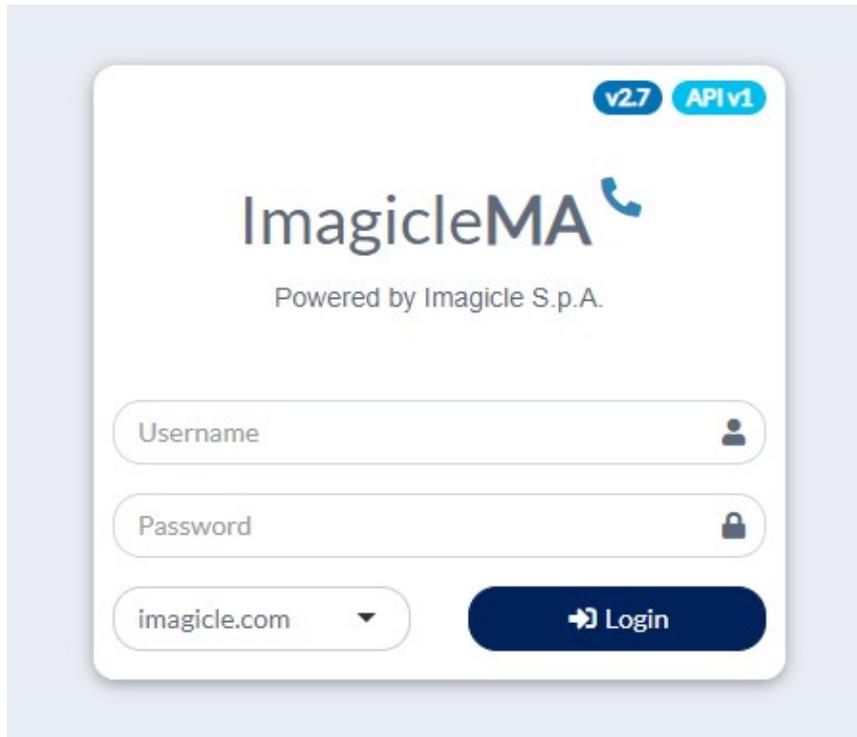


Product Administration

To access the Imagicle Manager Assistant administration web portal is enough to point to `http(s)://<IP_ADDRESS>`, where `<IP_ADDRESS>` is the IP configured during the VM's deployment. Default credentials are:

- user: **admin**
- password: **admin**

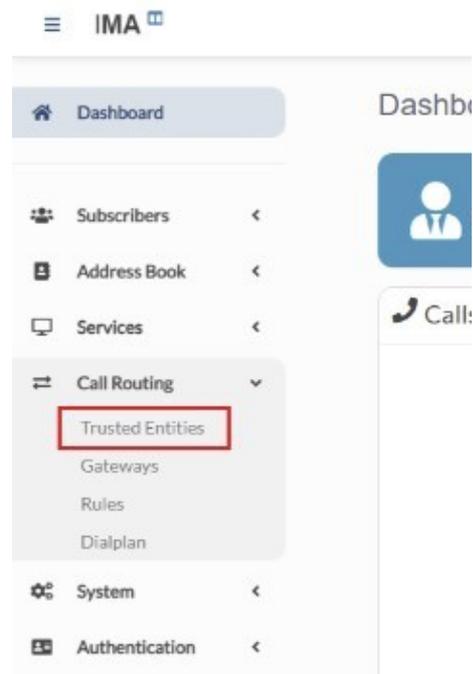


Configuration of the integration with the CUCM

Before adding managers and assistants, it is mandatory to configure the integration between Imagicle Manager Assistant and the CUCM. Please, follow the steps below.

First of all, we have to configure Imagicle Manager Assistant in order to trust all the CUCM cluster nodes it has to deal with:

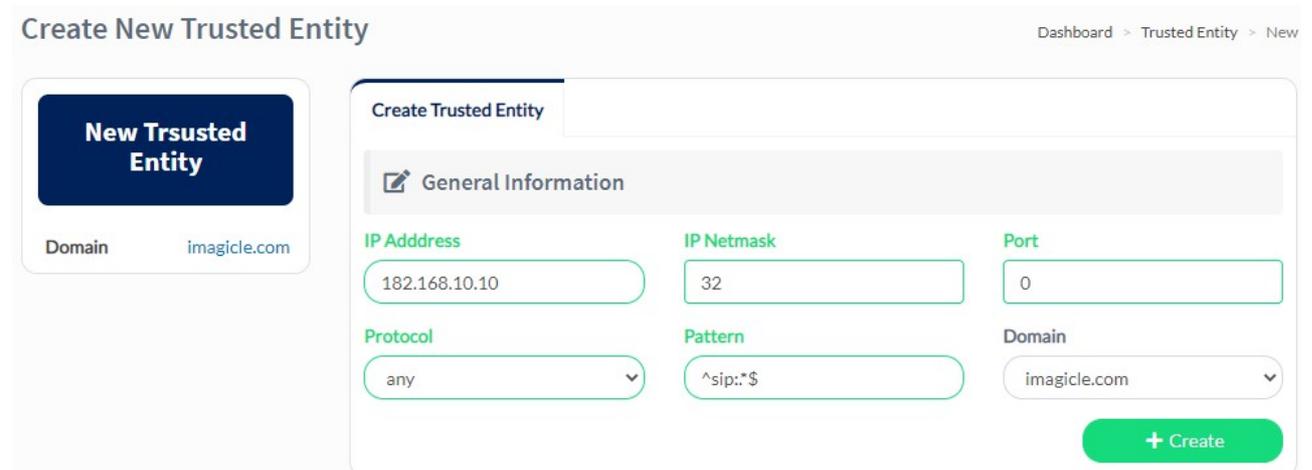
click on Call Routing → Trusted Entities and then on the "+" button to add a new entity (an entity is a single CUCM node)



For each entity/CUCM node, configure the following parameters (leave the other ones with the default value):

- **IP Address:** set the IP address of the CUCM node (or the IP of the default GW of the subnetwork*)
- **IP Netmask:** set 32 to trust only the configure IP Address or another value to trust the subnetwork*
- **Port:** set 0. It is the allowed source port (0 allows all ports from the CUCM node)
- **Protocol:** set Any. It is the transport protocol used by the CUCM node (TCP and UDP are also supported)
- **Pattern:** set `^sip:.*$`. This is the Regex expression which allows any SIP protocol request
- **Domain:** just leave the proposed value, that is the configured domain (e.g., imagicle.com)

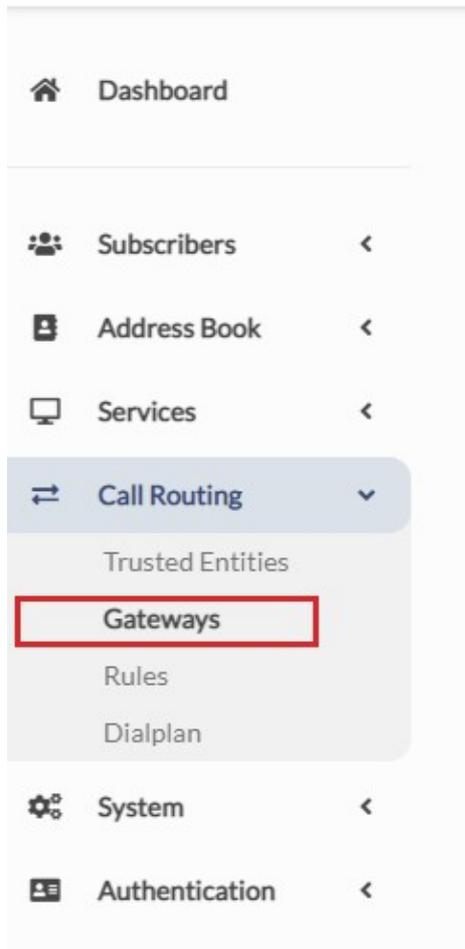
then click on Create



You have to repeat above procedure for each CUCM node running the Call Manager service.

* **NOTE:** if all nodes belong to the same network, it is possible to trust the whole subnetwork, in that way you have to add only one entity: set the IP Address with the IP of the default gateway for the subnetwork and then set the IP Netmask with the proper value (e.g., if IP Address=10.10.10.1, you can set IP Netmask=24 to trust the whole subnetwork 10.10.10.X).

Next step is the Gateways configuration, so click on Call Routing --> Gateways and then on the "+" button to add a new gateway



For each entity, configure the following parameters (leave the other ones with the default value):

- **General Information**
 - ◆ **Address:** it is the IP address of the CUCM node where the SIP Trunk terminates
 - ◆ **Port:** set **5060**. It is the port of the CUCM node where the SIP Trunk terminates
 - ◆ **Description:** it is just a label to describe this gateway
- **Dialplan Information**
 - ◆ **Default Inc. Domain:** set the domain you have configured (e.g., imagicle.com)
 - ◆ **Domain:** set the domain you have configured (e.g., imagicle.com)
- **Codecs:** it is the list of allowed codecs. It depends on the supported codecs by the CUCM. The order they are added matters*
- **Options**
 - ◆ **Overwrite Caller ID:** set **disabled**
 - ◆ **Trunk 2 Trunk:** set **enabled**
 - ◆ **Probe this Gateway:** set enabled only if the remote gateway supports SIP OPTIONS messages and you want to manage failover scenarios. Otherwise, leave set disabled
 - ◆ **Purging Customer Headers:** set **enabled**
- **Transport:** UDP

then click on Create

New Gateway

Domain

Create Gateway

General Information

Address **Port**

Description

Dialplan Informations

Inc Prefix **Out Prefix** **Removed Digits**

Default Inc. Domain **Domain**

Codecs

Filter or reorganize gateway codecs.

Limits

Max Incoming Channels **Max Outgoing Channels** **Private Channels**

Options

Probe this Gateway Overwrite Caller ID Trunk 2 Trunk

Purge Custom Header

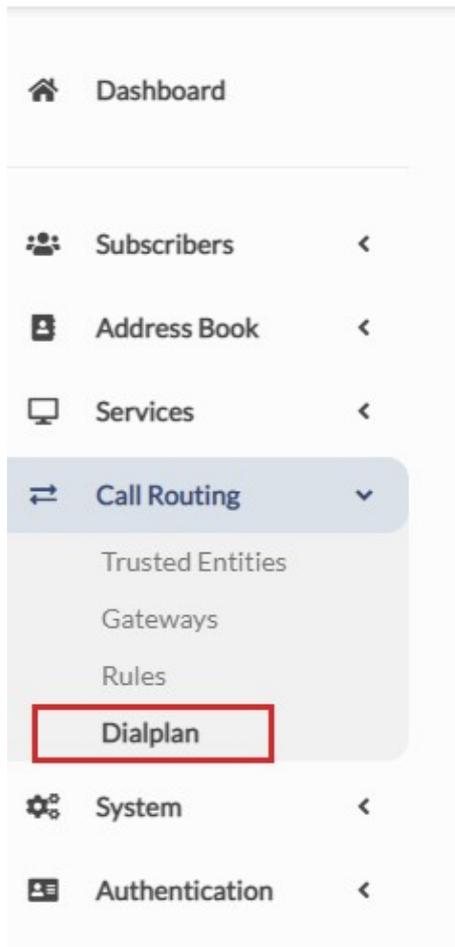
Transport

UDP TCP TLS

+ Create

*** NOTE:** Imagicle Manager Assistant has not Media Termination Point feature. If configured codecs are not negotiated by the remote party, the call is ended.

Next step is the configuration of a dial plan to route calls to Managers and Assistants users. So click on Call Routing & Dialplan and then on the "+" button to add a new dial plan



Configure the following parameters (leave the other ones with the default value):

- **Target**
 - ◆ **â Target:** it is the gateway configured in the step above (e.g., CUCM)
 - ◆ **Description:** it is just a label to identify this dialplan (e.g., Outbound Rule Match)
- **Match Expression**
 - ◆ **Match:** set `^.*`. This is a wildcard to match any number
 - ◆ **Based On:** set `callee`.

then click on Create

New Dialplan Rule

Domain imagicle.com

Edit Rule
Time Range

General Information

Edit general rule's informations.

Priority

Is Active Is Regex Stops Search

Target

Dialplan's target.

Target

Match Expression

Expression to match for replacing.

Match

Replace Expression

Expression to replace if matching.

Pattern Replace

Based On

Attributes

+ Create

after that, click on Save to apply all the changes

Dialplans

Dashboard > Dialplans

Save

Click here to apply all staged changes.

Revert

Click here to revert all staged changes.

Priority	Type	ID	Src/Dst	Match Exp	Subst Exp	Repl Exp	Action	Description
<input type="text" value="Search..."/>	<input type="text" value="All"/>	<input type="text" value="Search..."/>	<input type="text" value="All"/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="All"/>	<input type="text" value="Search..."/>
1			callee/callee	^*			Gateway:CUCM	

Showing 1 - 1 of 1

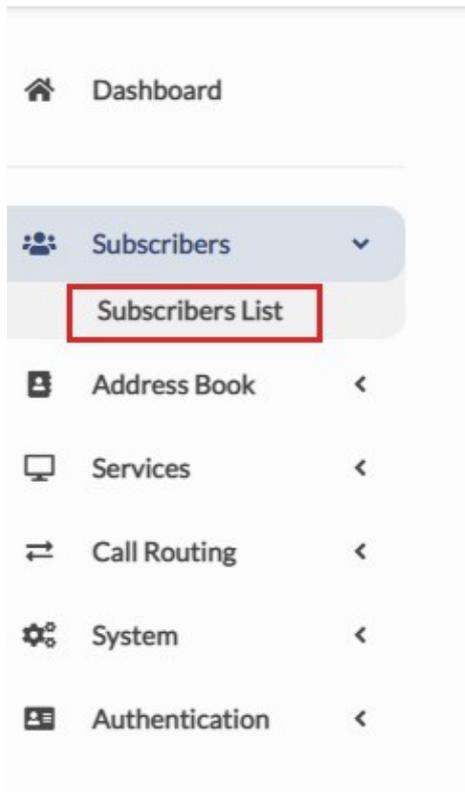
At this point, we have completed the integration between Imagicle Manager Assistant and the CUCM(s). Next step is the configuration of managers and assistants.

Adding a new Manager

In order to add a new manager, some configurations are required. Please, follow the steps below.

Subscribers List

For each manager, you have to add a new subscriber, so click on Subscribers & Subscribers List and then on the "+" button to add a new subscriber



configure the following parameters (leave the other ones with the default value):

- **Username:** it is the manager's DN (e.g., 1000)
- **Display Label:** it is the manager's display name (e.g., Bob Smith)

then click on Create

Create Subscriber Dashboard > Subscribers > new

New Subscriber

E-Mail

Domain imagicle.com

Dependencies:

General

Username **E-mail** **Password**

1000 1000@imagicle.com Insert Password ... 👁

Aliases + **Display Label**

Alias Username John Daboss

Nessun risultato trovato

+ Create

Edit newly created Subscriber, select "Forwards" tab and enter the following data:

- **Voicemail forward:** Check relevant flag and enter Manager's voice mail number
- **SD/BLF Forward Activated:** Check relevant flag and enter an Auto Attendant or Queue number to play an announcement for IMA filter enabled (optional).

- **SD/BLF Forward Deactivated:** Check relevant flag and enter an Auto Attendant or Queue number to play an announcement for IMA filter disabled (optional).

General **Forwards**

Custom Forward

Target: 12345

SD/BLF Forward Activated

Target: 3001

Voicemail Forward

Target: 2093

SD/BLF Forward Deactivated

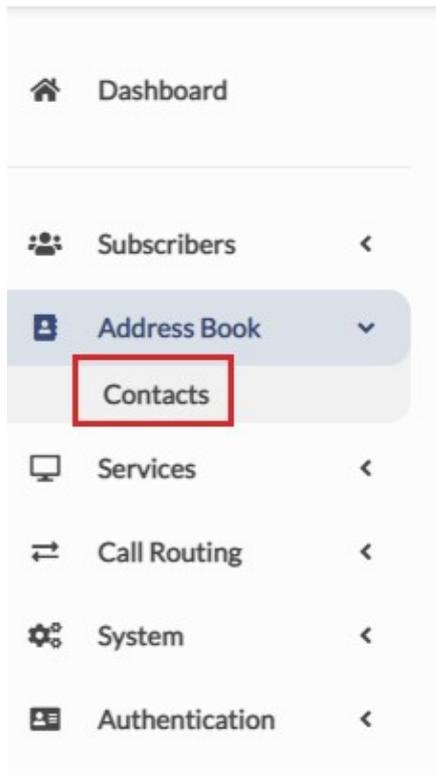
Target: 3002

Please repeat above procedure for each Manager.

Manager's Contact

Next steps allows to assign "Manager" role to each Subscriber.

Click on Address Book --> Contacts and then on the "+" button to add a new contact



configure the following parameters (leave the other ones with the default value):

- **Name:** it is the manager's first name
- **Surname:** it is the manager's last name
- **Profiles:** set **Manager**

then click on Create.

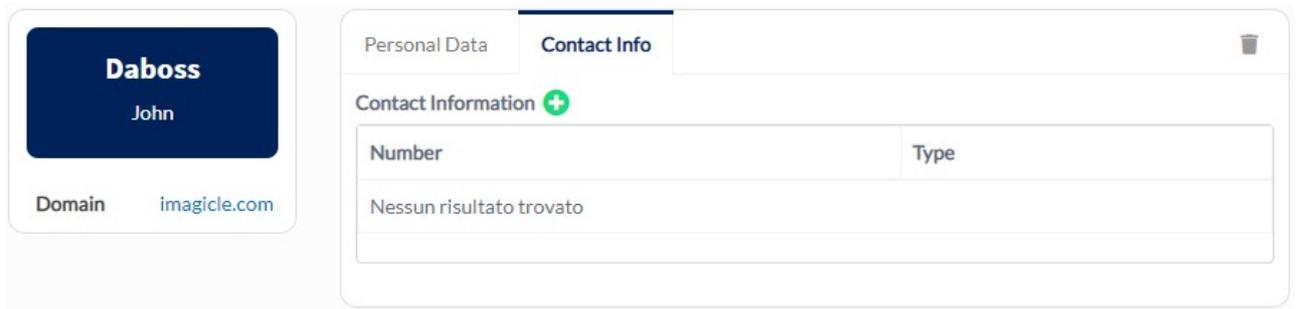
Create new Contact

Dashboard > Addressbook Contacts > Create Contact

The 'Create new Contact' form is shown with the 'Basic Settings' tab selected. It contains the following fields and options:

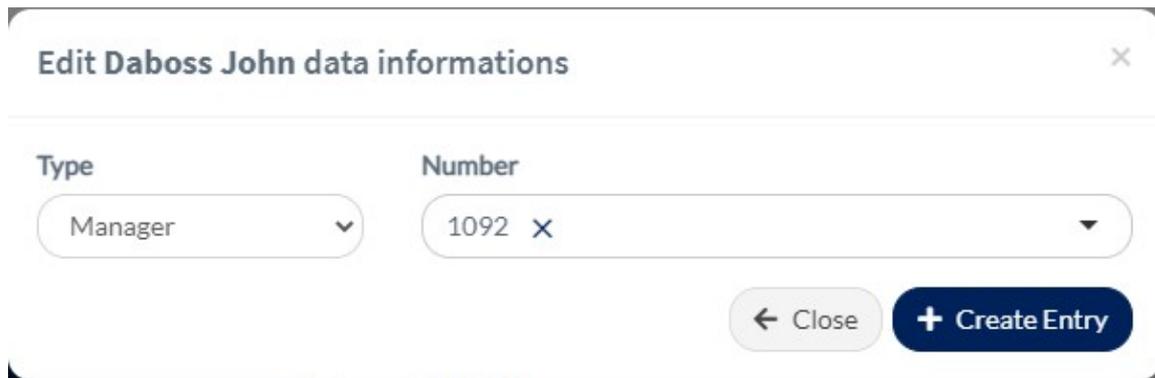
- Name:** Text input field containing 'John'.
- Surname:** Text input field containing 'Daboss'.
- Description:** Text input field containing 'Contact Description'.
- Profiles:** A dropdown menu with 'Manager' selected and an 'X' icon to remove it.
- + Create:** A green button to submit the form.

once you've clicked on Create, don't close the contact's panel and click on Contact Info tab and then on the "+" button to add a new contact information

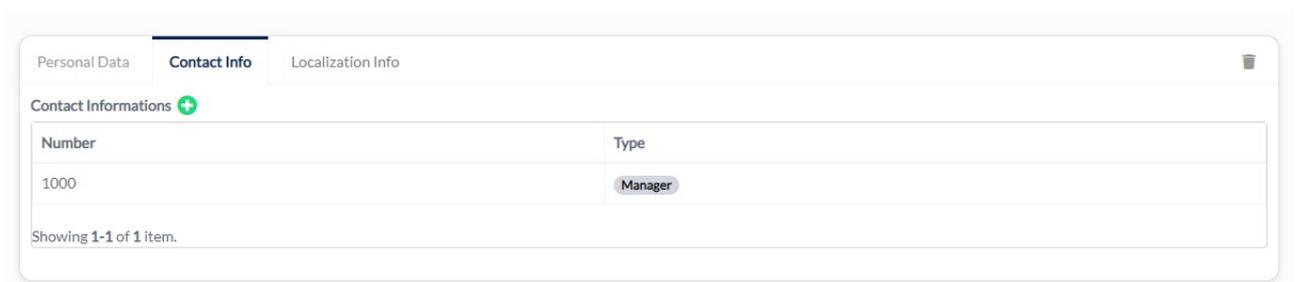


configure the following parameters (leave the other ones with the default value):

- **Type:** set **Manager**
- **Number:** set the manager's number



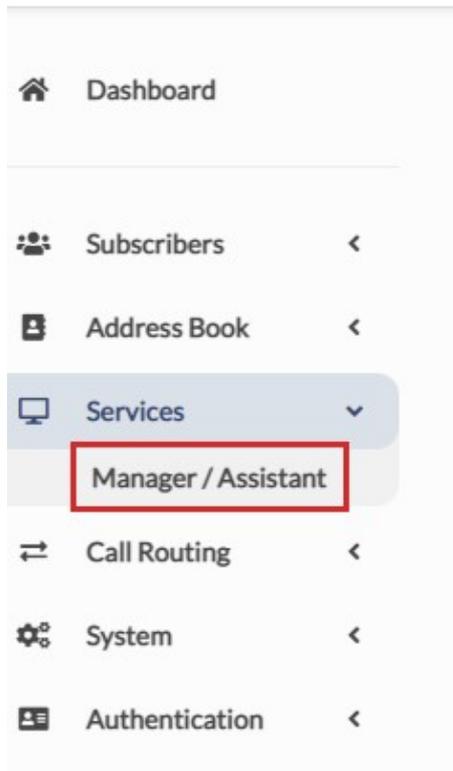
Click on Create Entry.



At this point, the manager's contact configuration is completed. Please repeat above Contact creation for each Manager.

Manager/Assistant Service Creation

Now you have to create the Manager/Assistant service, so click on Services --> Manager / Assistant and then on the "+" button to add a new service



configure the following parameters:

- **Manager Line:** set the manager's number associated to this service
- **Description:** it is just a label to describe this service (e.g., Imagicle Manager Assistant)
- **Service Domain:** set the domain this service belongs to (e.g., imagicle.com)
- **Policy:** it is the calls distribution algorithm for the assistants:
 - ◆ **linear:** assistants' phones will sequentially dialed with the same order they have been configured
 - ◆ **random:** assistants' phones will randomly dialed
 - ◆ **parallel:** all assistants' phones will ring at same time
- **Cyclic:** if enabled and linear policy is selected, the distribution algorithm starts again from the first assistant when it reaches the last one
- **Always Skip Assistants:** Keep this flag unchecked to leverage Imagicle Manager Assistant filter. See Manager Assistant User Guide for more details
- **Skip User After (sec):** this parameter appears when selecting "linear" or "random" policy. The maximum duration (in seconds) of the consultation transfer to assistants. When this time value has been exceeded, Imagicle Manager Assistant retrieves the call and tries to engage the next assistant
- **Drop call after (sec):** this parameter appears when selecting "parallel" policy. No answer timeout for assistants.
- **Skip Assistants on Busy:** if enabled, calls are transferred to the manager if all assistants are busy

then click on Create.

New Manager / Assistant

Domain imagicle.com

Create

Public Number

Manager Line

Description

Service Domain

Policy

Cyclic

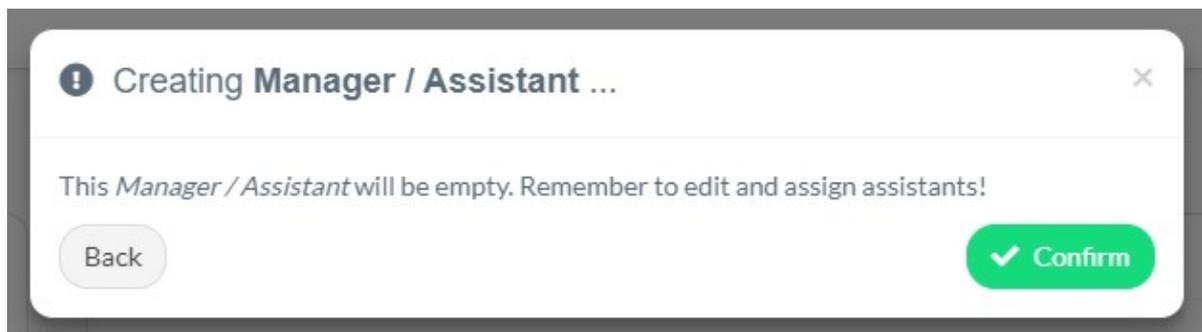
Skip User After (sec):

Skip Assistants on Busy

Always Skip Assistants

+ Create

Once you clicked on Create, below popup will show up, it is just a reminder to add assistants. Just click on Confirm:



Please create a Manager/Assistant Service for each configured Manager.

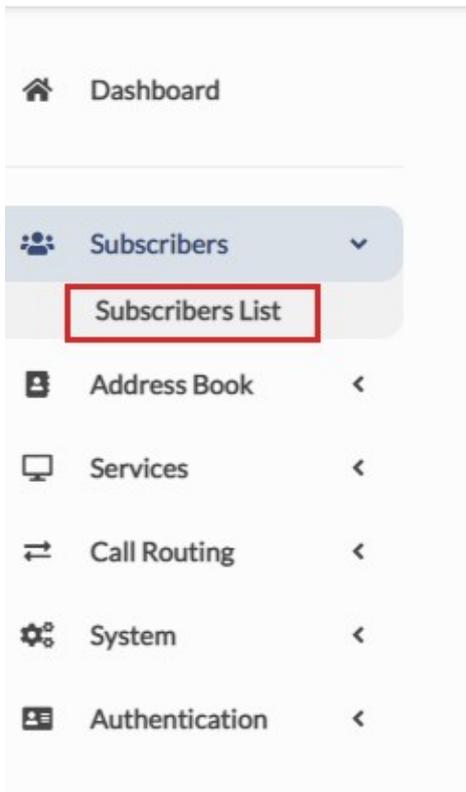
Adding Assistants

Below steps can be applied if above Manager/Assistant services have been already configured and relevant managers have been already assigned.

In order to add a new assistant, some configurations are required. Please, follow the steps below.

Subscribers List

For each assistant, you have to add a new subscriber, so click on Subscribers & Subscribers List and then on the "+" button to add a new subscriber



configure the following parameters (leave the other ones with the default value):

- **Username:** it is the assistant's DN (e.g., 1001)
- **Display Label:** it is the assistant's display name (e.g., Mark Davies)

then click on Create

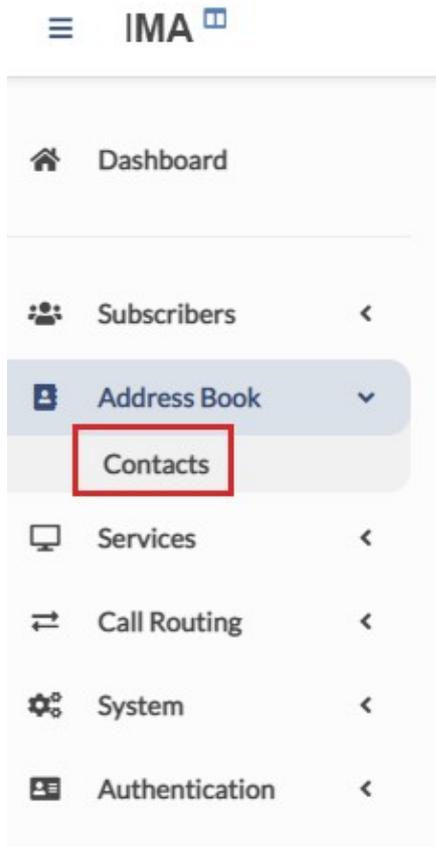
A screenshot of the 'New Subscriber' form. The form has a 'General' tab. On the left, there is a 'New Subscriber' button and fields for 'E-Mail', 'Domain' (imagicle.com), and 'Dependencies'. The main form area contains: 'Username' (1001), 'E-mail' (1001@imagicle.com), 'Password' (Insert Password ... with an eye icon), 'Aliases' (+) (Nessun risultato trovato), and 'Display Label' (Charlie Assist). A '+ Create' button is at the bottom right.

Please repeat above procedure for each Assistant.

Assistant's Contact

Next steps allow to assign "Assistant" role to each Subscriber.

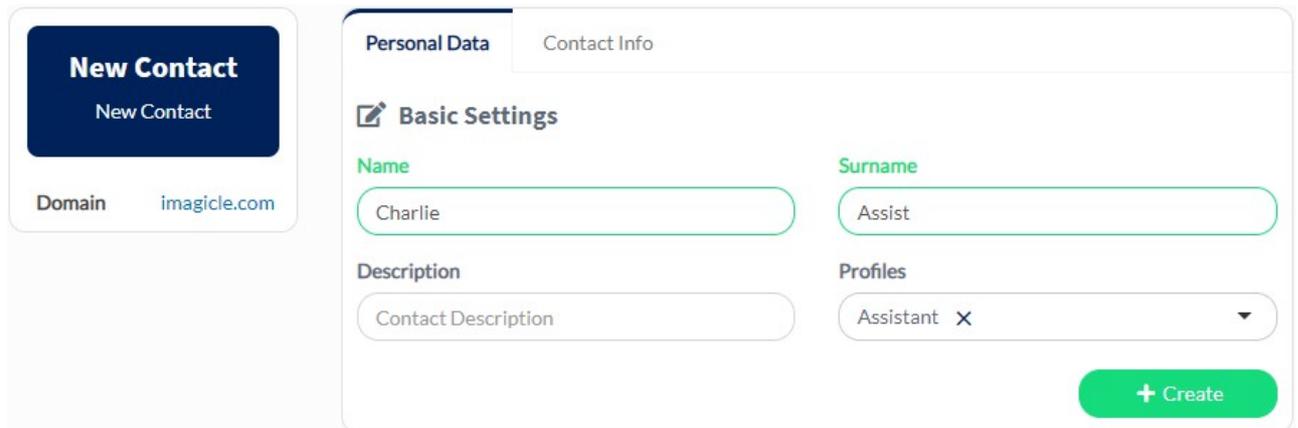
Click on Address Book → Contacts and then on the "+" button to add a new contact



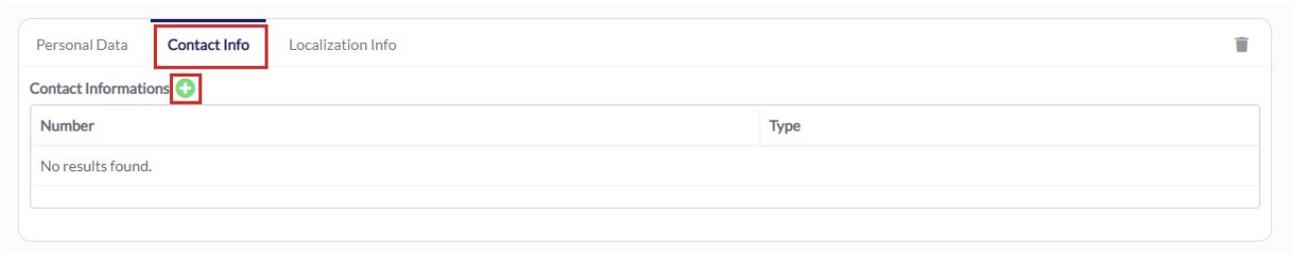
configure the following parameters (leave the other ones with the default value):

- **Name:** it is the assistant's first name
- **Surname:** it is the assistant's last name
- **Profiles:** set **Assistant**

then click on Create.

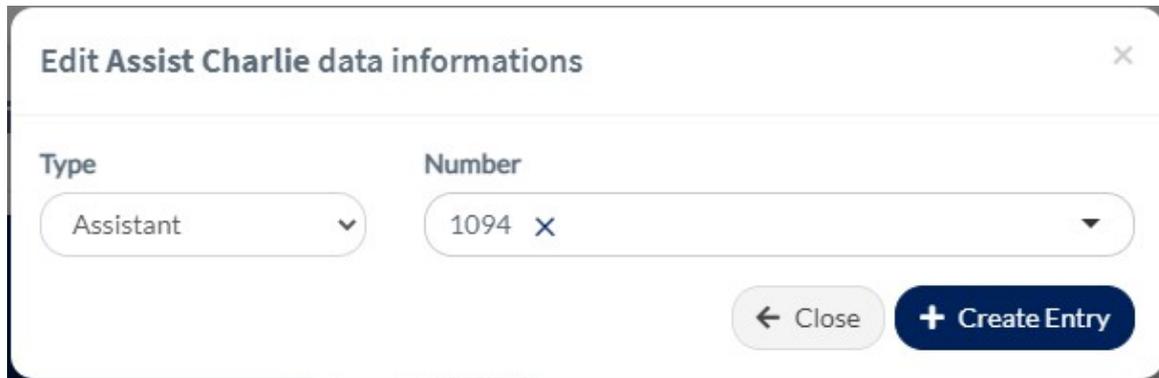


once you've clicked on Create, don't close the contact's panel and click on Contact Info tab and then on the "+" button to add a new contact information

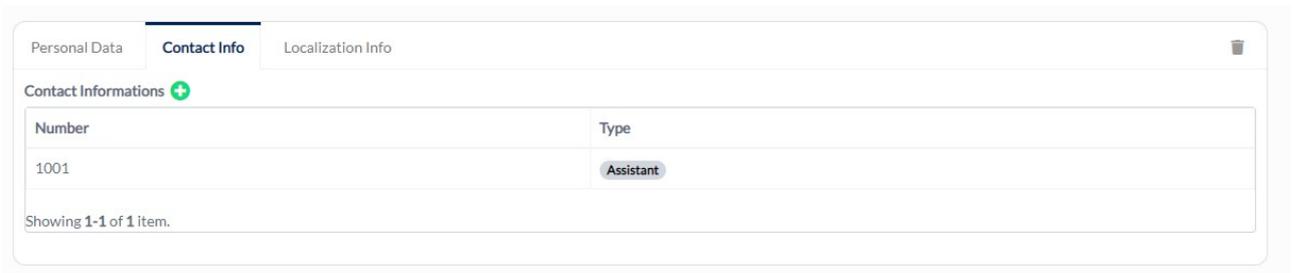


configure the following parameters (leave the other ones with the default value):

- **Type:** set **Assistant**
- **Number:** set the assistant's number



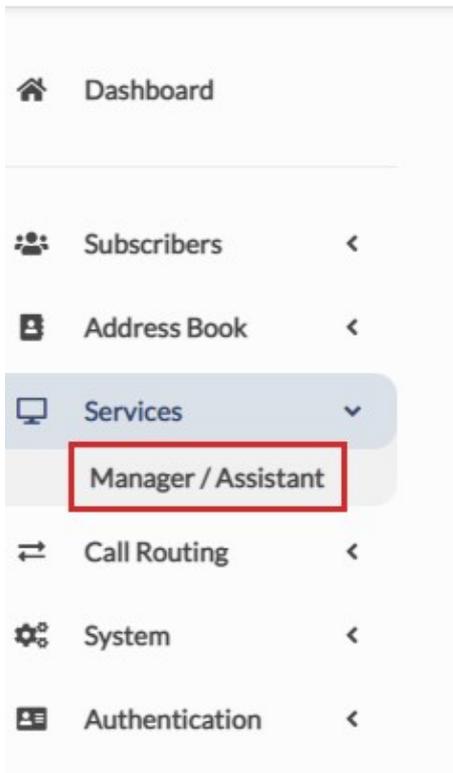
Click on Create Entry.



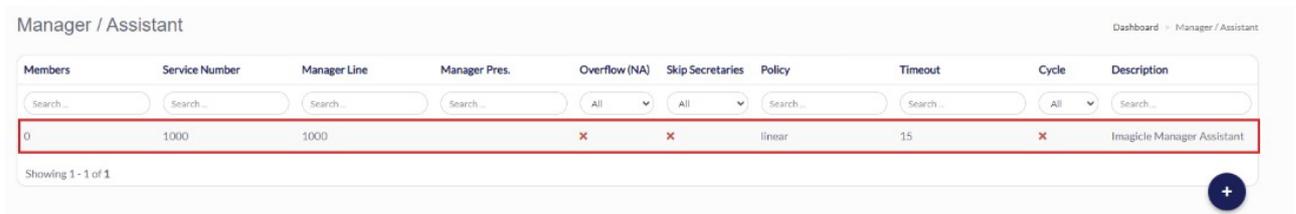
At this point, the assistant's contact configuration is completed. Please repeat above Contact creation for each Assistant.

Add Assistants into Manager/Assistant Service

Now you have to associate the newly created assistants to an existing Manager/Assistant Service, so click on Services
 ⌵ Manager / Assistant



then click on the service you want to associate the assistant to:



select the assistant's line from the available line list

Assign Edit

Assistants 0

Select the desired secretary you want to remove from the group.

Position	Phone	Display Label
No results found.		

Available Lines 2

Select the desired line you want to add to the assistants.

Phone	Display Label
<input type="text" value="Search..."/>	<input type="text" value="Search..."/>
1000	Bob Smith
1001	Mark Davies

you will be prompted with below popup to select the assistant position, that will be kept in consideration only if the distribution policy is Linear. Select the position and then click on Add Member

Add member X

Position

0

Back + Add Member

Select the desired secretary you want to remove from the group.

At this point, we have successfully associated an assistant to the relevant service

The screenshot shows the 'Assign' tab in the Imagicle interface. It has two sub-tabs: 'Assign' and 'Edit'. Below the tabs, there are two main sections:

- Assistants:** A section with a header 'Assistants' and a sub-header 'Select the desired secretary you want to remove from the group.' Below this is a table with columns 'Position', 'Phone', and 'Display Label'. The table contains one row with the values: Position: 0, Phone: 1001, Display Label: Mark Davies.
- Available Lines:** A section with a header 'Available Lines' and a sub-header 'Select the desired line you want to add to the assistants.' Below this is a table with columns 'Phone' and 'Display Label'. The table contains two rows: one with Phone: 1000, Display Label: Bob Smith, and another with Phone: 1001, Display Label: Mark Davies. There are search bars for both columns.

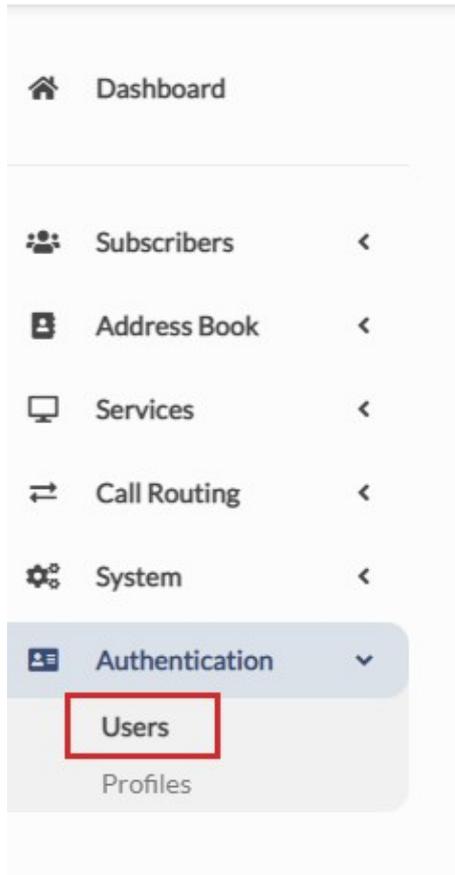
If you need to remove an assistant or change his/her position, just click on his/her row in the assistant list and below popup will show up. From here, you can remove the assistant or just change the position (valid only for Linear distribution policy)

The screenshot shows a 'Update member' popup window. It has a title bar with a person icon and the text 'Update member'. Below the title bar, there is a 'Position' label and a dropdown menu currently showing '0'. At the bottom of the popup, there are three buttons: a red 'Remove' button with a minus sign, a grey 'Back' button, and a blue 'Update' button with a checkmark. Below the popup, the text 'Select the desired secretary you want to remove from the group.' is visible.

Enabling users' access to Imagicle Manager Assistant's gadget

In case of either a manager or an assistant needs to access the Imagicle Manager Assistant gadget for Jabber/Webex, you have to configure a username and a password in order to allow gadget logon.

Click on Authentication â Users and then on the "+" button to add a new user



configure the following parameters (leave the other ones with the default value):

- **Username**
- **Password**
- **Repeat Password**
- **Addressbook contact:** select the address book contact associated to this user

then click on Create.

Click again on the newly created user

Users Dashboard > Users

Search from Beginning

Active	Locally Managed	Username	Addressbook contact	Memo
All	All	Search username	Search username	Filter by note...
✓	✓	admin		CoreSIP Super Administrators
✓	✓	addressbook		AddressBook User
✓	✓	bob.smith		

1 - 3 of 3 +

configure the **Profiles** and set **Manager** if the user is a manager or **Assistant** if the user is an assistant. Then click on Update

Edit 🗑️

General Information

Username: assistant Password: Password Repeat password: Password

Profiles: Assistant x

Active
 Masked Password
Addressbook contact: Assistant2 x

Update

At this point the user's credentials are ready to be used with the Imagicle Manage Assistant gadget, reachable at URL http://IMA_IP_address/coresip/web/jabber/ima/