

FAQ and Solutions

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FAQ and Solutions

How to periodically offer Voice Mail call transfer during queue waiting

This article details how to configure Imagicle Advanced Queuing to offer caller party the possibility to leave a message in a voice mailbox, instead of waiting a long time to be served by an operator.

Imagicle provides a simple script, attached to this KB, to enable VoiceMail transfer feature. Before actually loading the script, it should be edited by configuring the following parameters:

- `<var name="dialog.target" expr="'nnnnn'" />`

where *nnnnn* should be replaced with Voice Mail number to transfer the call.

- `<property name="timeout" value="10s" />`

where *10s* is the timeout while waiting for a DTMF digit. Once timeout is expired, the call returns to the queue.

- `<choice dtmf="1" next="#TransferTo" />`

1 is the expected DTMF digit to trigger call transfer to Voice Mail number. Any other digit is ignored.

- `<audio expr="session.AudioPath + 'transferVM.wav'">`
- `<audio expr="session.AudioPath + 'two.wav'">`
- `<audio expr="session.AudioPath + 'three.wav'">`

â These are the voice messages played during VM transfer transaction. You can create them in WAV format, following the suggested content in below table:

File name	Content
transferVM.wav	Intro message: "Please press 1 if you want to leave a message or just hold the line to avoid losing the acquired queue priority"
two.wav	Please wait, while I connect your call.
three.wav	I'm sorry. I can't connect you with the voice mail service

Once audio files have been created, please copy them in the following UCS folder:

```
C:\Program Files (x86)\StonevoiceAS\Apps\QME\Data\AudioFiles\User\Shared
```

Now you can include the amended "transferVM.xml" script into the queue of your choice, by uploading it from the following web menu: Advanced Queuing â Double-click on existing queue entry â Voice Messages tab â Manage messages.. Please save configuration and wait one minute; then refresh the Voice Messages web page.

Now you can select new VM script from "Long wait message" pull-down menu and you can configure "Loop interval (sec.);" for the desired frequency between each VM transfer request.

Long wait message

TransferVM  

Loop interval (sec.) 

Can be interrupted 

Finally, you need to modify the following setting file, to enable DTMF digits recognition within the script:

imagicle

C:\Program Files (x86)\StonevoiceAS\Apps\QME\Settings\QME.Opal.Config.xml

Please add the following line, between <Configuration> statements, like below sample:

```
<preference key="voip.exclude.additionalcodecs.whendtmf.notrequired" value="" />
```

```
<?xml version="1.0" encoding="utf-8"?>  
<configuration version="1.0.1.0">  
  <preference key="voip.exclude.additionalcodecs.whendtmf.notrequired" value="" />  
</configuration>
```

Save XML file and restart Imagicle Advanced Queuing service from Advanced Queuing → Manage Service menu option.

Enable detailed VoIP debug (SIP trace) for QME

Applies to:

Imagicle Application Suite - Queue Manager Enterprise

Solution:

To enable low level SIP tracing for Queue Manager Enterprise, follow these steps:

1. Edit (with notepad) text file:

`<StonevoiceAS>\Apps\QME\Settings\QME.Opal.config.xml`

2. Add the following line

```
<preference key="logging.level" value="4" />
```

inside the `<configuration>` tag, so that the file will look like this:

```
<configuration>
...
<preference key="logging.level" value="4" />
...
</configuration>
```

3. Save and close the file
4. Restart "Imagicle Queue Manager Enterprise" Windows Service

To disable tracing, just remove the line at step 2.

When the issue has occurred, just download logs from administration support web page, choosing application "Queue Manager Enterprise" and disable tracing.

QME Call List report, assign a call to the original called number instead of to the number that has answered

Applies to:

- Queue Manager Enterprise - minimum version 2020.Winter.1

Description:

It is added again the possibility to associate a call to the original destination, instead of assign it to the extension that has answered. Consider for example the case of the destination number is forwarded to another extension. Starting from 2018.Summer.1 release, the call was associated to the target of the forwarding. Now, it's possible to change this behaviour and associate the call to the forwarded extension, that is the original called.

How-to:

- Access to Imagicle Server/VM using RDP session;
- Go to <StonevoiceAS>\Apps\QME\Settings\ folder;
- Open file QME.Engine.schema.xml, there is a new preference with the defvalue="Actual", that means the call is assigned to the extension that has actually answered to;

```
<preference key="cdr.routetotargetnumber.value" defvalue="Actual"
type="System.string" attributes="enum">
```

```
  <element value="Actual" desc="real answering number"/>
```

```
  <element value="Expected" desc="target called number"/>
```

```
</preference>
```

- Change the preference's defvalue to Expected, in this way the call will be associated to the original called number, regardless of whom has answered;
- Expected value has to be define in the file <StonevoiceAS>\Apps\QME\Settings\ QME.Engine.config.xml, adding this preference:

```
<preference key="cdr.routetotargetnumber.value" value="Expected"/>
```

- if the the value is different from Expected, it will be use Actual and an error will be logged.

FAQ

to version Application Suite 201x (any version)

Configurations

Q: Can an agent serve multiple queues?

A: Yes, this is one of the supported and commonly used configurations.

Q: Can two different agents have the same extension number?

A: NO, QME cannot distinguish them and it cannot place independent consultation calls to each of them. On CUCM platforms, if the 2 agents directory numbers stay in 2 different partitions, only one of them will be reachable by QME (depending on the CSS assigned to the Imagicle QME SIP trunk).

Q: Can QME transfer calls to an offnet (PSTN) number?

A: Yes. This permits, for instance, to answer an incoming call for the queue from a mobile phone. You must ensure the Imagicle QME SIP trunk is enabled for such kind of calls. On CUCM platforms this requires to assign a proper CSS to the "Inbound Calls" and "Reroute CSS" sections of the Imagicle QME SIP trunk.

Q: Can I configure the system to prioritize VIP callers in the waiting queues?

A: Yes, it is possible to define a list of calling numbers that enter the waiting queues skipping the queue (they're put ahead of the other regular waiting calls). This requires a Speedy Enterprise license and an advanced configuration, please contact the Imagicle support service to do it.

Particular scenarios and events

Q: What happens if an incoming call hits the QME and there are no queues associated to the called number?

A: If the called number is not associated to any ACD queue or AutoAttendant service, a voice prompt is given to the caller saying the called number (spelt by the voice prompt) is not associated to any valid service.

Q: What happens to an incoming call when there are no more available licensed channels?

A: The queue overflow treatment defined for the specific queue is applied to the incoming call. Therefore, queue by queue, you can decide if disconnecting the call (possibly with a voice prompt) or bouncing it to another phone number (for example a voicemail system).

Advanced Queueing call transfer fails on Skype For Business environment after upgrade to 2021.Spring.1

Applies to

UCSuite 2021.3.1

Description

On Skype For Business installations, when the Advanced Queueing is transferring a call, the transfer systematically fails. Other operations like consultation calls and file playing could fail as well

Cause

Different behavior when Advanced Queueing is transferring the call.

Solution

1. Download patch [here](#)
2. Stop all Imagicle services using
<StonevoiceAS>\Temp\SV-StopAllServices.bat > Run as administrator
3. Extract patch 'ApplicationSuite.Telephony.Opal.x64.dll' and replace the original one with the new one in this folder :
<StonevoiceAS>\Apps\ApplicationSuite\Component\Assembly\
4. Start all services using
<StonevoiceAS>\Temp\SV-StartAllServices.bat > Run as administrator