

# Administrators Guide

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## Missed calls email alerter



Version: 6.2.1

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## HELP

Open a ticket with your logs on <http://support.telisca.com> for a prompt and efficient response!

Server: MENU>Support>Zip Logs

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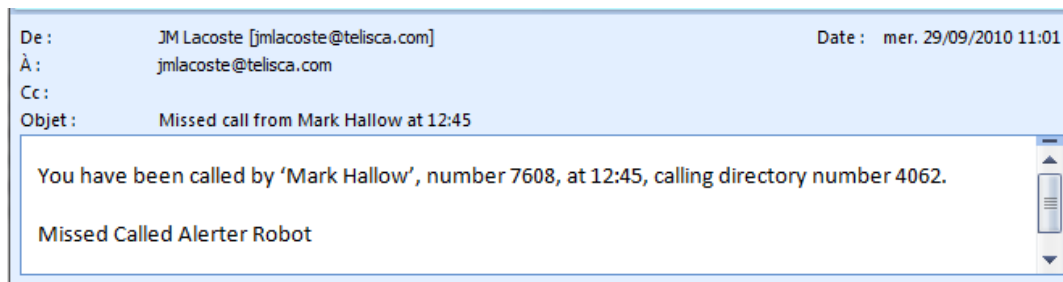
## 1 Missed Call Email Alerter description

### 1.1 Overview

Missed Calls Email Alerter can notify a user of a missed call on his IP Phone line, by sending an email.

This application is useful both for companies that do not have a unified voice mail or when the voice mail does not send an email when the caller does not leave a voice message.

The email notification is configurable and contains the time of the call, the number originally called, the caller's number and the caller's name for internal calls (Display Name) and when reverse lookup is installed. Associated to an email-SMS gateway, it is also possible to send an SMS with this information.



### 1.2 Architecture

Missed Calls Email Alerter is based on a CTI Server that monitors all the phones that may require Missed Calls Email Alerter. After a ringing event, if the call is dropped on no answer or if the call is forwarded on no answer, it may be considered as missed and an email is sent to the user's logged (Extension Mobility) or associated to the phone.

### 1.3 Advances features

The email notification is triggered, depending of the settings:

- If not answered without being forwarded on no answer,
- If forwarded on no answer to another number,
- If forwarded on no answer to the voicemail,
- Only if original called number is the same or not,
- For external calls only or all calls,
- Only if calling number is known or not,

It is possible to check before sending the email that the called number is the number originally called (to avoid forwarded or redirected calls).

If the originally called number is the number of a Hunt Group (call distribution), then the application will detect this and send an email to the user associated with the number of the CUCM Hunt Group (the originally called number).

It is possible to limit MCEA use to the first line number, for instance to avoid sending notifications for second lines used as shared lines.

The application automatically finds the CUCM user ID associated with the line number (phones associated or logged using Extension Mobility) and sends the email to the address filled in CUCM End User form. If the email address is not available in CUCM's end user's info, it is possible to generate it by appending the company's domain name to the user ID or by searching the email address by user ID in LDAP or Active Directory.

If Shared Line Answered mode is enabled, it is possible to define a list of phones that will be alerted when another party has answered the call on one of their shared line.

Missed Calls eMail Alerter can be interface with telisca's IPS Global Directory core to do a reverse lookup based on the calling number. Then the calling name can be provided in the message.

## 1.4 Reporting

The application can send the emails by SMTP or Exchange. Email body can include html format. The title and body of the email may be customized and may contain information about the call. Messages are sent in two different languages depending of the CUCM user's locale. A different message can be sent when the calling name is provided (internal calling party, reverse lookup) or not.

A daily report is generated listing all missed calls treatments.

The screenshot displays the 'telisca' web application interface. The top navigation bar includes the 'telisca' logo, 'TELISCA LAB', and a user profile 'administrateur'. The left sidebar lists various system components such as 'Dashboard', 'Global configuration', 'Support', 'Attendant Console', 'Conference Center', 'Silent Monitoring', 'Desktop Popup', 'Busy Alerter Callback', 'IPS Global Directory', 'IPS Manager Assistant', 'IPS Phone Config', 'IPS Pager', 'Manager Assistant SFB', 'Missed Calls Alerter', 'Parameters', and 'e-mail config'. The main content area is titled 'Home / Missed Calls Alerter / e-mail config' and features a 'Cancel' button and a 'Save' button. Configuration options include 'Language code' set to 'en-US' and 'Time format' set to '24H'. A section titled 'Case calling name is available' contains an 'e-mail title (Code)' field with the text 'Missed call from %callingName%' and an 'e-mail body (Code)' field with a rich text editor containing the text: 'Vous avez reçu un appel de %callingName%, numéro %callingDN%, à %callTime%, appelant le numéro %origCalledDN%'.

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## 2 Pre-requisites, installation

Supported Cisco CUCM and IP Phones:

- CUCM version: 9.1, 10.5, 11.5, 12, 12.5, 14
- Call History features are supported on Cisco IP Phone 6921, 6941, 6945, 6961, 7821, 7841, 7861, 7921, 7925, 7926, 7937, 7940 (SCCP), 7941, 7942, 7945, 7960 (SCCP), 7961, 7962, 7965, 7970, 7971, 7975, 8841, 8851, 8861, 8941, 8945, 8961, 9951, 9971, IP Communicator.

Supported Windows Servers:

- Windows Server 2012 R2 Essentials or Standard
  - Windows Server 2016 Essentials or Standard
  - Windows Server 2019 Essentials or Standard
  - Windows Server 2022 Standard
- 
- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
  - Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
  - SMTP or Exchange server
  - Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS-E

### 3 Administration

This chapter describes the settings of the application Missed Calls E-mail Alerter in IPS Administration. For the framework configuration, please refer to the document 'Installation and configuration of telisca's products.

#### 3.1 CUCM info

The application carries out a search of the CUCM user ID associated with the called number (in fixed mode or Extension Mobility).

*MCEA matches short numbers and E.164 numbers*

The application uses the CUCM end user's e-mail address (Mail ID) field. It will thus be necessary to make sure it is filled in during the creation or the Active Directory synchronization.

*MCEA checks the Mail ID field of the [line's associated user](#)*

#### 3.2 CTI Configuration

telisca's CTI Server must be configured to use Missed Calls E-mail To Alert. All the IP Phones monitored by the CTI Server will be able to benefit from this service.

In the CTI configuration screen it is possible to define the IP Phones which will be CTI monitored:

- All the IP Phones filtered by prefix: if no prefix is entered all the phones will be monitored. By specifying the prefixes of the phone numbers to be monitored or the numbers separated by commas. It is also possible to exclude numbers by prefixing them with '!'.
  - The IP Phones defined in a text file. The file must contain the names of the IP Phones (one per line).

### 3.3 Missed Call E-mail Alerter Parameters

This screen is accessible from IPS Administration, 'Missed Calls Alerter' menu, 'Parameters' item.

The screenshot shows the 'Missed Calls Alerter Parameters' configuration page in the Telisca web interface. The page is titled 'Home / Missed Calls Alerter / Parameters' and includes a 'Cancel' button and a 'Save' button. The settings are as follows:

- Activate Missed Calls Alerter:  ?
- Activate call history: MCEA and call history
- Call history retention duration (d): 2
- On abandon call while ringing:  ?
- Maximum ring delay if No Answer Forward not defined: 60 ?
- When forwarded on no answer to other number:  ?
- When forwarded on no answer to voicemail:  ?
- Voice mail directory number: [empty] ?
- When shared line answered by other party:  ?
- Even if original called number is different (Fwd):  ?
- Only for external calls:  ?
- If call to hunt pilot send email to address associated to hunt group number:  ?
- Reload CUCM Hunt Pilot list: [button]
- Send email even if calling party is unknown:  ?
- Send email only when primary line is called:  ?
- Called user search mode: By directory number in End User definition ?
- Get called contact email address from: MAILID ?
- Global applications users (separated by commas): [empty] ?
- Select an IPS Global Directory source for reverse lookup: (none) ?
- Call history external outbound calls' prefix: 0
- Detail Softkey: dialing number & name:

#### Activate Missed Calls Alerter

First of all you have to check 'Activate Missed Calls Alerter'.

You can then define in which case an e-mail notification message will be sent:

#### On abandon call while ringing

Email will be sent when the call has been abandon on ringing.

#### Maximum ring delay if No Answer Forward not defined

If the phone call is still ringing after the maximum delay defined, a notification will be sent. The default value is 60 seconds.

#### When forwarded on no answer to other number

#### When forwarded on no answer to voicemail

#### Voice mail directory number

#### When shared line answered by another party

If this option is enabled, it is possible to define (in Phones' list screen) the IP Phones that will be alerted when one of their shared lined has been answered by another phone. The alert will then include the user which has answered.

#### Even if original called number is different

Will activate the missed call alert on a line that is ringing even if it wasn't the number called originally.

#### Only for external calls

Activated only for calling numbers with more than 8 digits.

## If call to hunt pilot send email to address associated to hunt group number

If the number called initially is a Hunt pilot, it is possible to send the email notification to an End User (supervisor) associated to the Hunt Pilot number. In this case, even if the call rings several phones of the Line Group, only one notification is sent.

## Send email even if calling party is unknown

If the calling party is not known, stops the application from sending email alerts. Use it if you don't want to be notified of missed calls from unknown numbers.

## Send email only when primary line is called

Will only send an email to the user whose number was the primary line of the device. Useful when there are a lot of shared lines and only the main destination of the missed call needs a notification.

The screenshot displays the Cisco Unified CM Administration interface. The top navigation bar includes 'System', 'Call Routing', 'Media Resources', 'Advanced Features', 'Device', 'Application', 'User Management', and 'Bulk Actions'. The main heading is 'Phone Configuration'. Below this, there are icons for 'Save', 'Delete', 'Copy', 'Reset', 'Apply Config', and 'Add New'. The 'Status' section shows 'Status: Ready'. The 'Association Information' section contains a table with columns for line number, line name, and location. The first row is highlighted in red: '1 | 7718 Line [1] - 801: | in ALL Phones PT'. The 'Phone Type' section shows 'Product Type: Cisco 7960' and 'Device Protocol: SCCP'. The 'Device Information' section shows 'Registration: Registered with 10...', 'IP Address: 10...', 'Active Load ID: Unknown', 'Device is Active: checked', 'Device is trusted: checked', 'MAC Address\*: 00120...', 'Description: WDC\_', 'Device Pool\*: WDC\_', and 'Common Device Configuration: WDC\_'.

*Example of a primary line for a device, only the calls missed on the top DN will trigger an email notification to this device's user*

## Called user search mode

The screenshot shows the 'Called user search mode' dropdown menu. The menu is open, displaying three options: 'By directory number in End User definition', 'By phone name controled by End User', and 'By phone name on which user is logued or associated'. The first option is selected. Below the menu is a 'Load updated Hunt Pilot DN list' button.

This setting helps you define how the application is going to find the user's email from the number that is being called. It will depend on how your TOIP environment is set up.

- **By directory number in End User definition**  
This is the default mode, if the directory number is defined in the end-user definition on CallManager.
- **By phone name controled by End User**  
Finds the user that is associated with the called phone. Doesn't work in Extension mobility.
- **By phone name on which user is logged or associated**  
Finds the user currently logged on the called phone, if no user is found will do a search on users



associated with the device.

**Note:** for shared lines, MCEA will send an email to all the users sharing the line when a call is not answered.

### Get called contact email address from

This option provides flexibility in finding a user email address to receive notifications. It can be retrieved from an attribute in CUCM or from an external database.

- MAILID  
This is the default field in CUCM which contains the user's email address.
- USERID  
The email address can be recreated from the UserID + the rest of the address (Suffix of the email of the userid).

Get called contact email address from  ?

Suffix of the email of userid

This is useful when the MailID field doesn't contain a valid email address.

- Active Directory
- LDAP  
MCEA can also do a lookup in an external database and retrieve the email address based on the CUCM UserID. The AD or LDAP database is configured in Global Config > AD/LDAP tab.

You must provide:

- ➔ attribute for email userid: the field containing users' CUCM UserIDs in your database
- ➔ attribute for email mailID: the field containing the user email address to find

Get called contact email address from  ?

LDAP attribut for email userid  ← **CUCM UserId**

LDAP attribut for email mailId  → **email address**

*The external email address lookup searches an email address by CUCM UserID*

### Load updated Hunt Pilot DN List

er search mode

in emails repd

**Load updated Hunt Pilot DN list**

To decrease the load on CUCM, the Hunt Pilot list is loaded in cache. This list is reloaded once a day, when the application restarts. It is possible to manually reload it after having added a Hunt Pilot.

### Select an IPS Global Directory source for reverse lookup

If the telisca application IPS Global Directory is installed on the server, it is possible to retrieve the caller name from one **source directory** rather than use the CallManager name. To use this function you need to select a source directory with populated Internal Columns:

- name
- first name
- company

See [Email Dynamic Fields](#) section to understand how the caller's name will be displayed in emails.

## Reports

Notification emails report

You can select and visualize the *daily* reports of the e-mail notifications sent. For privacy reasons, they do not contain the calling numbers.

Logs are available in C:\

Time	CallID	Type	Original Called DN	Called DN	User Id	E-Mail address	Result
08:53 AM	351642	ABANDON	4567	10004567	telisco	oscar@telisca.com	SENT

*Example of a report with the fields' names*

### 3.4 eMail config

To configure the server access to an existing SMTP server go in MENU > Global Config > eMail Config tab.

You can first choose to select SMTP or Exchange eMail Server.

Home / Global configuration / Email config

Mail Server type: SMTP

SMTP host: smtp.office365.com

SMTP Port: 587

Sender email address: alert@telisca.com

SMTP login: alert@telisca.com

SMTP password: .....

Secured password authentication:

e-mail address to send test message: jmlacoste@telisca.com

This screen makes it possible to define the SMTP server used to send the notification e-mails.

Once the parameters are entered, it is possible to test the configuration by entering an email address destination and clicking on 'Test e-mail settings'.

Home / Global configuration / Email config

Mail Server type: EXCHANGE

Exchange Server Host: Exchange01

Domain of Exchange Server: telisca.loc

Exchange Sender Login: alert

Exchange Sender Password: .....

Above is an example of settings if you select an Exchange server to send email.

### 3.5 eMail content

This screen is accessible from IPS Administration, menu `Missed Calls Alerter`, then `e-mail config` tab.

It allows defining the email that will be sent for one selected language and for other language (in this case generally English is used as default).

You can define two different messages if the calling name is available or not. The calling name can be provided by CUCM Display name for internal calls or by IPS Global Directory reverse lookup for external calls.

The screenshot shows the 'e-mail config' page with the following configuration:

- Language code: en-US
- Time format: 24H
- Section: Case calling name is available
- e-mail title (Code): Message en absence de %callingName%
- e-mail body (Code): Vous avez reçu un appel de %callingName%, numéro %callingDN%, à %callTime%, appelant le numéro %origCalledDN%.
- e-mail title (Other): Missed call from %callingName%
- e-mail body (Other): You have been called by %callingName%, number %callingDN%, at %callTime%, calling number %origCalledDN%.

The subject and email may contain the following variables:

- %callingName%:** Calling name
- %callingDN%:** Calling number
- %calledDN%:** Number called,
- %origCalledDN%:** Number originally called (if forwarded),
- %callTime%:** Day and time of the beginning of the call,
- %userId%:** CUCM End User ID for called DN,
- %type%:** ABANDONED | FWD\_VOICE\_MAIL | FWD\_OTHER | PICKUP | ANSWERED BY

Another subject and email body is defined to be sent when the call is answered on a shared line by another phone. It may also contain the variable **%answeredBy%** which contains the CUCM userId associated to the phone which has answered the calls.

#### 3.5.1 Language detection

##### Language Code

Allows you to identify a specific language and send the (FR) email template to your users defined with this language in CUCM. (Call Manager End-User locale)

Users that don't use this language or have no recognised locale (empty or unknown) will receive emails formatted with the fallback (EN) template.

- **Example:** If the majority of your users speak english and a smaller group uses Spanish, set the Language Code to "es" and fill in the (FR) template with spanish and the (EN) template with english.

You can use the first 2 letters of the standard language code. List of language codes

[http://msdn.microsoft.com/en-us/library/ms533052\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms533052(VS.85).aspx)

## Time format

Choose if you want the time to be displayed in 24 Hours format or AM/PM 12 Hours format when using the %callTime% variable in the email template.

## Email dynamic fields

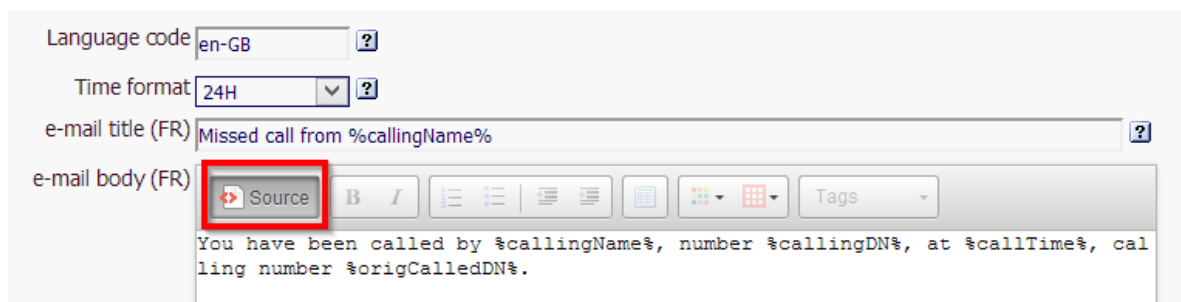
One will thus define the subject and the body of the e-mail message, in specific language (FR) and fallback language (EN). The following, case sensitive, variables will be replaced in the text by their value:

- %callingName%: name of the caller
  - For internal calls: CUCM Display Name
  - For external calls with IPS Global Directory: Last name, first name, company see [IPS Global Directory integration](#)
  - For all other calls: will display the calling number
- %callingDN%: calling number
- %callTime%: Time of the beginning of the call, in the telisca server timezone.
- %calledDN%: number called,
- %origCalledDN%: number called initially (if the call has been redirected or forwarded).
- %userId%: CUCM User ID associated to the phone,
- %type%: ABANDONED | FWD\_OTHER | FWD\_VOICE\_MAIL | ANSWERED BY
- %answeredBy%: CUCM User ID which has answered the call

## HTML Editor

The email template editor allows you to create rich text emails. To use basic text, simply edit the text in "Source" mode.

MCEA uses the CKEditor, more information on formatting text can be found on [CKEditor Help page](#).



*The Source mode to create raw text emails*

## Default email

Missing call from %callingName%

### 3.5.1.1 Body

You have been called by %callingName%, number %callingDN%, at %callTime%, calling number %origCalledDN%.

## 4 Deployment

MCEA becomes active for users for which the line is being monitored by CTI (and also when the [Activate MCEA setting](#) is checked).

### Testing environment

For initial testing make sure a that only a few test DNs or devices are monitored by CTI.

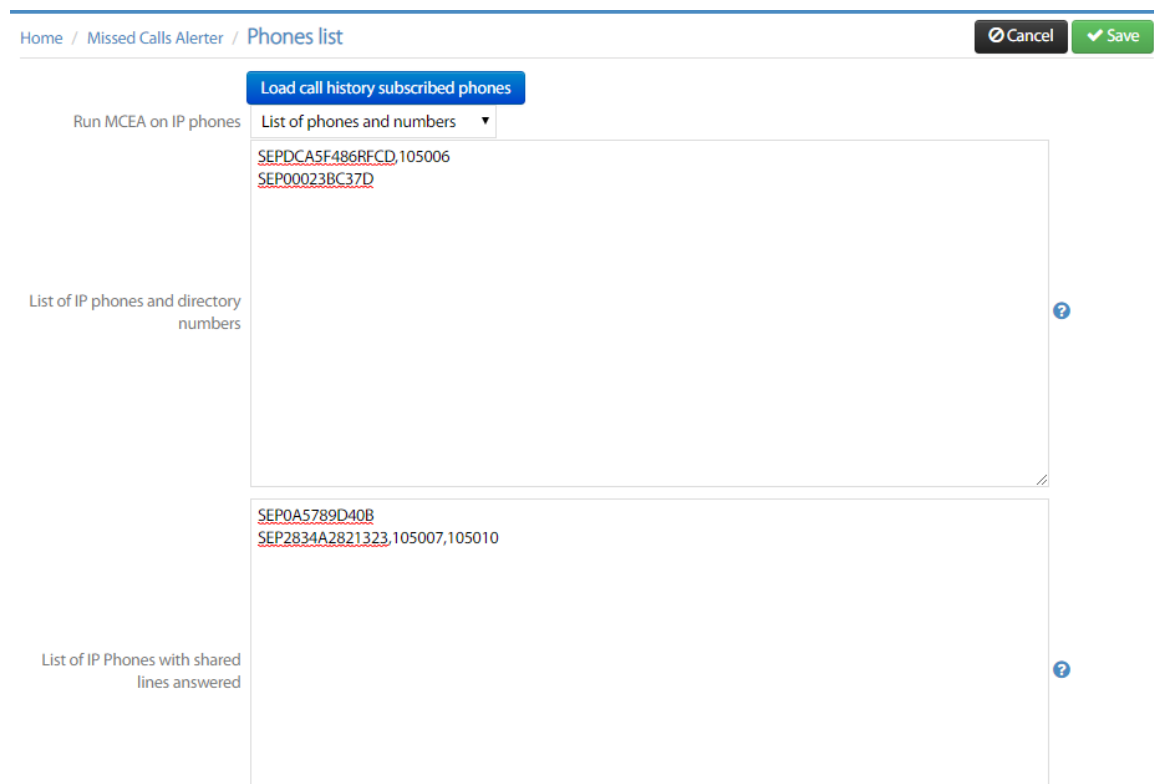
### Production environment

The recommended CTI monitoring setting in production is to monitor all devices.

You can define on which phones MCEA will apply in the Phones list screen.

Different modes of monitoring are available:

- Run MCEA on already CTI Monitored phones. The phones to CTI Monitored are then defined in CUCM Config screen.
- Run MCEA on All Phones
- Run MCEA in a list of phones and numbers



In this case the phone names need to be defined in the multi-line text box (one per line).

Optionally it is possible to restrict the line number on which MCEA will be applied by adding the line numbers separated by a comma (example: SEPDCA5F486RFCD,105006).

The second text box is visible only when the option 'Alert on shared line answered by other' has been enabled. It should contain the phone names and optionally line numbers for which the alert will be sent if another party has answered the call.

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## 5 Troubleshooting

### 5.1 Telisca support

Please follow the instructions below to eliminate simple issues, and don't hesitate to open a ticket with us on <http://support.telisca.com> and **always attach your log files!**

Log files can be downloaded from:

MENU > Support > Zip Logs > Select Missed Calls Email Alerter

### 5.2 No emails received

These are the different areas to check when no email is received after a call. It is possible to analyse the logs from MENU > Support > Logs right after an unsuccessful test call is made.

The logs to open are:

- CTI : they should contain lines with "MCEA" and indicate if MCEA is triggered or not at all
- IPS Framework: contains the actual MCEA internal process logs, can indicate SMTP or End User matching issues.

#### 5.2.1 MCEA configuration issue

Make sure the settings selected are supposed to trigger the notification. For example:

- if only on external calls, make sure the call was from an external line
- if deactivated on forward to voicemail, make sure the call didn't reach the voicemail

#### 5.2.2 CTI Monitoring issue

Make sure the telephone called is currently monitored by CTI. You should be able to see its MAC address in MENU > Global Config. > CTI Control > All associated phones

#### 5.2.3 SMTP issue

Test your SMTP settings in MENU > Global Config > SMTP > Test email

#### 5.2.4 Called user email address

MCEA is triggered from a device, it then needs to identify the user linked to this device and find its email address. Make sure there is an email address configured for the end-user associated to the phone. And that the [mode selected to find a user](#) is correct.

## **6 Appendix**

### **6.1 Test SMTP server**

It is possible to use a free open source smtp server for test purposes if an existing one is not available.  
<http://www.hmailserver.com/>

### **6.2 Small portable Email client**

You can use this small portable email client to retrieve your test emails:  
<http://jbmail.pc-tools.net/>