

Administrator's Guide

TAnnounce Statistics & Dashboard



Version: 6.1.x

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1. Product presentation

1.1 Introduction

TAnnounce is a solution for Cisco Unified Communications Manager making it possible to play preregistered announcements/messages for the incoming calls on direct numbers, attendant number or Line group. In the case of a line group, TAnnounce offers a simple ACD solution (Automatic Call Distribution).

TAnnounce can be used for the following functions:

- Greeting Message, while ringing the destination line,
- Call distribution to agents' group,
- Filtering/Routing according to the calling number (white list)
- Simple Interactive Vocal Server to play messages (with DTMF navigation),
- Open Hours/Closed Hours, holidays, exceptional closings,
- Send alerting emails & XMPP,
- Agent Desktop and IP Phone agent experience,
- Statistics & Dashboard (optional module),
- Integrate with telisca Attendant Console (optional module).

TAnnounce is a non-intrusive solution; if stopped, it does not prevent the distribution of calls which can be back-up by CUCM distribution (Hunt Pilot).

1.2 Greeting Message while ringing the destination line

TAnnounce makes it possible to replace ringing by a greeting message.

As soon as an incoming call ring list of numbers or any numbers in a range, the call is redirected towards an integrated audio server. This message is synchronized with the phone call. Different messages can be played according to the range of the called numbers.

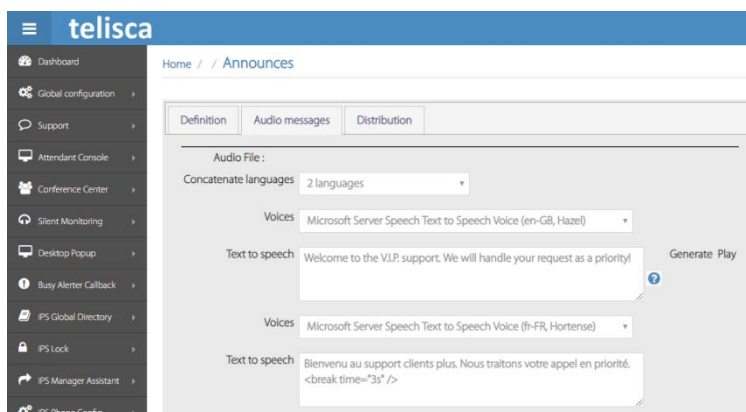
While playing the greeting message, a phone call is generated, by TAnnounce, towards the number initially called. A mechanism allows to display the real calling number, by pushing a text message or using External Call Control Profile which permits the modification of the caller number and to display customer information screen. When the call is answered, the call hearing the welcome message is transferred.

Two configuration modes are possible:

- Direct Inward Dial numbers are automatically redirected by TAnnounce, upon ringing of the called number, toward the TAnnounce audio server.
- DID numbers are transferred (via translation patterns) toward CTI ports managed by TAnnounce to play the audio message. For security, the CTI ports are defined with a redirection on non-registration, toward defined destination numbers.

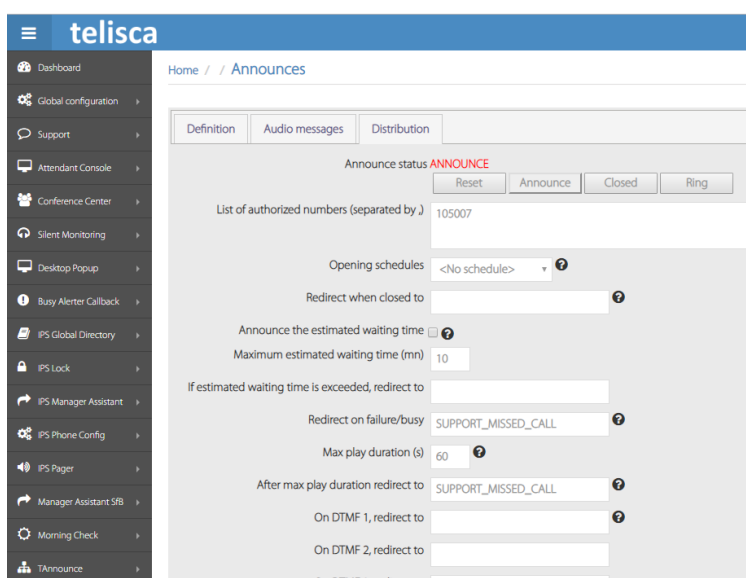
The last mode is used for a receptionist group or line group. It is possible to change the message option or schedule via an IP Phone interface: welcome message and called number destination, off-hours message, direct ringing.

The administration interface permits definition of the IVR script and the treatment for each node and to upload audio files, which are automatically converted to the correct format.



IVR Features

- Playback audio message
- Before answer (hold message while ringing)
- Opening hours, holidays
- Exceptional closings via an IP Phone, Attendant Console, Admin
- Temporary messages
- Estimated waiting time
- Redirection in case of excessive estimated waiting time
- Redirection in case of no answer, busy, closed, abandon.
- DTMF navigation
- Call distribution to a group (priority, rotation, least called)
- Routing by white or red list
- Send alerting email
- Integration with Attendant Console (call selection from Attendant Console, change status of queue openings)



Identifier	Announce number	Destination	On busy	Sec.	On timeout	Schedules	On closed	1	2	3	4	5	6	7	8	9	*	0	#
CLOSED				120															
WELCOME	99904	80125	CALL_LATER	360	CALL_LATER	FRIDAY_OFF	CLOSED	ENGLISH	FRENCH										
CALL_LATER				120															
ENGLISH	99905			500	CALL_LATER		CLOSED	ENGLISH_STD	ENGLISH_SUPPORT										
FRENCH	99909			120	CALL_LATER		CLOSED	FRENCH_STD	FRENCH_SUPPORT										

1.3 Opening schedules, holidays

It is possible to define opening schedules which will be associated to announcements. For each day of week, up to two opening ranges can be defined. Non-working days can be defined as well.

Home / TAnnounce / TAnnounce schedule parameters

Description: HO_SUPPORT

	Begin	End	Begin	End
Sunday				
Monday	09:00	12:30	13:30	19:00
Tuesday	09:00	12:30	13:30	20:30
Wednesday	09:00	12:30	13:30	19:00
Thursday	09:00	12:30	13:30	19:00
Friday	09:00	12:30	13:30	19:00
Saturday				

Closed days (yyyy/mm/dd)

2019/04/21, 2019/04/22, 2019/05/01, 2019/05/08, 2019/05/30, 2019/06/09, 2019/06/10, 2019/07/14, 2019/08/15, 2019/11/01, 2019/11/11, 2019/12/25, 2020/01/01, 2020/04/12, 2020/04/13, 2020/05/01, 2020/05/08, 2020/05/21, 2020/05/31, 2020/06/01, 2020/07/14, 2020/08/15, 2020/11/01, 2020/11/11, 2020/12/25, 2021/01/01, 2021/04/04, 2021/04/05, 2021/05/01, 2021/05/08, 2021/05/13, 2021/05/23, 2021/05/24, 2021/07/14, 2021/08/15, 2021/11/01, 2021/11/11, 2021/12/25, 2022/01/01, 2022/04/18, 2022/05/01, 2022/05/08, 2022/05/26, 2022/06/06, 2022/07/14, 2022/08/15, 2022/11/01, 2022/11/11, 2022/12/25, 2023/01/01, 2023/04/10, 2023/05/01, 2023/05/08, 2023/05/18, 2023/05/28, 2023/07/14, 2023/08/15, 2023/11/01, 2023/11/11, 2023/12/25, 2024/01/01, 2024/04/01, 2024/05/01, 2024/05/08, 2024/05/28, 2024/05/29, 2024/07/14, 2024/08/15, 2024/11/01, 2024/11/11, 2024/12/25, 2025/01/01, 2025/04/21, 2025/05/01, 2025/05/08, 2025/05/29, 2025/06/09, 2025/07/14, 2025/08/15, 2025/11/01, 2025/11/11, 2025/12/25, 2026/01/01, 2026/04/06, 2026/05/01, 2026/05/08, 2026/05/14, 2026/05/25, 2026/07/14, 2026/08/15, 2026/11/01, 2026/11/11, 2026/12/25, 2027/01/01, 2027/03/29, 2027/05/01, 2027/05/06, 2027/05/08, 2027/05/17, 2027/07/14, 2027/08/15, 2027/11/01, 2027/11/11, 2027/12/25, 2028/01/01, 2028/04/17, 2028/05/01, 2028/05/08, 2028/05/25, 2028/06/05, 2028/07/14, 2028/08/15, 2028/11/01, 2028/11/11, 2028/12/25

1.4 Filtering phone calls (whitelist, blacklist)

TAnnounce can make it possible to filter incoming calls according to the calling number. For specific numbers' ranges or a list of numbers provided in a text file, the phone calls are accepted and ring destination numbers. The number lists may be defined in a text file or added via an IP Phone interface (which proposes by default the number of the last received call

Unauthorized calls are transferred to a dissuasion message. This message can be change according to the number initially called.

1.5 Interactive vocal Server

TAnnounce can be used as a simple interactive vocal server. It makes it possible to define tree structure of an audio, accessible message via DTMF keys.

It is possible to define a welcome message and different audio information messages. These audio messages are uploaded via the administration web interface or generated in multi-language Text-To-Speech. They may be updated via file copy, and the reloading is triggered automatically after the audio file is copied.

1.6 Calls statistics (optional module)

This module provides statistics by hunt group (Hunt Pilot), as well as by agent of the group. It also tracks the agents' direct calls.

The statistics include:

- Calls received by the group and direct call,
- Calls made outside of the group.

Calls between agents, interceptions, consultations for transfer, and conferences are not counted, in order to avoid counting the same call multiple times.

The statistics provide information on:

- Global statistics per queue or DID numbers
- Statistics by call queue
- Statistics by agent
- Call details
- Number of calls received
- Number of calls answered
- Number of calls answered in X seconds
- Number of calls transferred
- Number of calls dialed

- Number of calls abandoned
- Number of calls redirected on busy
- Number of calls redirected on no answer
- Number of calls redirected closed schedule
- Percentage of answered calls
- Average waiting time before abandoned calls
- Average waiting time before answered calls
- Average agent on-line duration
- Average call duration (including hold time)

The statistics are available for the following period:

- Current day,
- Previous day,
- Current week,
- Previous week,
- Current month,
- Previous month,
- Current quarter,
- Previous quarter,
- Date range.

Depending upon the period, the data may be group by

- Hour of the day,
- Day of the week,
- Day of the month,
- Week,
- Month.

It is also possible to generate a detailed report, call by call..

Bar chart graphics complete the statistics.

Home / TAnnounce / Call-statistics Close

Entity: TELISCA

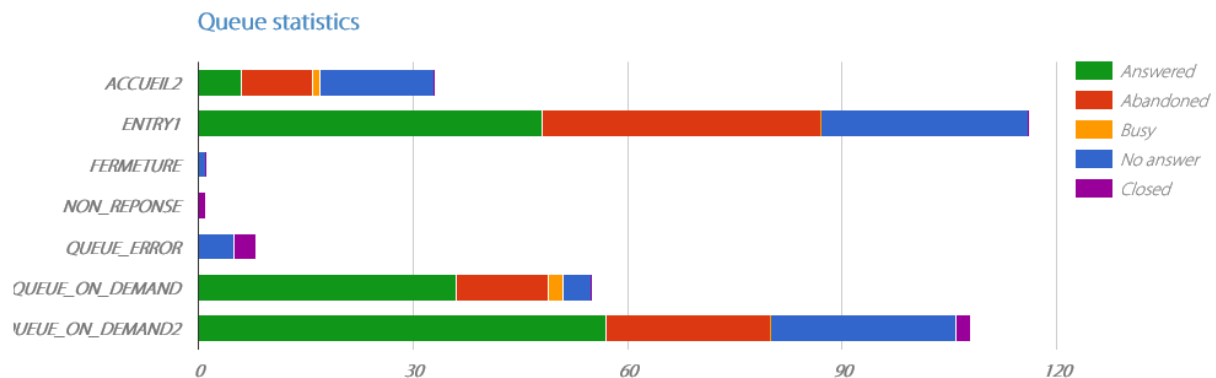
Group: (All) Period: Previous month Group by: Hour Export

Statistics between 3/1/2019 and 3/31/2019 (nb records=6)

Grid Call statistics Total call statistics Wait time statistics Comm. duration statistics

Group by Hour	Received	Answered	Transferred	Callback on transfer	Abandoned	Redirected on busy	Redirected on no answer	Redirected on closed	Dialed	Wait time before abandon	Wait time before answer	On-Line init. dur.	Total comm. duration	% answered	Answered in less than 15 sec.
9	1	0	0	0	1	0	0	0	0	00:06	00:00	00:00	00:00	0%	0
14	2	2	0	0	0	0	0	0	2	00:00	00:05	00:05	00:05	100%	2
16	5	5	2	0	0	0	0	0	2	00:00	00:10	00:15	00:15	100%	3
17	4	4	2	2	0	0	0	0	2	00:00	00:11	00:18	06:05	100%	3
18	9	7	4	2	0	2	0	0	6	00:00	00:07	01:21	01:37	78%	7
19	29	18	0	0	4	2	2	3	0	00:07	00:07	00:08	00:08	62%	16
Total	50	36	8	4	5	4	2	3	12	N/A	N/A	N/A	N/A	N/A	31
Calculated average	8	6	1	0	0	0	0	0	2	00:06	00:07	00:29	01:17	72%	5

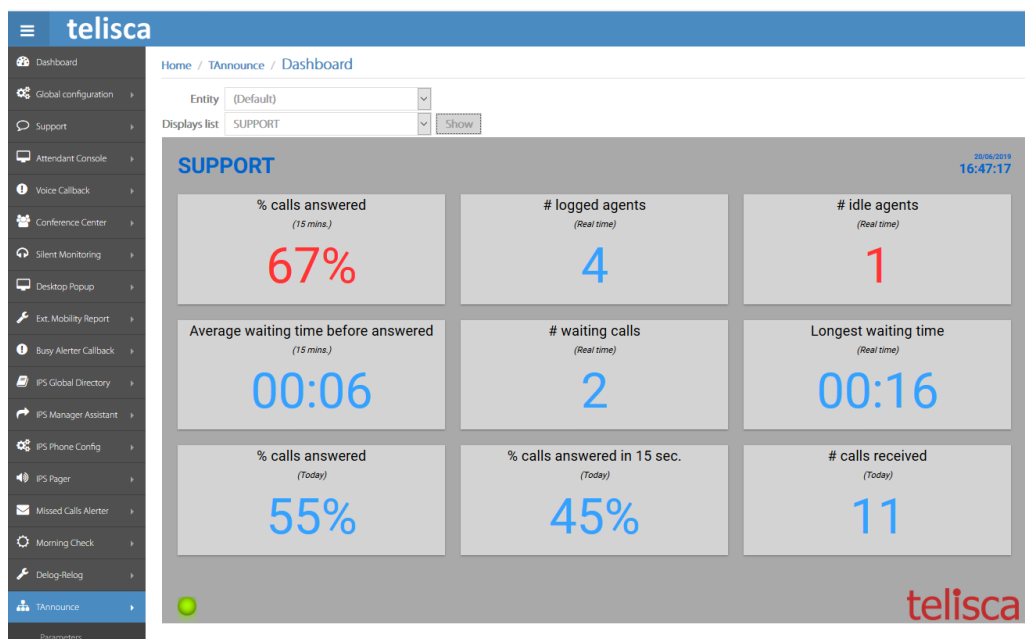
Statistics between 3/1/2019 and 3/31/2019 (nb records=9)



It is possible to receive the statistics reports automatically by email, daily, weekly, or monthly. The reports are sent in CSV format, which automatically opens in Microsoft Excel.

1.7 Dashboard / Wallboard

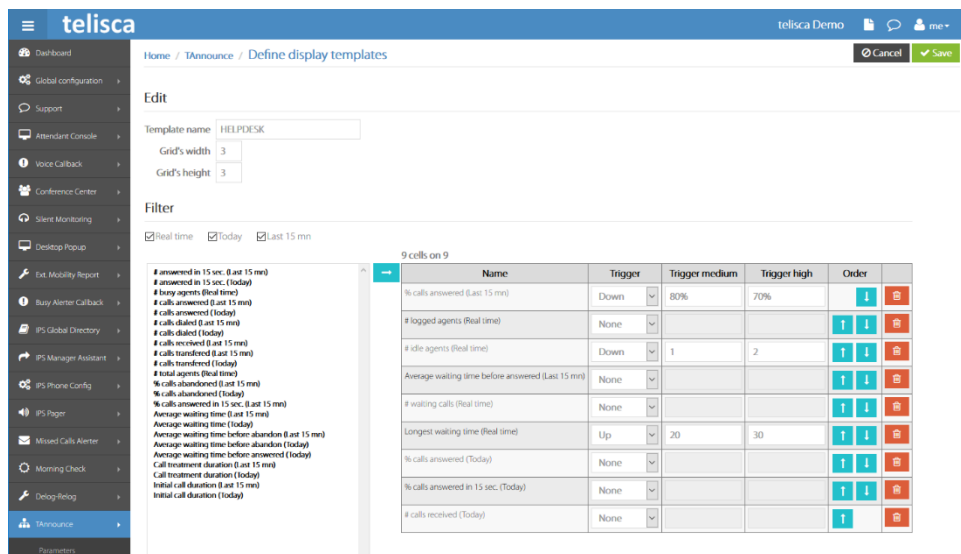
This optional module displays current statistics and real time information in a customized layout. It can be viewed from the administration or from a standalone screen connected to mini-PC.



Daily and last X minutes statistics are available.

Moreover, these real time data are also available, per queue:

- # agents associated
- # agents connected
- # agents online
- # agents idle
- # calls waiting
- Longest waiting time



A dashboard can merge data from several queues. Triggers (high or low) can be defined to change the displayed color.

1.8 Architecture, requirements

The solution is composed of a CTI Server operating as a Windows Service. It uses the JTAPI CTI interface available in Cisco CUCM. It connects to a principal and backup CTI Manager Service. It may operate in Fault Tolerant mode with the optional Hot Standby module.

TAnnounce includes an audio server. It sends an RTP stream based on CODEC:

- G711 μ Law,
- G711 ALaw,
- G729.

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard

Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
Cloud ready

The optional statistics module uses a PostgreSQL database, which is installed by telisca Setup.

1.9 Operating modes

TAnnounce offers 2 operating modes.

According to the selected mode, some features will be not available:

- **Auto redirect**
Calls are redirected by TAnnounce when they are routed by CUCM either by CTI or by External Call Control Profile. *Redirecting by CTI on ringing generates a « ghost » call on recipient phones.*
- **Ext calls redirected to cti ports**
Direct Dialing Inward calls ring on « DID » CTI Ports for treatment.

Following table gives the list of available features according to the selected operating mode:

Features	Operating modes	
	<i>Auto redirect</i>	<i>DID CTI Ports</i>
Greeting message while ringing destination	X	X
Audio message only	X	X
Temporary audio file	X	X
Redirection according to schedules	X	X
Redirection if max waiting time reached	X	X
Redirection on error/busy	X	X
Redirection if maximum announce duration reached		X
Announcement of waiting time		X
Redirection on abandoned call		X
Redirection on DTMF input		X
Audio message + pickup on demand (ATTDCONSOLE)		X
Announce + distribution group of agents.		X
Send email		X
Filtering/Routing calls on calling number		X
Statistics & Dashboard (optional module)		X

2. Architecture and requirements

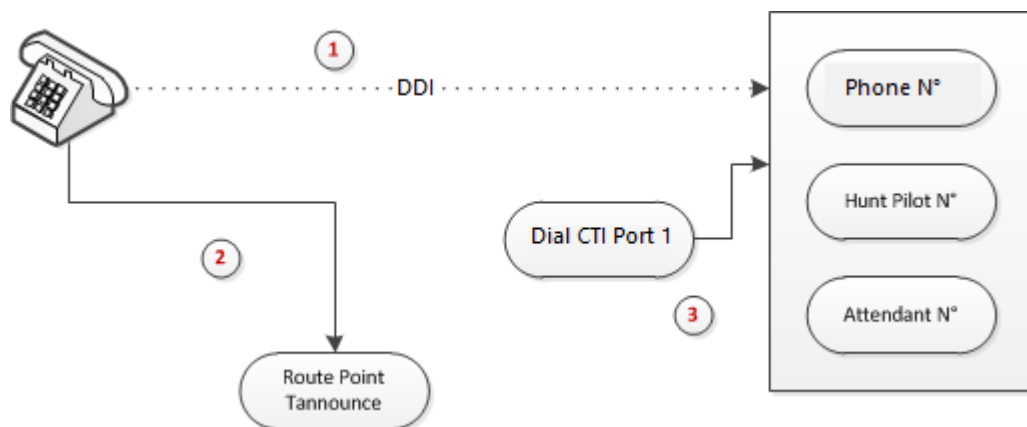
2.1 Architecture

The solution is composed of a CTI server designed in Java and running as a Windows service. It implements the CTI JTAPI interface available in Cisco CUCM. It connects to a main and backup CTI Manager service through TCP port 2748.

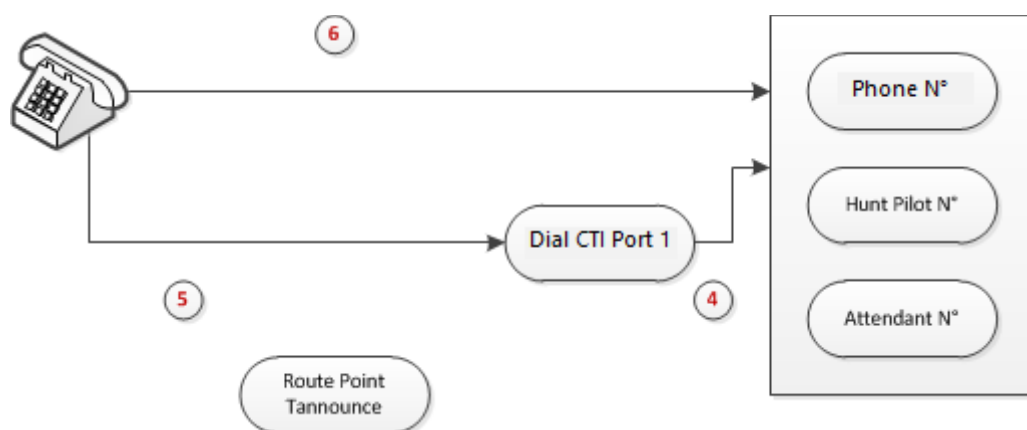
TAnnounce embeds an audio server to play audio messages (RTP stream). The audio stream is generated with following format: G711 Alaw/ μ law 8kHz or G729A.

2.2 Call flow

2.2.1 Auto redirect mode by CTI



1. When a call is routed by CUCM to its destination, telisca CTI server receives a ring event.
2. TAnnounce redirects the call to TAnnounce Route Point for playing the audio message configured for the destination.
3. The CTI server initiates a call towards the original destination of initial call by using a Dial CTI Port.



4. The destination hooks off (call coming from the Dial CTI Port).
5. The initial call is redirected to the Dial CTI Port.
6. The Dial CTI Port transfers the initial call to original destination.

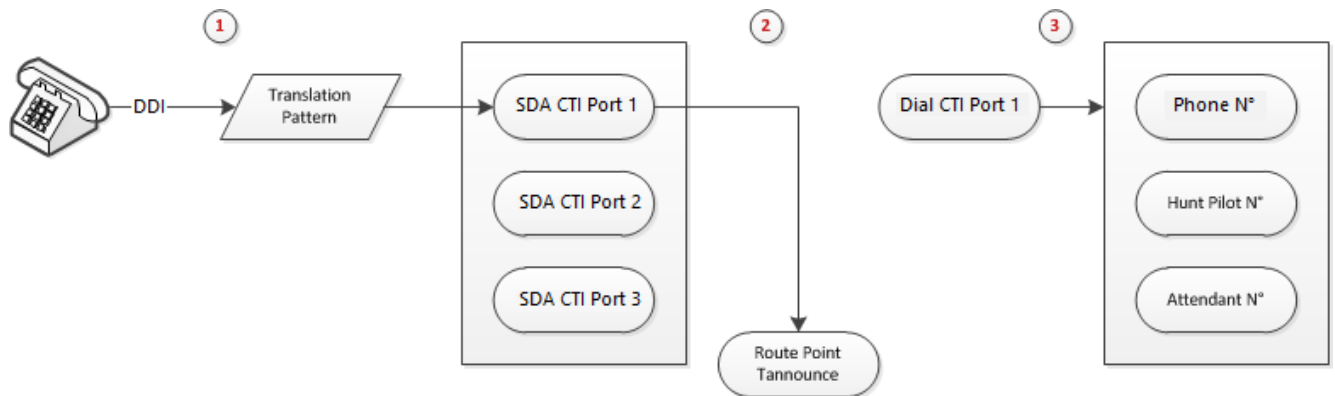
2.2.2 Auto redirect mode by ECCP

This mode use an External Call Control Profile defined from CUCM administration and which queries a TAnnounce URL. A Translation Pattern associated to this ECCP should be created. All the external calls that may ring to the targeted destinations should go through this translation pattern.

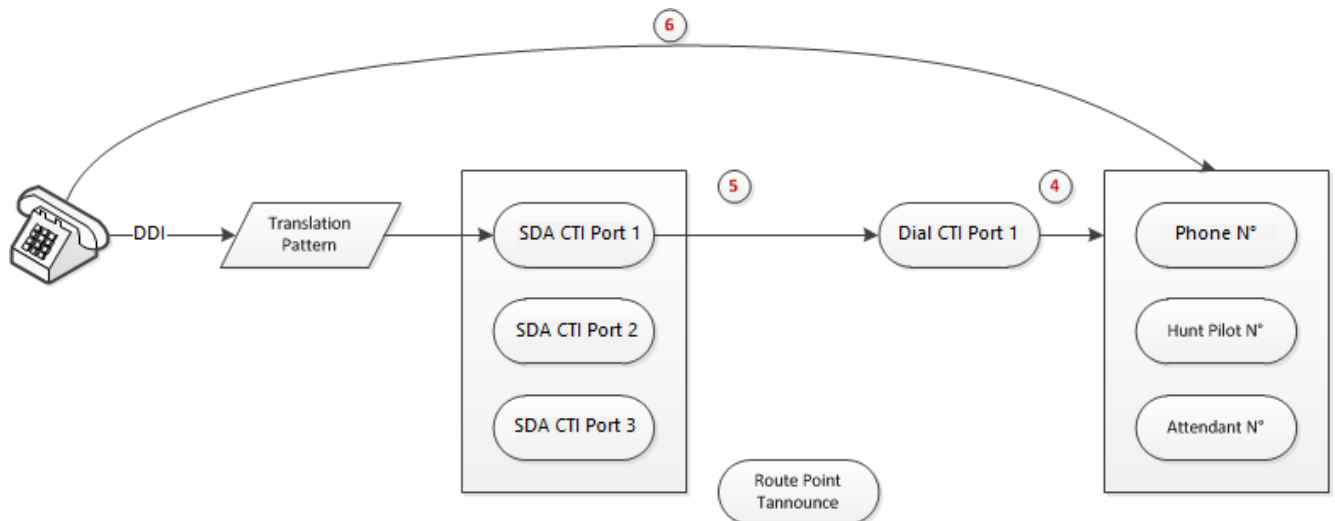
This solution allows to redirect the incoming calls to the CTI Route Point (to play the audio message) before it rings the destination. It avoids the missed calls on the destination.

2.2.3 DID CTI Ports mode

In this mode Direct Inward Dialing for switchboard or group or contact center queues should be redirected, using Translation Patterns, to TAnnounce CTI Ports (called DID CTI Ports). This CTI Ports are created by TAnnounce administration each time a new inbound script's announce is added.



1. The call is routed through a translation pattern and rings on the DID CTI Port.
2. TAnnounce redirects the call from the DID CTI Port to TAnnounce CTI Route Point to play the audio message associated to this DID CTI Port.
3. The CTI server initiates a call to the defined destination from a Dial CTI Port.



4. The destination answers the call (coming from the Dial CTI Port).
5. The initial call is redirected to the Dial CTI Port which answers.
6. The Dial CTI Port transfers the initial call towards the destination.

2.3 CUCM requirements

At CUCM level, the following items are required to perform the configuration of TAnnounce and the global configuration of the framework:

- **DNS Name/IPv4 address of CUCM Publisher**
 - The AXL SOAP service must be activated on this server. The DNS name must be identical to the one embedded in SSL certificate installed on CUCM. It is advised to deploy the CUCM certificate on TAnnounce server.
- **DNS Name/IPv4 address of CUCM EM**
 - The AXL SOAP service must be activated on this server. The DNS name must be identical to the one
 - The Extension Mobility service must be activated on this server.
- **Addresses of CUCM CTI Managers**
 - Primary and secondary servers on which the CTI Manager service is activated.
- **Application User**
 - The Application User must be part of following groups:
 - « Standard Super user »
 - « Standard EM Authentication Proxy Rights »
 - « Standard CTI Enabled »
 - « Standard CTI Allow control all devices »
 - « Standard CTI Allow control of Phones supporting connected Xfer and conf »
- **CTI Route Point**
 - CTI Route Point with a line associated to it that can receive external and internal calls. This CTI Route Point must belong to a Device Pool allowing G711 or G729 codec.
- **DN range / Device Pool / Partition / CSS for Dial CTI Ports**
 - This information is used to create the Dial CTI Ports on CUCM from Telisca administration interface.
- **DN range / Device Pool / Partition / CSS for DID CTI Ports** (only for “SDA CTI Port” operating mode)
 - This information is used to create the SDA CTI Ports on CUCM from Telisca administration interface.

Warning: Make sure that Dial CTI Ports range and Dial CTI Ports range do not overlap.

2.4 Framework configuration requirements

For operating, TAnnounce requires following minimal configuration of Telisca framework (see “Menu/ Global config.” in Telisca administration):

- CUCM Config. (administration guide IPSCFG_ADMIN_EN.pdf chapter 6.5)
- Parameters (administration guide IPSCFG_ADMIN_EN.pdf chapitre 6.6)
- CTI Config. (administration guide IPSCFG_ADMIN_EN.pdf chapitre 6.7)
- Email Config. (administration guide IPSCFG_ADMIN_EN.pdf chapitre 6.11)

2.5 Network data flow

Source	Target	Protocols/ports	Delay
--------	--------	-----------------	-------

			max RTT
telisca server	CUCM	HTTPS TCP/8443	500ms
telisca server	CUCM	JTAPI (CTI): TCP/2748	250ms
CUCM (ECCP)	telisca server	HTTP TCP/8081 or HTTPS TCP/8444 (1)	250ms
Web UI : IPS Administration	telisca server	HTTP TCP/80 or HTTPS TCP/443 (1)	1000ms
IP Phones	telisca server	HTTP TCP/80 or HTTPS TCP/443 (1)	1000ms
telisca server (AUDIO)	IP Phones (internal call)	RTP UDP/24576+ (1)	200ms
telisca server (AUDIO)	Voice Gateway or SIP Trunk	RTP UDP/24576+ (1)	200ms
telisca server (email sending)	SMTP server	TCP/25	1000ms

(1) configurable ports

3. Administration

3.1 Parameters

3.1.1 Mode: Auto redirect

This page displays the global configuration parameters for the mode "Auto redirect".

The screenshot shows the configuration page for TAnnounce. At the top, there are navigation links: Home / TAnnounce / Recorded lines notification parameters. On the right, there are 'Cancel' and 'Save' buttons. Below the navigation, there are three tabs: 'General' (selected), 'Advanced settings', and 'CTI ports dialing'. The 'General' tab contains the following settings:

- Enable TAnnounce**: ?
- Call flow mode on audio server**: Auto redirected by CTI ?
- Vocal server CTI Route Point name**: TANNCE_SRV3 ?
- Only for busy called parties**: ?
- Only for external calls**: ?
- External incoming phones numbers prefix**: ?

3.1.1.1 Enable TAnnounce

Activate the application.

3.1.1.2 Call flow mode on audio server

Way the call will be distributed: "Auto redirect".

Following list of options depends on the value selected for this parameter.

3.1.1.3 Only for busy called parties

When this option is not activated, an announce is played whatever the status of the called number, and at the same time, the called number is rung thanks to a Dial CTI Port.

If this option is activated, an announce is played only if the called number is busy; and thus, if the called number is not busy, this one is directly rung (without using a Dial CTI Port) and no announce is played.

3.1.1.4 Vocal server CTI Route Point name

Name of the CTI Route Point (must be created on CUCM as prerequisite) used by TAnnounce to play audio messages.

3.1.1.5 Only for external calls

TAnnounce will handle only the external calls. Type of calls -internal/external- can be detected automatically or based on the length of calling party number (see option in "Menu/ Global Config/ CTI Config").

3.1.1.6 External incoming phone number prefix

Prefix of external numbers as displayed on IP phones.

3.1.1.7 Display real calling number

Choose from the following:

- By ECCP associated to destination
If CUCM version 9+ an external control profile associated to the destination converts CTI ports number in real calling number.

- The default ECCP URL should be <http://telisca-host:8081/ECCI/?do=TANNCE> .
- CTI popup of calling numbers
TAnnounce can push by CTI the real calling party number and pending calls list, to hide the CTI port numbers.

3.1.1.8 Redirections Calling Search Space

Selection of Calling Search Space to use when redirecting the initial call :

- Default Calling Search Space**
 - CCS initially applied to the call
- CTI Ports/CTI Route Point Calling Search Space**
 - CCS of CTI Route Point associated to the audio server or CCS of Dial CTI Ports

3.1.1.9 Size of window for estimated waiting time calculation (mn)

The estimation of the waiting time is computed by taking into account the last calls received by the waiting queues and treated by their associated agents.
The size of the "window" including these calls must be equal -at the minimum- to the average of call processing time (waiting time + agent treatment time).

3.1.1.10 Auto detect new audio files copied

Activate the detection of new audio files availability on the audio server. New files are taken into account based on their date/time of creation/copy on the server.

3.1.1.11 Redirection on RTP stream detection

While an announce is played, the called number is rung thanks to a Dial CTI Port ; when the called party hooks off, the initial call is redirected to the called number.

This redirection can be triggered:

- either by taking into account the CTI event of call establishment.
This way of working implies to monitor the called number, which is possible only for internal numbers.
- or by detecting the establishment of the voice RTP stream.
In this case, there is no restriction on the type -internal/external- of called numbers. However, this triggering mode must not be used if called numbers go through a trunk enabling the "early media" (establishment of the voice stream before the call is answered).

3.1.1.12 Ranges of called numbers CTI monitored (for filter or announce)

Range of internal numbers that will be monitored and handled by TAnnounce.

Ranges of called numbers CTI monitored (for filter or announce)			
Add to grid			
		Start	End
Edit	Delete	+18600	+18799
Validate Cancel			

3.1.1.13 CTI ports to dial the destination while playing message

List of DIAL CTI Ports used by TAnnounce.

[Home](#) / [TAnnounce](#) / [Define CTI Ports](#)

Delete all

CTI port name
CPTA105970
CPTA105971
CPTA105972
CPTA105973
CPTA105974

Screen to generate the DIAL CTI Ports:

[Home](#) / [TAnnounce](#) / [Generate CTI ports for TANNCE](#)

CTI ports name prefix:

CTI ports directory number range begin:

CTI ports directory number range end:

CTI Ports alerting/display name:

Device pool:

Partition:

Calling Search Space:

The Calling Search Space of the CTI Port's line may allow to call the destination even if it is an external number.

By default, it takes 6 seconds to generate a CTI Port with its directory number. The task is executed in background so you can close the screen and continue to set other parameters.

3.1.2 Mode 'DID calls redirected to CTI Port'

This page displays the global configuration parameters for the mode "DID calls redirected to CTI ports".

[Home](#) / [TAnnounce](#) / [Recorded lines notification parameters](#)

General | **Advanced settings** | **DID CTI ports** | **CTI ports dialing** | **Statistics** | **Manager/Supervisor rights**

Enable TAnnounce ?

Call flow mode on audio server: ?

Vocal server CTI Route Point name: ?

Only for external calls: ?

External incoming phones numbers prefix: ?

3.1.2.1 Enable Tannounce
Enables the application.

3.1.2.2 Call flow mode on audio server
Call distribution mode: "Ext calls redirected to CTI ports".
Translation patterns should be used to redirect the DID numbers to TAnnounce CTI Ports.

3.1.2.3 Vocal server CTI Route Point name
Name of the ITC Route Point (previously created on the CUCM) used by Tannounce to broadcast the audio messages.

3.1.2.4 Only for external calls
Tannounce supports only external calls. These can be detected automatically or by the length of the numbers (setup from "Menu / Global Setup / CTI Setup").

3.1.2.5 External incoming phones number prefix

External number prefix to remove from calling number before checking directory numbers ranges.

3.1.2.6 Display real calling number

While the initial call is waiting in queue a Dial CTI Port is ringing the destination. It is possible to display the real calling number instead of the CTI Port's number.

Choose from the following:

- By ECCP triggered when dialing the destination.
You need to defined an External Call Control Profile in CUCM Administration.
The URL should be <http://telisca-host:8081/ECCI/?do=TANNCE>.
After a 2000ms delay the call should continue.
The ECCP should be associated to a Translation Pattern which is triggered when calling the destination or to all destinations' numbers.
- CTI popup of calling numbers
TAnnounce can push by CTI a Text with the real calling party number or pending calling numbers' list, which will the CTI port numbers.

3.1.2.7 Redirections Calling Search Space

Selection of Calling Search Space to use when redirecting the initial call:

- **Default Calling Search Space**
 - CCS initially applied to the incoming call
- **CTI Ports/CTI Route Point Calling Search Space**
 - CCS of CTI Route Point used by the audio server and CSS of Dial CTI Ports.

3.1.2.8 Size of window to estimate the waiting time (mn)

The estimation of the waiting time is computed by taking into account the last calls received by the waiting queues and treated by their associated agents.

The size of the "window" including these calls must be equal -at the minimum- to the average of call processing time (waiting time + agent treatment time).

3.1.2.9 Auto detect new audio files copied

Activate the detection of new audio files availability on the audio server. New files are taken into account based on their date/time of creation/copy on the server.

3.1.2.10 Transfer enabled to external destination

While TAnnounce plays an audio message it may call a destination number and detect the destination answers the call to transfer the call. By default, this requires CTI control the destination number. However it is possible to detect the call is answered when the RTP flow is established so it can also work for external destinations.

This option should not be checked if the trunk sneds an RTP stream while ringing.

3.1.2.11 DID CTI ports name prefix

Prefix used to create the DID CTI Ports (the CTI Ports will be created with the name "prefix" + "number"). The CTI Ports will be created automatically on the CUCM, as the associated ads are configured from the TAnnounce administration interface.

3.1.2.12 DID CTI ports base DN

The base number of the number range used to create the CTI Ports.

3.1.2.13 DID CTI ports Device Pool

Device Pool used to create the DID CTI Ports.

3.1.2.14 DID CTI ports partition

Partition used to create CTI Ports.

3.1.2.15 DID CTI ports Line Calling Search Space
 CSS used to create the CTI Ports.

3.1.2.16 CTI ports to dial while playing message
 List the CTI ports already created by TAnnounce to dial.
 Or generate dial CTI ports.

[Generate CTI ports for TANNCE](#)

CTI ports name prefix	CPTA
CTI Ports alerting/display name	WELCOME
CTI ports directory number range begin	99700
CTI ports directory number range end	99702
Device pool	Default
Partition	DHE_partition
Calling Search Space	CSS_ALL
Create	

3.1.3 Statistics parameters

From the Statistics' tab you can enable the statistics and define several parameters (see Statistics chapter).

Home / TAnnounce / TAnnounce parameters Cancel Save

General Advanced settings DID CTI ports CTI ports dialing **Statistics** Manager/Supervisor rights

Enable call statistics ?

Statistics email object (FR) Rapport statistique %period% pour le groupement %announce% ?

Statistics email object (EN) %period% statistics report for group %announce% ?

Automatic e-mail sent at 22:30 ?

Report format attached CSV Format (values separated by semi-colon)

Display "Calling name" column ?

Delay for stats "answered in less than X sec." 15 ?

Hide phone numbers in calls detail ?

3.1.4 Managers/Supervisors access rights

From the Manager/Supervisor rights' tab, the administrator can define the different rights for the Managers (global and by entity) and the supervisors by entity.

Home / TAnnounce / TAnnounce parameters Cancel Save

General Advanced settings DID CTI ports CTI ports dialing Statistics **Manager/Supervisor rights**

Name	Manager		Supervisors	
	Read only	Update	Read only	Update
Dashboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Statistics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Agents Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Schedules		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Audio Files		<input checked="" type="checkbox"/>		<input type="checkbox"/>
Audio files	Basic	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Full	<input type="checkbox"/>		<input type="checkbox"/>

Depending of the rights access defined here the global Managers defined in Global Config/Parameters and the Managers & Supervisors defined by entity will access to different elements of TAnnounce.

Agents control includes Agent Definition (if update is checked) and Agents' status.

Basic audio script access allows to change, for existing announces:

- The fixed and temporary audio messages,
- The directory numbers to distribute the calls,
- The email addresses to send the statistics and the period to send each statistic.

3.2 Entities

TAnnounce allows to define different entities (or sites). This is useful to segment the audio scripts and statistics. It is possible to associate a time zone to the entity. It is possible to associate Managers and Supervisors to an entity.

From TAnnounce menu, select Entities item.

Home / TAnnounce / Entities ✔ Close

[+ Add an entity](#)

Actions	Entity's name	Timezone	Authorization mode	AD or local Security group	Authorized logins
Edit Delete	(Default)		Logins' list		jml pwd,toan pwd
Edit Delete	BRIGHTON	(UTC+01:00)	Logins' list		PRODBRI PWD
Edit Delete	ISSY		AD security group		
Edit Delete	LONDON WEST		Logins' list		
Edit Delete	TEST		Logins' list		jml4

Here is the edit screen of an entity.

Entity's name

Authorization mode

Manager
Authorized AD / local logins or login|password (separated by ,)

Supervisor
Authorized AD / local logins or login|password (separated by ,)

Timezone

[Update](#) [Cancel](#)

You define a name, a time zone and Managers/Supervisors authorisation. The authorisation can be based on an Active Directory or local Security Group. You can also define a list of authorized login for Managers and Supervisors. It is also possible to define an application login/password by entering them with the format login|password. The credentials are separated by a comma.

The Managers and Supervisors access rights are defined in TAnnounce / Parameters page.

3.3 Schedules

The administrator or Manager/Supervisor with ad'hoc rights can define schedules. For each announce it is possible to associate an opening / closing time which is defined in the Schedules sub-menu. The schedules can be associated to an entity or available for all entities.

Home / TAnnounce / TAnnounce schedule parameters

[Add to grid](#)

	Description
	HO_ACCUEIL
	HO_SUPPORT
1	

Select an entity or all entities. If you select 'All entities' the schedule will be available for the any script of all the entities otherwise it will be available only for the scripts of the same entity.

Enter a name (description) that will be selected when creating an announce of a script.

Home / TAnnounce / TAnnounce schedule parameters

Entity: All entities

Description: HO_SUPPORT

	Open	Opening period #1		Break	Opening period #2	
		Begin	End		Begin	End
Monday	<input checked="" type="checkbox"/>	09:00	12:30	<input checked="" type="checkbox"/>	13:30	19:00
Tuesday	<input checked="" type="checkbox"/>	09:00	12:30	<input checked="" type="checkbox"/>	13:30	20:30
Wednesday	<input checked="" type="checkbox"/>	09:00	12:30	<input checked="" type="checkbox"/>	13:30	19:00
Thursday	<input checked="" type="checkbox"/>	09:00	12:30	<input checked="" type="checkbox"/>	13:30	20:00
Friday	<input checked="" type="checkbox"/>	09:00	12:30	<input checked="" type="checkbox"/>	13:30	19:00
Saturday	<input type="checkbox"/>			<input type="checkbox"/>		
Sunday	<input type="checkbox"/>			<input type="checkbox"/>		

Closed days (yyyy/mm/dd)

2019/04/21, 2019/04/22, 2019/05/01, 2019/05/08, 2019/05/30, 2019/06/09, 2019/06/10, 2019/07/14, 2019/08/15, 2019/11/01, 2019/11/11, 2019/12/25, 2020/01/01, 2020/04/12, 2020/04/13, 2020/05/01, 2020/05/08, 2020/05/21, 2020/05/31, 2020/06/01, 2020/07/14, 2020/08/15, 2020/11/01, 2020/11/11, 2020/12/25, 2021/01/01, 2021/04/04, 2021/04/05, 2021/05/01, 2021/05/08, 2021/05/13, 2021/05/23, 2021/05/24, 2021/07/14, 2021/08/15, 2021/11/01, 2021/11/11, 2021/12/25, 2022/01/01, 2022/04/18, 2022/05/01, 2022/05/08, 2022/05/26, 2022/06/06, 2022/07/14, 2022/08/15, 2022/11/01, 2022/11/11, 2022/12/25, 2023/01/01, 2023/04/10, 2023/05/01, 2023/05/08, 2023/05/18, 2023/05/28, 2023/07/14, 2023/08/15, 2023/11/01, 2023/11/11, 2023/12/25, 2024/01/01, 2024/04/01, 2024/05/01, 2024/05/08, 2024/05/09, 2024/05/20, 2024/07/14, 2024/08/15, 2024/11/01, 2024/11/11, 2024/12/25, 2025/01/01, 2025/04/21, 2025/05/01, 2025/05/08, 2025/05/29, 2025/06/09, 2025/07/14, 2025/08/15, 2025/11/01, 2025/11/11, 2025/12/25, 2026/01/01, 2026/04/06, 2026/05/01, 2026/05/08, 2026/05/14, 2026/05/25, 2026/07/14, 2026/08/15, 2026/11/01, 2026/11/11, 2026/12/25, 2027/01/01, 2027/03/29, 2027/05/01, 2027/05/06, 2027/05/08, 2027/05/17, 2027/07/14, 2027/08/15, 2027/11/01, 2027/11/11, 2027/12/25, 2028/01/01, 2028/04/17, 2028/05/01, 2028/05/08, 2028/05/25, 2028/06/05, 2028/07/14, 2028/08/15, 2028/11/01, 2028/11/11, 2028/12/25

It is possible to define one or two open time ranges per day. When checking the following day, the time range of the previous day is duplicated to ease the schedule creation.

You can then enter a list of bank holidays, separated by commas, with the format "YYYY/MM/DD". By default, the list is filled with the French bank holidays.

3.4 Audio files list

The administrator or advanced production user can define audio files that can be used in script's announces. It is then possible to change an audio message for several announces at the same time.

The audio files are filtered by entities. It is also possible to create audio files that are available to all entities by selecting 'No entity'.

Home / TAnnounce / Audio Files

Entity: (Default)

+ Add an audio file

Name	Type	Description	Action
ACCUEIL_ISSY	Text To Speech	Bienvenu à l'accueil de telisca. Nous allons traiter votre a...	Edit Delete
FERME	Text To Speech	Désolé, nos bureaux sont actuellement fermés.	Edit Delete
BUSY	Text To Speech	We are currently busy. Please call later.	Edit Delete
Annonce temporaire	File	Comptine_00.wav	Edit Delete
WELCOME_ISSY	Text To Speech	Hello, welcom to telisca your are at Issy les Moulineaux!	Edit Delete

Define the name of the audio file. It will be listed in the announce definition script.

You can create an audio message by Text to Speech or by loading an audio file (wav, mp3, ...). **WARNING:** The audio file size cannot be bigger than 8MB.

To generate a message by text to speech, choose the language then type the text. The text can include formation commands (see below). You can select up to four different languages, they will be concatenated. You can check the audio message by

It is possible to add a silence at the end of the audio file.

TTS syntax:

Can use the Speech Synthesis Markup (SSML) to control various characteristics of synthetic speech (text-to-speech) output including pitch, rate, volume, pause.

break: An empty element used to control the prosodic boundaries between words.

Syntax: `<break time="xxxms" />` or `<break time="xxxs" />`

emphasis: Increases the level of stress with which the contained text is spoken.

Syntax: `<emphasis level="strong|moderate|none|reduced">text-to-speech</emphasis>`

prosody: Controls the pitch, rate, and volume of the speech output.

Syntax: `<prosody pitch="value" contour="value" range="value" rate="value" duration="value" volume="value">text-to-speech</prosody>`

-pitch: Optional. Indicates the baseline pitch for the contained text. This value may be expressed in one of three ways:

An absolute value, expressed as a number followed by "Hz"(Hertz). For example, 600Hz.

A relative value, expressed as a number preceded by "+" or "-" and followed by "Hz" or "st", that specifies an amount to change the pitch. For example, + 80Hz or - 2st. The "st" indicates the change unit is semitone, which is half of a tone (a half step) on the standard diatonic scale.

An enumeration value, from among the following: x - low, low, medium, high, x - high, or default.

-volume: Optional. Indicates the volume level of the speaking voice. This value may be expressed in one of three ways:

An absolute value, expressed as a number in the range of 0.0 to 100.0, from quietest to loudest. For example, 75. The default is 100.0.

A relative value, expressed as a number preceded by "+" or "-" that specifies an amount to change the volume. For example, +10 or -5.5.

An enumeration value, from among the following: silent, x-soft, soft, medium, loud, x-loud, or default.

Note: It is possible to create an empty audio message. If you do not enter text to speech nor select and audio file then a one second silence audio file will be created. This is useful when referencing audio files in the script. It allows production users to add a temporary message, without changing the script, by changing the empty audio file into a temporary message.

3.5 Scripts

This screen shows a script with several actions.

The script is defined for the selected entity. It is possible to add, update, delete actions.

telisca

Home / TAnnounce / Script

Entity (Default)

+ Add a script's item Save order

Identifier	CTI port #	Type	Destination	On busy	Sec.	On timeout	Schedules	On closed	1	2	3	4	5
Edit SALES	105981	ANNCE_GROUP_DISTRIB	105007,105006	TOO_BUSY	20	TOO_BUSY	HO_ACCUEIL	CLOSED					
Edit SUPPORT	105982	ANNCE_ON_DEMAND	105007,105006,105010,105034	SUPPORT_MISSED_CALL	30	SUPPORT_MISSED_CALL	HO_SUPPORT	CLOSED_SUPPORT					
Edit ACCUEIL2	105980	AUDIO_MSG			120	TOO_BUSY	HO_ACCUEIL	CLOSED	SALES	ROUTE_SUPPORT			
Edit SUPPORT_VIP		ANNCE_ON_DEMAND	105007	SUPPORT_MISSED_CALL	60	SUPPORT_MISSED_CALL							
Edit SUPPORT_MISSED_CALL		SEND_EMAIL	TOO_BUSY		120								
Edit Welcometoan	105984	ANNCE_WHILE_RINGING	105010		120								
Edit TOO_BUSY	105983	AUDIO_MSG			10								
Edit CLOSED_SUPPORT		AUDIO_MSG			20								
Edit CLOSED		AUDIO_MSG			20								
Edit ROUTE_SUPPORT		FILTER_ROUTE_CALLS	SUPPORT_VIP		120								
Edit ABANDON_EMAIL		SEND_EMAIL			120								
Edit DEF1	105987	AUDIO_MSG			120								
Edit DEF2	105989	AUDIO_MSG			120								

It is possible to change the order by copy/paste (see above screen shot), then click on the Save order button. The order is import for Attendant Console as the queues will appear in the defined order and the priority of the call can be based on the queue order.

3.6 Auto redirect mode

3.6.1 Identifier announce type

Home / TAnnounce / Announces

Cancel Save Delete

Definition	Audio messages	Distribution
Identifier	ACCUEIL2	
Entity	(Default)	
Audio type	Announce while ringing destination	

3.6.1.1 Identifier

The unique identifier of the configured script. It is used to define the destination of call flow in the script. It cannot be edited after been created. The identifier is specific to the entity. However, during the execution of a script if the destination ID does not exist in the current entity the ID of the default entity is used.

3.6.1.2 Audio type

- Announce while ringing destination
 - An audio message is played while a CTI port calls the defined destination, as soon at the destination answers, the audio is stopped and the call is transferred.

3.6.2 Select audio files from library

You can select up to five files already created in the audio files library. Only the files of the same entity are listed. When playing audio, at the end of the first file the second is played.

Home / TAnnounce / Announces

Definition	Audio messages	Distribution	Statistics
Audio file mode	Select from audio file list		
Audio 1	WELCOME_ISSY		
Audio 2	Annonce temporaire		
Audio 3	Select		
Audio 4	Select		
Audio 5	Select		

If an audio file content is changed in the library the new file will be played by the announce the next time it is triggered.

3.6.3 Audios messages

You can also create the audio message in the script's announce, either by text to speech or by loading an audio file.

Home / TAnnounce / Announces

Definition	Audio messages	Distribution	Statistics
Audio file mode	Generate file here after		
Audio File :			
Concatenate languages	1 language		
Voices	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)		
Text to speech	<p>Welcome to telisca. Please wait, we are looking for the best contact to answer your call.</p> <p>Play</p>		
Or upload audio file	Browse...		
Silence duration (s)	3		

3.6.3.1 Audio file

You can enter a text message that will be converted to audio in text to speech. The message can be concatenate in up to 4 languages. It is possible to include some XML commands to enhance it (see hint). You can generate the audio message and play it (it will be downloaded in WAV format) or you can just save it will be generated anyway while saving.

Or you can select the audio file in almost any format, it will be converted in the ad' hoc format and stored in the server. Warning: The audio file size must not exceed 8MB.

You can add a silence at the end of the audio message.

3.6.3.2 Temporary audio message

You can define a temporary message that will be played during the defined time range.

Temporary audio file

Concatenate languages

Voices

Text to speech

Or upload audio file

Silence duration (s)

Temporary audio start

Temporary audio end

3.6.4 Call flow, distribution of the call

Home / TAnnounce / Announces

Definition Audio messages Distribution

Announce status

Opening schedules

Redirect when closed to

Announce the estimated waiting time

Maximum estimated waiting time (mn)

If estimated waiting time is exceeded, redirect to

Redirect on failure/busy

Minimum wait duration before abandoned

Redirect on abandoned call to

Max play duration (s)

After max play duration redirect to

Add to grid

Edit	Delete	Start	End
		105980	105980
1			

3.6.4.1 Announce status

These buttons are used to force the state of the script. The current state of the script is indicated in red when the CTI server is started.

status **ANNOUNCE**

=> it means the announce is currently active

status **CLOSED**

=> it means the announce is not currently active

status **RING**

=> it means the announce is not played but the "redirect destination" is still rung.

Button **"Reset"**

allows to reset the status of the announce if it has been previously forced to a given status.

Button **"Announce"**

allows to force the status of the announce to "ANNOUNCE" if it is not currently set to "Announce".

Button **"Closed"**

allows to force the status of the announce to "CLOSED" if it is not currently set to "Closed".

Button **"Ring"**

allows to disable playing the announce and just ring the "redirect destination".

3.6.4.2 Opening schedules

Schedule to be used for the open or close this announce.

3.6.4.3 Redirect when closed to

If the SDA number is closed by the user from the ip phone interface, the calls are redirected to this number. It may be also the identifier of another audio message with a closure message or the voicemail DN.

3.6.4.4 Announce the estimated waiting time

An audio message will be played giving an estimate of the waiting time.

3.6.4.5 Maximum estimated waiting time (mins)

Max number of minute for the estimated wait time before redirection.

3.6.4.6 If estimated waiting time is exceeded, redirect to

Destination to which calls are redirected when the maximum estimated waiting time is reached

3.6.4.7 Redirect on failure/busy

If the transfer to the destination fails (busy trigger) the call is redirected to this number or enter the identifier of another audio message.

3.6.4.8 Max play duration

Duration in seconds is tested at the end of the audio file play to decide to loop or note. If this duration is smaller than the audio message length, the audio message is then played only once. If no destination number, nor announce ID is defined on no answer, then the call is dropped.

3.6.4.9 After max play duration redirect to

Enter the destination on timeout or the identifier of another audio message. If no phone number is defined, the call will be dropped at the end of the maximum duration.

3.6.4.10 Add to grid

You can choose different audio messages depending of the destination of the call, it is required to define for each audio message, at least on directory numbers range of called directory number for which this audio message will be played.

3.7 DID calls redirected to CTI ports

3.7.1 Identifier, CTI Port and type of Announce

Home / TAnnounce / Announces Cancel Save Delete

Definition Audio messages Distribution Statistics

Identifier SALES ?

Entity ISSY

Create a CTI port directory number ?

CTI port #

Audio type Announce + group distribution ?

Closed if no agent logged

3.7.1.1 Identifier

The unique identifier of the configured script. It is used to define the destination of call flow in the script. It cannot be edited after been created. The identifier is specific to the entity. However, during the execution of a script if the destination ID does not exist in the current entity the ID of the default entity is used.

3.7.1.2 Create a CTI port directory number

Create an automatic CTI port with an incremental directory number, at least one is required to dial in the IVR script. You do not need to create a CTI ports for internal TAnnounce. When defining the call flow distribution, you enter the identifier of the destination announce.

3.7.1.3 Redirect to this number if server is down

Define a destination, for instance a hunt pilot associated to a line group that will receive the call if the CTI port is unregistered because of TAnnounce being down.

3.7.1.4 Audio type

- Announce while ringing destination
 - An audio message is played while a CTI port calls the defined destination, as soon at the destination answers, the audio is stopped and the call is transferred.
- Announce + group distribution
 - While the audio message is played a CTI port calls the first available agent's number according to the distribution mode.
- Announce + pickup by Attendant Console
 - The audio message is played until the attendant console user selects the call, it is then redirected to their phone.
- Audio message only
 - The audio message is played, no destination is dialled.
- Filter/Route Call
 - Redirect to a destination if the calling number is found in a list
- Send an email
 - Sends an email with the call information.

3.7.1.5 Closed if no agent logged

The queue open/close status can be controlled by agents' login status. If no agent are logged then the queue is closed. When the first agent login the queue open.

3.7.2 Audio messages

3.7.2.1 Audio file

You can enter a text message that will be converted to audio in text to speech. The message can be concatenate in up to 4 languages. It is possible to include some XML commands to enhance it (see hint). You can generate the audio message and play it (it will be downloaded in WAV format) or you can just save it will be generated anyway while saving.

Or you can select the audio file in almost any format, it will be converted in the ad' hoc format and stored in the server.

Audio file mode: Generate file here after

Audio File:

Concatenate languages: 2 languages

Voices: Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)

Text to speech: Veuillez patienter s'il vous plait, un commercial va prendre votre appel. Play

Voices: Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)

Text to speech: Please hold, a sales representative will answer your call shortly.

Or upload audio file: Browse...

Silence duration (s): 2

c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_00.wav

You can append a silence at the end of the audio message.

3.7.2.2 Temporary audio message

You can define a temporary message that will be played during the defined time range.

Temporary audio file

Concatenate languages: 1 language

Voices: Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)

Text to speech: Generate Play

Or upload audio file: Parcourir... Aucun fichier sélectionné.

c:\inetpub\wwwroot\IPSCFG\data\AUDIO>ContactAlreadyOnline_1VoiceMail_2Ring_F1_00.wav

Temporary audio start: 2019-07-30 07:00

Temporary audio end: 2019-07-31 20:00

3.7.3 Call flow distribution

Home / TAnnounce / Announces Cancel Save Delete

Definition Audio messages Distribution

Announce status **SCHEDULED_CLOSED**

Reset Announce Closed Ring

Group distribution mode: According to number's order

Max ring duration by agent: 10

Agent status when day begin: Available

Agent's numbers list (separated by ,): 105007, 105006

3.7.3.1 Announce status

These buttons are used to force the state of the script. The current state of the script is indicated in red when the CTI server is started.

status **ANNOUNCE**

=> it means the announce is currently active

status **CLOSED**

=> it means the announce is not currently active

status **RING**

=> it means the announce is not played but the "redirect destination" is still rung.

Button "**Reset**"

allows to reset the status of the announce if it has been previously forced to a given status.

Button "**Announce**"

allows to force the status of the announce to "ANNOUNCE" if it is not currently set to "Announce".

Button "**Closed**"

allows to force the status of the announce to "CLOSED" if it is not currently set to "Closed".

Button "**Ring**"

allows to disable playing the announce and just ring the "redirect destination".

Additional options when selecting the following 'Audio type': **Announce + group distribution**

3.7.3.2 Group distribution mode

- circular
- according to numbers order
- the longest idle
- broadcast

3.7.3.3 Max ring duration by agent

In seconds the maximum ring duration on the agents phone.

3.7.3.4 Agent status when day begin

Paused or available – when TAnnounce restarts every morning, the agent will be by default paused or available. If telisca attendant console is used, it will set the agent available when launching.

3.7.3.5 Agents number list

List of agent's numbers, separated by comma. These numbers are dialled by TAnnounce from a CTI port according to selected distribution mode while the welcome message is played. As soon as one of the agent's answers, the initial call is transferred to this agent. If no number is defined, TAnnounce will hangup after playing message.

3.7.3.6 Destination number

- Announce while ringing destination
 - The number dialled by a TAnnounce CTI port while the welcome message is played. On answer, the initial call is transferred to the number. It may be a hunt pilot that rings several phones.
- Announce + group distribution
 - The list of numbers of the agents, separated by commas, in the order required.
- Announce + pickup by Attendant Console
 - Maybe empty, because the subscription to a queue is done from attendant console client settings. It may contain a list of authorized attendant console numbers, separated by commas.

Opening schedules	HO_ACCUEIL	?
Redirect when closed to	CLOSED	?
Announce the estimated waiting time	<input type="checkbox"/>	?
Maximum estimated waiting time (mn)	10	
If estimated waiting time is exceeded, redirect to	TOO_BUSY	
Redirect on failure/busy	TOO_BUSY	?
Minimum wait duration before abandoned	5	
Redirect on abandoned call to		?
Max play duration (s)	20	?
After max play duration redirect to	TOO_BUSY	?
On DTMF 1, redirect to		?
On DTMF 2, redirect to		
On DTMF 3, redirect to		
On DTMF 4, redirect to		
On DTMF 5, redirect to		

3.7.3.7 Opening schedules

Schedule to be used for the open or close this announce.

3.7.3.8 Redirect when closed to

If the SDA number is closed by the user from the ip phone interface, the calls are redirected to this number. It may be also the identifier of another audio message with a closure message or the voicemail DN.

3.7.3.9 Announce the estimated waiting time

An audio message will be played giving an estimate of the waiting time. It is based on the statistics on the last 10 minutes (by default, this duration can be amended in the Parameters' page).

3.7.3.10 Maximum estimated waiting time (mins)

Max number of minutes for the estimated wait time before redirection.

3.7.3.11 If estimated waiting time is exceeded, redirect to

Destination to which calls are redirected when the maximum estimated waiting time is reached

3.7.3.12 Minimum wait duration before abandoned

Calls are considered as abandoned when hang-up after some seconds waiting in queue.

3.7.3.13 Redirect on abandon to

On abandon the script can redirect to an action that send an email to the supervisor.

3.7.3.14 Redirect on failure/busy

If the transfer to the destination fails (busy trigger) the call is redirected to this number or enter the identifier of another audio message.

3.7.3.15 Max play duration

Duration in seconds is tested at the end of the audio file play to decide to loop or note. If this duration is smaller than the audio message length, the audio message is then played only once. If no destination number, nor announce ID is defined on no answer, then the call is dropped.

3.7.3.16 After max play duration redirect to

Enter the destination or the identifier of another audio message on no answer. If destination is defined, the call will be dropped at the end of the maximum duration.

3.7.3.17 On DTMEx, redirect to

Configuring the IVR branches. For each DTMF code entered during announce delivery, the call will be redirected to the configured destination. The destination can be an internal number, or the identifier of another TAnnounce script.

3.7.4 Send an email

3.7.4.1 List of email addresses separated by commas

States a list of email addresses to send the email too.

3.7.4.2 Email subject and body

The email subject or body may contain the following variables %CALLING_TIME%, %CALLING_NAME%, %CALLING_DN% and %CALLED_DN%

3.7.4.3 Redirect after to ID/number

You can choose for the call to be passed to a number or an ID after call.

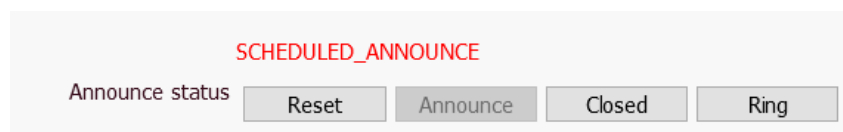
3.8 Exceptional Opening / Closing

It is possible to open or close a queue by exceeding the normal opening and closing times.

This can be done from the administration, an IP Phone, telisca Attendant Console.

3.8.1 Opening / Closing from Administration

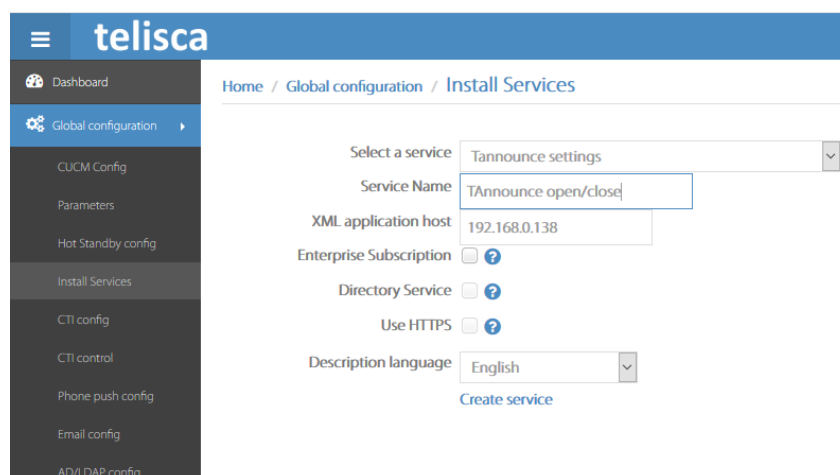
From the Script tab, select the queue and click one of the Announce, Closed or Ring buttons (in this case there is no audio announcement the call will ring directly on the set destination).



In the case of an exceptional closure, it is possible to return to normal schedules by clicking the Reset button.

3.8.2 Opening / Closing from an IP Phone

To do this, you must first create the IP Phone TAnnounce service on CUCM. This can be done from the telisca administration, the Global Config menu, the Install Service tab.



Then, from the CUCM administration, subscribe to the TAnnounce service by entering the identifier of the queue to be controlled in the SDA / Audio message ID parameter.

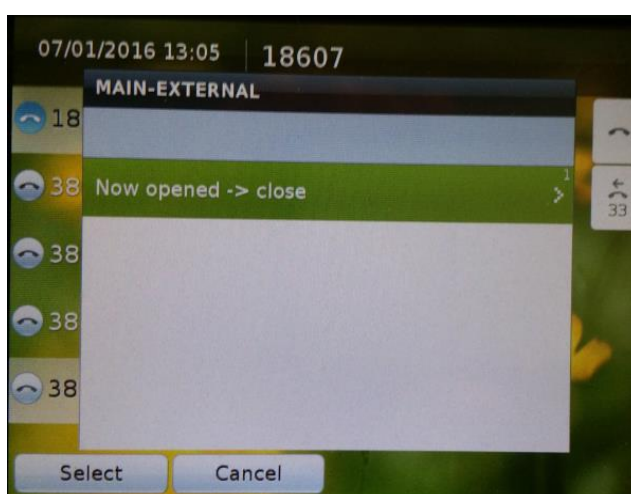
Subscribed Cisco IP Phone Services for SEP5C5015A8964A

Save Help

Status
 Status: Ready

Service Information
 Service Subscription: Tannounce settings
 Service Name* Tannounce settings
 ASCII Service Name* Tannounce settings
 SDA/audio message ID MAIN-EXTERNAL (Description)
 Direct ring option 0 (Description)

From the IP Phone, you can then open or close the queue.



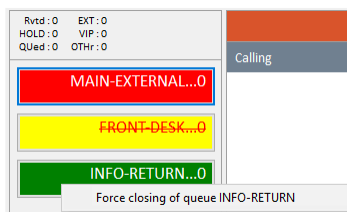
3.8.3 Open / Close queue from Attendant Console

It is also possible to open a queue from telisca Attendant Console.

To do this, you must subscribe to this queue.

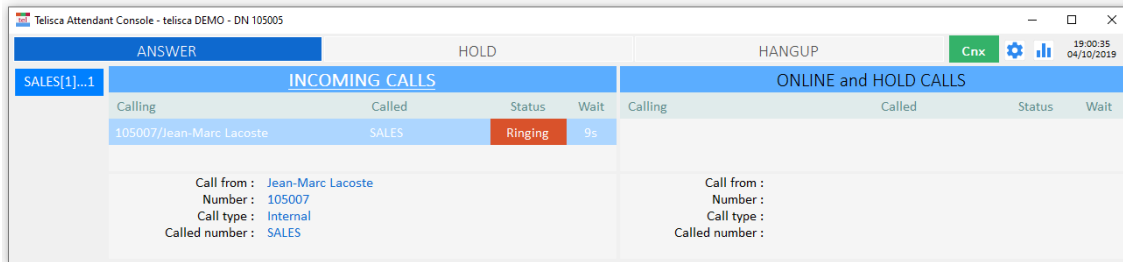
From telisca Administration menu Attendant Console, Parameters tab, check 'Authorize attendant to open / close queues'.

The agent can then access a context menu by right-clicking the button corresponding to the queue. When the queue is closed the name is crossed out in red on a yellow background.



3.8.4 Open / Close from Agent Desktop

When no Attendant Console license has been purchased, it is possible to install instead TAnnounce Agent Desktop.



TAnnounce Agent Desktop allows to open/close a queue by right clicking on the queue button.

3.9 Login / Logout on queue

The agent can login/logout from each queue or all queues. This is possible from the IP Phone, Attendant Console or TAnnounce Agent Desktop.

3.9.1 Login / Logout from IP Phone

You can create an IP phone Service from telisca Administration to login/logout from the IP Phone.

[Home](#) / [Global configuration](#) / [Install Services](#)

Select a service:

Service Name:

XML application host:

Enterprise Subscription:

Directory Service:

Use HTTPS:

Description language:

[Create service](#)

It creates a service with URL <http://{telisca-host}:80/TANNCE/user/agent.aspx?name=#DEVICENAME#>

An optional parameter "dn" allows to define a specific directory number of the phone. By default login/logout applies to the primary directory number.

IP Phone Services Configuration

[Save](#) [Delete](#) [Update Subscriptions](#) [Add New](#)

Status

Status: Ready

Service Information

Service Name*:

Service Description:

Service URL*:

Secure-Service URL:

Service Category*:

Service Type*:

Service Vendor:

Service Version:

Enable

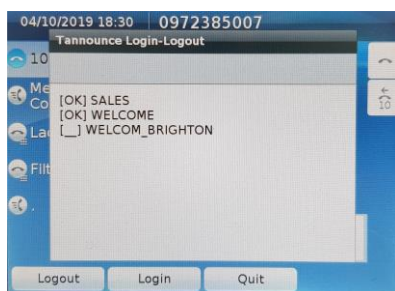
Service Parameter Information

Parameters:

[New Parameter](#)
[Edit Parameter](#)
[Delete Parameter](#)

[Save](#) [Delete](#) [Update Subscriptions](#) [Add New](#)

The IP phone interface displays the queues login status.



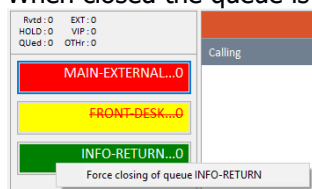
From the IP Phone the user can only login or logout of all queues at the same time.

3.9.2 Login / Logout from Attendant Console (optional)

telisca Attendant Console (not included with TAnnounce) can integrate with TAnnounce.

The agent can login/logout from a queue by double clicking on it or by right clicking and selecting login or logout. When login the queue becomes green, when logout the queue is red.

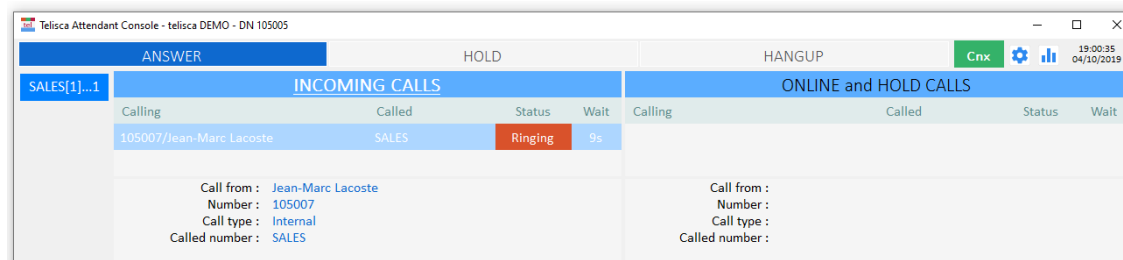
When closed the queue is crossed out in red font on yellow background.



If the agent clicks on the 'Cnx' button on the top right, it becomes red and it logs out from all the queues.

3.9.3 Login / Logout from Agent Desktop (optional)

If Attendant Console is not necessary, it is possible to purchase instead TAnnounce Agent Desktop.



TAnnounce Agent Desktop allows to login/logout by clicking on the queue button or for all queues on 'Cnx' button.

3.9.4 Agent status summary

Agent status (Login/available or logout/pause) varies depending of different conditions.

Queue type: Announce while ringing (direct number or via Hunt Pilot) (ANNCE_WHILE_RINGING), announce + group distribution (GROUP_DISTRIB) or Announce + pickup by Attendant Console (ON_DEMAND).

Initial agent status: Paused or available (as defined by queue)

Login using Attendant Console or Agent Desktop

Login using IP Phone Service

Phone in 'Do Not Disturb' (DND), if option enabled

Forwarded line (FWD), if option enabled.

3.9.4.1 ANNCE WHILE RINGING

Agent logged = Always (for TAnnounce), but can be excluded from CUCM Hunt Pilot if HLog set from IP Phone.

3.9.4.2 GROUP DISTRIB

Agent logged = (Initially available OR Login by Attendant Console OR Login by Agent Desktop OR Login by IP Phone Service) && not-DND && not-FWD.

3.9.4.3 ON DEMAND

Agent logged = (Login by Attendant Console OR Login by Agent Desktop).

3.10 View Queue Status

From Statistics menu, you can select Queue Status to display, by entity, the queue status and change it.

Home / TAnnounce / Queues status Close

Entity: ISSY Refresh Timezone: (UTC+01:00) Bruxelles, Copenhagen, Madrid, Paris, he is actually 14:58

Identifier	Display name	Type	CTI port	Schedules	Log. agents	Status	Action
CLOSED		AUDIO_MSG		No Schedule	0	CLOSED	Open Close Reset
ISSY		AUDIO_MSG	1053989	No Schedule	0	ANNOUNCE	Open Close Reset
OVERFLOW		ANNCE_ON_DEMAND		No Schedule	1	ANNOUNCE	Open Close Reset
ROUTE-ITEM		FILTER_ROUTE_CALLS	1053985	No Schedule	0	ANNOUNCE	Open Close Reset
SALES_CLOSED		AUDIO_MSG		No Schedule	0	ANNOUNCE	Open Close Reset
SALES_ISSY		ANNCE_GROUP_DISTRIB		No Schedule	1	ANNOUNCE	Open Close Reset
SWITCHBOARD		ANNCE_GROUP_DISTRIB	1053980	09:00-19:00 20:00-22:30	1	SCHEDULED_ANNOUNCE	Open Close Reset
TEST_GRAPH		ANNCE_GROUP_DISTRIB	1053990	No Schedule	1	CLOSED	Open Close Reset

You can sort the grid by column.

You can force the status to CLOSED or OPEN or Reset it to the value it should have according to the different parameters (see below).

Queue Status examples

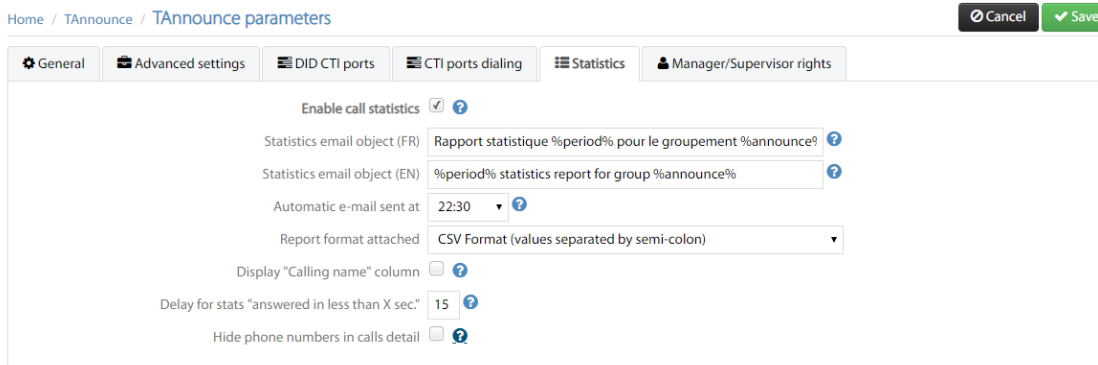
Queue distribution	Initial status	Closed if no agent	Schedule	Agent	Cnx Attd Console	DND	Agent #	Queue Status
ANNCE_GROUP_DISTRIB	Available	YES	None	1	YES	NO	1	ANNOUNCE
ON_DEMAND	N/A	YES	None	1	YES	NO	1	ANNOUNCE
ANNCE_WHILE_RINGING	N/A	YES	None	2 (via Hunt Pilot)	YES	NO	2	ANNOUNCE
ANNCE_GROUP_DISTRIB	Available	YES	None	1	YES	YES	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	None	1	YES	YES	1	ANNOUNCE
ANNCE_WHILE_RINGING	N/A	YES	None	2 (via Hunt Pilot)	YES	YES	2	ANNOUNCE
ANNCE_GROUP_DISTRIB	Available	YES	None	1	NO	NO	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	None	1	NO	NO	0	FORCED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	None	2 (via Hunt Pilot)	NO	NO	2	ANNOUNCE
ANNCE_GROUP_DISTRIB	Available	YES	None	1	NO	YES	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	None	1	NO	YES	0	FORCED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	None	2 (via Hunt Pilot)	NO	YES	2	ANNOUNCE
ANNCE_GROUP_DISTRIB	Pause	YES	None	1	YES	NO	1	ANNOUNCE
ANNCE_GROUP_DISTRIB	Pause	YES	None	1	YES	YES	0	FORCED_CLOSED
ANNCE_GROUP_DISTRIB	Pause	YES	None	1	NO	NO	0	FORCED_CLOSED
ANNCE_GROUP_DISTRIB	Pause	YES	None	1	NO	YES	0	FORCED_CLOSED
ANNCE_GROUP_DISTRIB	Available	YES	Closed	1	YES	NO	1	SCHEDULED_CLOSED
ON_DEMAND	N/A	YES	Closed	1	YES	NO	1	SCHEDULED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	Closed	2 (via Hunt Pilot)	YES	NO	0	SCHEDULED_CLOSED
ANNCE_GROUP_DISTRIB	Available	YES	Closed	1	YES	YES	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	Closed	1	YES	YES	1	SCHEDULED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	Closed	2 (via Hunt Pilot)	YES	YES	2	SCHEDULED_CLOSED
ANNCE_GROUP_DISTRIB	Available	YES	Closed	1	NO	NO	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	Closed	1	NO	NO	0	FORCED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	Closed	2 (via Hunt Pilot)	NO	NO	2	SCHEDULED_CLOSED
ANNCE_GROUP_DISTRIB	Available	YES	Closed	1	NO	YES	0	FORCED_CLOSED
ON_DEMAND	N/A	YES	Closed	1	NO	YES	0	FORCED_CLOSED
ANNCE_WHILE_RINGING	N/A	YES	Closed	2 (via Hunt Pilot)	NO	YES	2	SCHEDULED_CLOSED
ANNCE_GROUP_DISTRIB	Pause	YES	Opened	1	YES	NO	1	SCHEDULED_ANNOUNCE
ANNCE_GROUP_DISTRIB	Pause	YES	Opened	1	YES	YES	0	FORCED_CLOSED
ANNCE_GROUP_DISTRIB	Pause	YES	Opened	1	NO	NO	0	FORCED_CLOSED
ANNCE_GROUP_DISTRIB	Pause	YES	Opened	1	NO	YES	0	FORCED_CLOSED

4. Statistics (optional module)

The optional statistics module records the received call information on scripts configured with a "CTI Port SDA" (script created with a CTI port number in the CTI Port SDA mode).

4.1 Global parameters

Select TAnnounce menu, Parameters item to open TAnnounce Parameters' page, then select Statistics tab. If the Statistics tab is not displayed you may not have the optional license (check in Support menu, License page).



Home / TAnnounce / TAnnounce parameters Cancel Save

General Advanced settings DID CTI ports CTI ports dialing **Statistics** Manager/Supervisor rights

Enable call statistics ?

Statistics email object (FR) Rapport statistique %period% pour le groupement %annonce% ?

Statistics email object (EN) %period% statistics report for group %annonce% ?

Automatic e-mail sent at 22:30 ?

Report format attached CSV Format (values separated by semi-colon)

Display "Calling name" column ?

Delay for stats "answered in less than X sec." 15 ?

Hide phone numbers in calls detail ?

In order to activate statistics in the script you must first enable statistics globally.

From this tab you can define parameters to send statistics by email:

- Email subject
- Time of expedition
- Attached file format (CSV or Excel).

If Excel is selected when several queue' statistics are sent to the same recipient they are merge in one Excel files with several tabs.

An optional calling name column can be displayed in the detail statistics report.

You can set the delay to answer in the column 'Answered in less than X seconds'.

It possible to hide the last four digits of the external numbers (incoming or outgoing) in the call detail report to the managers and supervisors. They are still visible for the administrators.

4.2 Database

The statistics are saved in a PostgreSQL database, installed automatically by the telisca setup, if the optional statistical module is activated.

The PostgreSQL database is accessible on TCP port 5432.

The "administrator" password of PostgreSQL is: "Teli!qnp".

A "telisca" account (login: telisca / password: appTeli! 2012) is also configured to read / write to the database ("PGRP") containing the TAnnounce statistics. This account is used by TAnnounce to save call statistics and view them.

The PostgreSQL Admin console program is named "PGAdmin".

4.2.1 Generated statistics

The call statistics are obtained by monitoring by CTI the IP Phones receiving the calls via the host announcements. Each ad usually corresponds to a group of lines and returns calls via a Hunt Pilot. TAnnounce determines the lines to which calls will be routed to the Hunt Pilot and monitors the IP Phones associated with its lines.

Only calls to group lines are taken into account. If the call is returned to other lines or intercepted by another line, it is not taken into account in the grouping statistics.

In the case where the users belonging to the grouping are logged with Extension Mobility on the IP Phones, TAnnounce determines the IP Phone to be supervised. The user must have been logged on at least once on the IP Phone before or during the start of the TAnnounce CTI Server. It is also possible to refresh the list of supervised IP Phones from the CTI Control screen of IPS Administration.

TAnnounce saves call statistics via defined announcements (which therefore call the Ad SDA CTI of the ad) as well as direct calls to the lines in the group. Only external calls are taken into account, but it is possible by appropriately defining the min / max length of internal numbers to also take into account internal calls. On the other hand, calls between lines in the grouping are not taken into account.

4.2.2 View statistics

There are several ways to access statistics:

1. From the Telisca administration interface via a web page - Access is available for administrator accounts and production accounts. By clicking on Export button it is possible to save the selected statistics in Excel format.
2. Automatic sending of email daily, weekly or monthly. The activation of the automatic sending and of the list of the recipients is carried out directly in the configuration of the TAnnounce scripts. The statistics are attached to the email in CSV or Excel format. In Excel the different statistics as saved in different tabs.

Home / TAnnounce / Announcements

Definition Audio messages Distribution **Statistics**

Enable statistics and send by e-mail

Enable statistics

Daily report	<input type="checkbox"/> Calls statistics
	<input type="checkbox"/> Agents statistics
	<input type="checkbox"/> Detail calls report
Weekly report	<input checked="" type="checkbox"/> Calls statistics
	<input checked="" type="checkbox"/> Agents statistics
	<input type="checkbox"/> Detail calls report
Monthly report	<input checked="" type="checkbox"/> Calls statistics
	<input checked="" type="checkbox"/> Agents statistics
	<input type="checkbox"/> Detail calls report

Language: English

Report recipients e-mail addresses:

3. Via a manual sending by email: Menu / TAnnounce / Send statistics: The selected statistics will be sent to the emails of the recipients configured in the different TAnnounce scripts.

at. Menu / Tannounce:

I. Queues statistics

Home / TAnnounce / Queue-statistics Close

Entity: TELISCA

Period: Previous month Export

Statistics between 3/1/2019 and 3/31/2019 (nb records=5)

Grid Queue statistics

Group by Queue	Received	Answered	Transferred	Callback on transfer	Abandoned	Redirected on busy	Redirected on no answer	Redirected on closed	Dialed	Wait time before abandon	Wait time before answer	On-Line init. dur.	Total comm. duration	% answered	Answered in less than 15 sec.
**Outgoing calls	0	0	1	1	0	0	0	0	7	00:00	00:00	00:06	00:21	0%	0
ACCUEIL	26	18	3	1	3	2	1	2	0	00:07	00:10	00:32	01:21	69%	15
SALES	17	11	1	1	2	2	1	1	2	00:05	00:06	00:07	00:13	65%	9
SUPP_VIP	2	2	1	1	0	0	0	0	2	00:00	00:05	00:17	06:34	100%	2
SUPPORT	5	5	2	0	0	0	0	0	1	00:00	00:05	01:12	01:35	100%	5
Total	50	36	8	4	5	4	2	3	12	N/A	N/A	N/A	N/A	N/A	31
Calculated average	10	7	1	0	1	0	0	0	2	00:06	00:07	00:25	01:21	72%	6

II. Agent Statistics

Entity
 Group Period

Statistics for 3/26/2019 (nb records=4)

Agent dn	Agent label	Answered	Transf/Conf	Total comm. duration	Wait time before answer	Answered in less than 15 sec.
105007	Jean-Marc Lacoste	3	0	00:08	00:07	2
105010	Nicolas Haignere	1	0	00:12	00:06	1
105034	Toan Nguyen	2	0	00:07	00:06	2
231103	231103	3	0	00:08	00:03	3
Total		9	0	N/A	N/A	8
Calculated average		2	0	00:08	00:05	2

II. Call Statistics

Entity
 Group Period Group by

Statistics between 3/1/2019 and 3/27/2019 (nb records=3)

Group by Hour	Received	Answered	Transferred	Callback on transfer	Abandoned	Redirected on busy	Redirected on no answer	Redirected on closed	Dialed	Wait time before abandon	Wait time before answer	On-Line init. dur.	Total comm. duration	% answered	Answered in less than 15 sec.
16	1	1	0	0	0	0	0	0	0	00:00	00:15	00:02	00:02	100%	0
18	3	2	1	1	0	1	0	0	2	00:00	00:03	00:07	00:28	67%	2
19	13	8	0	0	2	1	1	1	0	00:05	00:05	00:08	00:08	62%	7
Total	17	11	1	1	2	2	1	1	2	N/A	N/A	N/A	N/A	N/A	9
Calculated average	5	3	0	0	0	0	0	0	0	00:05	00:05	00:07	00:13	65%	3

III. Call Details

Entity
 Group Period Beginning date Ending date Agent
 Export

Statistics between 7/11/2019 and 7/31/2019 (nb records=34)

Call date	Call time	Call status	Calling Number	Called	Wait time	Agent number	Agent label	Total comm. duration	Callback on transfer	Transfer destination
7/11/2019	10:44	Answered then abandoned	105005	105981	00:00	105007	Jean-Marc Lacoste	02:06	0	
7/11/2019	10:45	Dialed	105007	Toan Nguyen	00:00	105007	Jean-Marc Lacoste	00:00	0	
7/11/2019	10:46	Transferred	105005	105982	00:00	105007	Jean-Marc Lacoste	02:23	0	
7/11/2019	10:47	Dialed	105007	Toan Nguyen	00:00	105007	Jean-Marc Lacoste	00:00	0	
7/11/2019	10:47	Dialed	105007	Nicolas Haignere	00:00	105007	Jean-Marc Lacoste	00:00	0	
7/11/2019	10:53	Abandoned	105005	SALES	00:06			00:00	0	
7/11/2019	10:54	Abandoned	105005	SUPPORT	00:06			00:00	0	
7/11/2019	11:04	Answered	105005	105982	00:00	105007	Jean-Marc Lacoste	00:16	0	
7/11/2019	11:07	Answered	105005	SALES	00:03	105007	Jean-Marc Lacoste	00:35	0	
7/11/2019	11:10	Answered	105005	105982	00:00	105007	Jean-Marc Lacoste	00:26	0	
7/11/2019	11:35	Abandoned	105005	105998	00:01	105998	Didier Hercouet	00:00	0	
7/11/2019	11:36	Answered	105005	SALES	00:10	105007	Jean-Marc Lacoste	00:01	0	
7/11/2019	11:37	Abandoned	105005	SALES	00:21			00:00	0	

4.2.3 Statistics count explained

The following describes exactly what statistical columns mean and how they are calculated. Some statistics are related to Attendant Console.

Statistics are grouped by queue or by agent. The queue is often associated to a DID CTI Port that receives the call. However, when the statistics are enabled on a queue not directly associated with a DID CTI port, then the status of the call only takes into account what happened in this queue and not in the overall call flow.

Received

All calls originally received on the DID CTI Port or entering a queue in the call flow.

Answered

Calls received and answered by an agent. Also include answered and transferred, answered and abandoned (when the calling party has abandoned while on hold).

Transferred

All calls answered by an agent and successfully forwarded to a recipient.

Specifically, we rely on the fact that the call was answered after being transferred by the agent to post it as transferred.

If a call that has been transferred directly is reversed back to the agent on no-answer, then this call is not counted as a 'Transferred' call, but as 'Call-back on transfer'.

If a call in the process of being transferred is picked up by the agent, then it is not counted as transferred or in 'call-back on transfer'.

In the particular case, where it is not possible to CTI monitor the destination number of the transfer (ex: external transfer), the call is counted as transferred anyway.

Finally, if the caller hangs up while the call being transferred is ringing on the destination it is also counted as transferred.

Call-back on transfer

During a direct transfer by Attendant Console, the application monitors the destination and may after a certain time redirect the call to the initial agent or queue. In this case this column is incremented. This mechanism is not possible for transfers to external numbers that cannot be monitored.

Abandoned

The call was received by TAnnounce or directly by an agent and was not answered. It is hung up during the broadcast of the audio message on the queue.

Redirected on busy

Corresponds to redirected calls due to a call not been delivered to the agent (on busy or failure). Such a case can occur only in mode 'Ring destination while playing audio message' and if the maximum capacity of calls for the agent's line is reached ('busy trigger' parameter at the CUCM level).

-> cf 'Redirect on failure / busy' parameter, 'TAnnounce' menu -> 'Audio scripts' tab -> select an ad. If no destination is set in this case, then the call is hung up.

Redirected on no answer

Corresponds to redirected call waiting because they are not answered by any agent after a configurable time in the administration.

-> cf parameter 'Max play duration (s)', 'TAnnounce' menu -> 'Audio scripts' tab -> select an announcement. Configuring the redirection destination

-> cf parameter 'After max play duration redirect to', 'TAnnounce' menu -> 'Audio scripts' tab -> select an ad. If no destination is specified then the call is hung up.

Redirected on closing

Corresponds to redirected calls due to the "closed" state of a queue. The queue can be closed by the schedule, because no agent are logged (if option enabled) or forced closed by the agent or the Manager/Supervisor.

Configuring the redirection destination

-> cf parameter 'Redirect when closed to', menu 'TAnnounce' menu -> 'Audio scripts' tab -> select an ad. If no destination is specified then the call is hung up.

Dialed

All to calls made by agents, including the consultation call for transfers (direct or with consultation). Dial calls are not associated with a queue nor an entity.

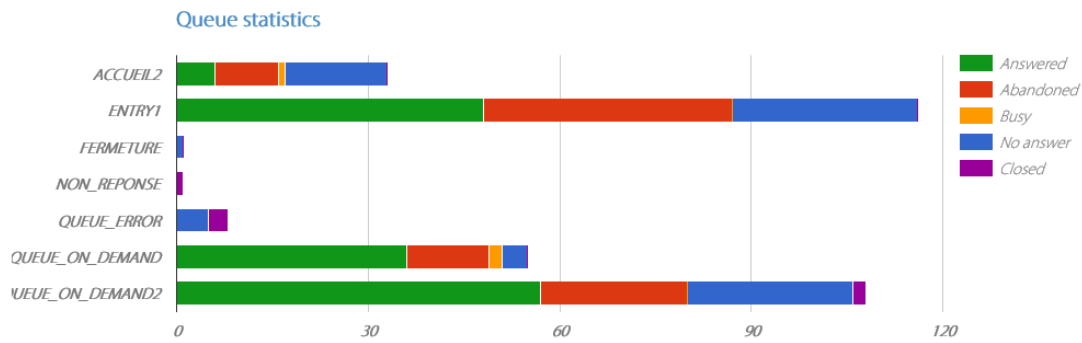
4.2.4 Graphics

Depending of the statistics chosen (by queue, by agents, by time ranges) different graphics, bar graphs or pies can be displayed.

4.2.4.1 Graphics per queue

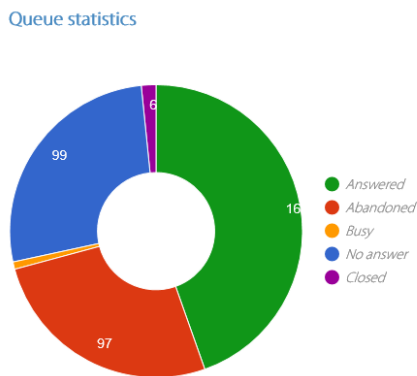
Statistics between 3/1/2019 and 3/31/2019 (nb records=9)

- Grid
- Queue statistics
- Total statistics
- Wait time statistics
- Comm. duration statistics



Statistics between 3/1/2019 and 3/31/2019 (nb records=9)

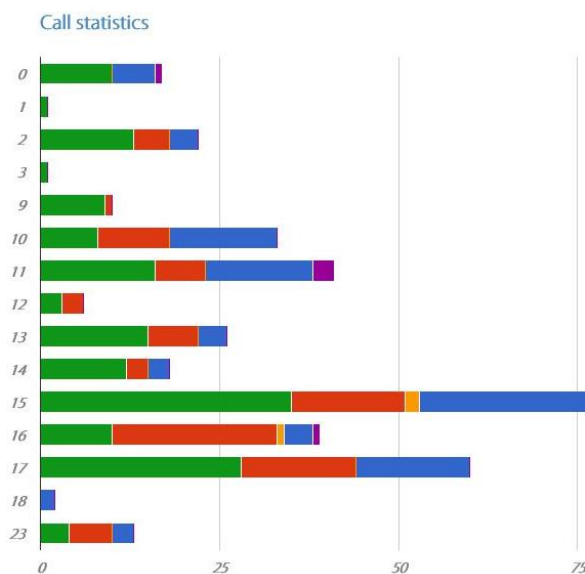
- Grid
- Queue statistics
- Total statistics
- Wait time statistics
- Comm. duration statistics



4.2.4.2 Graphics per call

Statistics between 3/1/2019 and 3/31/2019 (nb records=15)

- Grid
- Call statistics
- Total call statistics
- Wait time statistics
- Comm. duration statistics



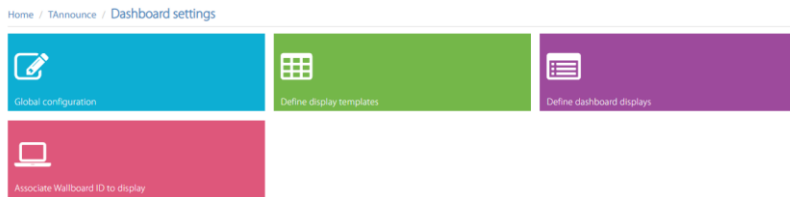
5. Dashboard / Wallboard (optional module)

It is possible to define dashboards including real-time data on the queues as well as statistics of the last X minutes and the current day. The display format is configurable. It is possible to define thresholds which will change the colors displayed.

This dashboard is accessible from the administration (supervisors and administrators). It is also possible to display a dashboard on a screen connected to a mini-PC (Wallboard).

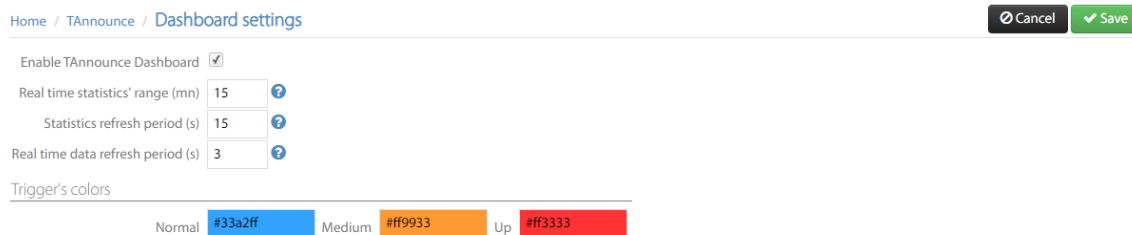
5.1 Dashboard definition

From TAnnounce menu, select menu item Dashboard settings.



5.1.1 Global configuration

The Global configuration allows you to activate the dashboard, define the range of x last minutes for the statistical data retrieval and configure the data refresh periods.



The refresh of the dashboard is set to the period of receipt of real-time data. Statistics requiring more computing resources and evolving more slowly are queried at a longer period.

The colors displayed as an indication, not modifiable, are associated to the different thresholds.

5.1.2 Define display templates

Add or select a display template. It allows to define the format of presentation and to select the data to be displayed.

This screen allows you to add or modify a display format definition. By default, the matrix has 3 x 3 cells. You can then select the data to display: daily data, last x mins or real time. You can set the display order and the thresholds to display the results in orange or red.

Edit

Template name:

Grid's width:

Grid's height:

Filter

Real time Today Last 15 mn

9 cells on 9

Name	Trigger	Trigger medium	Trigger high	Order	
% calls answered (Last 15 mn)	Down	80%	70%		↓
# logged agents (Real time)	None				↑ ↓
# idle agents (Real time)	Down	1	2		↑ ↓
Average waiting time before answered (Last 15 mn)	None				↑ ↓
# waiting calls (Real time)	None				↑ ↓
Longest waiting time (Real time)	Up	20	30		↑ ↓
% calls answered (Today)	None				↑ ↓
% calls answered in 15 sec. (Today)	None				↑ ↓
# calls received (Today)	None				↑

5.1.3 Define Dashboard displays

A display associates a template to one or more queues. If more than one queue is selected the application calculate sum and average on the selected queues.

Edit

Entity: ISSY

Display name:

Template:

List of queues

Name	
SALES	
WELCOME	
SUPPORT	+

5.1.4 Associate Wallboard ID to a display

If you want to display a dashboard on a screen in standalone (Wallboard), you have to associate the name of the screen (as defined in the Wallboard PC configuration file) with a defined dashboard display.

List

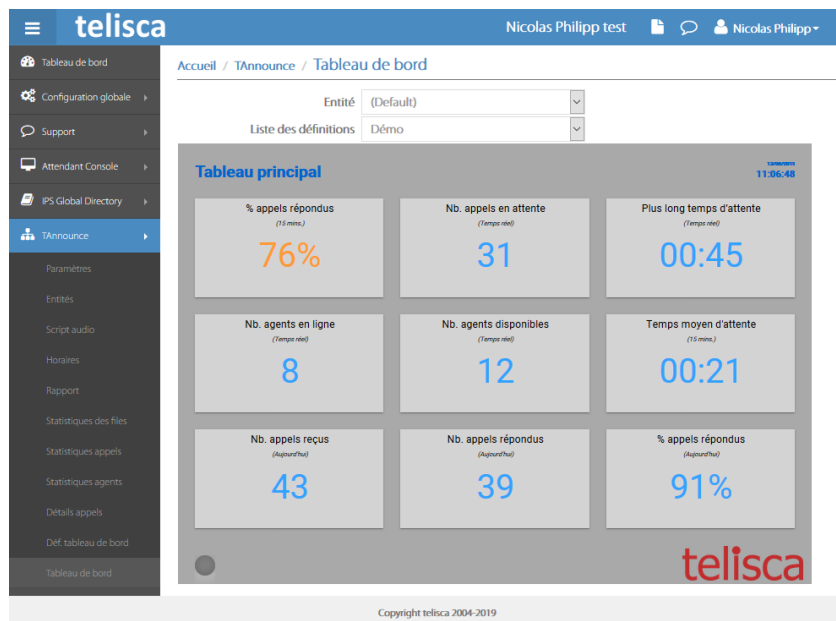
Entity:

Ajouter

Display name	Associated definition	Actions
ECRAN_ISSY	ISSY_SUPPORT	Edit Delete

5.1.5 View a Dashboard from the administration

From TAnnounce menu, select the Dashboard menu item. Then select a Dashboard display.



5.1.6 Display a Wallboard on a standalone PC

The client application is used to display a full screen Dashboard a wall panel. It continuously displays real-time and statistical data. The client application should be installed on a Windows PC (see below).

Here is the information displayed by the client application.

Led color:

- Grey: connection in progress
- Red: impossible connection
- Green: connection established
- Orange: connection established, but CTI server not reachable or in standby.

After 5 connection failures or if the CTI server is unreachable or idle, automatic failover to a configured secondary server.

Displayed values:

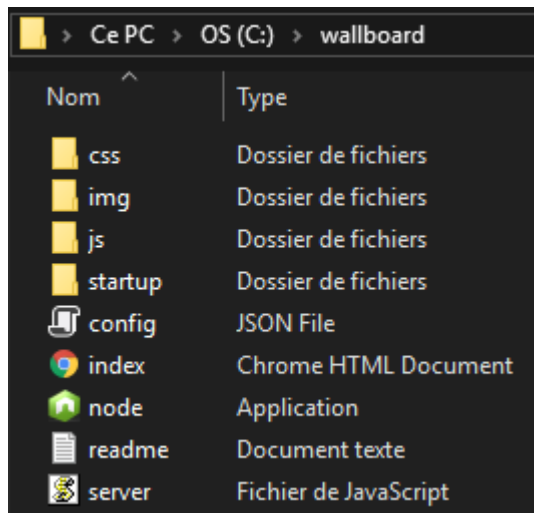
- Number
- N/A for non-applicable data
- ... for unavailable data, being loaded.

Debug:

- Add the debug parameter in the url (& debug)
- On the dashboard press the "D" key to display the list of displays.
- Using the browser console with the "F12" key.

5.1.7 Wallboard client installation

1. Create a Windows session without a password that can access ISCFG / admin in http
2. Disabled the screen saver.
3. Install DotNetCore 2.x for Windows
<https://dotnet.microsoft.com/download/dotnet-core/2.2>
4. Unzip the "Wallboard" folder the code into C:



5. Edit config.json configuration file in c:\Wallboard

```
{  
  "master_server": "10.1.1.221",  
  "slave_server": "10.1.2.221",  
  "name": "ECRAN_ISSY"  
}
```

The master_server is the primary server (Active by default)

The slave_server is the backup server (Standby by default)

The name must be identical to the name define in the administration to associate the Wallboard PC to Dashboard display.

6. Go to the startup folder and launch the file "install.bat" which installs the program that allows the program to start automatically when Windows starts.

You can check the installation in the register (regedit):

Path: HKEY_LOCAL_MACHINE \ SOFTWARE \ Microsoft \ Windows \ CurrentVersion \ Run

Name: Telisca Wallboard Startup

7. Restart Windows and Internet Explorer will launch in full screen mode with the dashboard.