/...) with annotation. Feasibility analysis is in progress for supporting desktop sharing (based on WebRTC capabilities).

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## **Voice Portal management**

### **Does OTCS VP support ccXML? If not, is it planned?**

No, only vXML and proprietary scripting language (ASL) are supported. No plan for ccXML support.

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### **What is the procedure for building IVR flows and voice applications?**

Process of creation of voice applications for OTCS Voice Portal is very similar with process of development of Windows applications using IDE like Visual Studio. OTCS Design Studio is used in this case instead of Visual Studio and Altitude Scripting Language is used instead of .NET language.

The Altitude Scripting Language is an application language. Language features are specially designed for the contact center domain. The Scripting Language achieves business goals by interacting with a contact or agent while coordinating with the telephony switch, email servers, the SQL database, the Assisted Server, and the Windows OS. Language syntax is similar to C# and program text is easy readable by human.

The scripting language allows playing a voice file or a voice guide, or using TTS instead of a voice file. It allows detecting and analyzing DTMF codes as well as human speech using ASR from Nuance.

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### **How the prompts/voice guides are managed in OTCS VP environment?**

1. Prompts are just wav files residing in OTCS VP directory, and within the OTCS Routing script we specify which prompt (the path to and the name of audio file) has to be played. So it's just a matter of downloading of audio files in relevant directory on OTCS VP server and writing the relevant ASL script for specifying the path to and the name of the prompt to be played. It's a good practice to use "alias" in ASL script and replacing audio file name by the alias to avoiding rewriting ASL script when changing the prompt to be played.

2. With RSI, the OXE prompts are used instead of OTCS VP prompts within the routing script. This will be used by Visual CS/Visual IP tools coming end of 2015 with OTCS for MID offer and we plan to integrate in OTCS management tool a way to change the content of OXE prompts graphically.

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**Does OTCS VP support Dynamic Port Allocation for IVR applications?** (If you run multiple IVR applications, it is suitable to have ports dynamically allocated to applications. This requires you to pass DNIS from the switch to the IVR (or route all calls to any IVR port and have DNIS to determine which application to use). Dynamic allocation achieves better utilization, and is especially helpful if you have peaks that are at different times for different applications).

OTCS does not support Dynamic Port Allocation for IVRs as an out-of-the-box feature.

However, there could be a “workaround”. Several Entry Points (CCD Pilots) can be linked to the same Rerouting Processing Group (PG) within the CCD distribution. The Rerouting PG then routes the calls to OTCS VP through a SIP Trunk Group (implicitly, an IVR ports group). The IVR applications/campaigns can be associated to Entry Points/Pilots (DNIS). The analysis of the DNIS enables to execute the associated IVR application/campaign.

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**Use case 1: A voice application of OTCS Voice Portal provides self-services for callers without call distribution to agents. The application uses database lookup functionality but doesn't use ASR and TTS. Is “Voice Prompting” for Voice Portal type of licenses enough?**

Voice Portal license would be needed as there is integration with database. You need to license Voice Portal license only as there is no option to transfer the call to agent.

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**Use case 2: A voice application of OTCS Voice Portal makes call qualification using database access and then makes call forward to DNIS of a human agent campaign. Call distribution algorithm is FIFO on agent with longest idle time. Is “Voice Prompting” for Voice Portal + “Routing Default” for routing types of licenses enough?**

Voice Portal license would be needed as there is integration with database. You need to license Voice portal along with Default routing and Queue. In this case routing is FIFO.

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**Use case 3: A voice application of OTCS Voice Portal makes call qualification using database access and then Enqueue call in a human agent campaign with skills profile. Is “Voice Prompting” for Voice Portal + “Intelligent+GUI based” for routing types of licenses enough?**

Voice Portal license would be needed as there is integration with database. You need to license Voice portal along with Intelligent + GUI routing and Queue. In this case routing is skill based.

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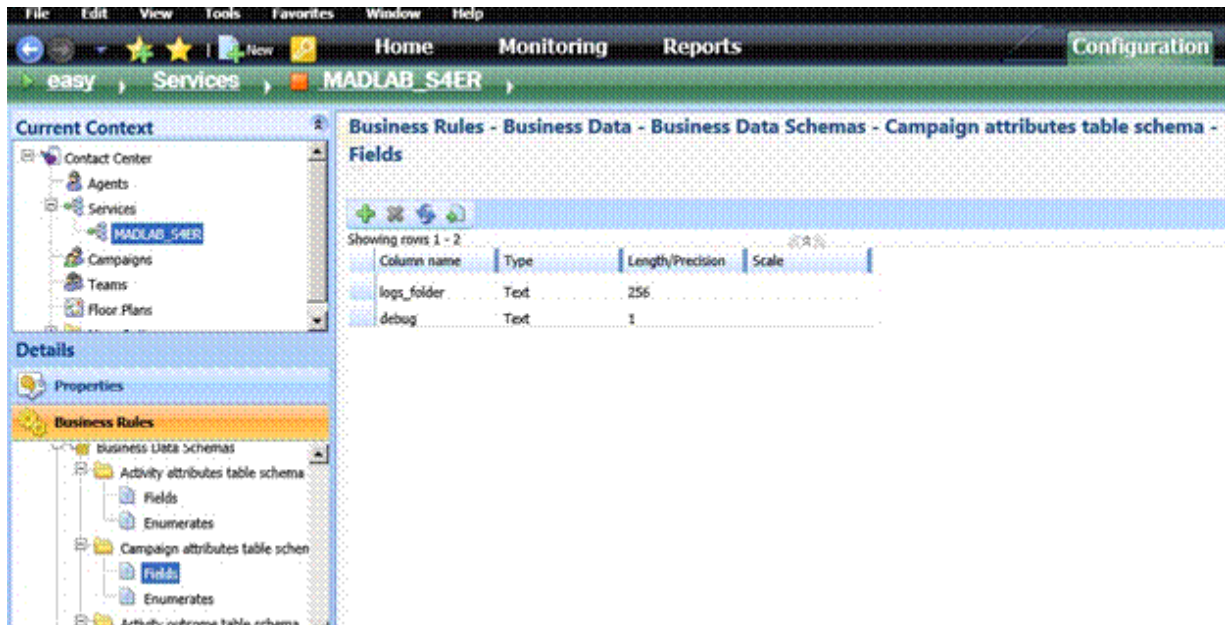
## Routing and IVR Scripts

**Is it possible to tune the routing through the Management Portal interface to change the routing behavior?**



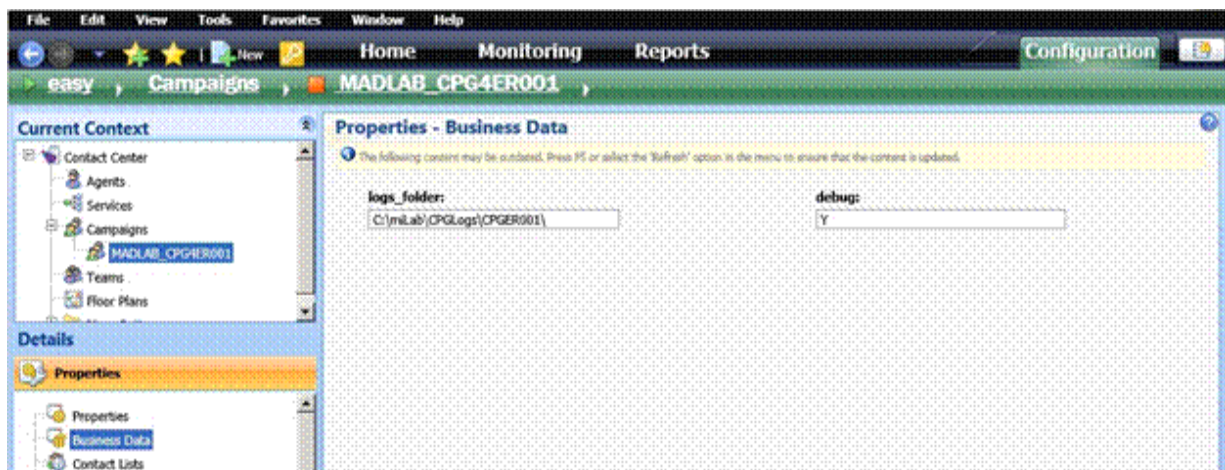
It is possible to define campaign attributes at Services level that can be updated at campaign level on Management Portal and used by IVR or Routing script of that campaign.

At Services Level we identify the fields as shown in the following picture. If possible it is preferable to define enumerates that are used on the definition of the fields, this way when we need to update at the campaign level instead of a text box, it will show a dropdown which is better to avoid mistakes:



The example shown here refers to the parameters of the ER script, it will instruct the IVR/Routing script to output trace information.

Now at campaign level we just need to identify the right data:



The input fields will appear on the campaigns belonging to the Service on Business Data parameters page and will be available for the script when it runs to handle an interaction.

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### **What are the different routing capabilities that we can provide with RSI?**

Before RSI we used the OTCS Voice Portal for advanced call routing, queuing etc.:

- OXE/SIP integration with OTCS Voice Portal for advanced IVR and routing capabilities: need of OTCS IVR scripting as well as OTCS human agent campaigns configuration (with TTS/ASR capabilities)

With RSI we provide:

- OXE/RSI integration with OTCS for basic routing (Default routing): no need of scripting; just OTCS human agent campaigns configuration in Management Portal
- OXE/RSI integration with OTCS for advanced routing (Intelligent routing): need of OTCS routing scripting as well as OTCS human agent campaigns configuration (without TTS/ASR capabilities)

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**How the priority of one campaign versus other campaigns is managed for interaction routing if the same agent works on those campaigns?**

This priority could be managed:

- from Management Portal in case of Default Routing option
- from Scripting in case of Intelligent Routing option

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**In case of using the Remote Extension for home working agents, what happens if the agent phone is ringing and the agent does not answer?**

Same as for other regular agents, call is diverted to the next available agent with the possibility to set the agent in Not Ready state (if "set in Not Ready state" on non-answer is configured in OTCS). No new call is delivered to this agent until they change their state from Not-Ready state to Ready state.

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**Do we need Routing Default licenses with the agents working on Preview/Power outbound campaigns?**

No, the routing licenses are required only for inbound interactions.

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**Can we use RSI Routing capabilities to provide post-call survey in OTCS PLUG-IN environment?**

Yes, we can implement RSI based IVR script to provide post-call survey solution in OTCS PLUG-IN environment. At the end of the call, the agent can transfer the call to an RSI Entry Point that starts the RSI based IVR script running on OTCS and performing the post-call survey.

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**Reporting**

**Do we have available statistics on each inbound call (call tickets) in OTCS? If yes, do we have available reports or do we need to build them? If we need to build them, do we provide API and which type of licenses do I need?**

There is a document named "Indicators and reports" on the technical documentation. There are listed the built in reports. In a perspective of ticket, you will need to build customized reports from the integrated Reporting tool. You don't need to use any API to build customized reports even with business data as long as it is stored in OTCS DB.

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**The 'cradle to grave' reporting should contain call detail for calls transferred into and out of the CC environment (business users). For this particular feature, do we need to license all users on the system for CSTA?**

Reports can be built from different sources, for example OTCS reporting database and an external database table. Obviously both sources must have common index like call id.

In the case where the call is transferred outside of OTCS to a business user, it is easy to store call id with business user telephone number and other available information as a new record in database table. No needs for CSTA in this case because the new record will be inserted by ASL script (from routing, IVR or Unified Desktop).

In case of incoming call, routing or IVR script will be able to store calling and called number information in a database table.

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**Business Indicator: what do I get by setting these licenses?**

"Business Indicators" Licenses allow you to mark user defined fields as either 'business counter' or 'dimension', and obviously imply all the associated monitoring/reporting/KPIs/alerts functionality.

### Dimensions

- Reports cover one or more related entity types.
- Each entity type selected is called a dimension of the cube.
- The order of the dimensions in the cube is relevant.

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### Other types of dimensions

Along with the entities seen in the contact center, there are two extra types of dimensions:

- Skills and skill profiles defined as monitored.
- Activity outcomes defined as dimensions.

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## **Custom development and Integration**

**Do we provide APIs based on C/C++ or JAVA in order to develop agent's applications?**

OTCS doesn't support C/C++ or JAVA APIs for agent desktop or Supervisor application.

OTCS supports only .Net API for both agent desktop and supervisor application.

Notes:

- All the sample codes are available in OTCS Live Demo setup files.
- Two uses of the Java API are approved for a future release of OTCS:
  - o Synchro Server development (comes with OTCS R8.2 Step3.0)
  - o Soft Panel integration (in a project basis requiring ALE professional services)

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### How can we proceed to integrate with the third-party desktop applications?

OTCS offers two classes of APIs suitable for integration with third-party desktop applications:

- APIs that use Unified Desktop Windows libraries
- Integration Server APIs

The APIs that use Unified Desktop Windows libraries can be used for client-side integration.

The Integration Server APIs can be used both for client-side and server-side integration.

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### How do we proceed to integrate with the OTCS Java API?

When you install the OTCS Integration Server component on your OTCS server, you will have a directory with the Java sample:

`C:\Program Files (x86)\Alcatel-Lucent\OpenTouch CS 8.2\OpenTouch CS Integration Server\JavaApi`

This sample show you how to login to the API and to perform some other actions.

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## Architecture and Solution Design

### What is the scalability model for OTCS solution?

The rules are the following:

- The Solution Design guide lists all the applications in OTCS, in chapter 2 (“OpenTouch CS Applications and Servers”). Each application can run in a different physical server, called ‘Distributed Model’.
- Additionally, the gateways (telephony, email, and IM) can optionally run either inside the Assisted Server or in a separate application (and in the latter case, can run on a separate physical server).
- The applications that can be stacked are duly noted in the Solution Design guide, as per the following summary table:

Application	Quote from the Solution Design guide
Management Portal Server	To support more supervisors, deploy 2 or more servers with the above specs, and configure load

	<i>balancing.</i>
<i>Integration Server, Siebel Connector, SAP connector</i>	<i>For more than 500 agents, deploy 2 or more computers with the above specs.</i>
<i>Automated Agents</i>	<i>For configurations with more IVR ports, deploy 2 or more computers with the above specs.</i>
<i>Communication Server 3</i>	<i>&gt; 180 - Deploy 2 or more computers with the above specs</i>

- The Assisted Server cannot be classified as 'stackable', given that two Assisted Servers with two sets of agents is not functionally equivalent to a single Assisted Server with those two sets of agents. This is explained in the Assisted Server section.

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#### **Does OTCS support multi-time zones?**

Today, multi-time zones are not supported. All events are registered and reported on the Assisted Server time zone.

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#### **PLUG-IN sizing: what are the recommendations to define the sizing of the OTCS servers for the following use case?**

- OTCS PLUG-IN offer
- 350 CCD agents for inbound calls managed by OXE/CCD
- The 350 agents will use Unified Desktop application for Inbound voice interactions handling
- 20 supervisors

Here the recommendations:

Server	OS	Virtualized (Yes/No)	Physical Servers		Virtualized Servers		RAM (Gb)	HD (Gb)	SSD	IOPS	Notes
			CPU	# of servers	#vCPUs	vCPU type					
Assisted Server	Windows	Yes	E5-2430	1	6 vCPUs@3,0Ghz	16 Gb	100 Gb		Not applicable		
Integration Server	Server +	Yes									
Health Monitor	VMWare +	Yes									
License Manager	MS SQL	Yes									
Mgmt Portal Server	WS	Yes	1xE3-1230v2	1	4 vCPUs@3,4 GHz	12 Gb	100 Gb		n.a.	1 instance for 20 supervisors	
Database Server	Windows Server + VMWare + MS SQL Server	Yes	E5-2430	1	6 vCPUs@3,0Ghz	32 Gb	1 TB	200 Gb	Not applicable		
#of agents	350 (mixed inbound/outbound)										
#of supervisors	20										
Configuration assumes usage of Agent Unified Desktop Windows.											
Inbound+Outbound voice (including predictive dialing)											
Usual disclaimer apply: Actual specs may change depending on business usage and costumization.											

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**PLUG-IN sizing: what are the recommendations to define the sizing of the OTCS server for the following use case?**

- 100 agents for Inbound voice managed by CCD
- on top of that we add 20 email in PLUG-IN mode
- The question is, for email add-on, could we install all the necessary components (OTCS + TSAPI + DB +...) in a single server? If yes, what are the server sizing recommendations?

Yes, you need a server with the following specifications:

- 1 E5-2430 CPU
- 24 GB of RAM
- SSD hard-disks, with 200 GB of usable capacity

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**Redundancy**

**Do we need to double the number of TSAPI and RSI licenses for High Availability option?**

No, because in normal situation, only the TSAPI Main application monitors the RSI and agents. When switchover occurs, the TSAPI Main stops the CSTA monitoring while the TSAPI Backup, becoming Main, starts the CSTA monitoring.

In summary we need:

- 1 TSAPI license per agent: OTCS PRIME or PLUG-IN w/ or w/o HA
- 1 RSI license per agent: OTCS PRIME w/ RSI and w/ or w/o HA
- 1 CSTA pilot monitoring license: OTCS PRIME or PLUG-IN w/ or w/o HA

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### **Is OTCS HA using MS 2012 clustering supported in case of solution deployment on VMware?**

No, OTCS HA using MS 2012 can be virtualized in MS environment but not in VMware environment.

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## **OTCS License management**

### **What is the license installation process?**

Please follow below steps for configuring license file:

1. You need to install OTCS License application on server which has USB dongle connected.
2. During installation it would install respective files so that USB dongle is detected
3. Complete installation and then copy license file to desired folder
4. Run License Instance à Config and choose respective license file
5. Perform license refresh. If it prompts operation succeed, then the new license is assigned properly

Notes:

- a) Copy the license file (.lic) to any folder (by default we copy in to working directory of license manager /local folder) and specify the path in license file. You can directly browse license file folder and select the .lic file, apply it and do refresh license.
- b) Any time a new license file is received and it has different name, then you need to select manually the appropriate file as mentioned in step 4 and 5.

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### **Agent motivator: how the number of licenses is calculated for this option enabling the display of statistics on unified desktop agent?**

The number of Agent Motivator licenses matches the number of agents.

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### **Strategy manager: how the number of licenses for this option, providing the functionality to conduct multi-segment outbound campaigns, is calculated?**

The number of licenses for this option is calculated based on the number of outbound agents.

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### **To have real time reports on abandoned calls in order to be able to generate automatic call back, what type of licenses do I need?**

In order to build an application that monitors call outcomes and creates call back list(s) automatically you need ALEN8702 Operational Level licenses. Then you need Outbound (usually Preview mode) licenses to manage the call back campaign(s).

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## **MS SQL database and OTCS**

### **What MS SQL licensing model is required for OTCS solution?**

You can use either "Per Core" or "Server/CAL" licensing models.

With the "Per Core" licensing model, you need at least 4 Core licenses. If the server has more than 4 Cores, you need a Core license for every physical Core in the server. Core licenses are sold in packs of 2, thus you need 2 or more packs.

With the "Server/CAL" licensing model, you need a CAL (Client Access License) for every agent or supervisor, PLUS one CAL for every computer running either Altitude Automated Agents or Altitude Recorder.

For non-production environments, you can use the Developer Edition. The MS SQL Server Developer Edition is licensed per user (developer).

Note: For full licensing rule details, including licensing for virtualized environments, consult the "MS SQL Server 2012 Licensing Guide".

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### **Oracle database and OTCS**

#### **What version of Oracle is supported by OTCS?**

OTCS supports Oracle 11g release 2: Standard Edition One, Standard and Enterprise Editions. As the versions change over time, you need to check the version compatibility in a regular basis and for each new project.

Note: You can run the Oracle database on any Operating System supported by Oracle.

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### **Eco-system and third party applications**

#### **Nuance: does OTCS support Nuance MRCP technology? If not, is it planned?**

Yes, OTCS supports MRCPv2. MRCP protocol is used to interface with NUANCE Vocalizer & Recognizer.

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#### **Does OTCS Voice Portal support Loquendo software for TTS and ASR capabilities?**

Loquendo was bought by Nuance and Nuance is disinvesting from Loquendo. They are investing in their own product Nuance. Due to this, we will not invest in Loquendo.

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#### **MS Lync: the integration between OTCS and MS Lync Standard, is it client side integration or server side Integration?**

It is server side integration.

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**Where can I find the versions of different applications supported (Oracle/Siebel CRM, SAP CRM, Nuance...) by OTCS?**

*This information is available in the Solution Design guide, as the connectors become available.*

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