IP Office Contact Center – Email & Chat Services Task Based Guide

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IP Office Contact Center Email & Chat Services

Overview

The IP Office Contact Center system can be configured with Email and Chat Utilities that enhance the way customers interact with IP Office Contact Center Agents.

Required Information

To successfully utilize the IP Office Contact Center's Chat service there are a number of factors that should be considered. Some of these details should be checked and discussed with the customer:

Chat Considerations

- Are there adequate Multichannel Licenses available for the agents who will use IP Office Contact Center's Chat Services?
- Does the customer have their own XMPP (Jabber) service that can utilized with IP Office Contact Center's Chat Service?
- Will a separate "Chat Server" be required to run the XMPP service?
- Have the following Ports been configured
  5222/TCP (Client-to-Server)
  5269/TCP (Server-to-Server)
  5223/TCP Legacy-SSL: (SSL)
- Have Agent Privileges been assigned for Chat?
- The available Privileges include:

Agent Tab

- Break Time on the Phone Manages - This allows the agent to commence break time from their Telephony View and simultaneously set break time for their Email View and Chat View if they are also a Multi-Channel Agent..

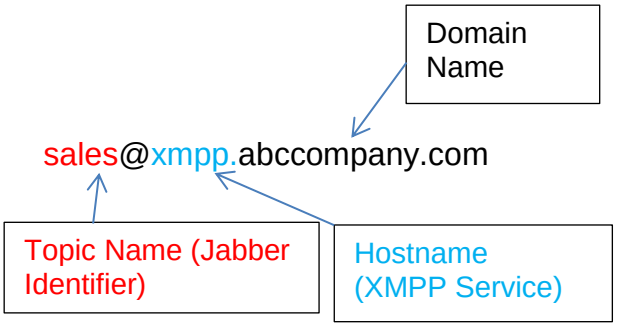
Agent Tab – Chat Section

- Automatic Sign On - The agent will be automatically signed on to all Chat Agent Groups to which they have been assigned
- Advanced Archive View - The agent has the option to use the chat archive.

Configuration Tab

- Chat Server - Allows the agent to configure Chat Server settings.
- Chat Settings - Allows the agent to configure Chat settings.

An example, of the structure of an IP Office Contact Center XMPP address/ identifier is as follows:



XMPP - Extensible Messaging and Presence Protocol

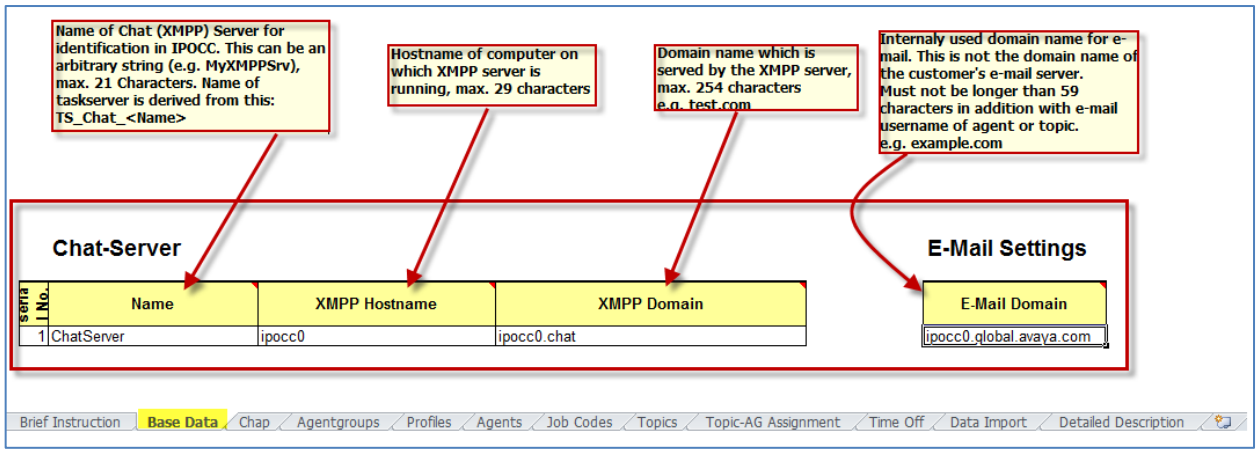
IP Office Contact Center Chat Service

How to setup and Use the CHAT on IP Office Contact Center

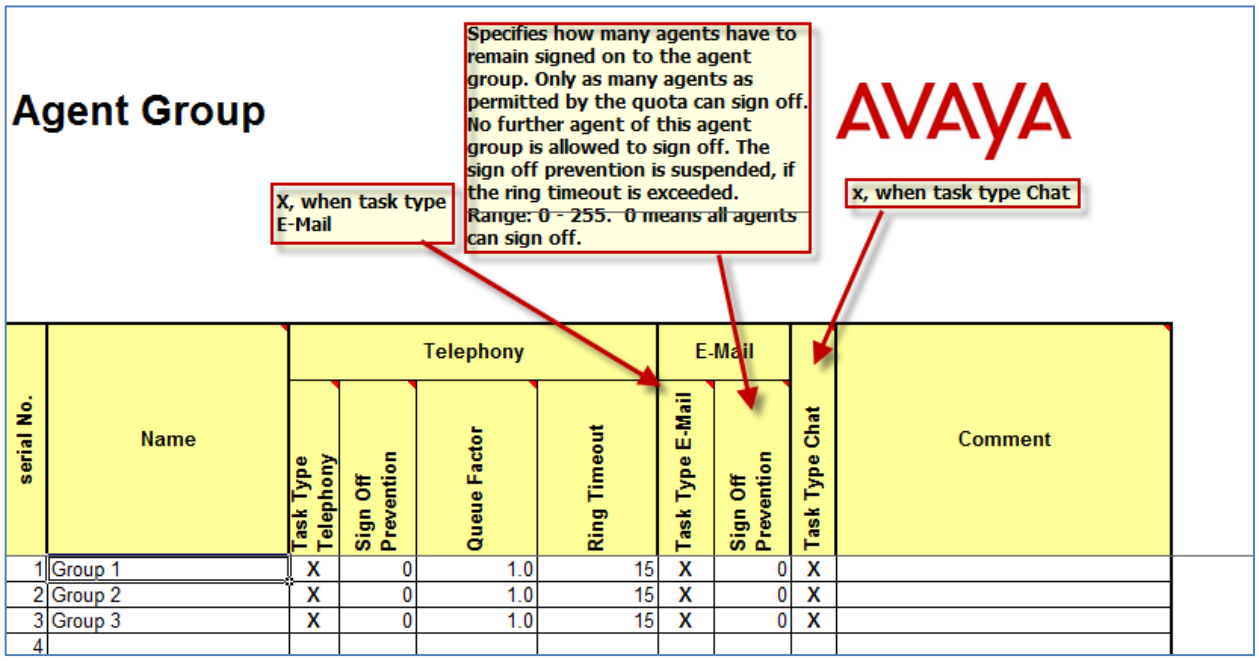
To use CHAT with IP Office Contact Center, an XMPP Service is required to be running and available that the IP Office Contact Center can use for XMPP sessions.
XMPP is an acronym for Extensible Messaging and Presence Protocol.

A number of Email and Chat Settings are assigned during the initial installation of the IP Office Contact Center server by using the configuration spreadsheet.

ChatServer :



Other parameters within the spreadsheet also define a number of additional Chat and Email settings.



Profiles

AVAYA

The agent is automatically signed on to all assigned agent groups.

X, when task type E-Mail

X, when task type Chat

The agent is automatically signed on to all assigned agent groups.

serial No.	Name	Privileges			Telephony			E-Mail		Chat	
		Supervisor	Silent Monitoring Coaching	Teamleader	Task Type Telephony	Privilege - Extend ACW	Privilege - Automatic Sign On	Task Type E-Mail	Privilege - Automatic Sign On	Task Type Chat	Privilege - Automatic Sign On

Agents

E-mail address which specifies where replies to e-mails from an agent should be sent to (e.g. a topic's e-mail address). Max. 59 characters.

E-mail address used when Agent sends e-mails. Can differ from agent's original e-mail address and can be a topic's address. Max. 59 characters.

The agent is automatically signed on to all assigned agent groups.

X, when task type E-Mail

serial No.	Login Name	Telephony					E-Mail				Chat	
		Task Type Telephony	Extension Number	ACW (in percent)	Privilege - Extend ACW	Privilege - Automatic Sign On	Task Type E-Mail	Reply To Address	From Address	Privilege - Automatic Sign On	Task Type Chat	Privilege - Automatic Sign On
1	Supervisor0	X	1000	100	X							
2	Agent01	X	1001	100		X	X			X	X	
3	Agent02	X	1002	100		X	X			X	X	
4	Agent03	X	1003	100		X	X			X	X	

X, when task type Chat

The agent is automatically signed on to all assigned agent groups.

Topics

AVAYA

X, when task type E-Mail

E-mail address of Topic combined from Topic Name and domain. Domain is taken from the e-mail settings on worksheet Base Data.
Mail address + Domain has a max. length of 59 characters.

None: no job code can be entered at end of task.
Use job code: job code can be entered at end of task.
Force job code: job code must be entered at end of task.

Only Job Codes with same code length can be used for a specific topic. See also sheet Job Codes.
Range: 1-20

X, when task type Chat

serial No.	Name	Telephony							E-Mail				Chat			
		Task Type Telephony	Priority	Topic Number - Access Code	Topic Number - Postdial	ACW	Job Code Usage	Job Code Length	Task Type E-Mail	Mailbox	Job Code Usage	Job Code Length	Task Type Chat	Chat-Address	Job Code Usage	Job Code Length
1	Topic1	X		20	01	5	1 - none		X	Topic1@ipocc0.global.avaya.com	1 - none		X	Topic1@ipocc0.chat		
2	Topic2	X		20	02	5	1 - none		X	Topic2@ipocc0.global.avaya.com	1 - none		X	Topic2@ipocc0.chat		
3	Topic3	X		20	03	5	1 - none		X	Topic3@ipocc0.global.avaya.com	1 - none		X	Topic3@ipocc0.chat		

JabberId of Topic. Set here the part before the "@" sign. As a suggestion the topic's name is used. The domain is taken from Chat Settings on worksheet Base Data.
Max. length is 254 characters.

Only Job Codes with same code length can be used for a specific topic. See also sheet Job Codes.
Range: 1-20

None: no job code can be entered at end of task.
Use job code: job code can be entered at end of task.
Force job code: job code must be entered at end of task.

Topic - AG Assignment

For each Topic - Agent Group assignment a simple task flow is created. For task type telephony the task flow contains an announcement for the case the call is queued. Each topic can be assigned to exactly one distinct agent group.

For each Topic - Agent Group assignment a simple task flow is created. For task type telephony the task flow contains an announcement for the case the call is queued. Each topic can be assigned to exactly one distinct agent group.

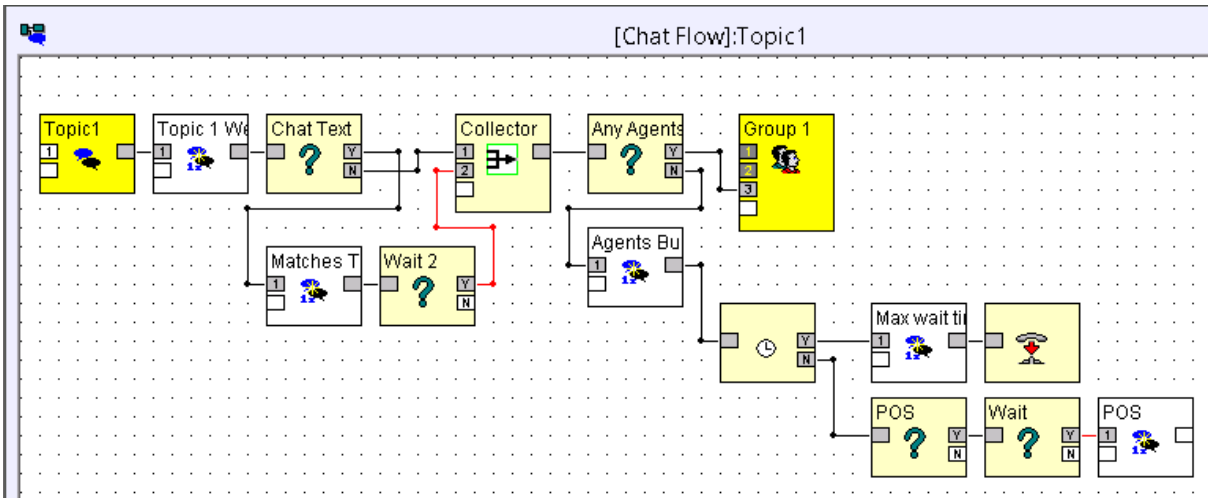
serial No.	Telephony		E-Mail		Chat	
	Topic	AG	Topic	AG	Topic	AG
1	Topic1	Group 1	Topic1	Group 1	Topic1	Group 1
2	Topic2	Group 2	Topic2	Group 2	Topic2	Group 2
3	Topic3	Group 3	Topic3	Group 3	Topic3	Group 3

For details relating to the IP Office Contact Center initial installation, please refer to the IP Office 9.0 IP Office Contact Center Installation Task Based Guide.

In the following example, the Openfire XMPP Service will be utilized. Other XMPP services are available from a number of providers, for example ejabbered and Prosody.

The following areas of configuration will be examined:

1. The installation and configuration of the XMPP Service.
2. The configuration of existing Topics and Agents to Use CHAT.
3. Building a Call flow to facilitate a CHAT session.
    a. Querying a CHAT message and responding automatically to customer.
    b. Queuing the CHAT sessions and updating the Customer as to their position in the CHAT Queue.
    c. Configuring a 5 minute queue limit for the CHAT session.
    d. Providing a Welcome message to the customer.
    e. Providing an End of session message to the customer.



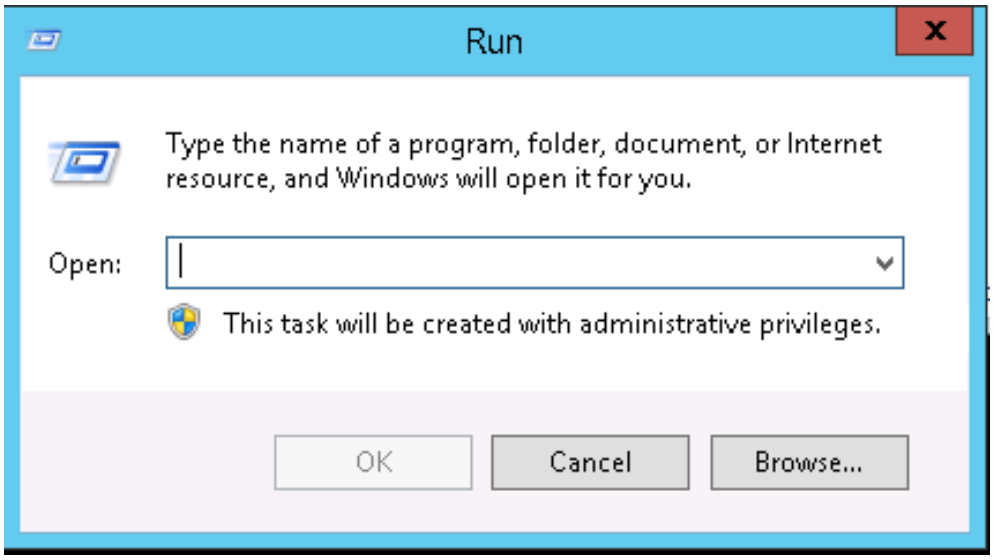
4. Configuring Chat scripts against the Chat topic.
5. Testing a Chat Session with XMPP client (Pidgin).
6. Using the CHAT web Java example provided in the install DVD, to link a Web page to the IP Office Contact Center CHAT topics.

Installing and configuring the XMPP Service

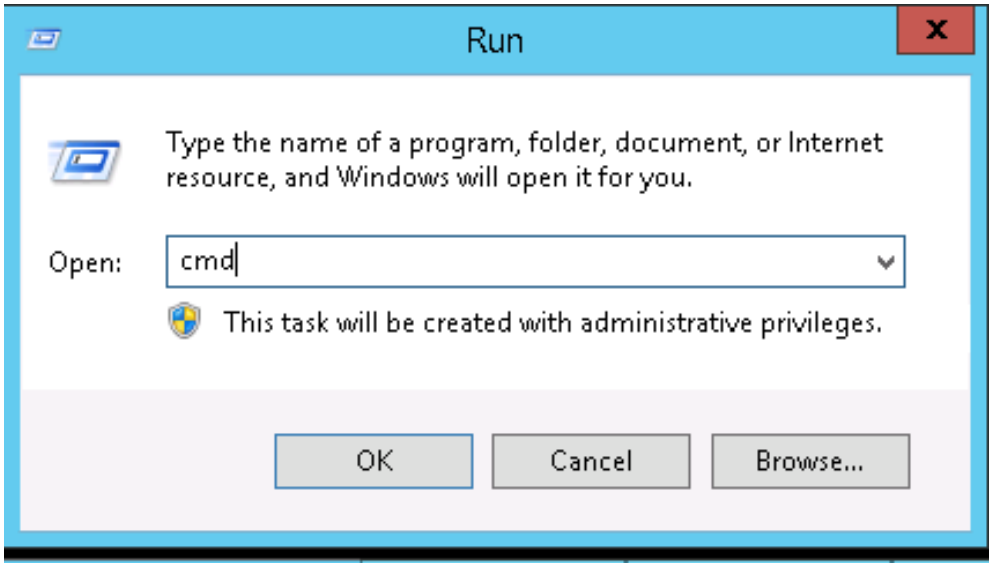
The Open fire XMPP Service is freely available for use. However before the software is installed onto the Server, the FQDN (Fully Qualified Domain Name) of the server being used for the XMPP Service should be determined.

Determining the Server's Hostname

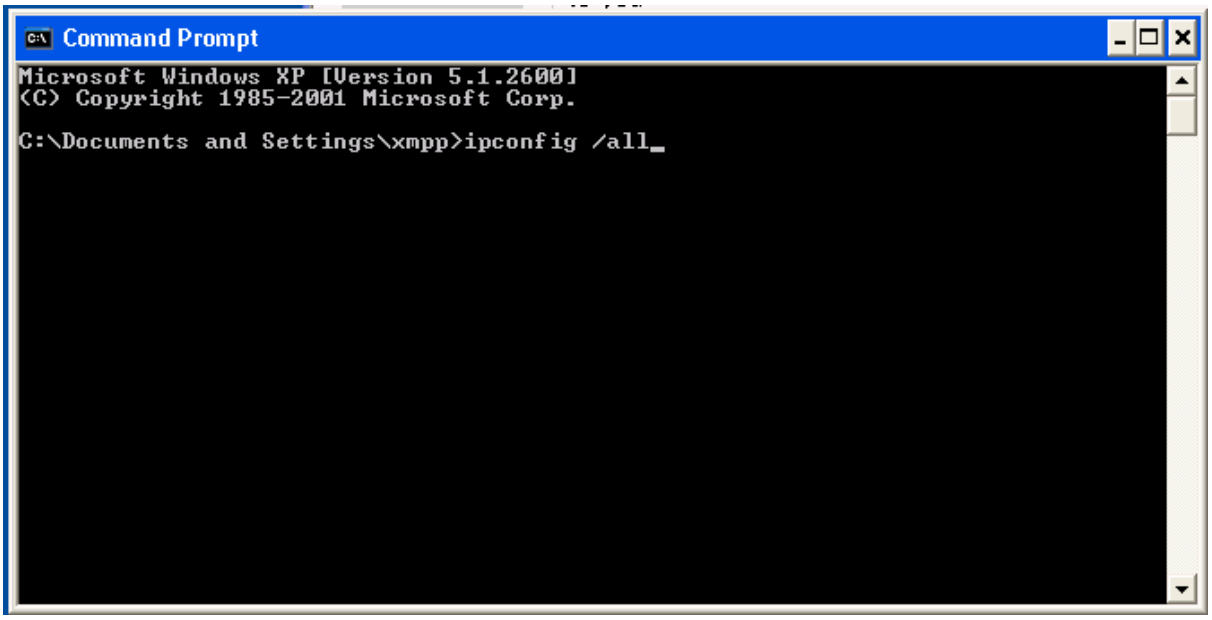
1. Open a command prompt on the Server by using the **Start** – **Run** option.



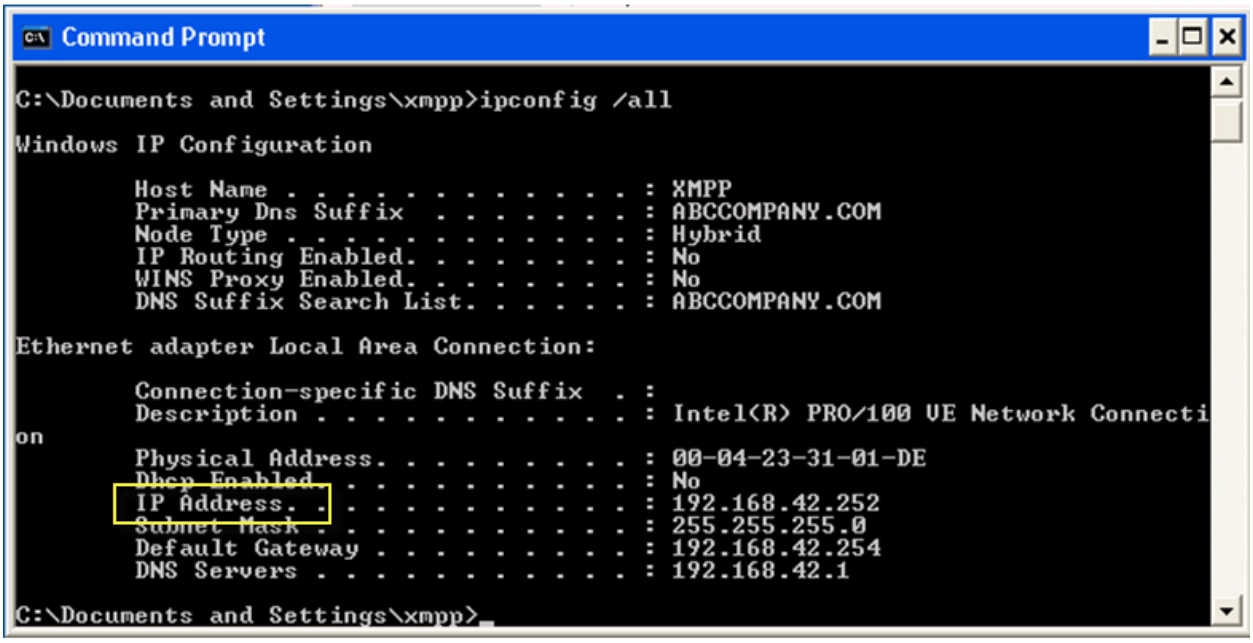
2. In the **Open** field enter **cmd** and then click the **OK** button.



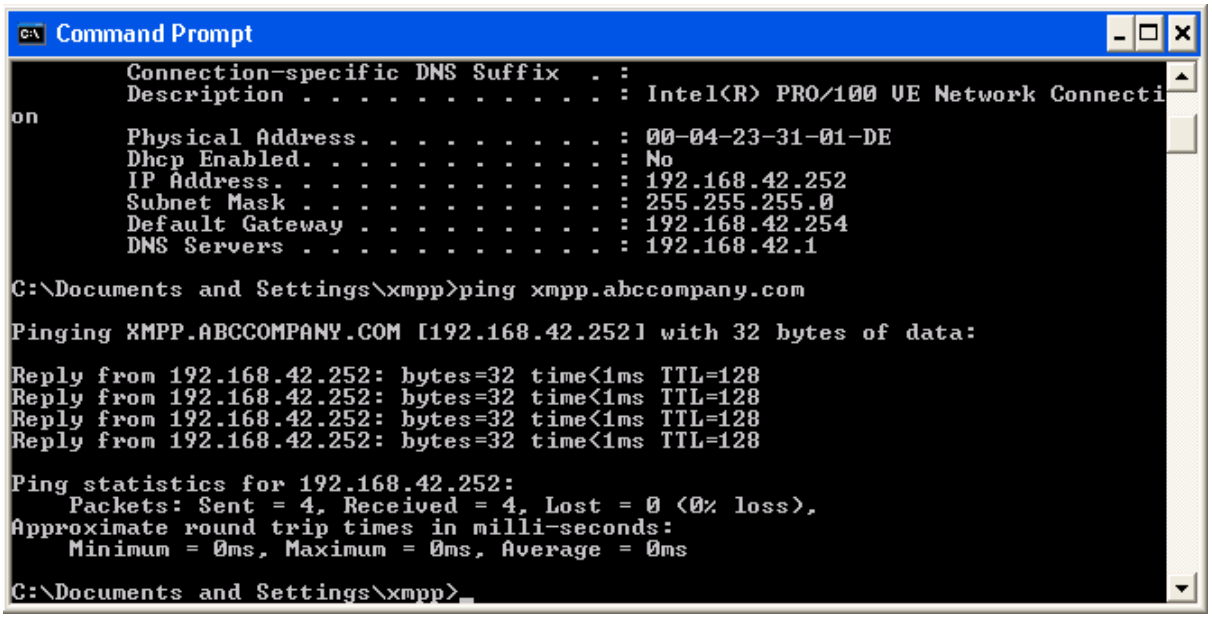
3. Type **ipconfig /all** and press **Enter**.



4. This will show all the network adaptors on the Server. Make a note of the **IP address** of the network adaptor to be used.



5. In this example, the FQDN is xmpp.abccompany.com. This can be tested by using ping on the host name. Type **ping hostname.Primary Dns Suffix** e.g. xmpp.abccompany.com and press **Enter**.

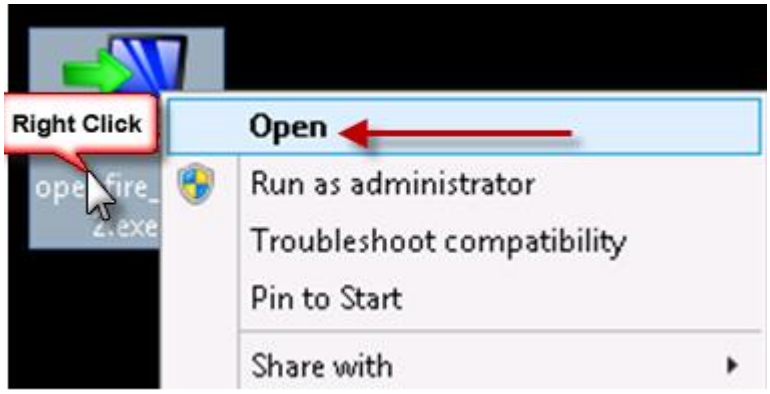


1. To close down the command prompt, type **exit** at the prompt and press the keyboards enter key.

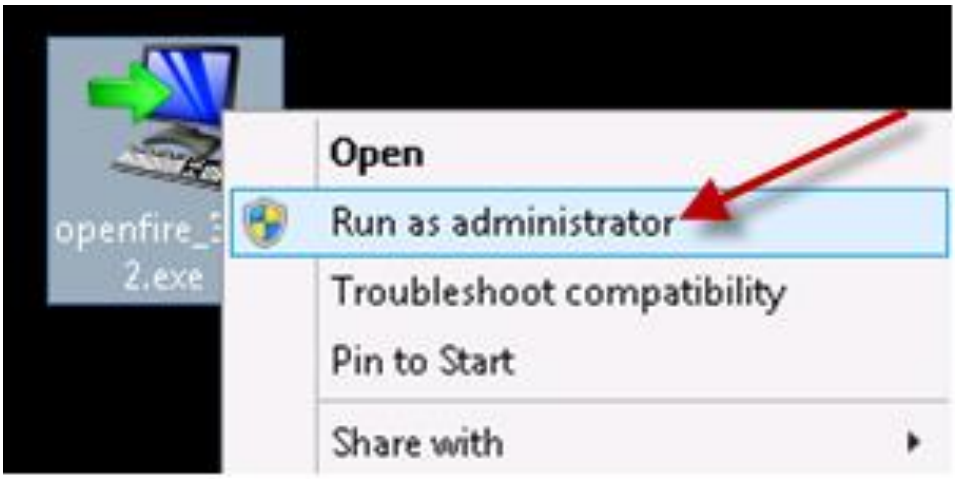
Installing Openfire

2. A copy of Openfire can be obtained from the following web site **http://www.igniterealtime.org/downloads/index.jsp** save a copy on the desktop of the server to be used.

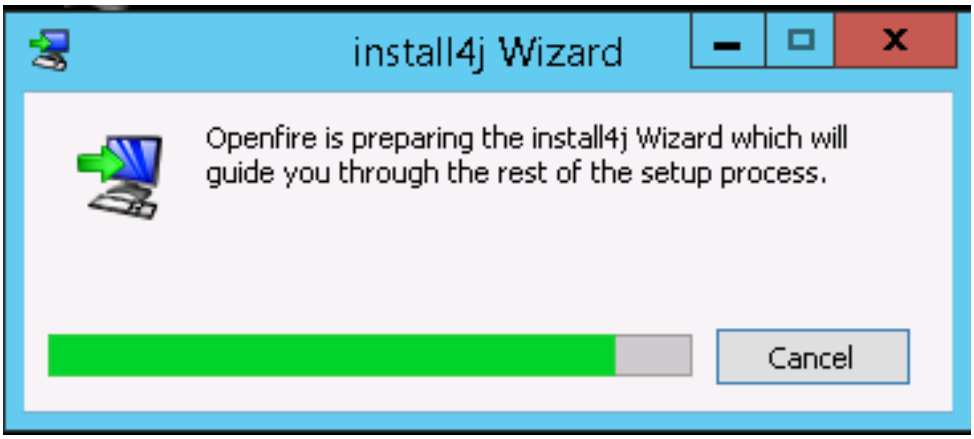
3. Right click on the Openfire installation file and click **Open**.



4. Then click **Run as administrator**.

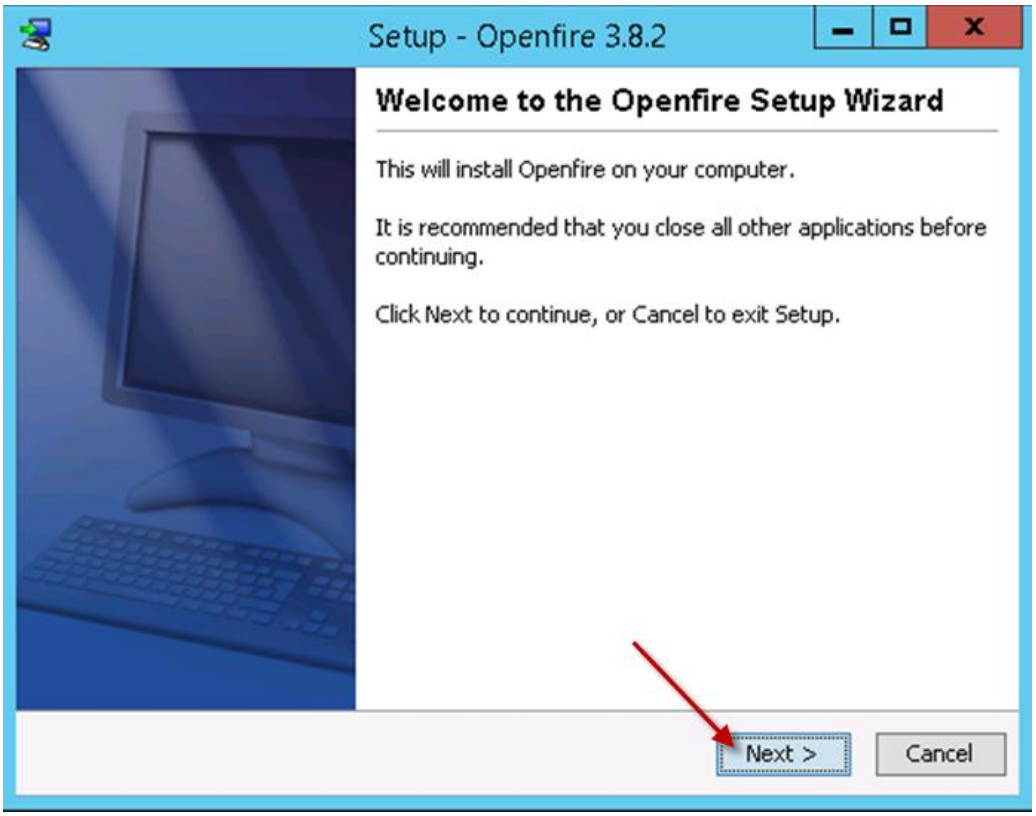


5. The software installation process will commence.

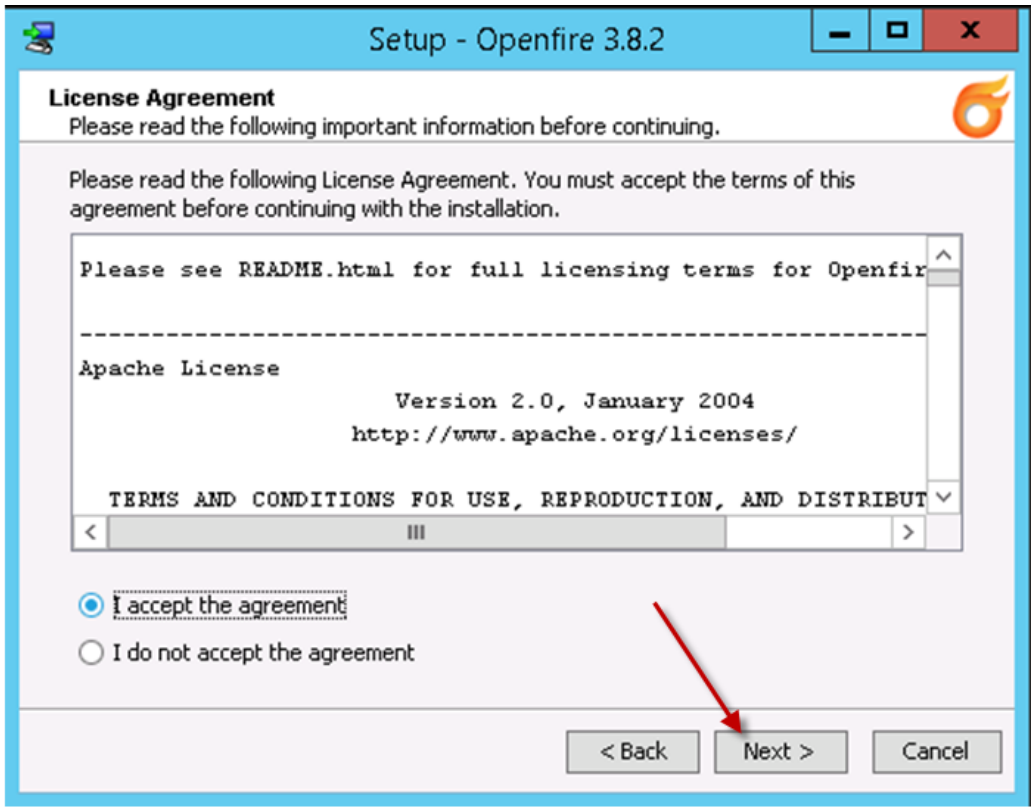


6. When prompted, click **English** and then select the **OK** button.

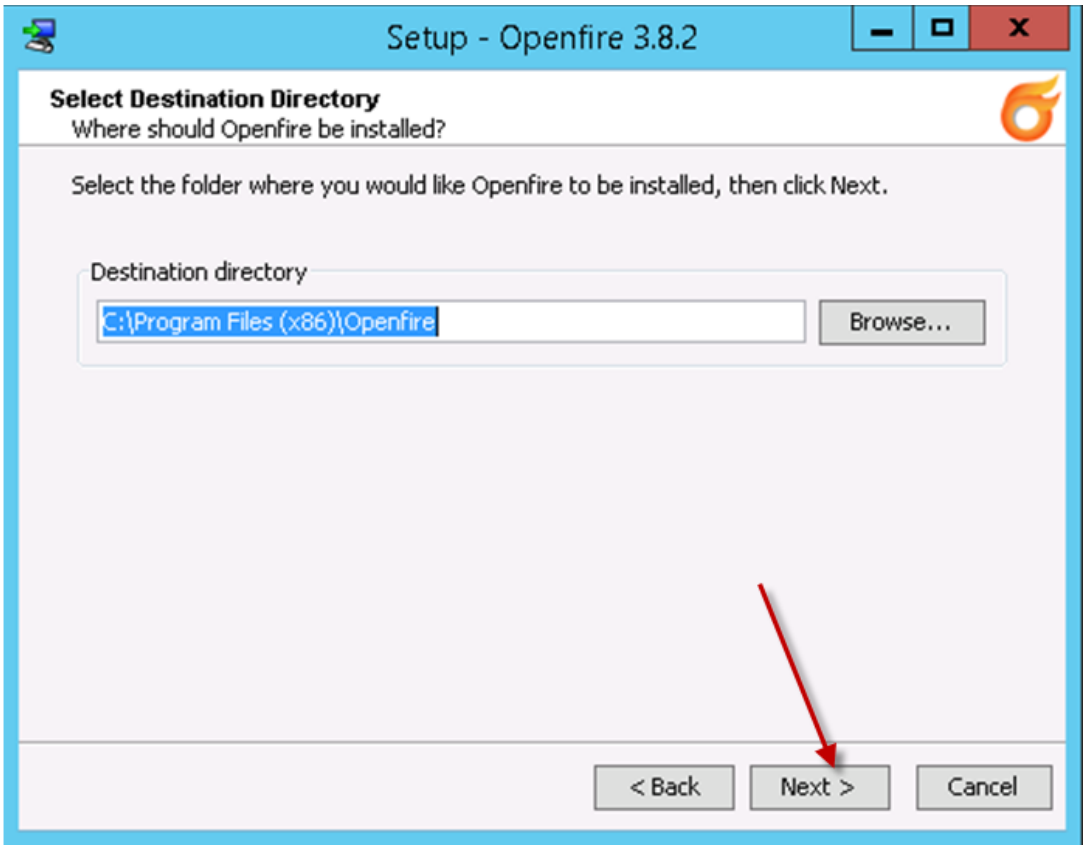
7. Click **Next** to continue.



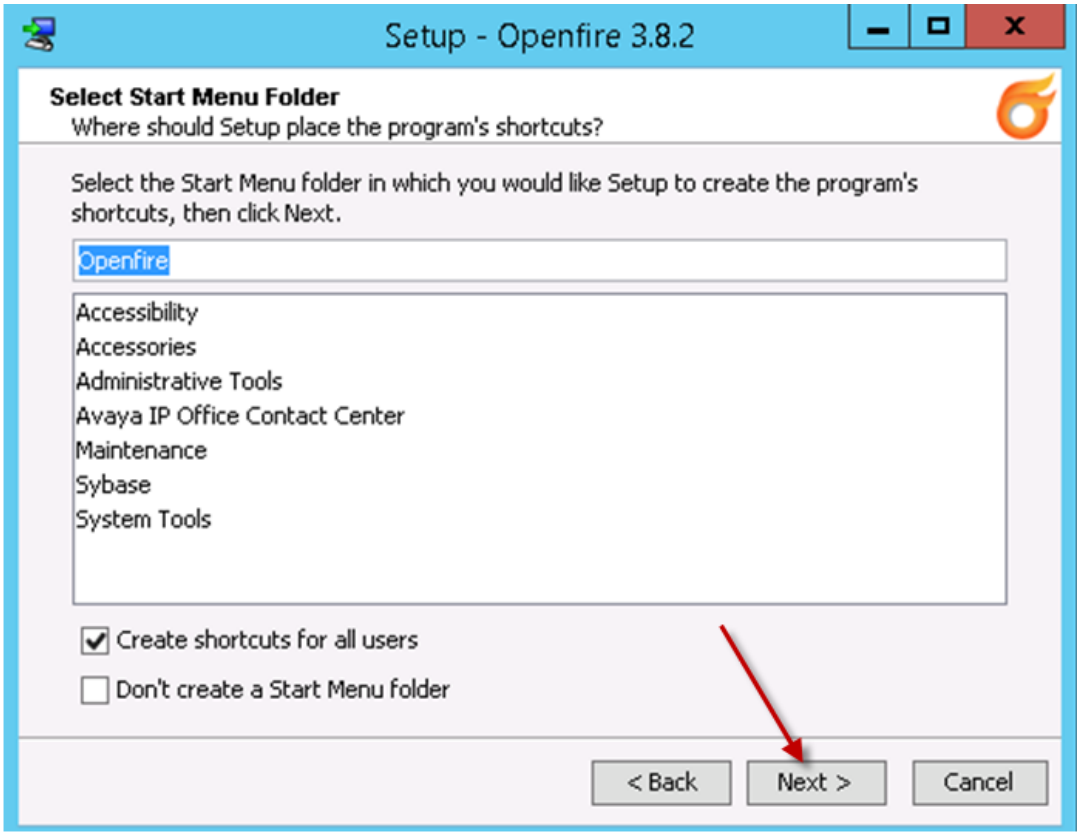
8. Read then licence agreement and click **I accept the agreement** and then click the **Next** button.



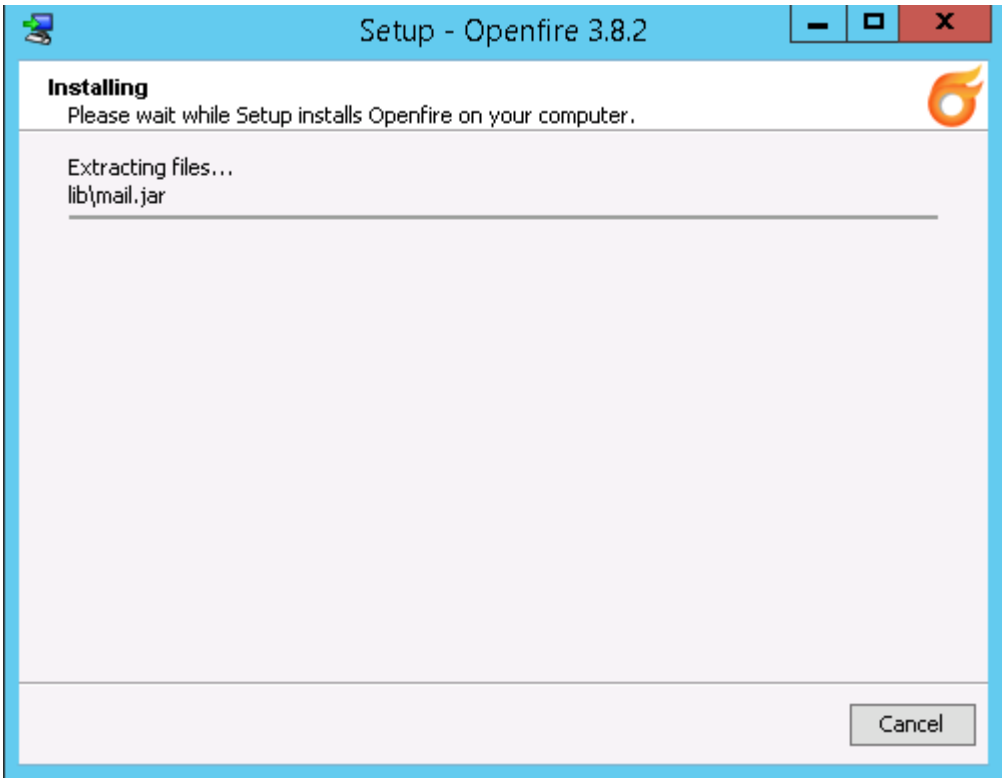
9. Click the **Next** button to install Openfire in the default directory.



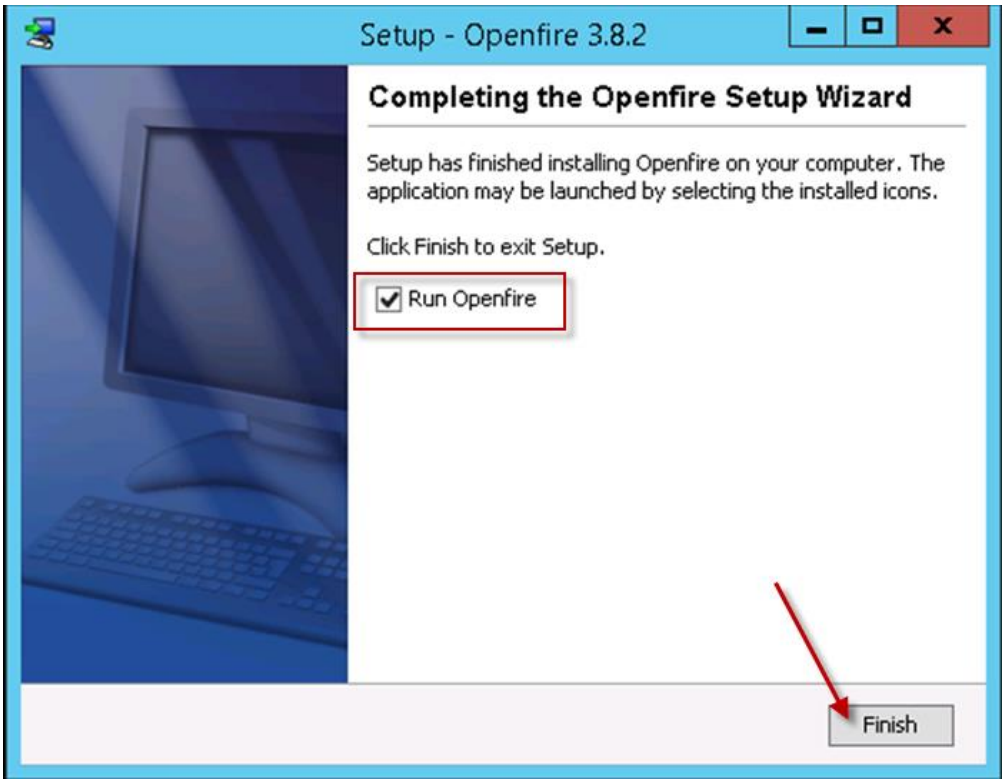
10. Click **Next** to Create an Openfire Menu folder.



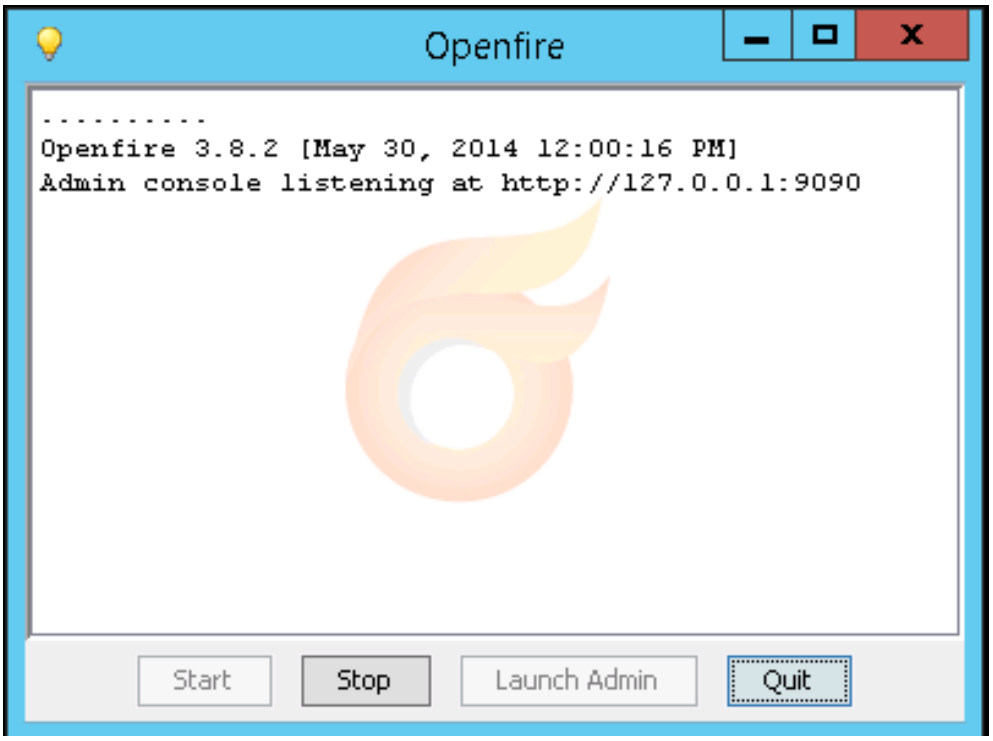
11. The Openfire installation process will continue.



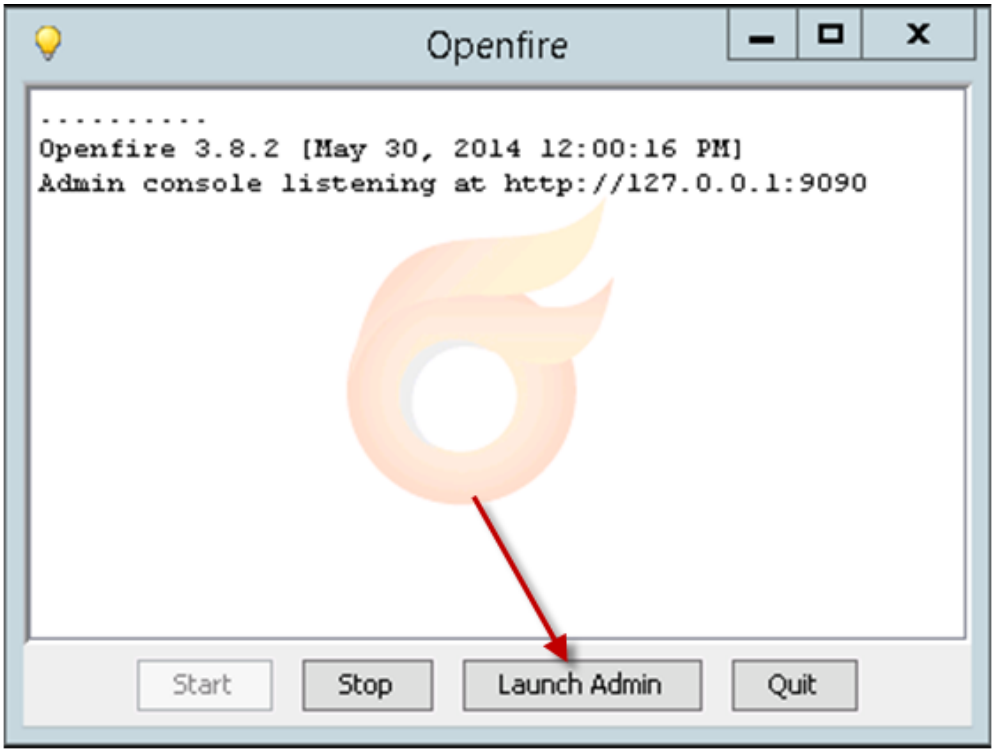
12. .Click the **Finish** button to complete installation and run the Openfire software.



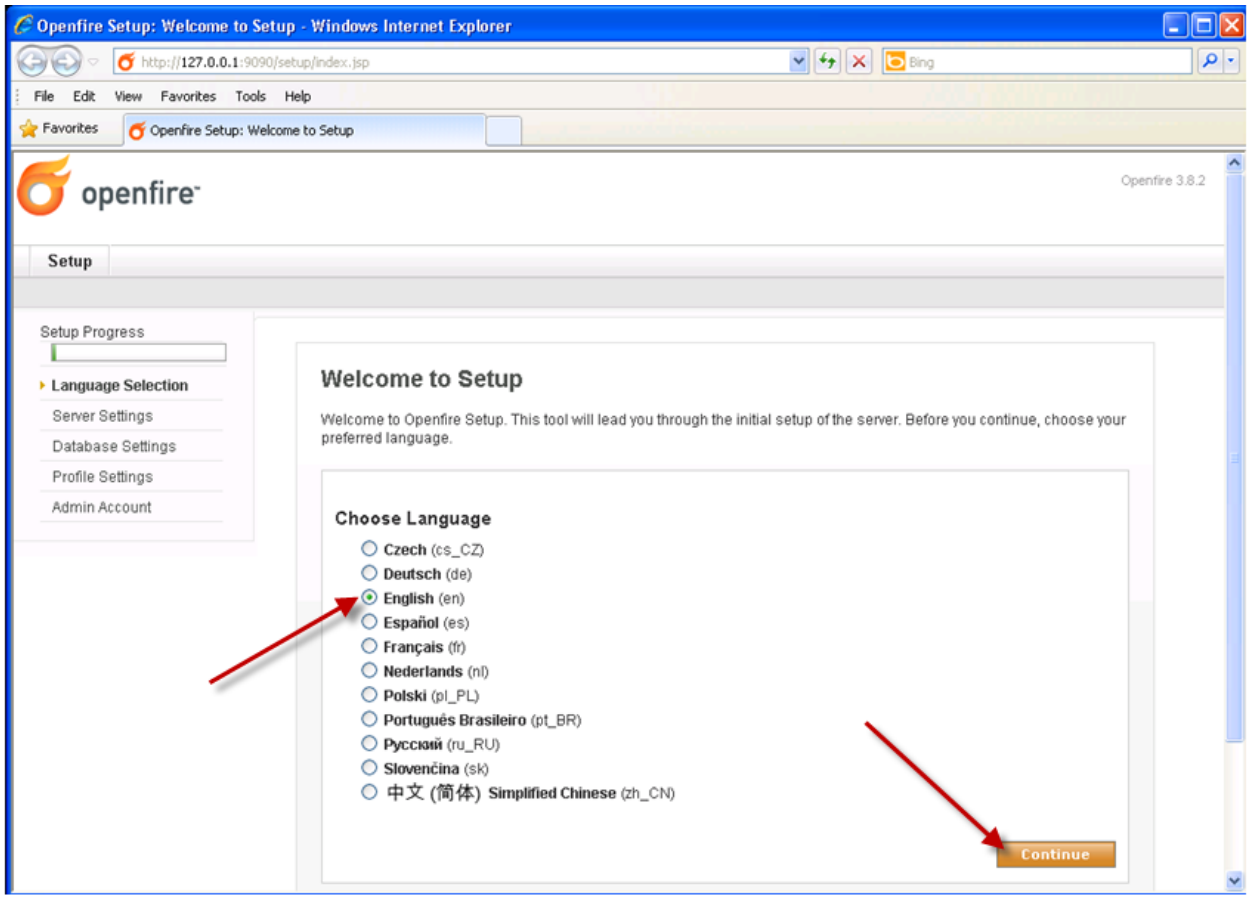
13. The Openfire software will start.



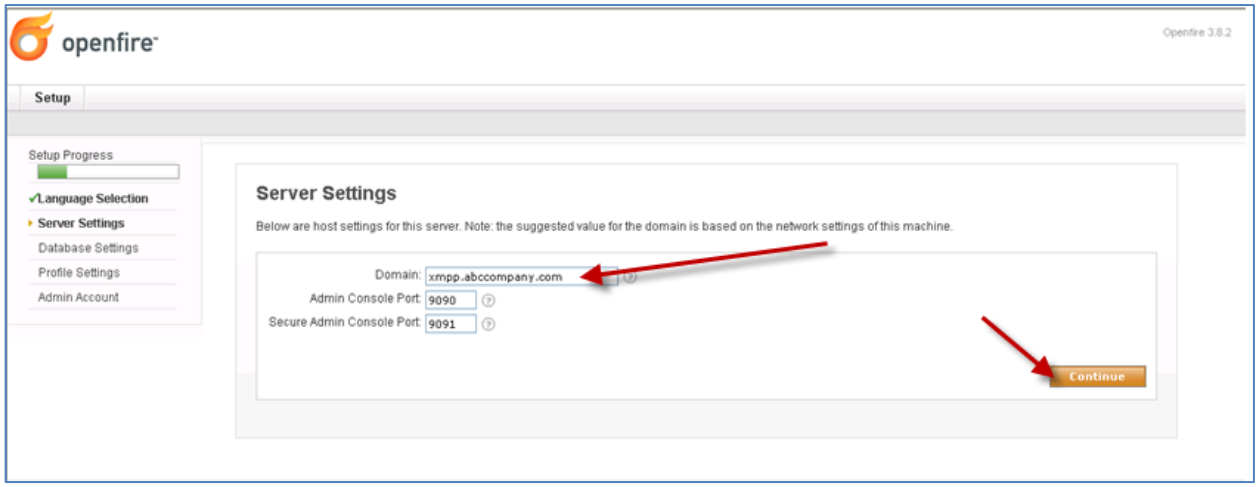
14. .Click the **Launch Admin** button.



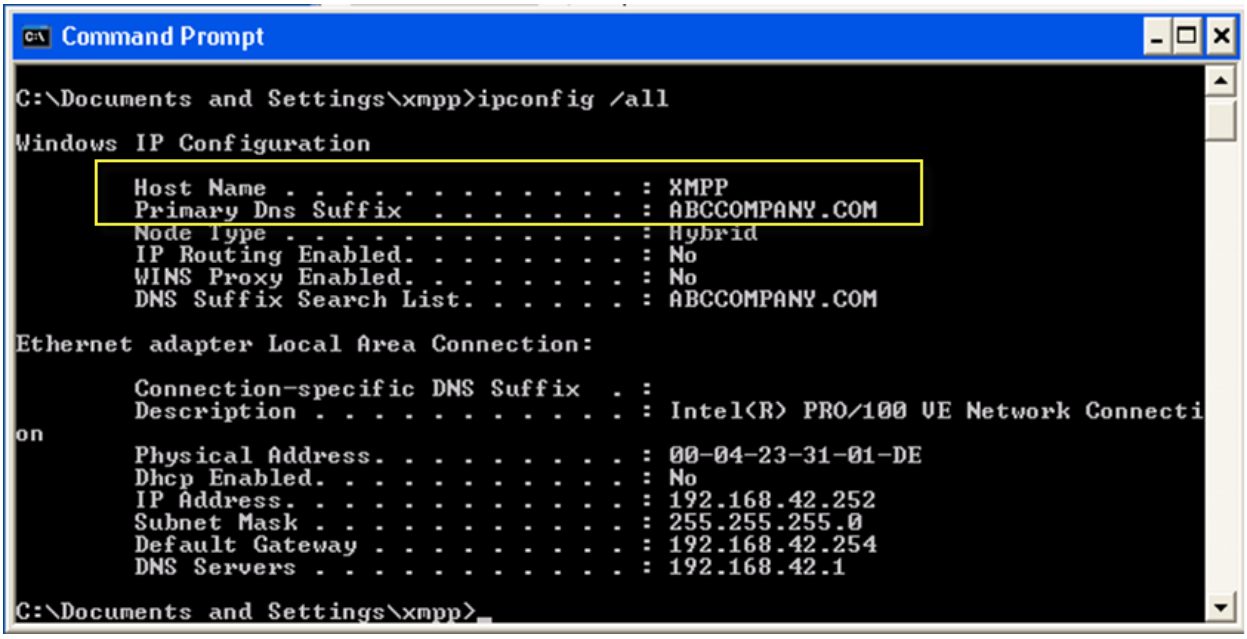
15. We will now go through a setup wizard. Select the required language.In this example **English** has been selected. Click the **Continue** button.



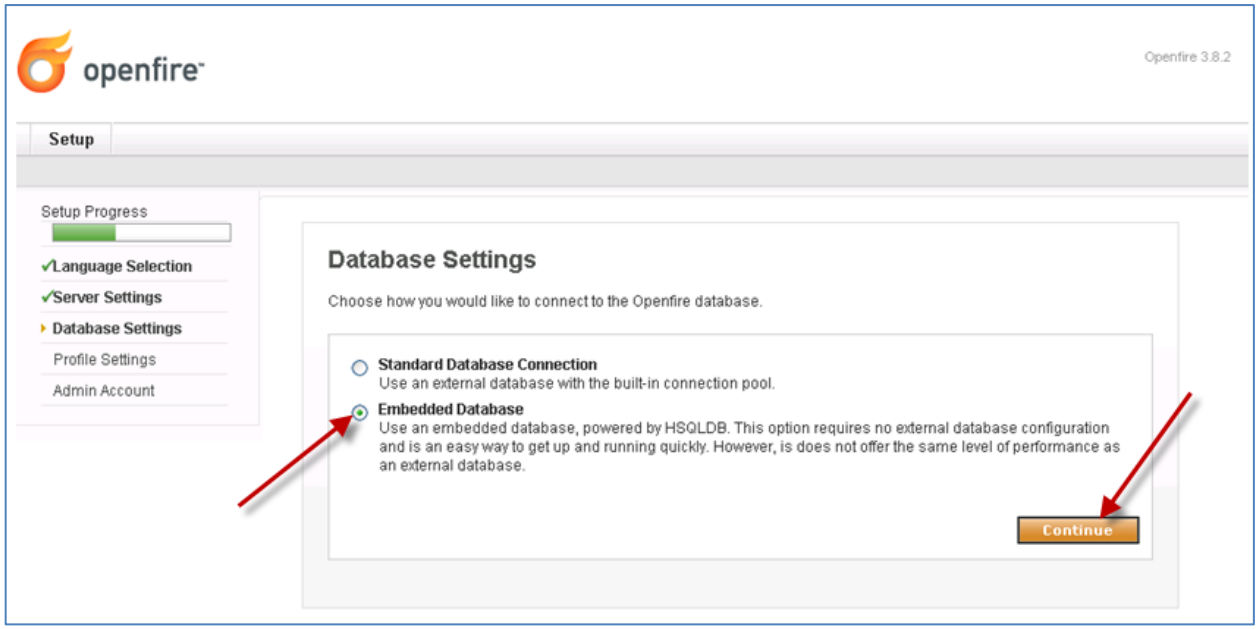
16. In the **Domain** field type the **Host Name.Domain Name** of the customer and then click the **Continue** button. The **Console Ports** can be left as default.



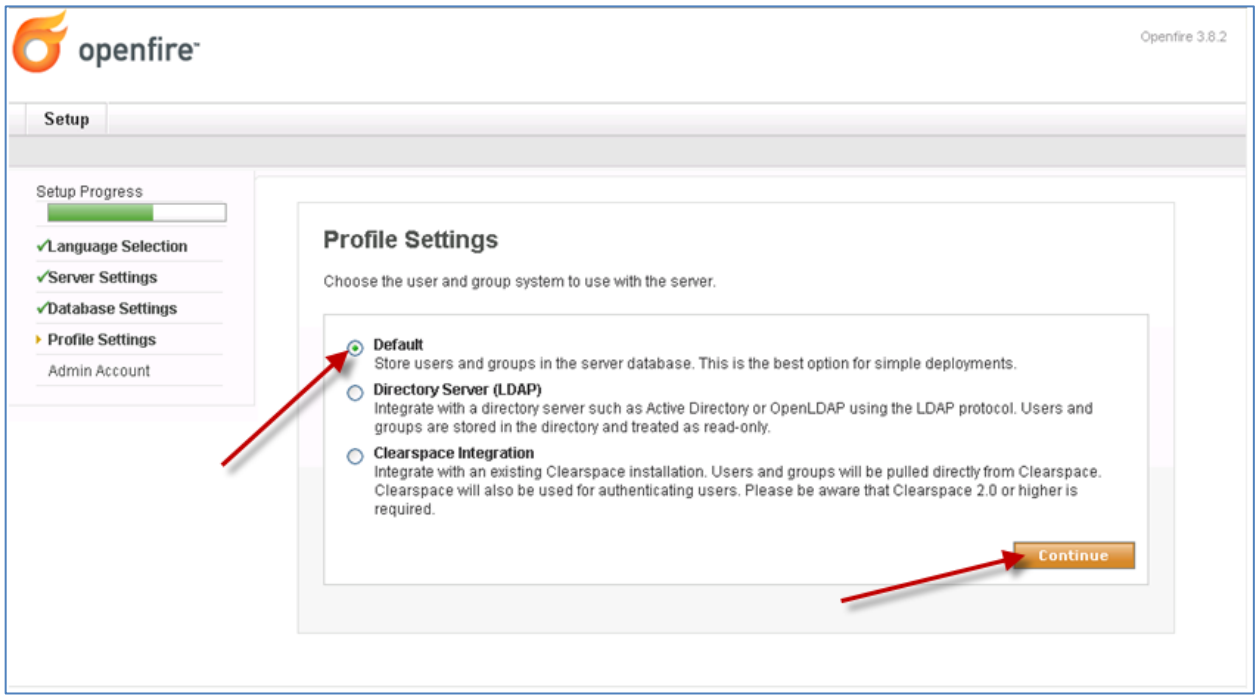
The domain name was noted earlier in this guide.



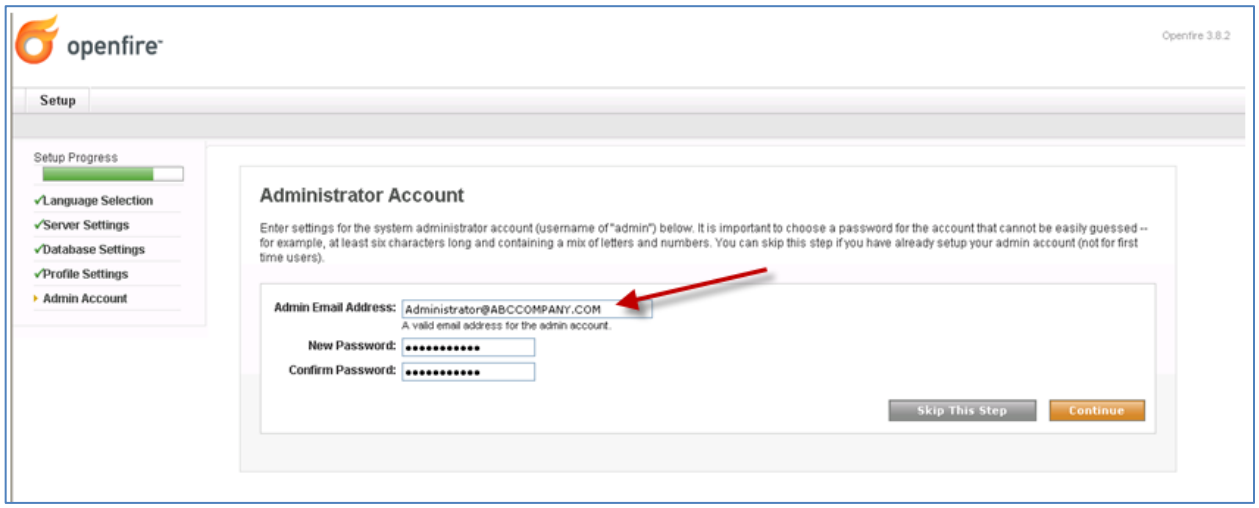
17. Change from Standard Database Connection to **Embedded Database**. Click the **Continue** button.



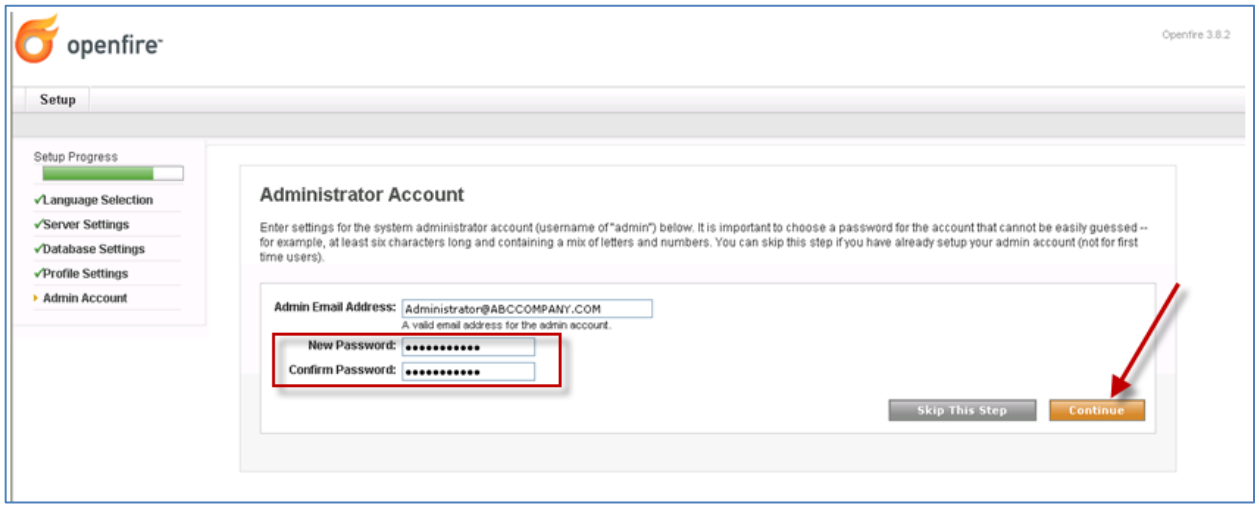
18. On the **Profile Settings** screen, click **Default** and then select the **Continue** button.



19. When prompted for the Administrator Account, change the Admin email Address to the customer Administrators email address. For example: **administrator@abccompany.com**

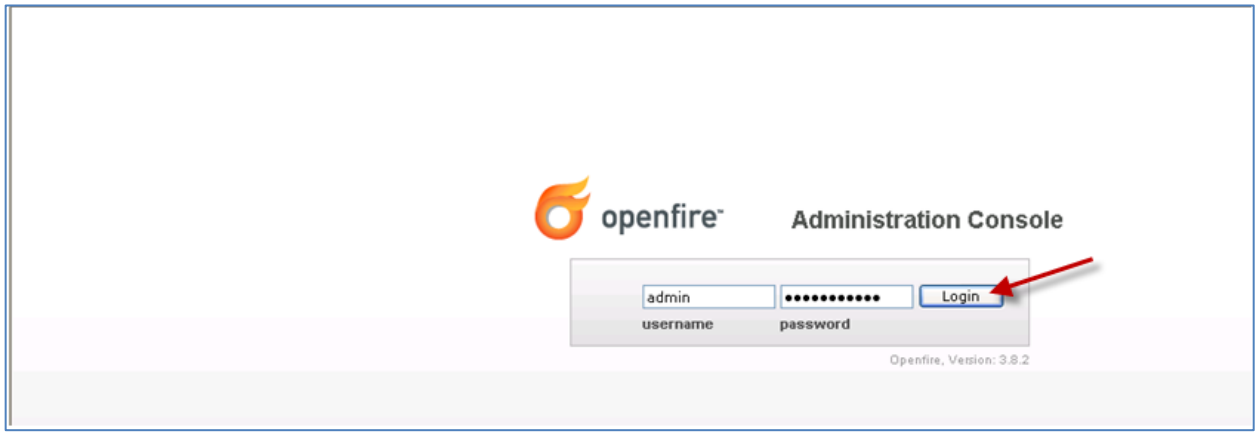


20. Enter and confirm a system administrator password to be used with the administrator account on the Openfire software and then press the **Continue** button.

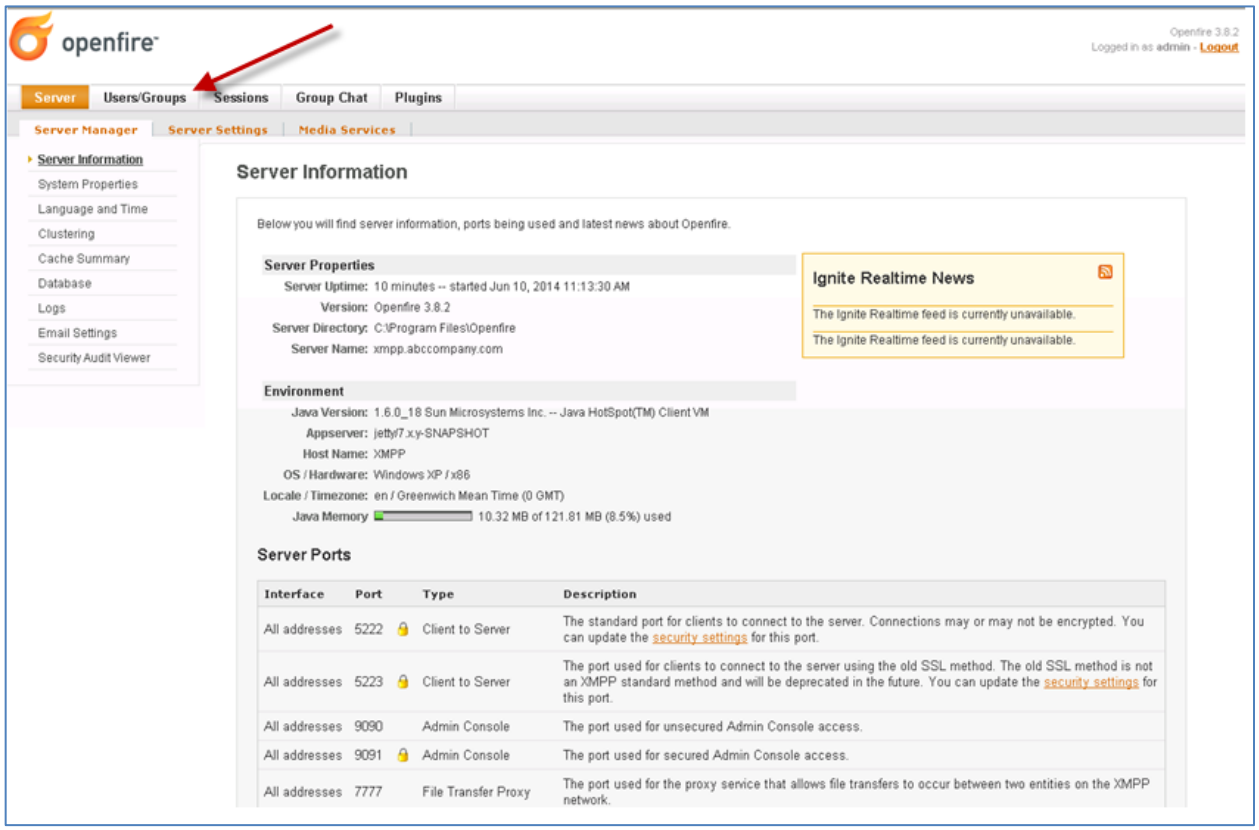


21. The setup is now complete, click the **Login to the admin console** button.

22. In the **username** field enter **admin** and in the password field enter the **Admin password** that was created earlier. Then click the **Login** button.

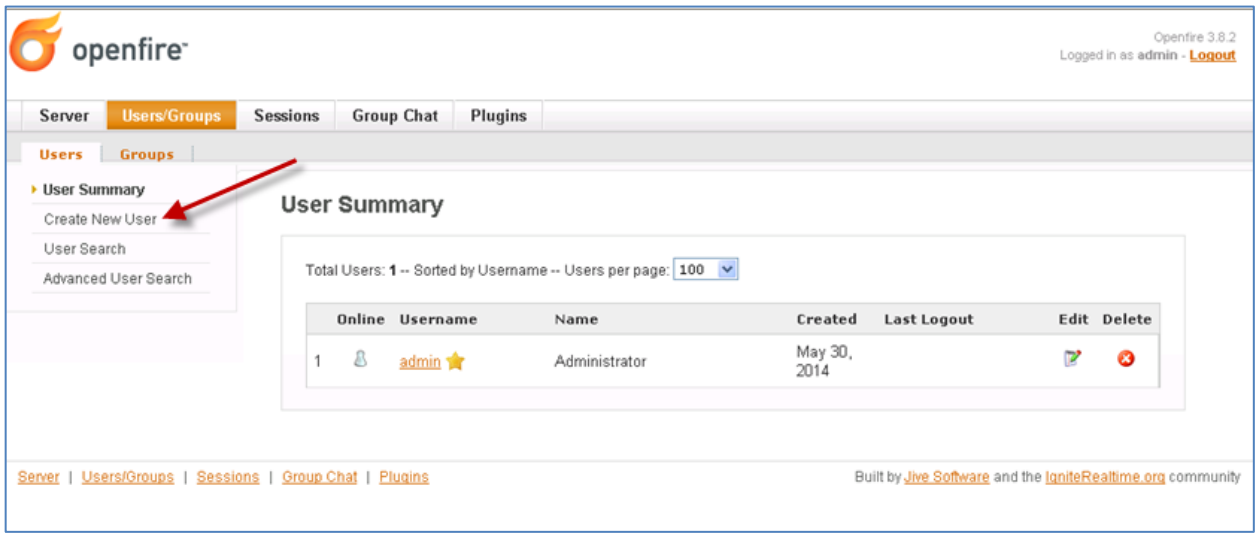


23. We will now add the account(s) to be used for the IP Office Contact Center CHAT topic(s). Click the **Users/Group** tab.

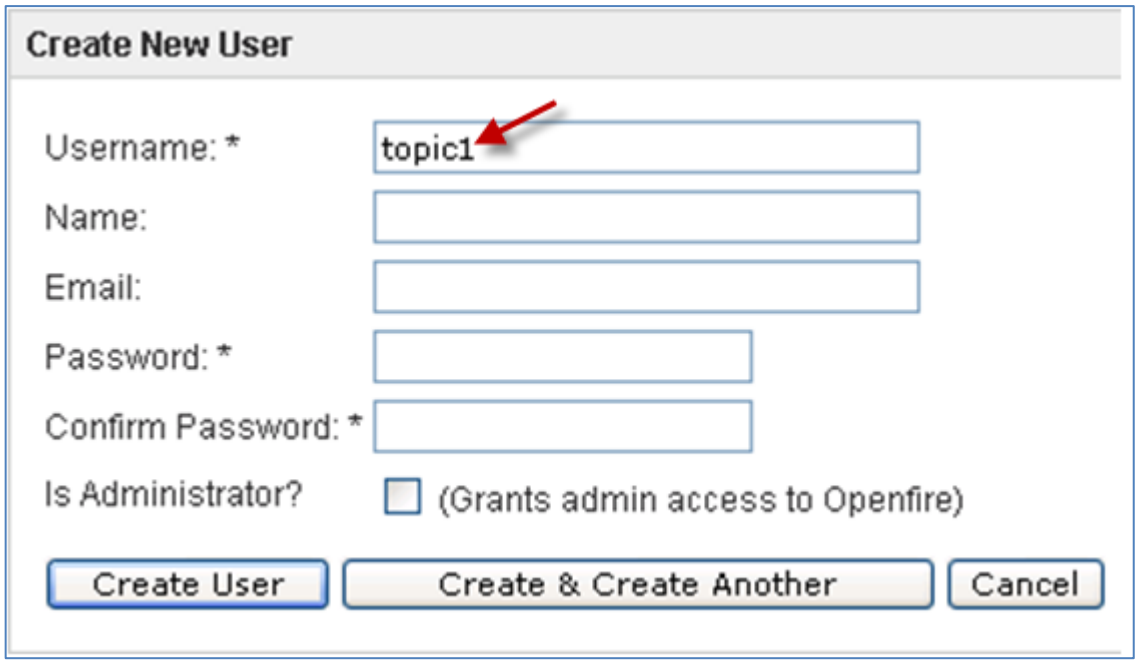


24. Click the **Create New User** option.

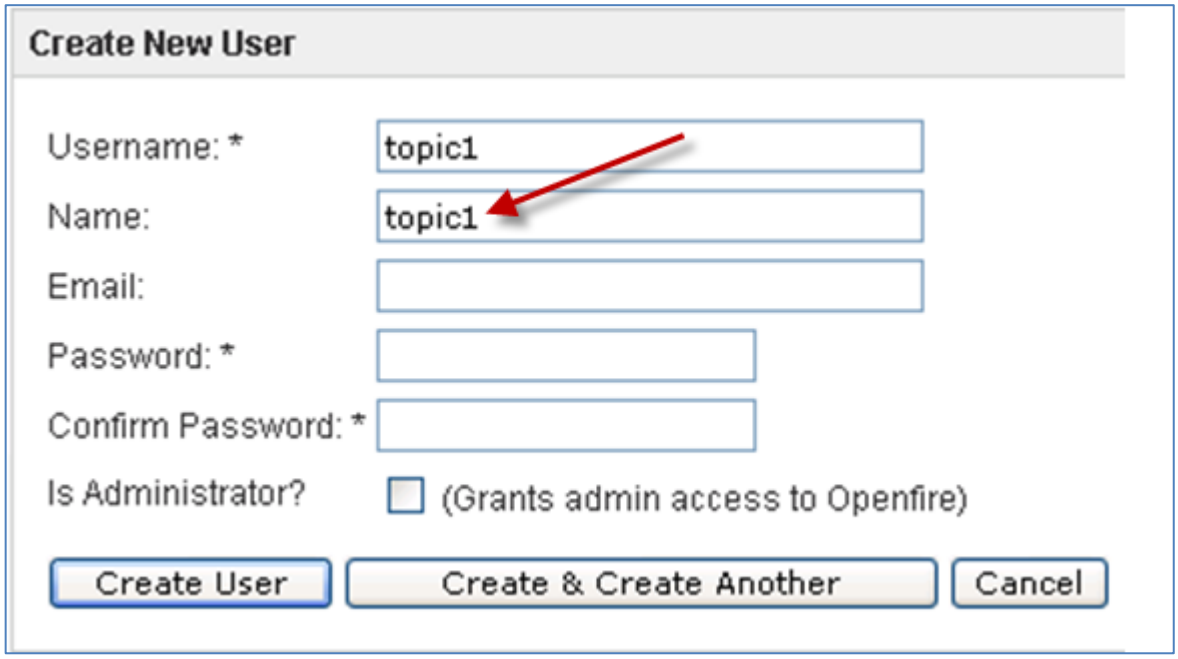
Note: Only CHAT topics require adding to the XMPP service, Agents do not need to be added.



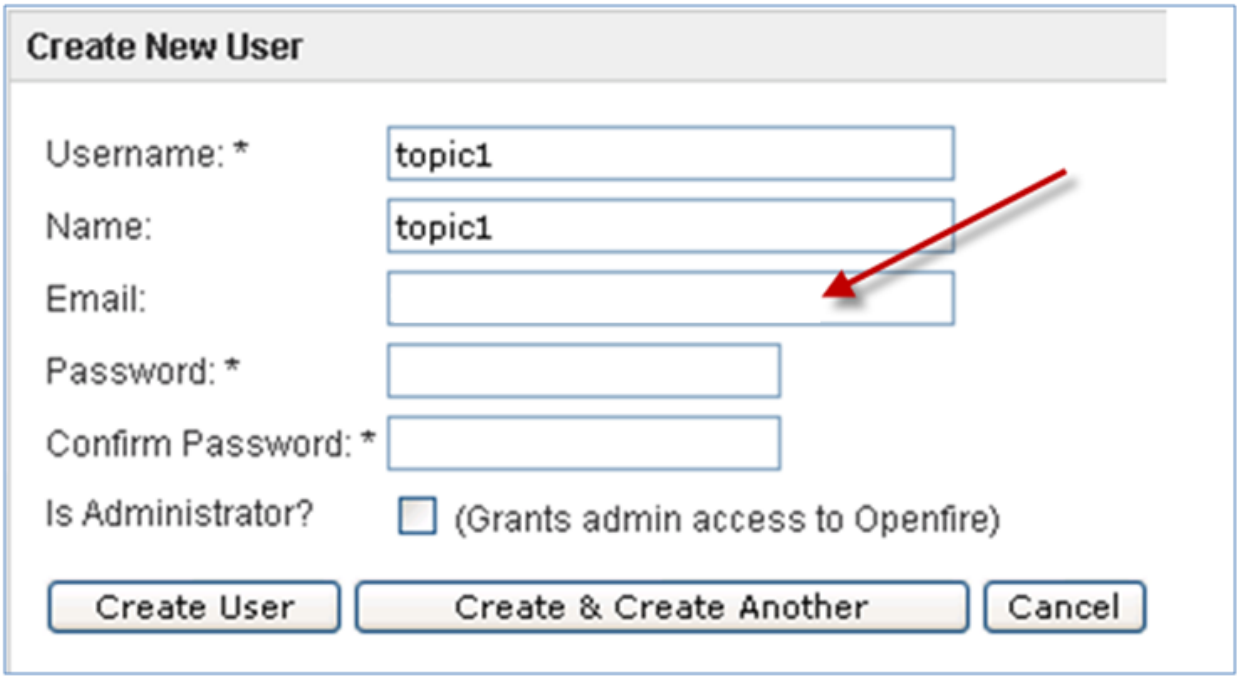
25. Enter a **Username** for the topic as required. For example **topic1**.



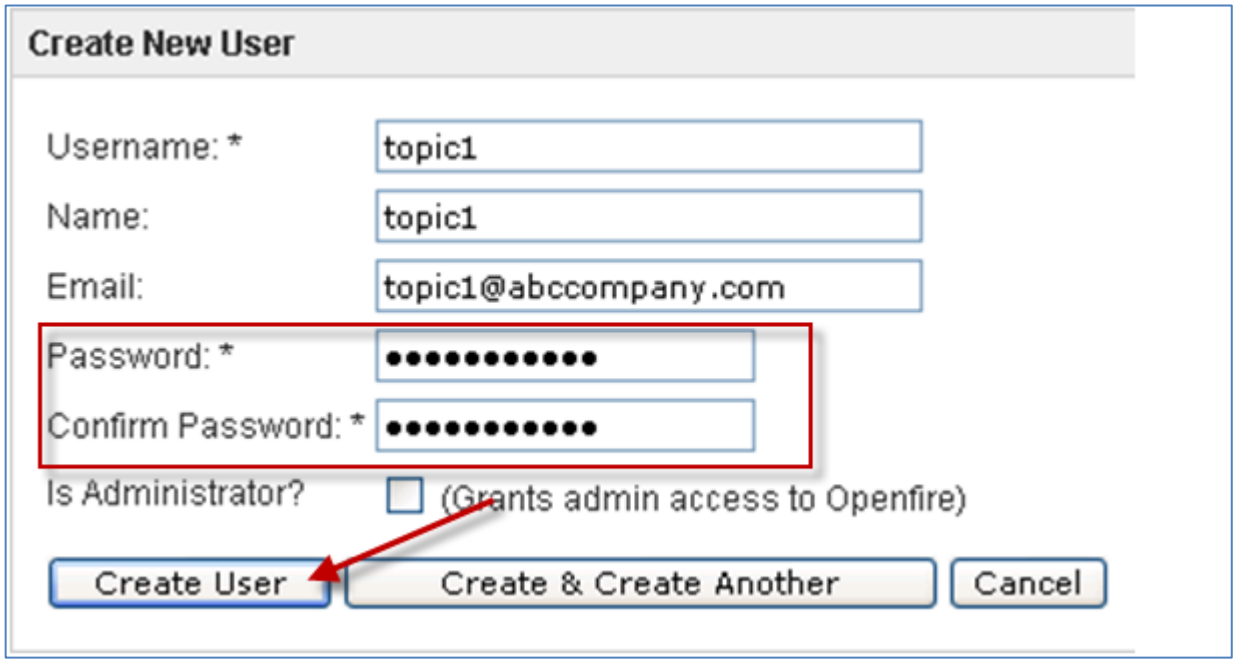
26. Enter a **Name** for the topic. For example. **topic1**.



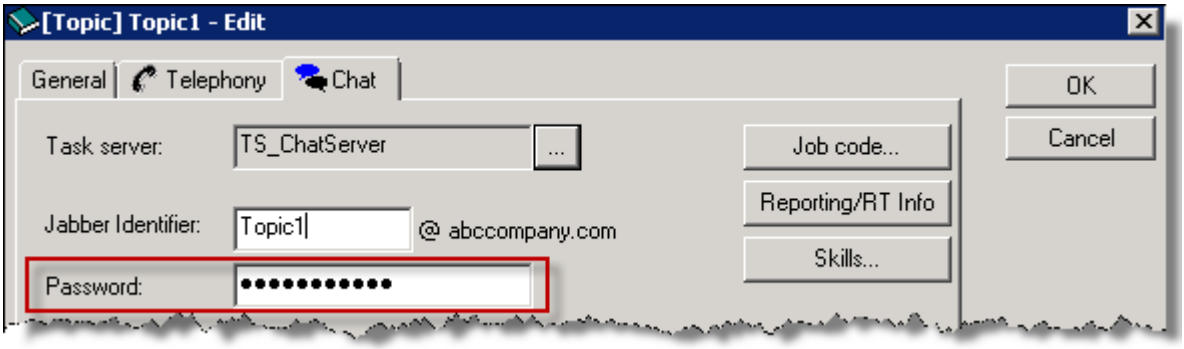
27. In this example, an email address is not required.



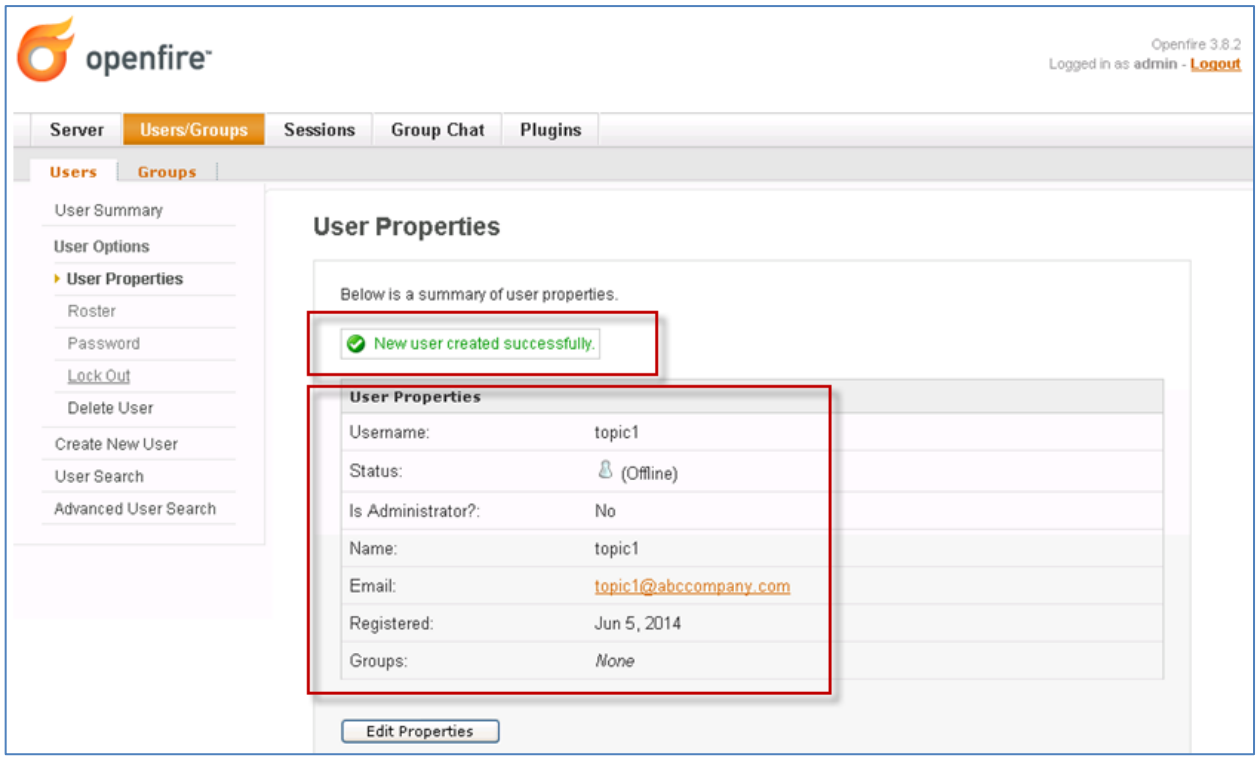
28. Enter and confirm a **Password** for the topic and then select the **Create User** button.



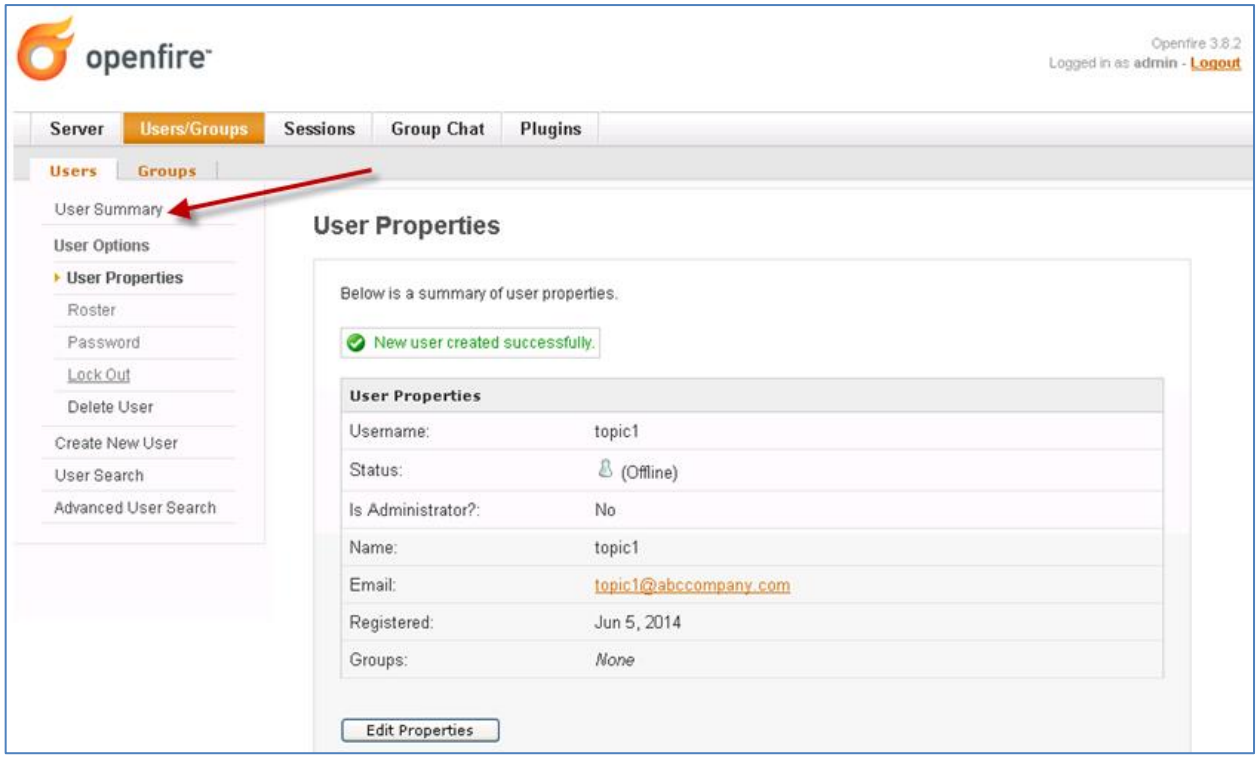
This password is initially set for the individually topic from the **Chat** tab.



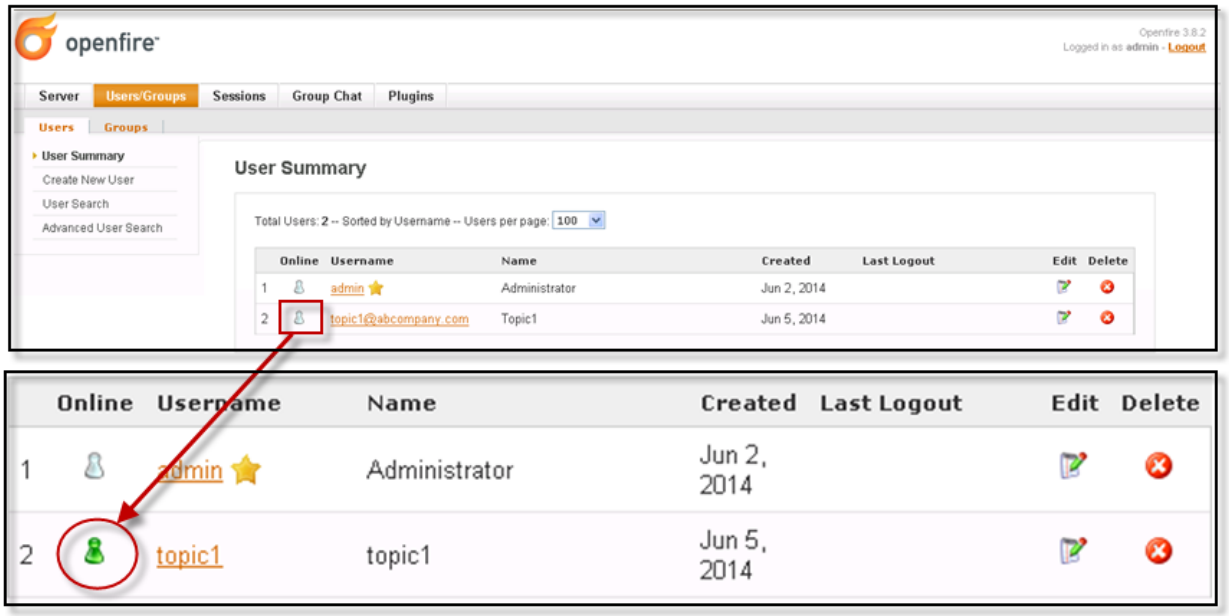
29. The new XMPP topic account is created.



30. Click the **User Summary** link.

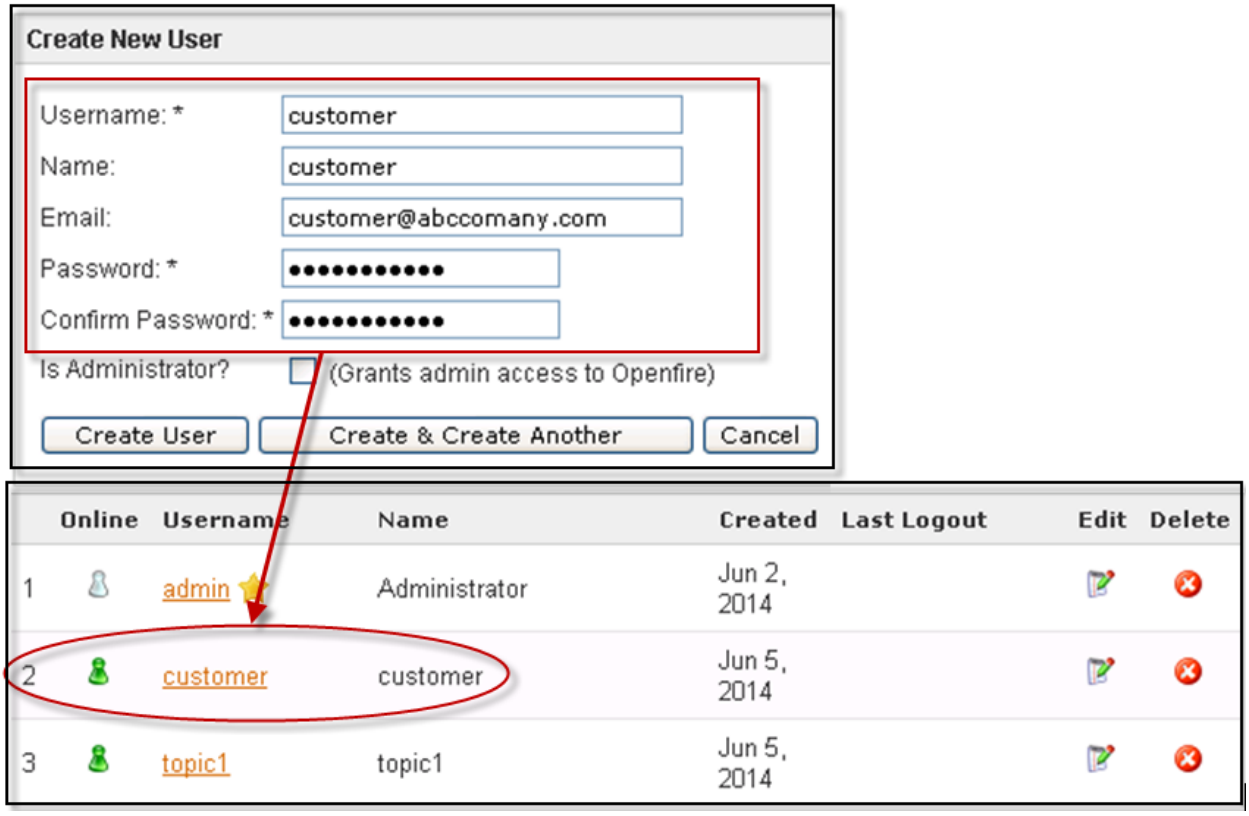


31. The Online presence will change to green when the setup has taken place in IP Office Contact Center. If the icon does not change to green, you must start Openfire manually after restart.



32. The configuration of Openfire is complete.

33. **(OPTIONAL)** You may wish to create another account on the Openfire that can be used to test the system internally e.g. '**customer'**. Note that the 'customer' will only display as online when configured in IP Office Contact Center (as a topic) or connected with a chat client (For example. GajimPortable).



Installing Openfire as a Service

Openfire can also be installed as a service. The openfire-service.exe is located in the bin directory of the installation.

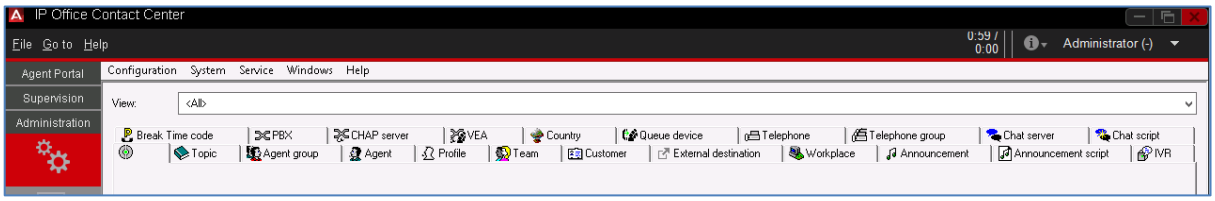
1. Open a command prompt.
2. Navigate to the folder of Openfire / bin.
3. Enter the following command.
   openfire-service / install
4. Openfire is registered as a service.
5. The startup type is set to **Automatic**.

Configuring the existing Topic and Agents to Use CHAT

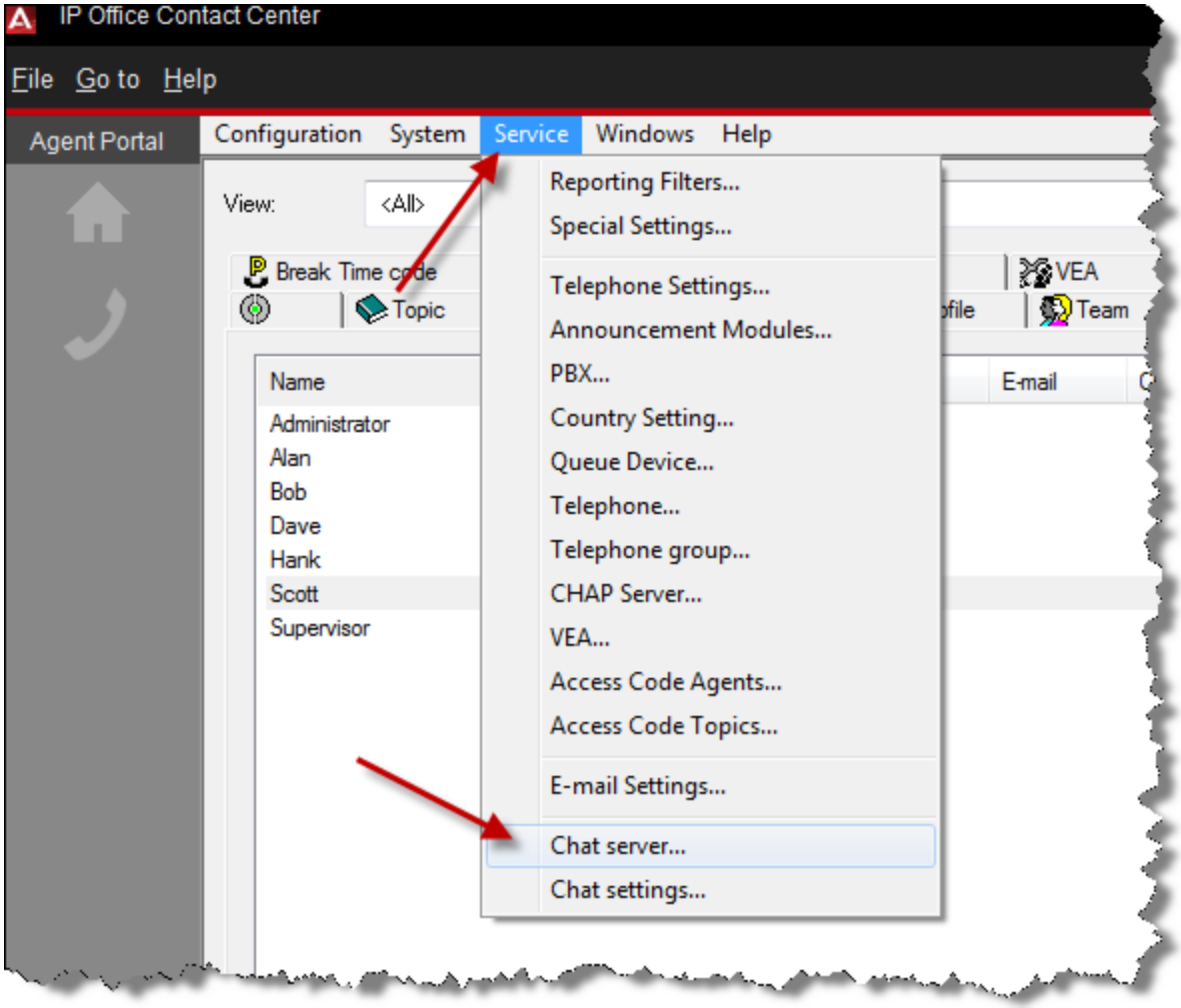
If all the CHAT settings are known and can be entered into the excel configuration spreadsheet as part of the initial installation of IP Office Contact Center, additional configuration is not required.

However, in the following example for demonstration purposes, the entire manual CHAT configuration process will be illustrated.

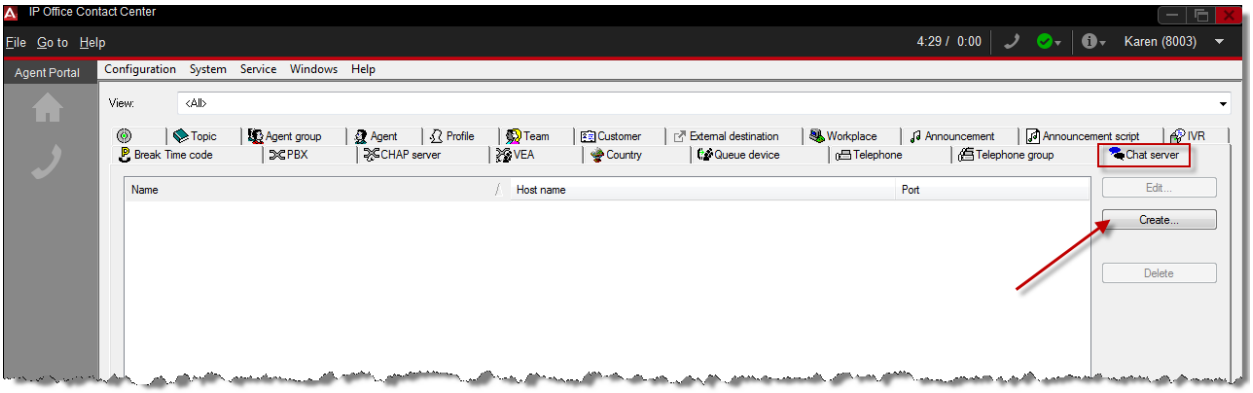
1. Login to IP Office Contact Center with Administrative access.



2. Click **Service** and then select **Chat server**.



3. Click the **Create…** button.

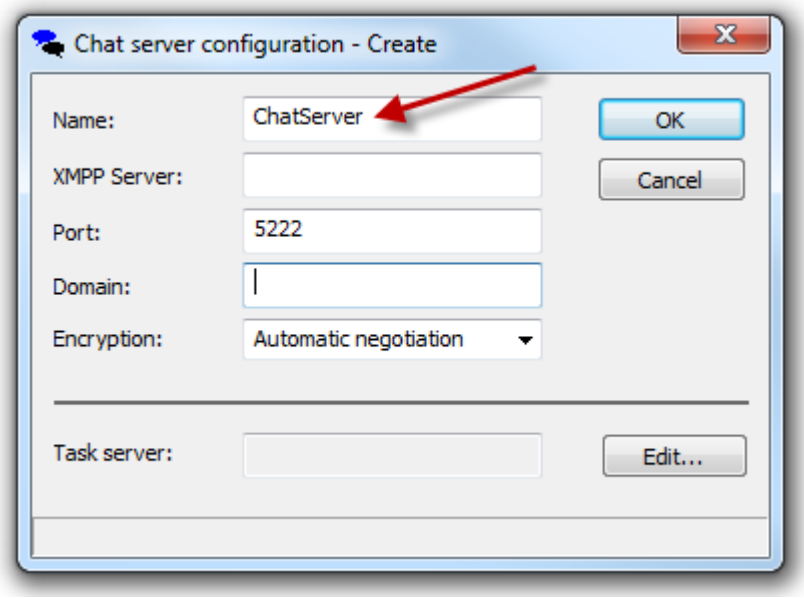


Chat Server settings can also be configured in the Configuration Spreadsheet used in the installation of IP Office Contact Center.

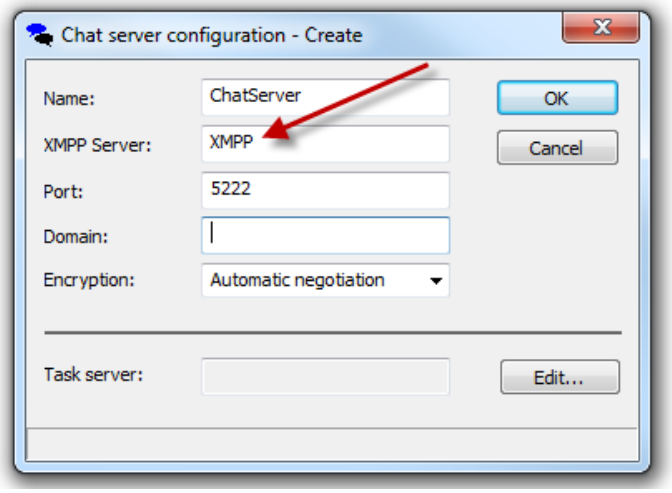
Chat-Server

serial No.	Name	XMPP Hostname	XMPP Domain
1	ChatServer	CHANGE-ME	CHANGE-ME

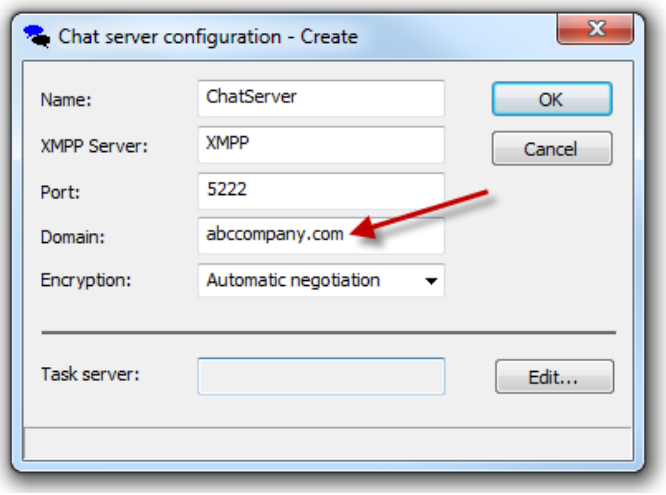
4. In the **Name:** field enter **ChatServer**.



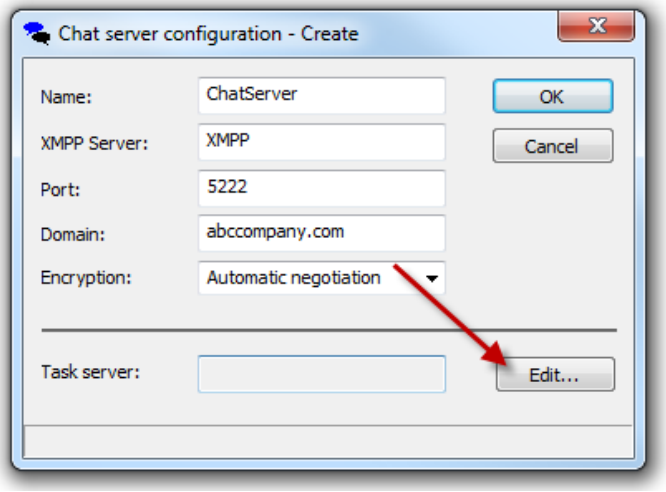
5. In the **XMPP Server:** field enter **xmpp**.



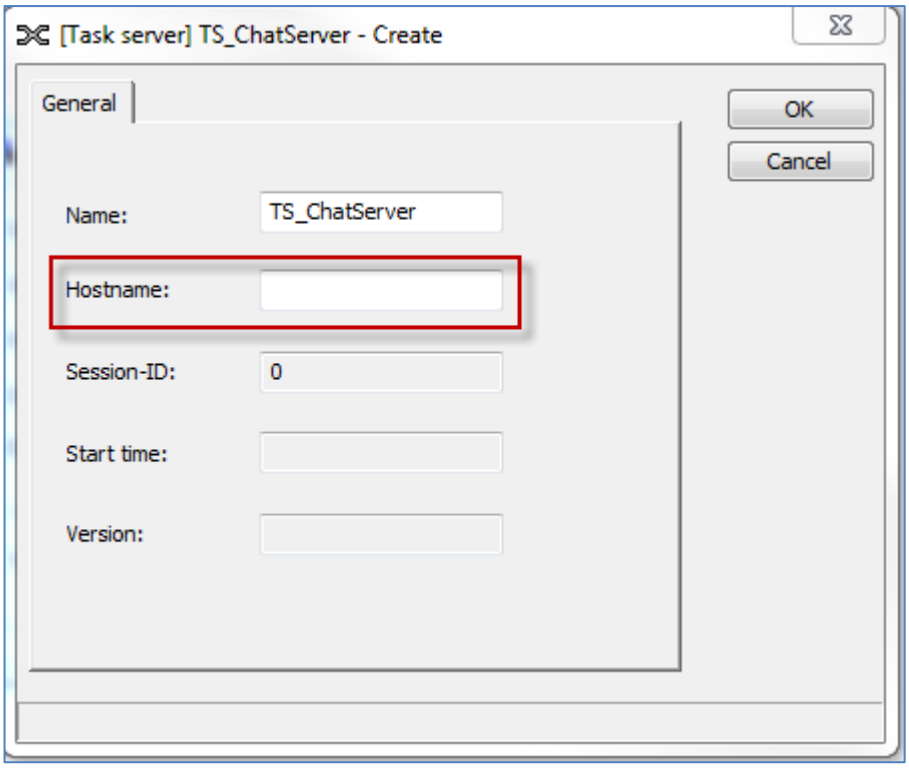
6. In the **Domain**:field enter the customer domain. For example **abccompany.com**



7. Click the **Edit…** button.

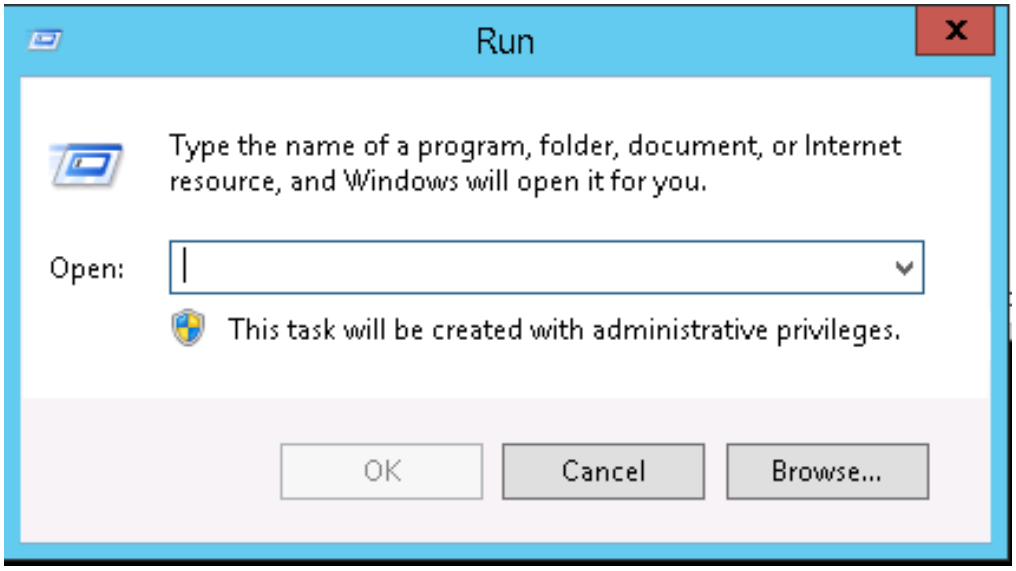


8. Enter the hostname of the Server running the IP Office Contact Center.

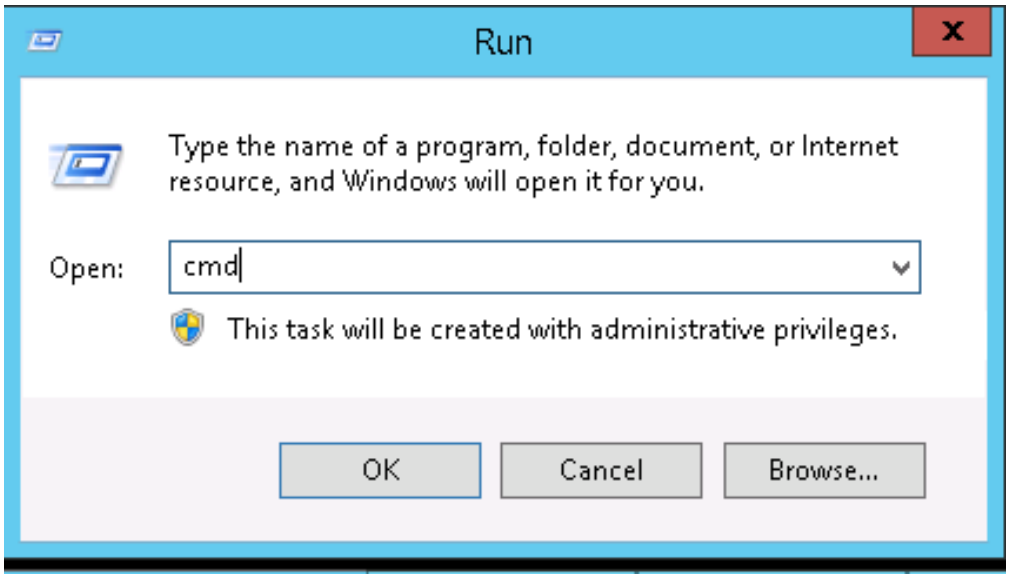


9. We can use the command prompt on the IP Office Contact Center server to determine the host name.

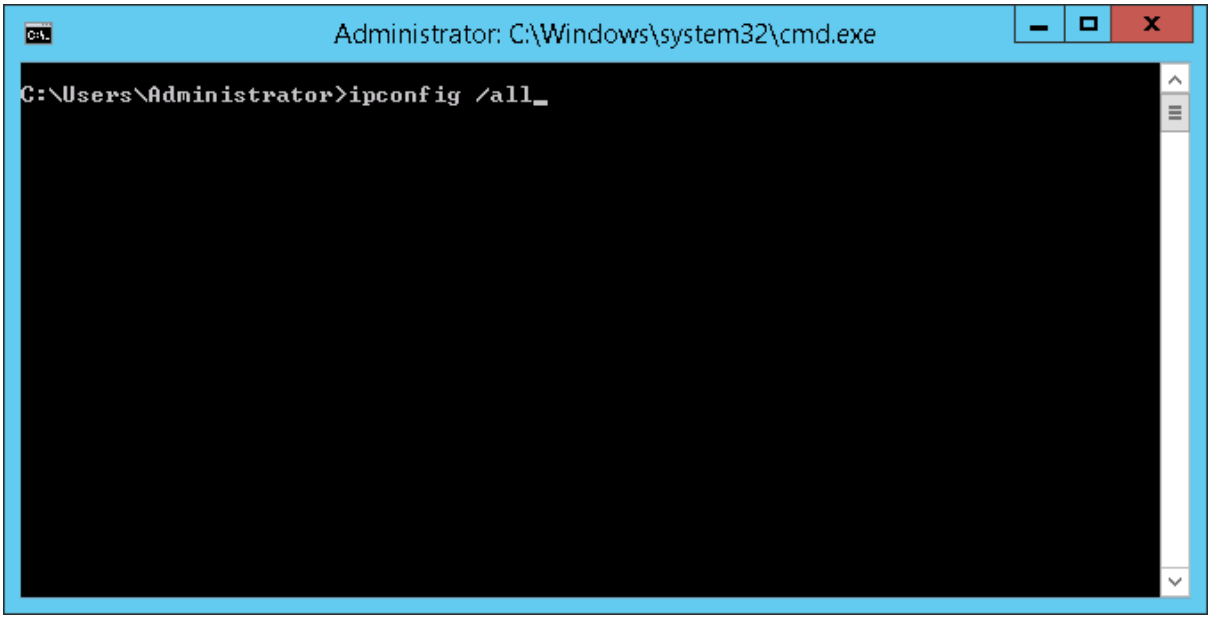
10. Open a command prompt on the Server by using the **Start** – **Run** option.



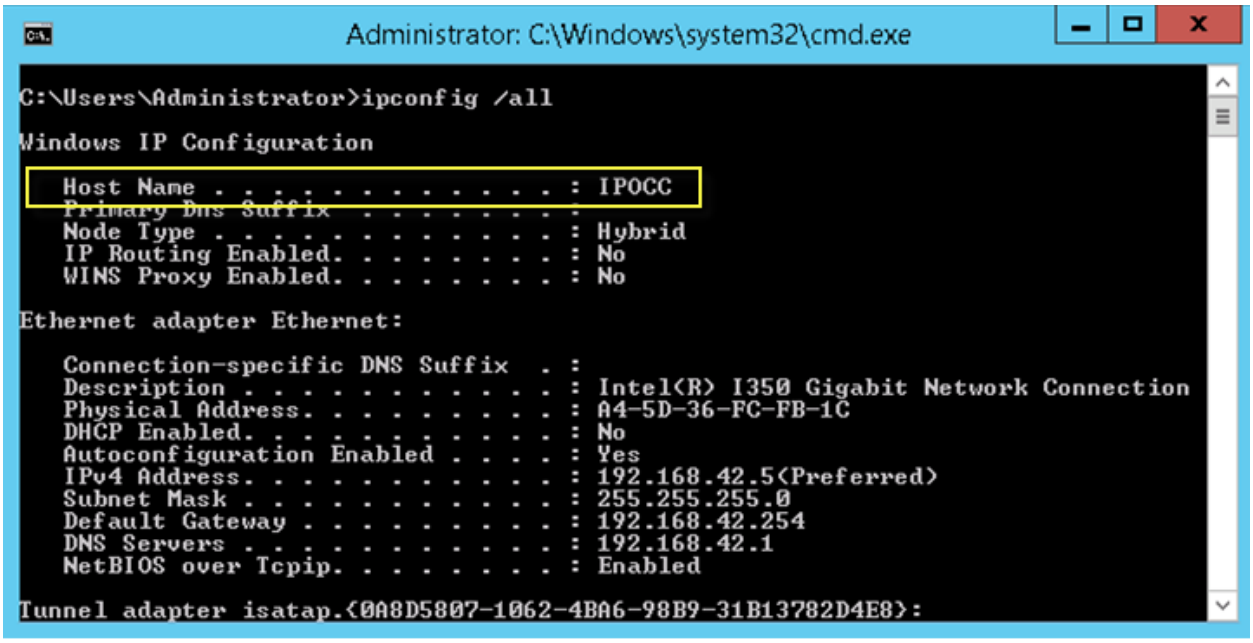
11. In the **Open** field enter **cmd** and then click the **OK** button.



12. Type **ipconfig /all** and press **Enter**.

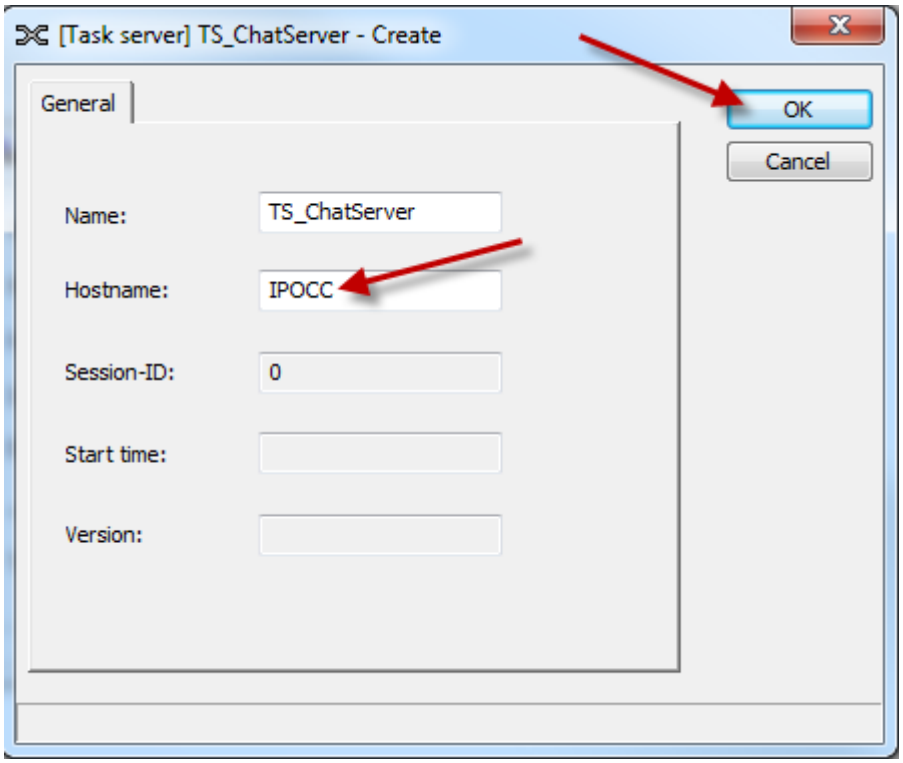


13. This will show all the network adaptors and IP Configuration of the Server. Make a note of the **Host Name**.

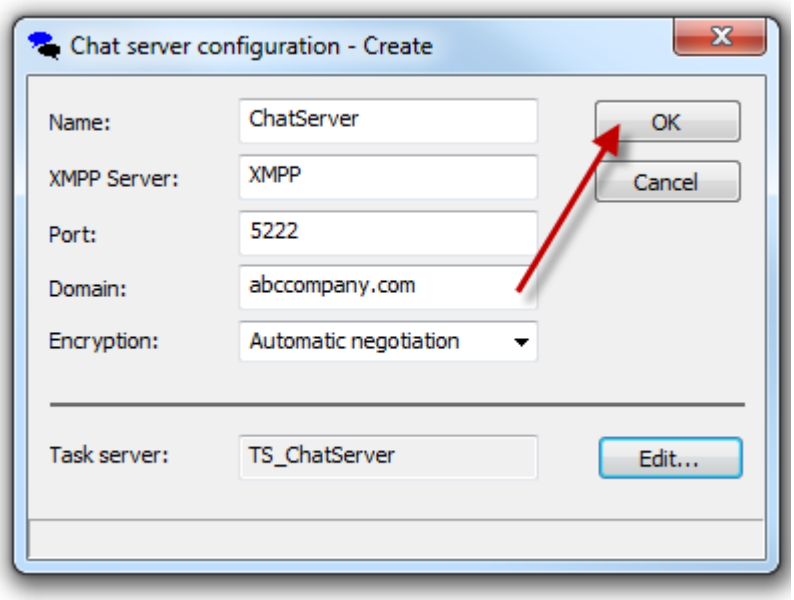


14. Now type exit and press the keyboards enter key to close down the command prompt.

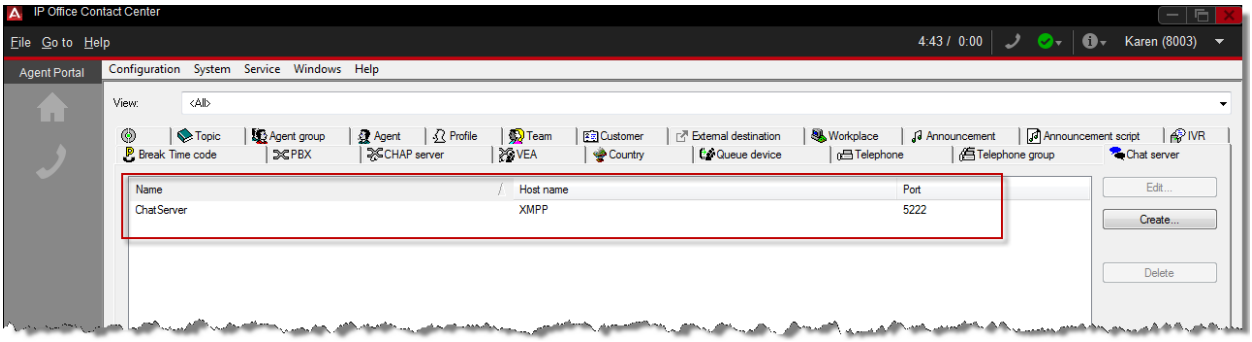
15. In the **Hostname** field enter the host Name of the IP Office Contact Center server. In this example, the server's hostname is **IPOCC**. Click the **OK** button.



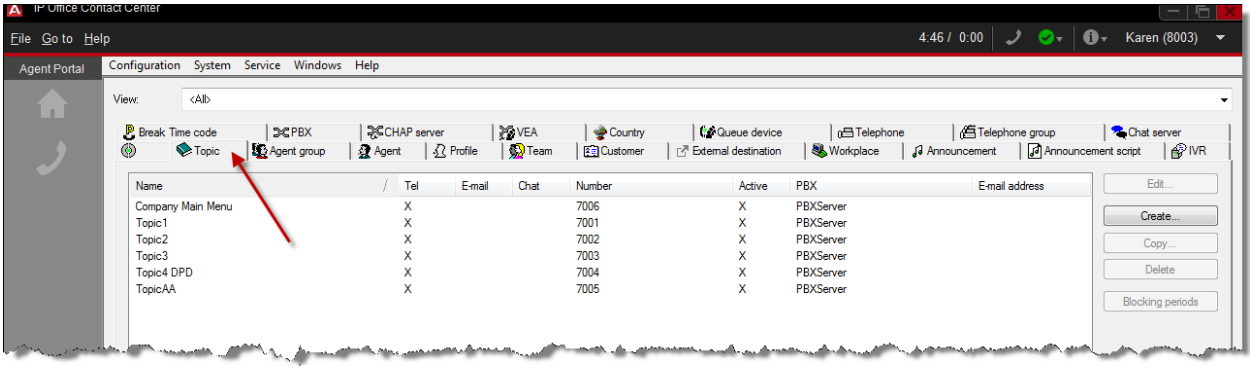
16. Click the **OK** button to confirm the settings.



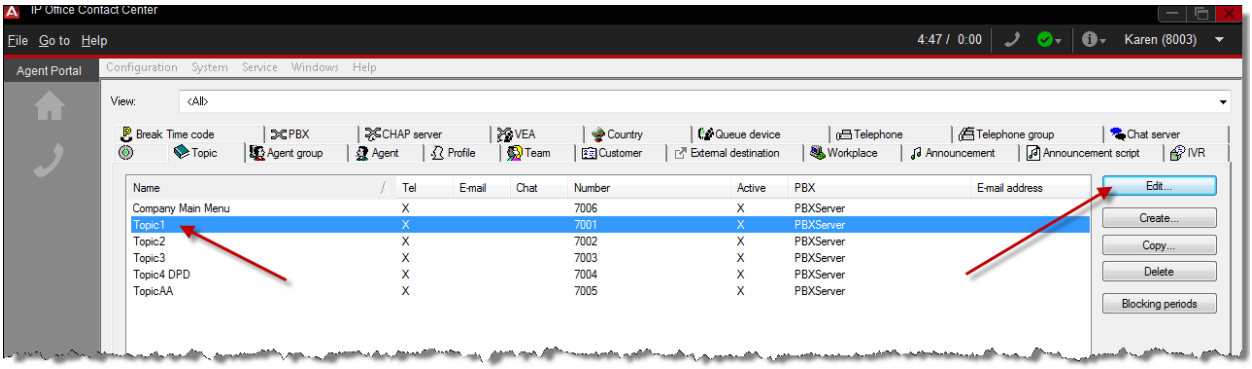
17. The new Chat server is displayed.



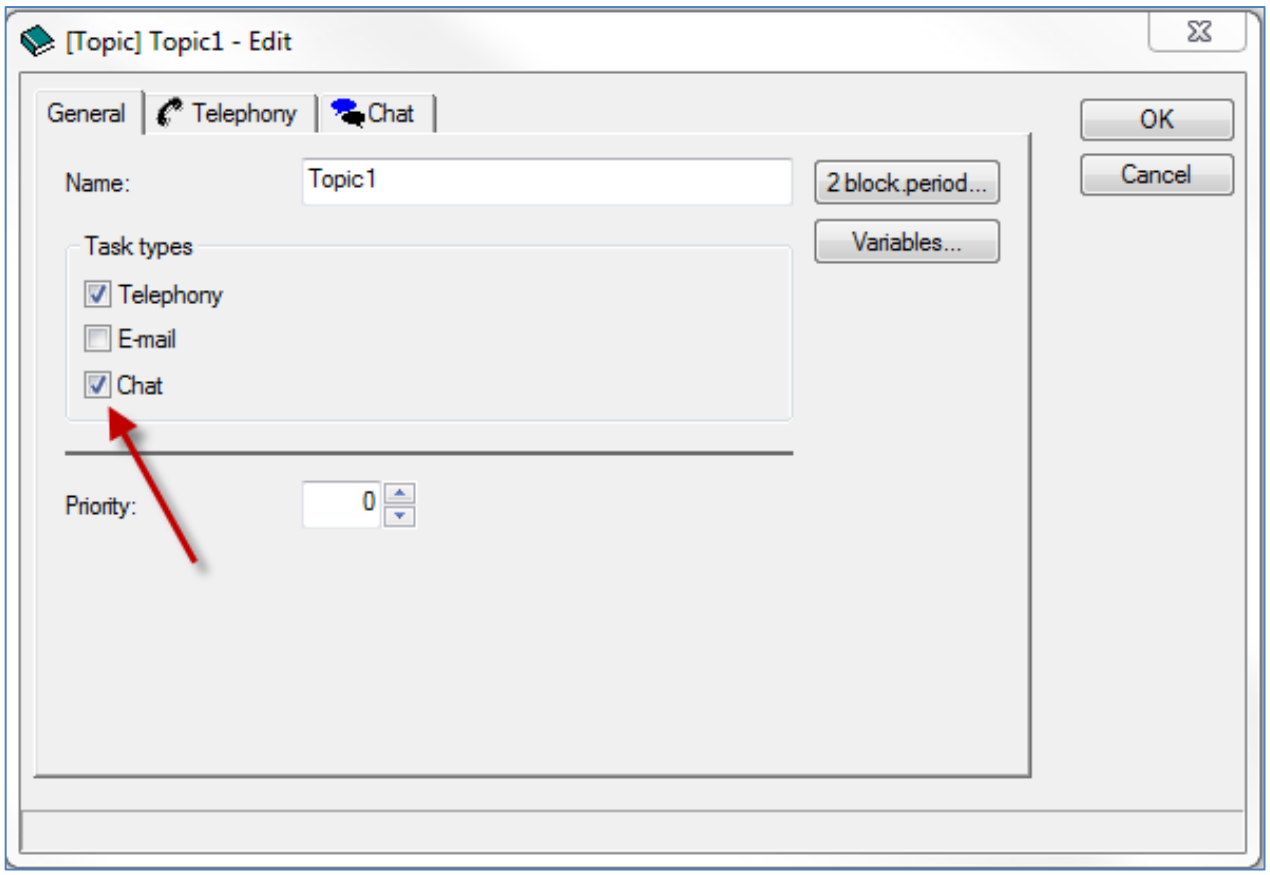
18. We will now configure Topic 1 to facilitate Chat. Click the **Topic** tab.



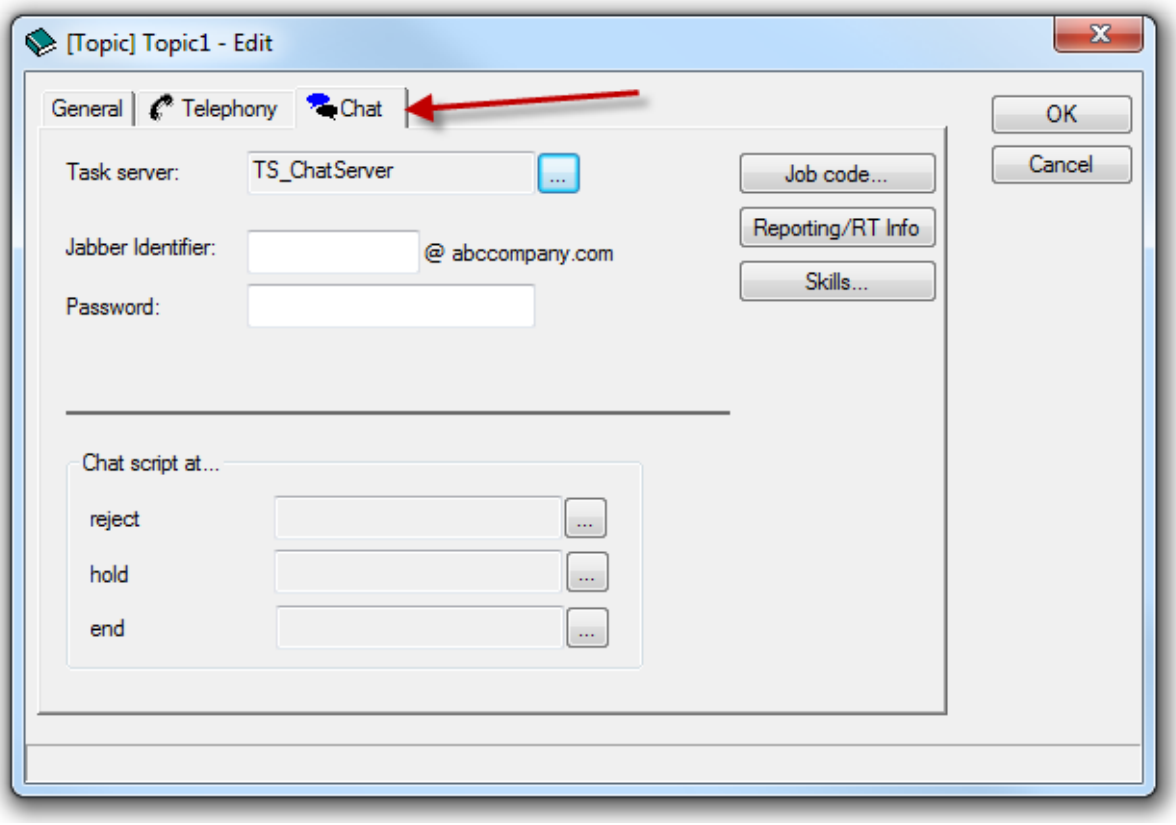
19. Select **Topic 1** and then select the **Edit** button.



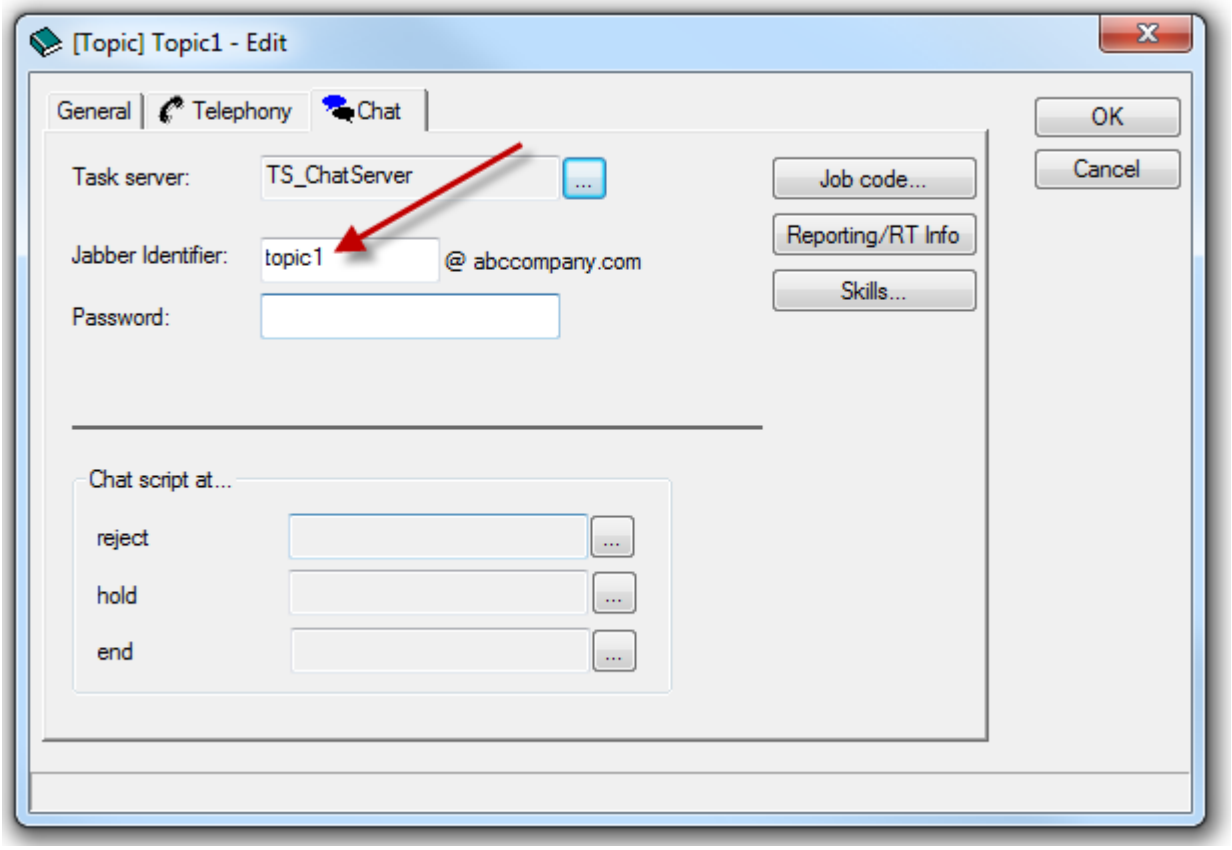
20. Select the **Chat** Task Type.



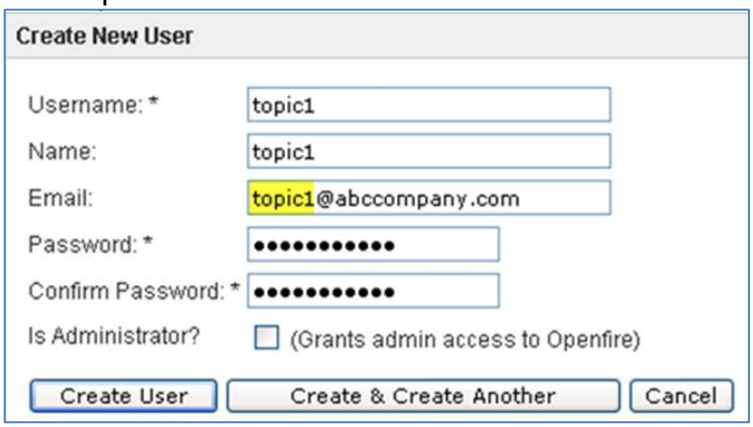
21. Click the **Chat** Tab.



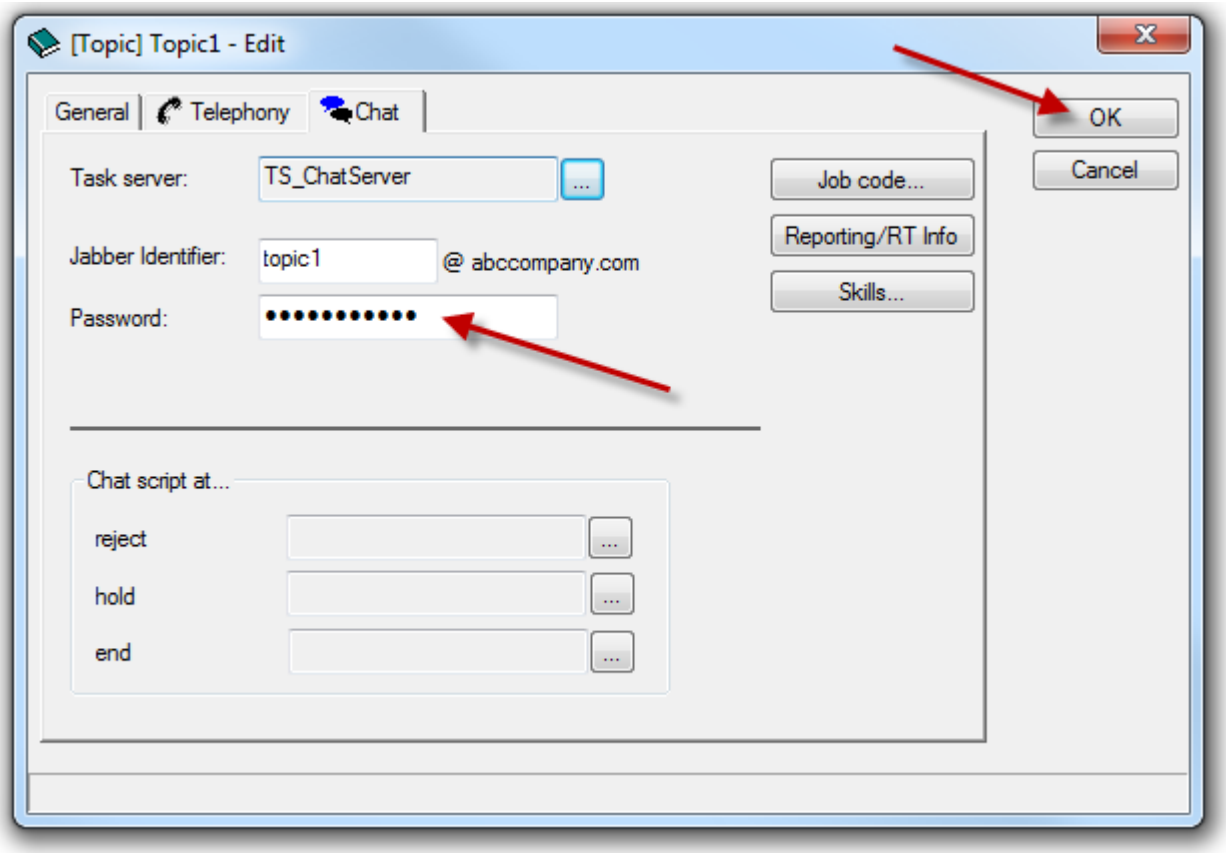
22. In the **Jabber Identifier** field enter the XMPP name. For example **Topic1**.



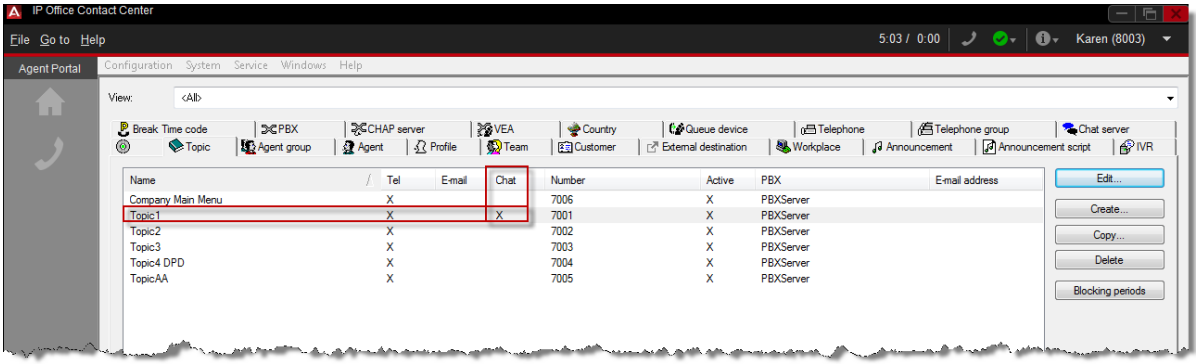
Note: This is the same name for the account previously configured for the IP Office Contact Center CHAT topic.



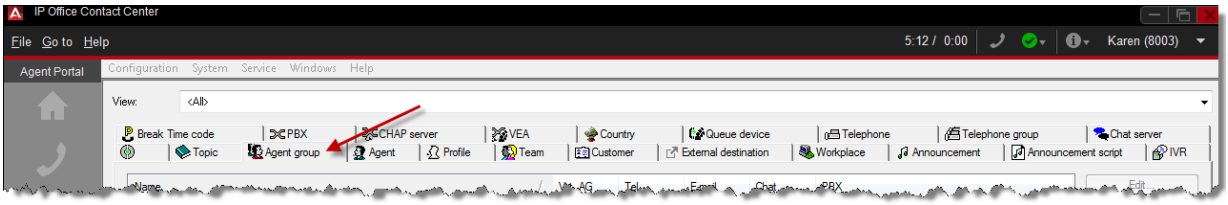
23. In the **Password** field enter the **XMPP password** for the topic1 account and then select the **OK** Button.



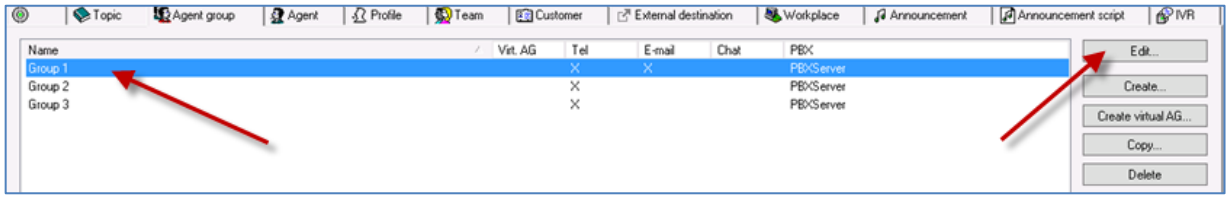
24. Topic 1 is now configured for Chat.



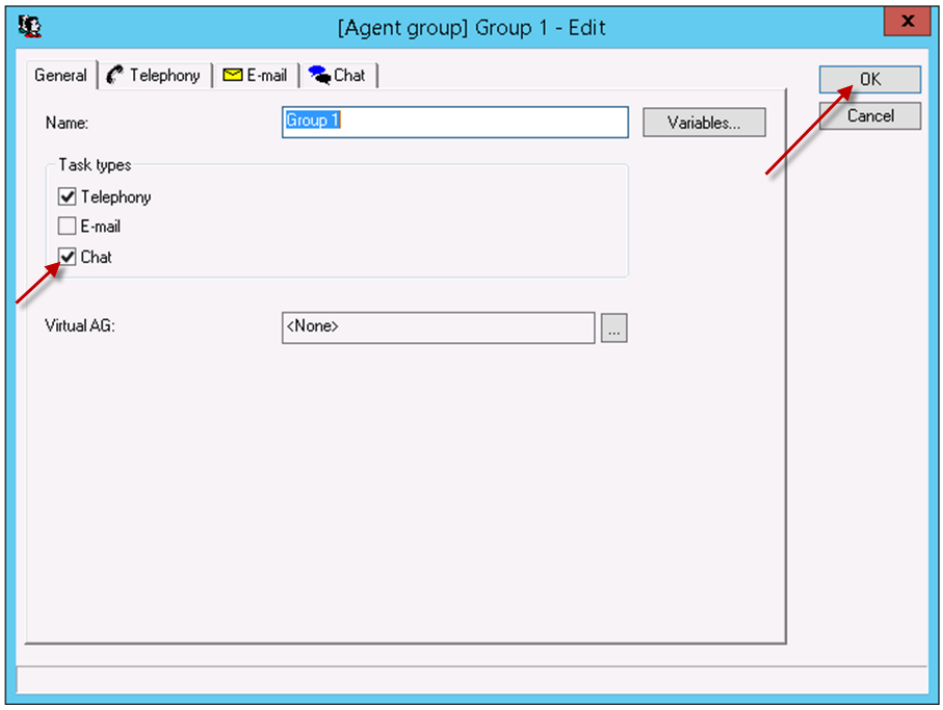
25. Click the **Agent group** tab.



26. Select Agent Group **Group1** and then select the **Edit** button.

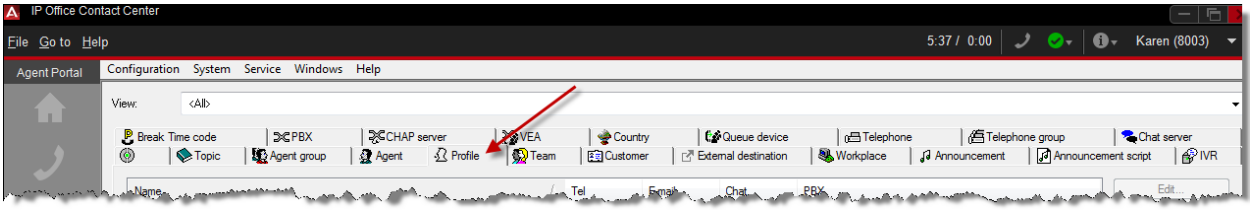


27. Select the Task Type **Chat** and the select the **OK** button.

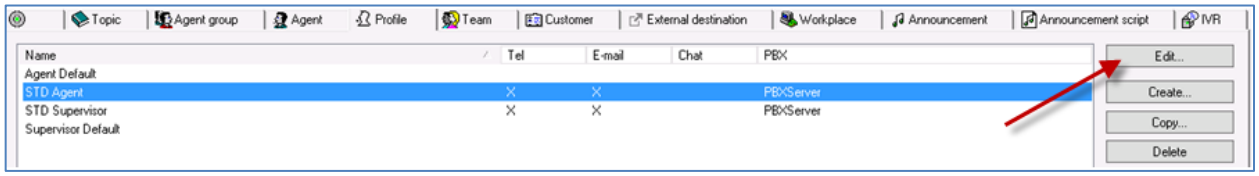


28. We now need to configure the Agent profiles to use the IP Office Contact Center's Chat feature. It is recommended to use Profiles for your Agents. In this example, Agents 1-3 were added to the **STD Agent profile** within the configuration spreadsheet, as part of IP Office Contact Center's initial installation.

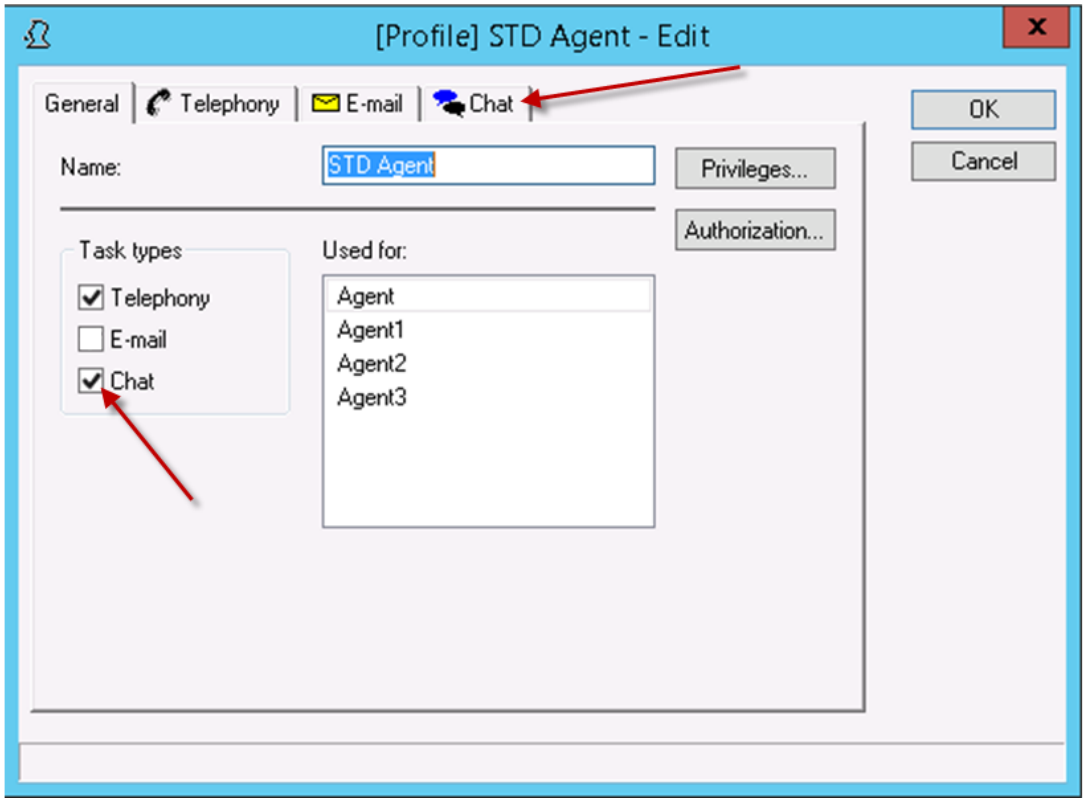
29. Click the **Profile** Tab.



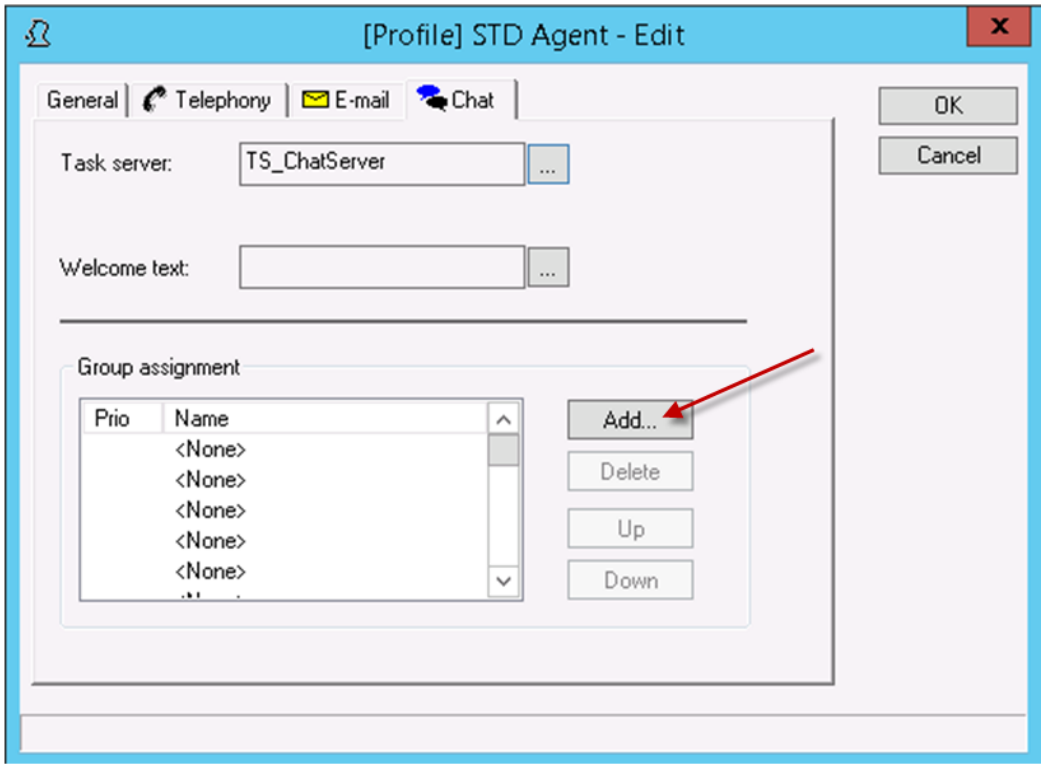
30. Select the Agents Profile that will be used and then select the **Edit…** button.



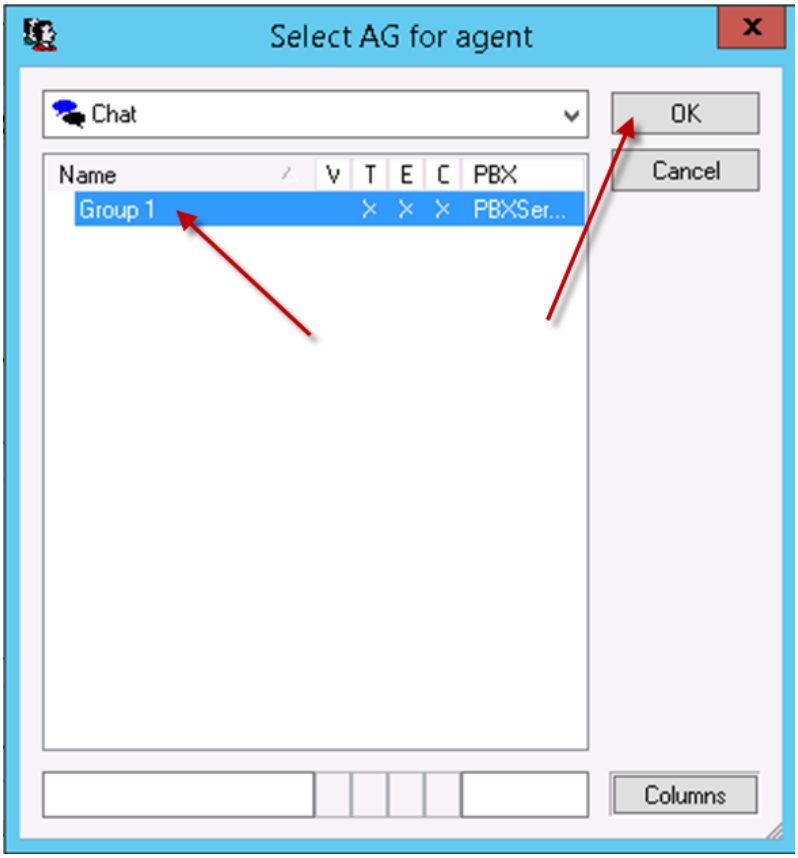
31. Select the **Chat** Task Type and then select the **Chat** tab.



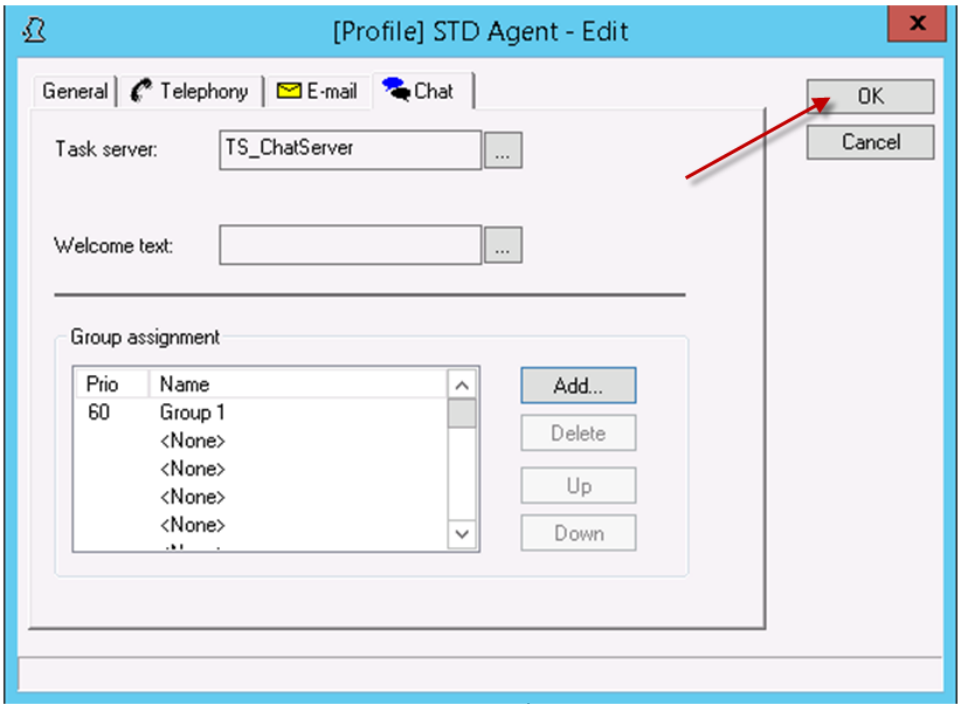
32. Click the **Add** button.



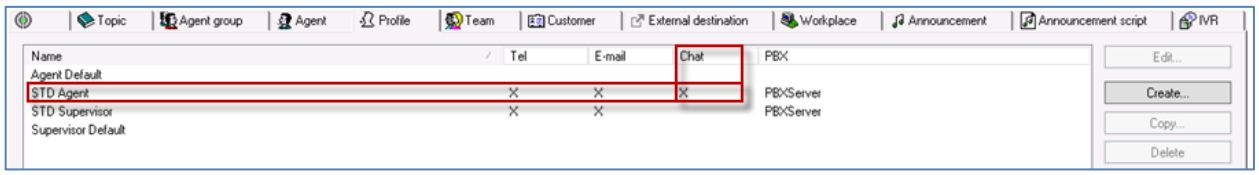
33. Click **Group1** and then select the **OK** button.



34. Click the **OK** button.

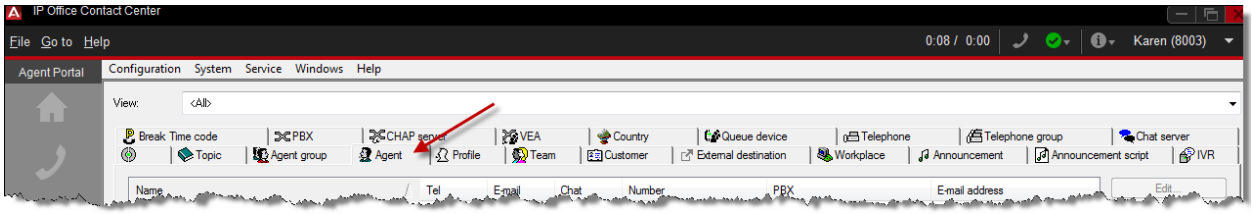


35. The Profile has now been changed.

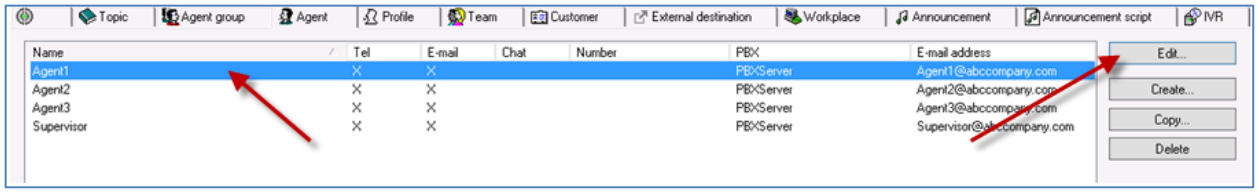


To check or manually assign Chat settings to individual agents:

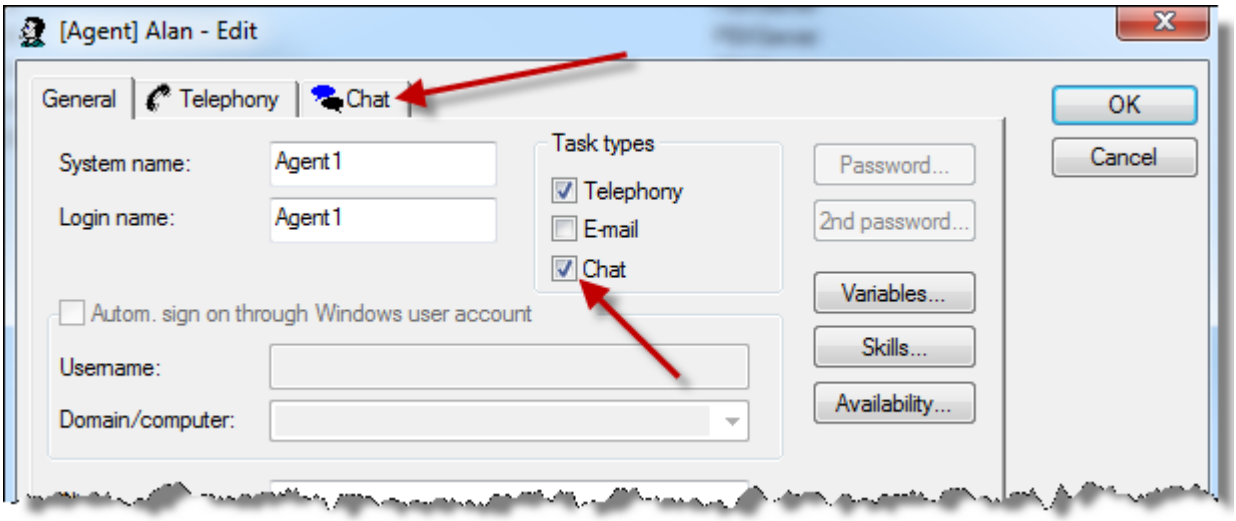
36. Click the **Agent** tab.



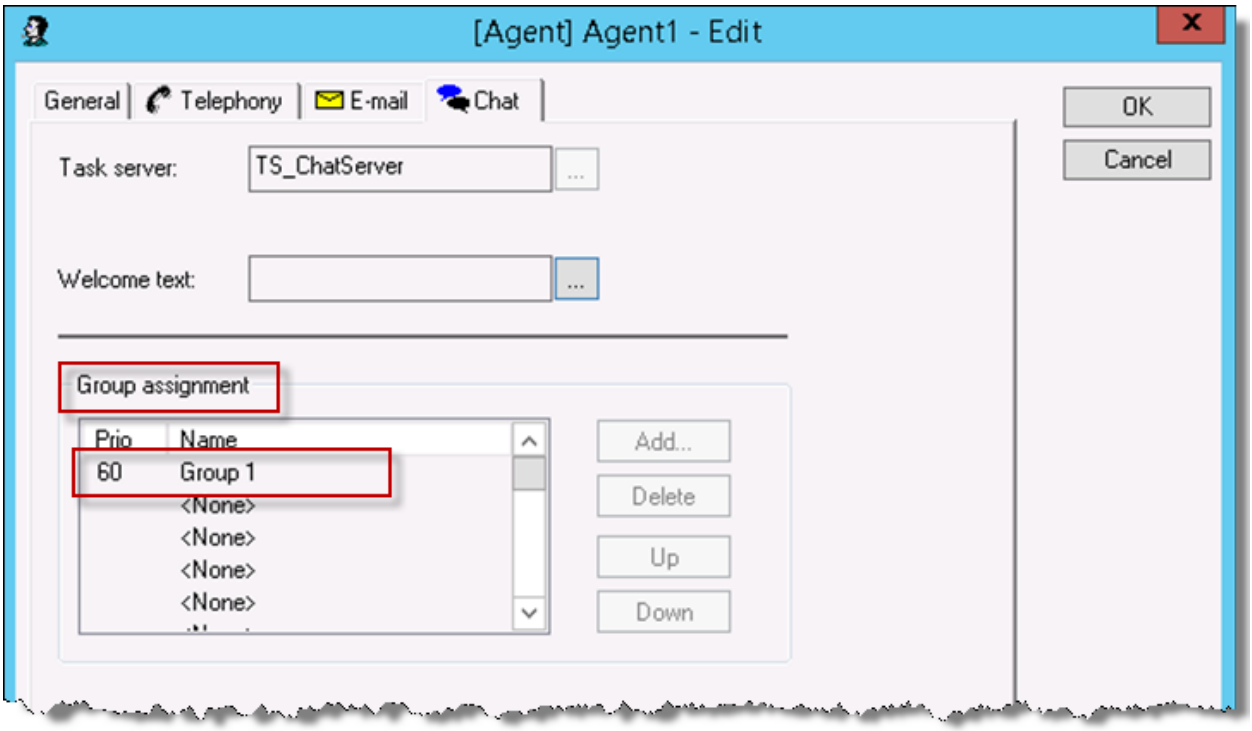
37. Select an Agent who is going to use Chat and click the **Edit** button.



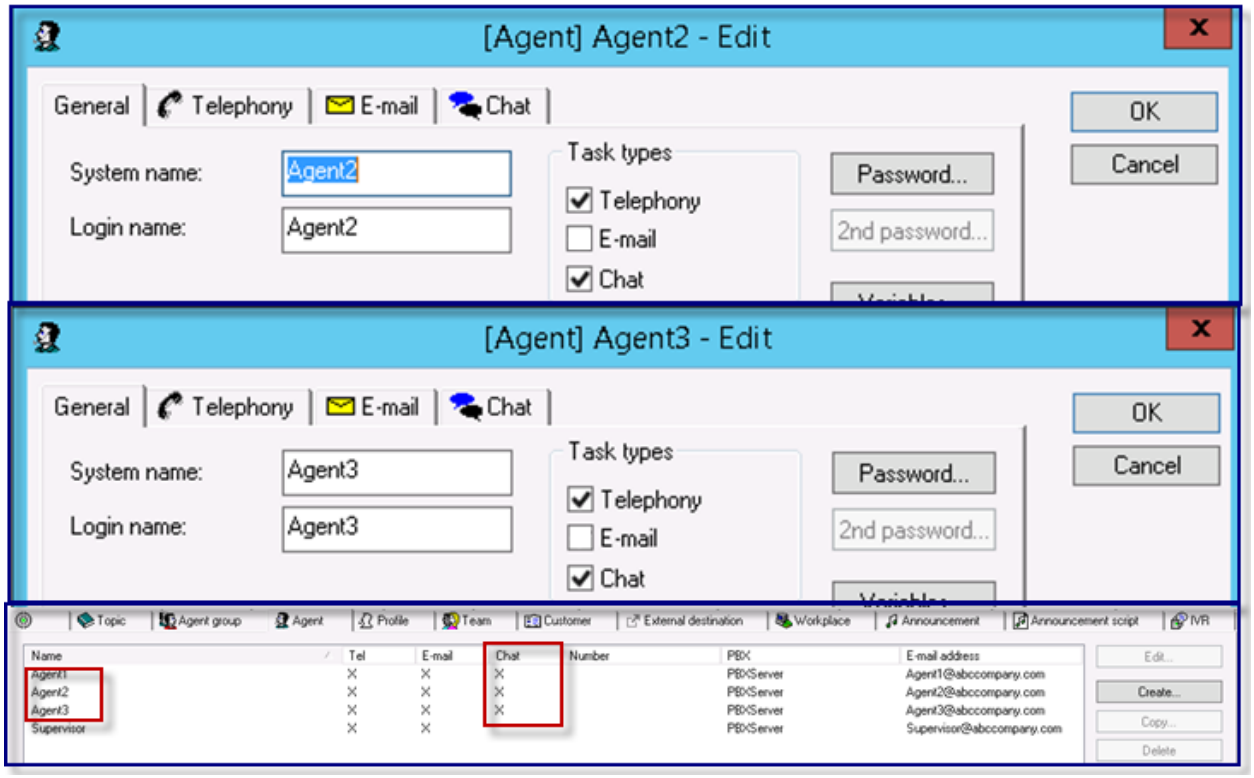
38. Click the **Chat** Task Type and then select the **Chat** tab.



39. Check that you can see the Chat Agent **Group1** within the Group assignment field that was added under **Profiles**.



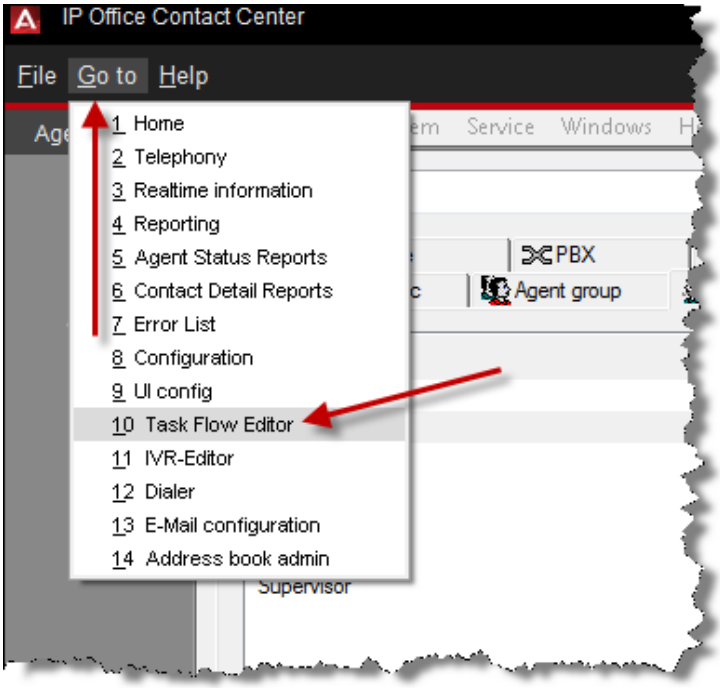
40. The Chat Task Type has now been assigned to Agent 1. Repeat the above steps until all the Agents in Agent Group 1 have been assigned with the Chat Task Type.



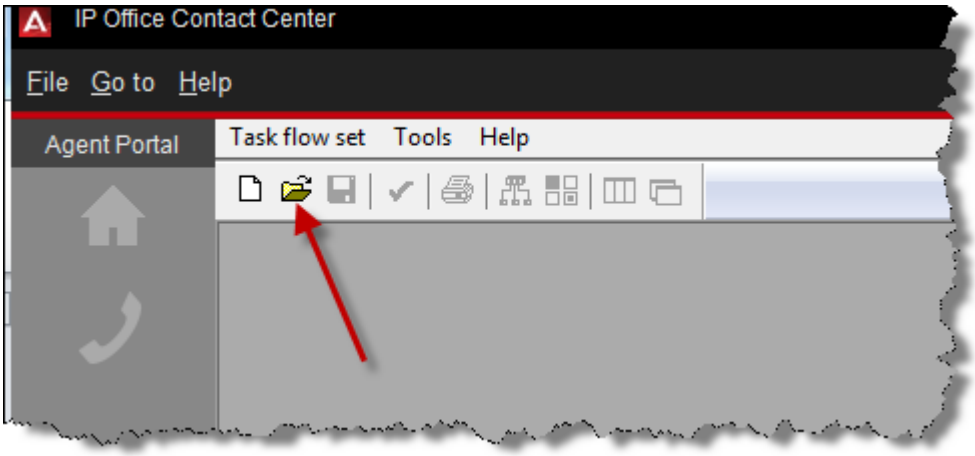
The next step in the Chat configuration process is to build a Call Flow that will facilitate the Chat feature.

Building a Chat Call Flow

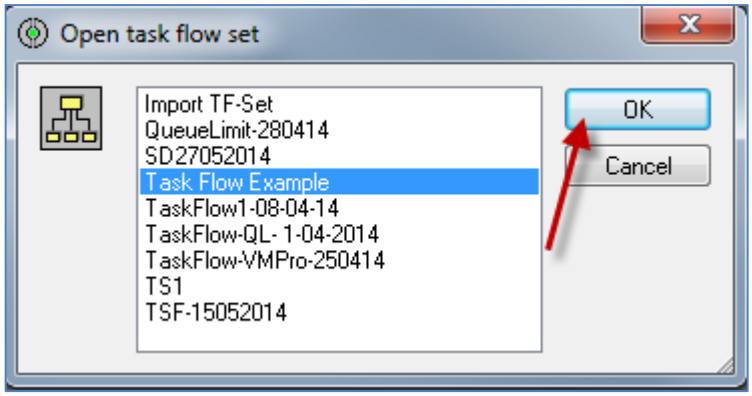
1. Click the **Go to** menu and then select **Task Flow Editor**.



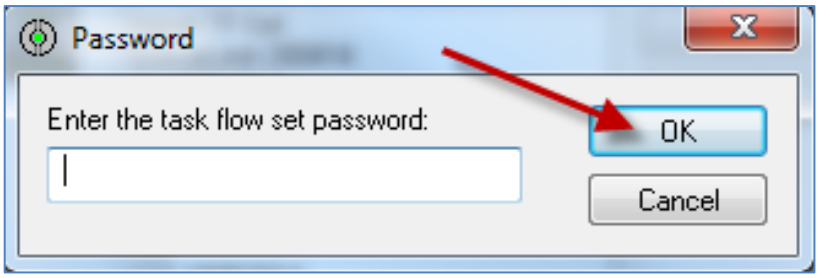
2. Click **Task flow set** and then select **Open**.



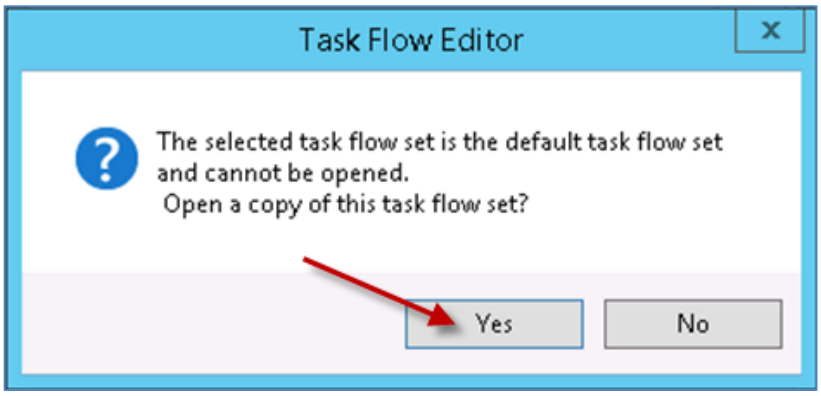
3. Select the Active task flow set as required and then click the **OK** button.



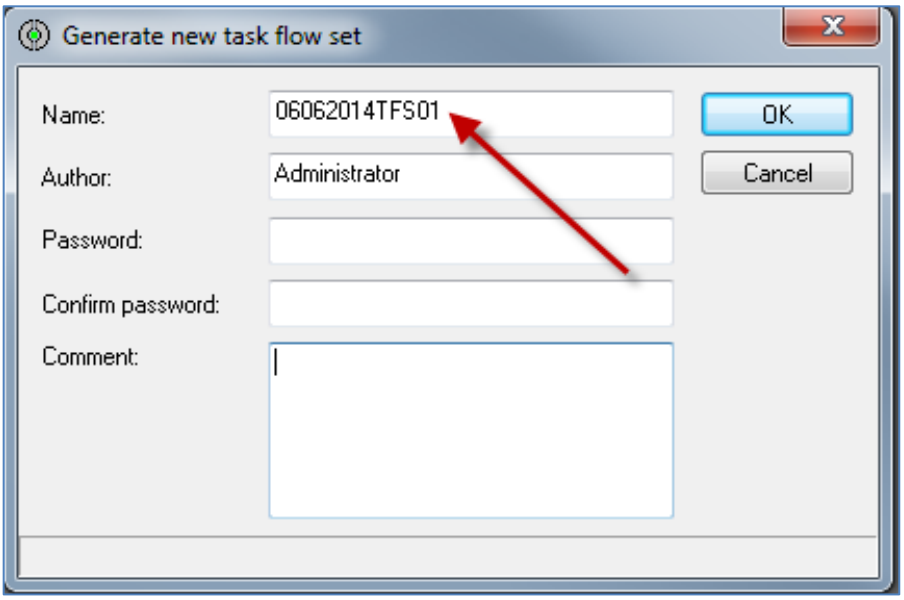
4. Enter the password (if required) and then select the **OK** button.



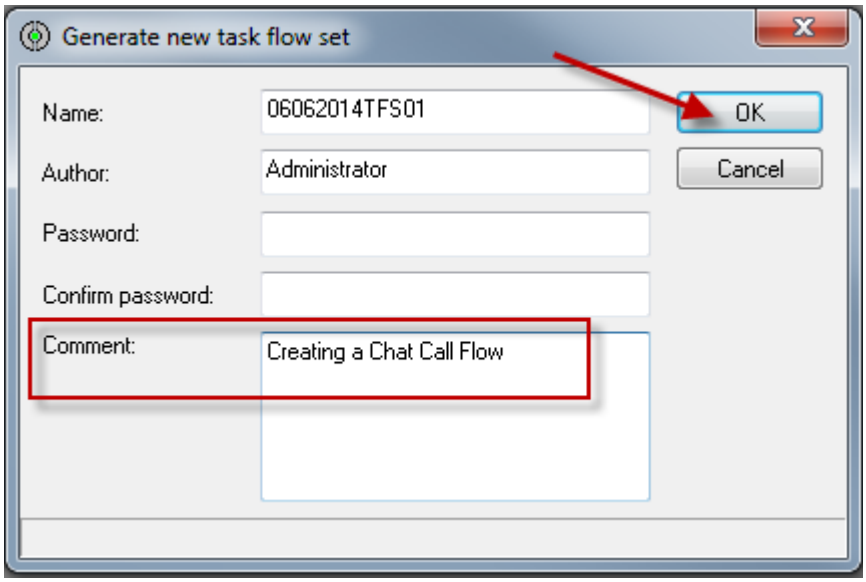
5. If the task flow set is currently in use click **Yes** to open a copy of this task flow set.



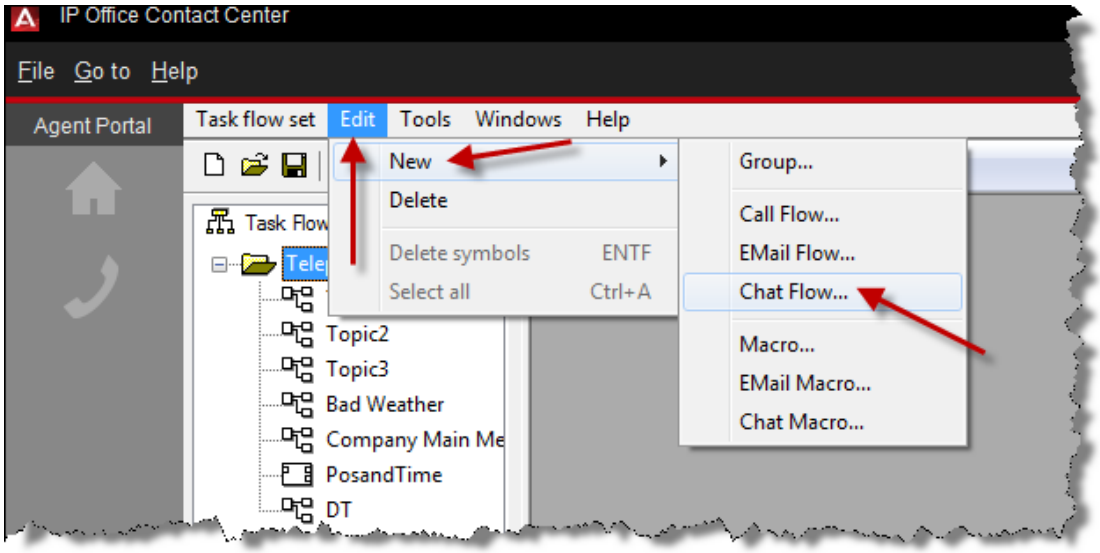
6. In the **Name** field enter a name for the task flow set and then click the **OK** button.



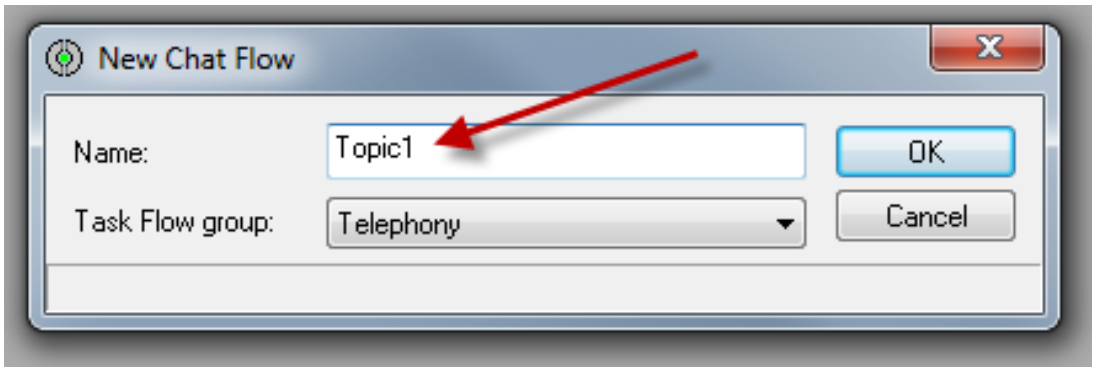
7. It is good practice to enter a descriptive **Comment**.



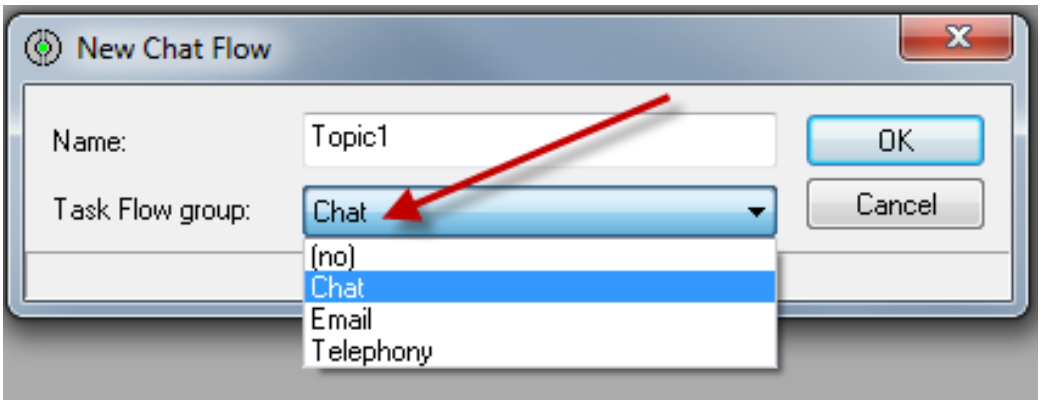
8. Click **Edit** and then select **New** – **Chat Flow**.



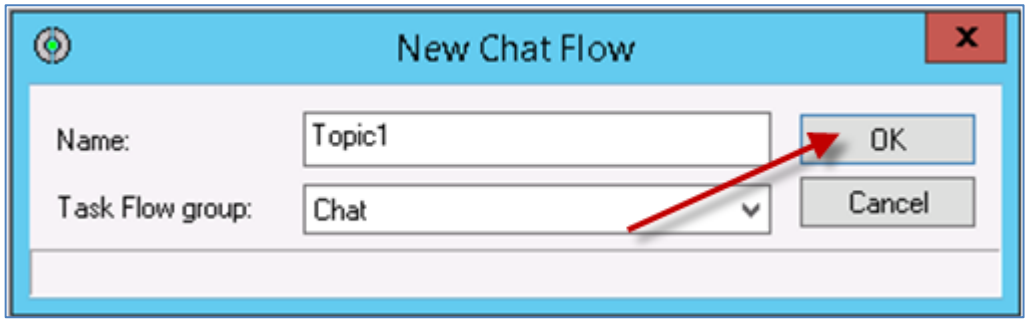
9. In the **Name** field enter **Topic1** and then select the **OK** button.



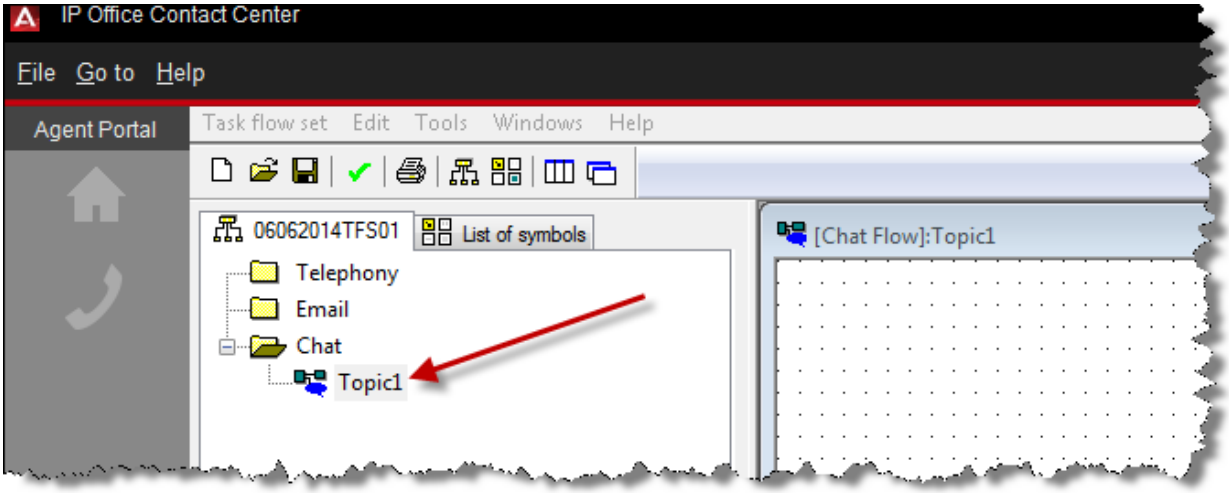
10. If required, the Chat Flow can be assigned to a previously configured group, in this example a group named Chat has been selected.



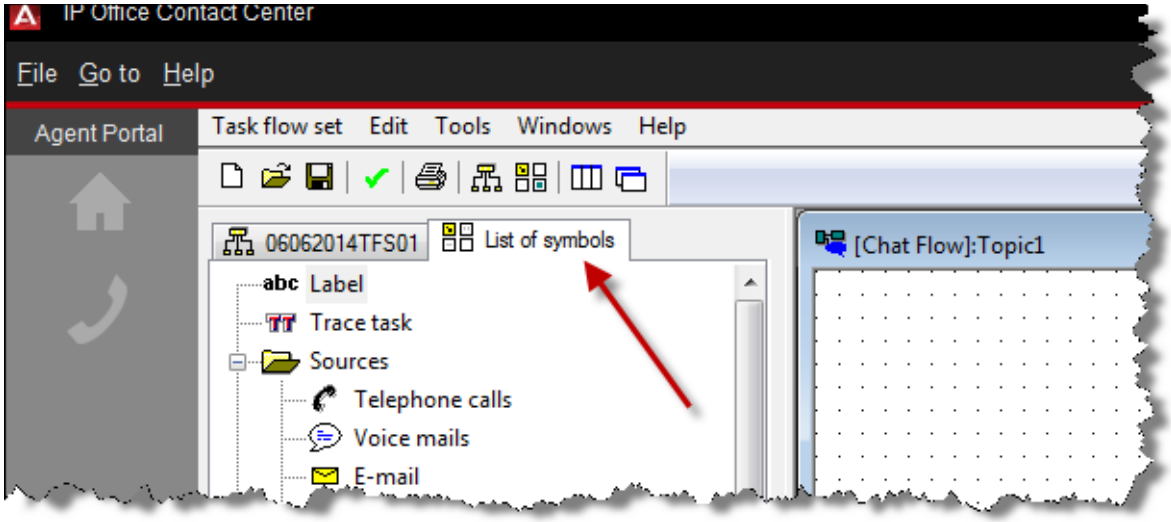
11. Click the **OK** button.



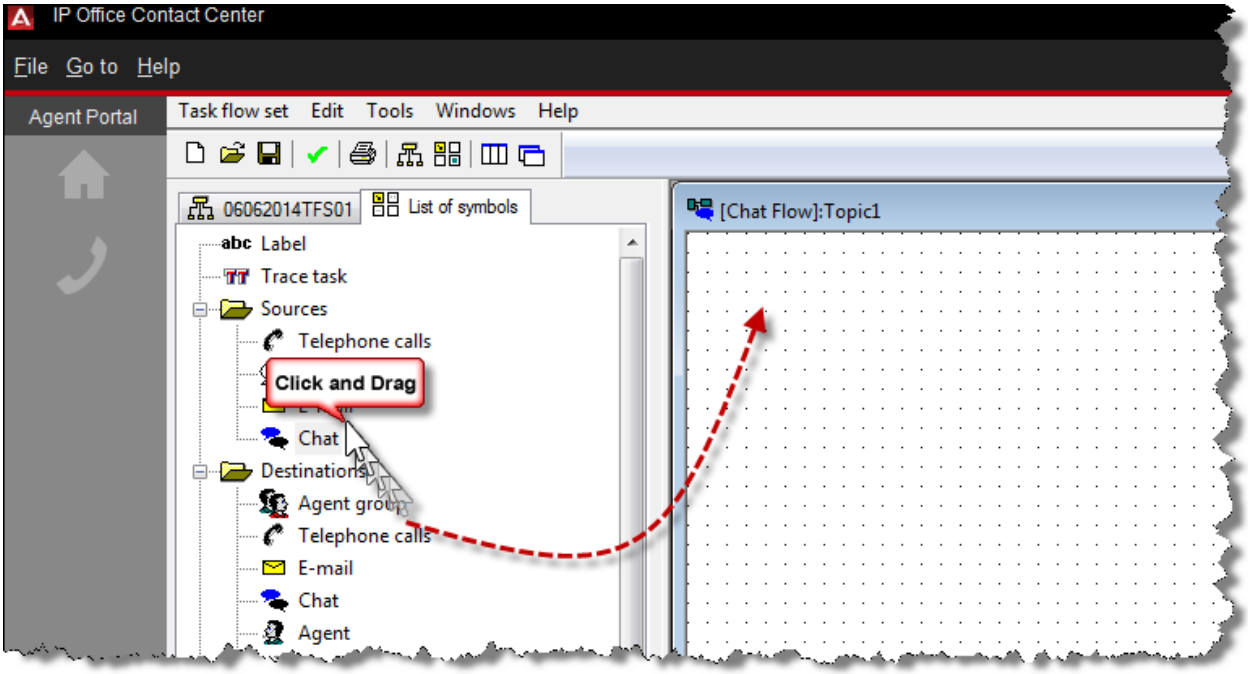
12. The Chat Call Flow Topic1 is displayed.



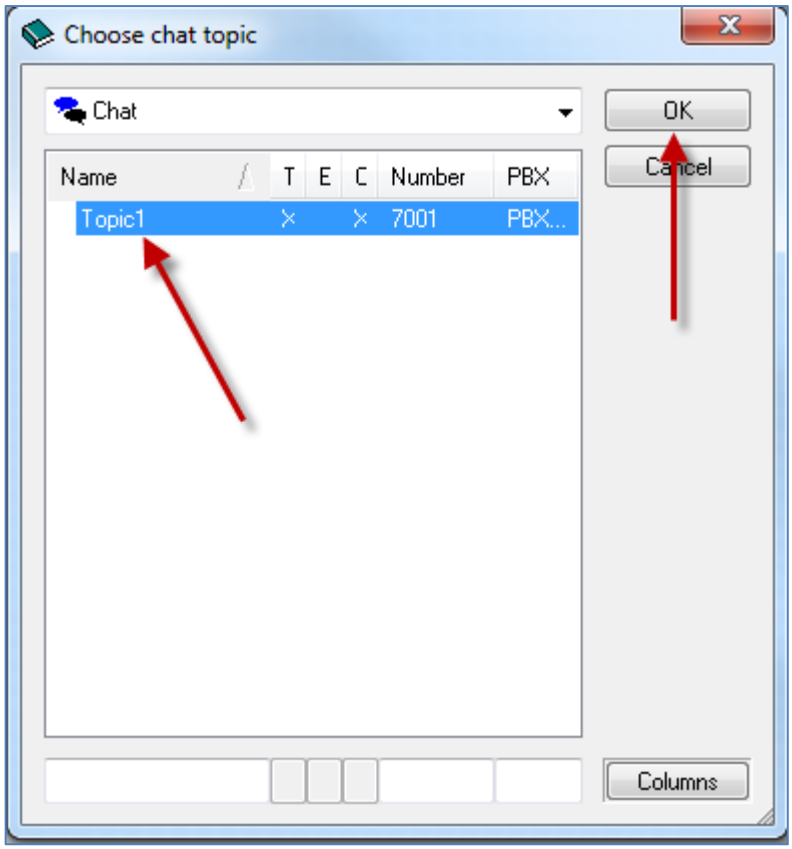
13. Click the **List of symbols** tab.



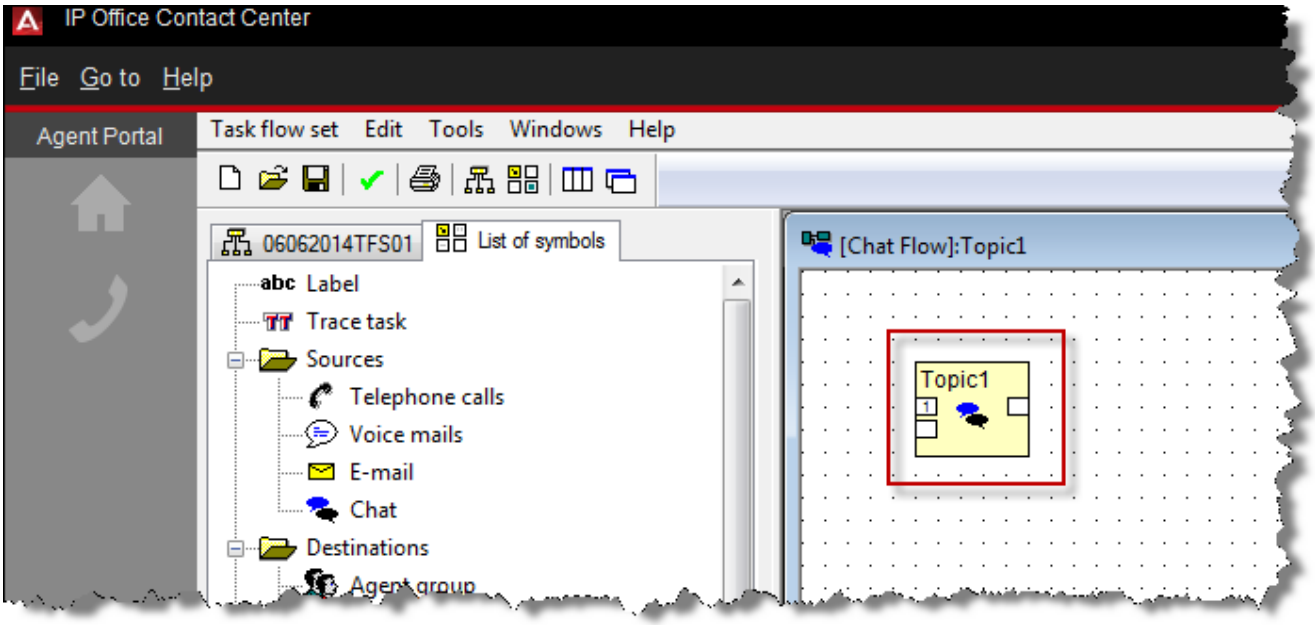
14. A start point for a Chat session is required. This can be achieved using a **Chat** element. Drag the element into the Chat Flow Working Area.



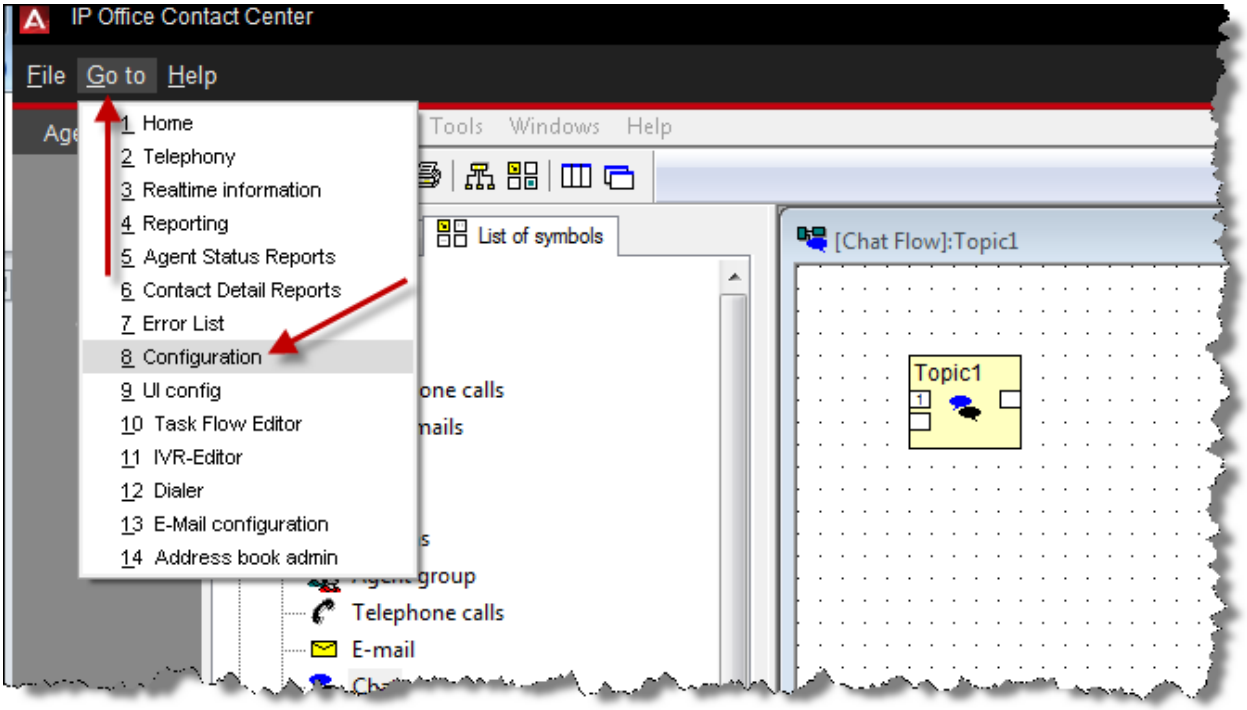
15. Click **Topic1** and then select the **OK** button.



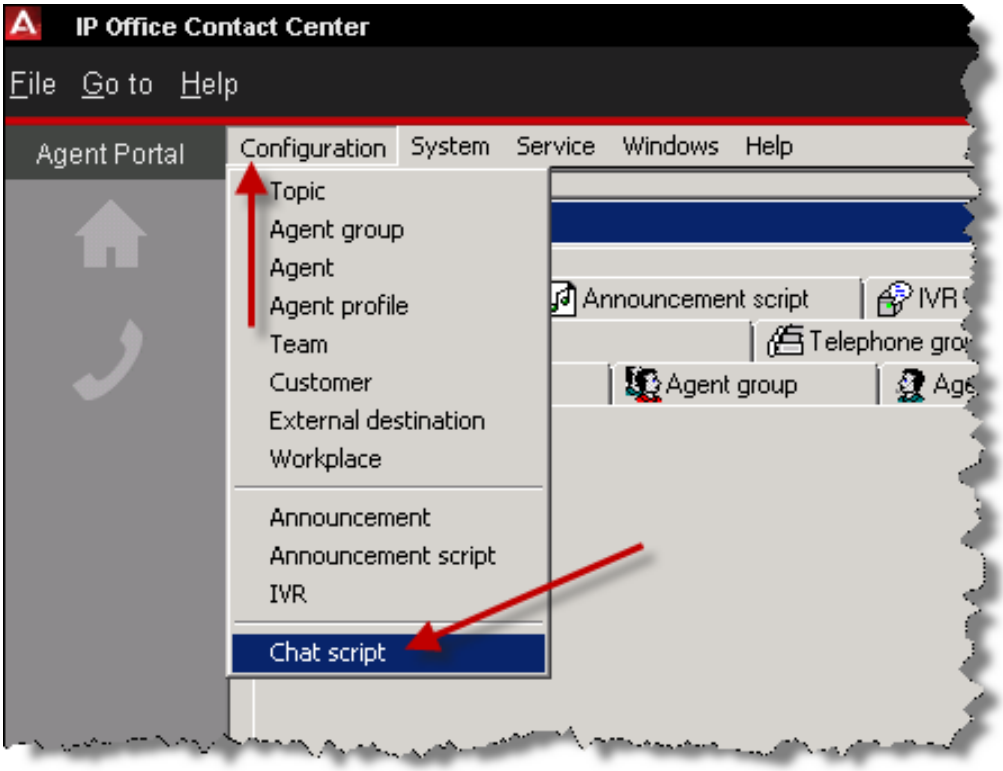
16. The configured element is displayed.



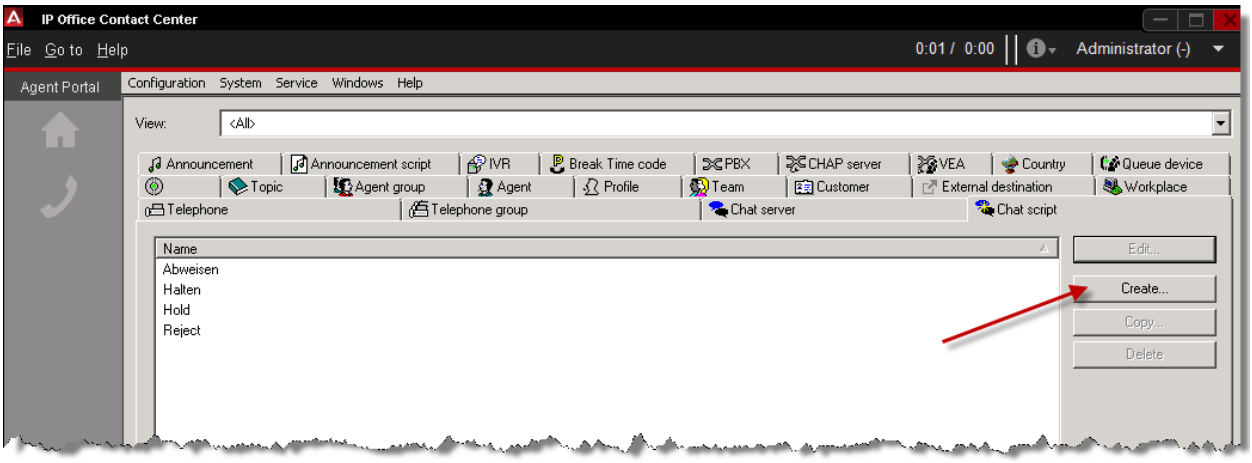
17. As Chat is only text based, if we wish to provide a Welcome greeting to the Chat customer a **Chat script** can be utilized. Chat scripts can contain information about the Chat Session for example, the current Agent dealing with the Chat request or the customer's current position in the Chat queue. To create Chat scripts click the **Go to** menu and then select **Configuration**.



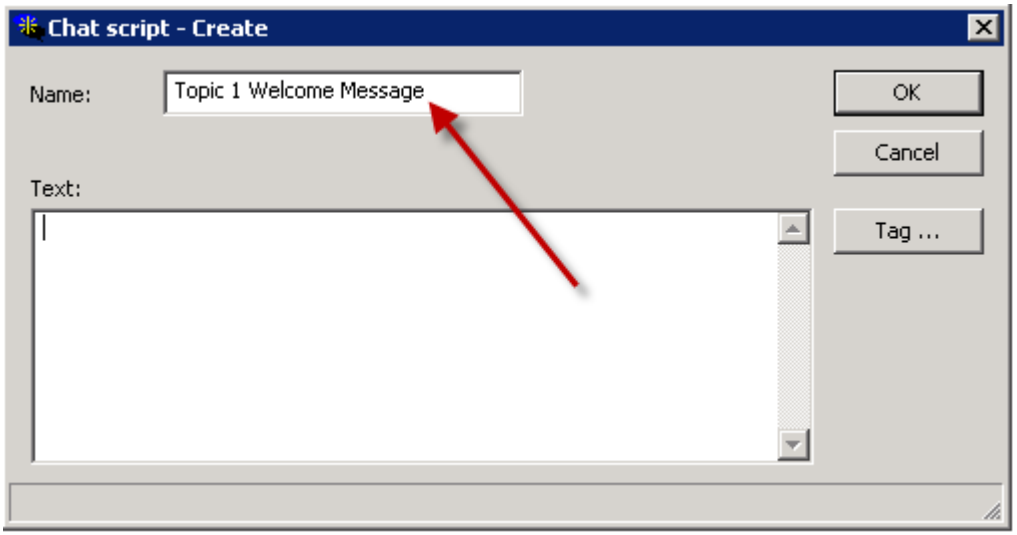
18. Click **Configuration** and then select **Chat script**.



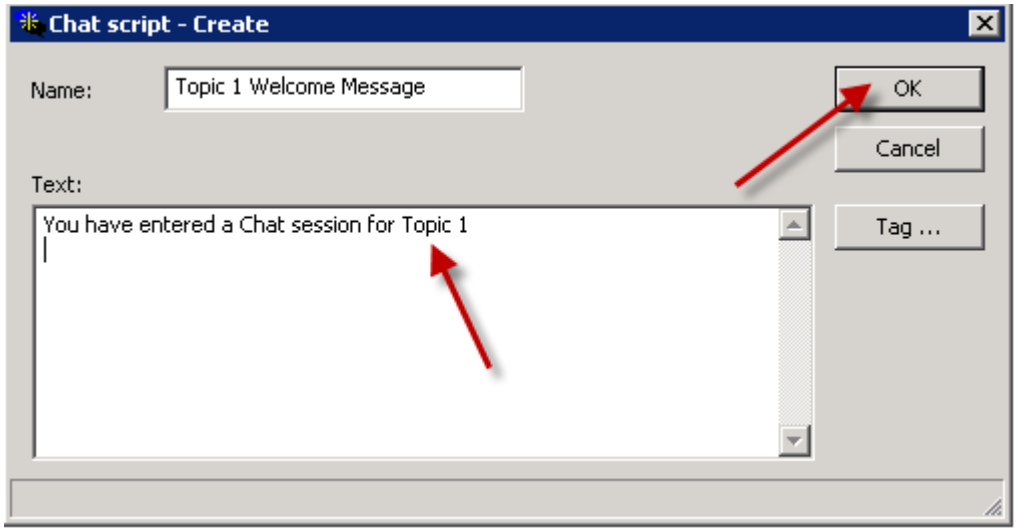
19. Click the **Create** button.



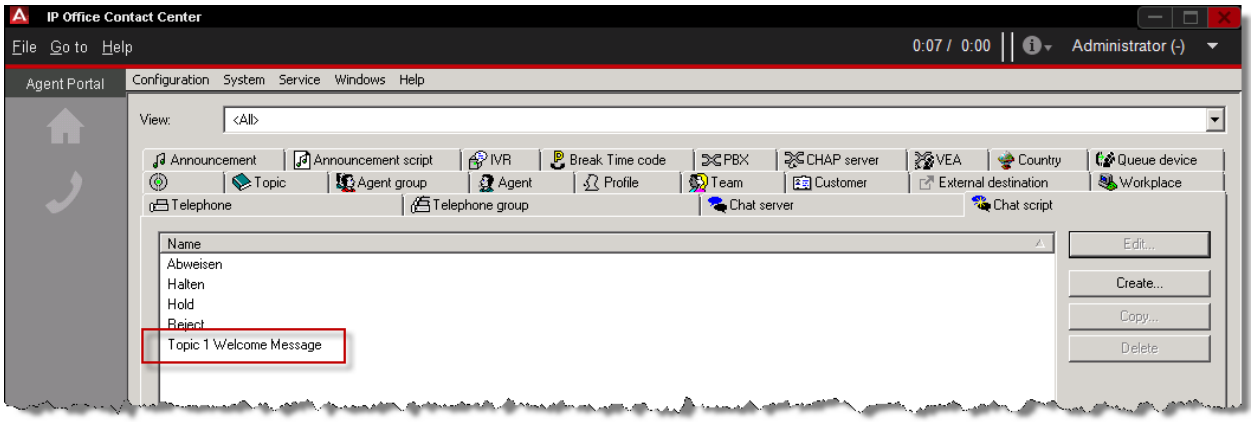
20. In the **Name** field type **Topic 1 Welcome Message**.



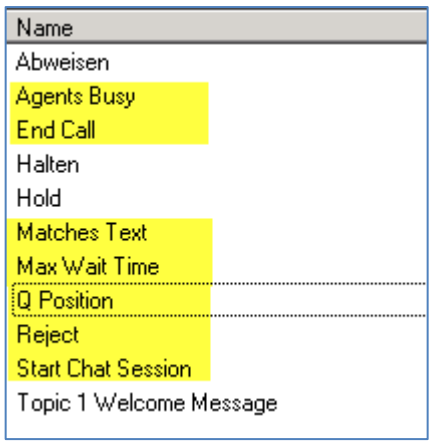
21. In the Text field type **You have entered a Chat session for Topic 1** and then select the **OK** button.



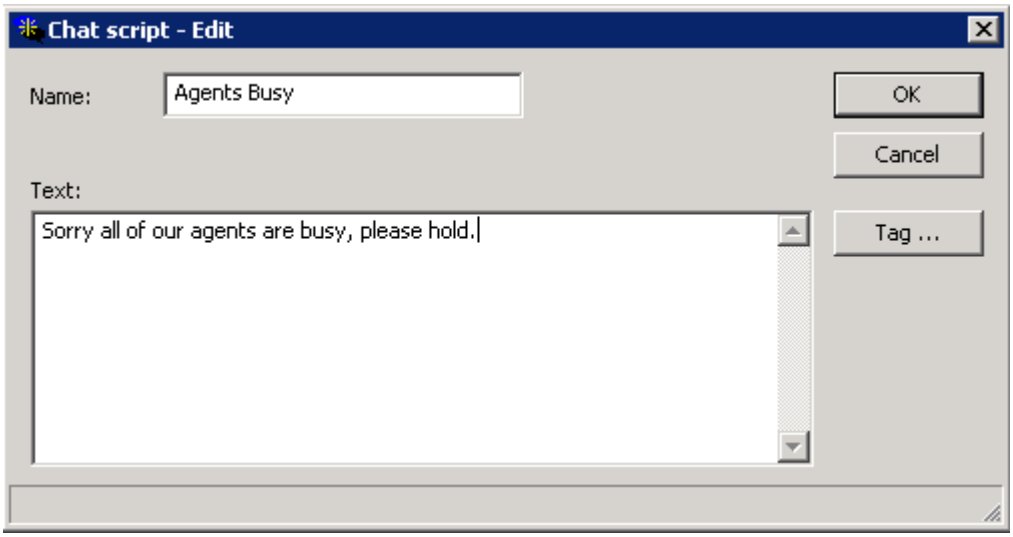
22. The Chat script is displayed.



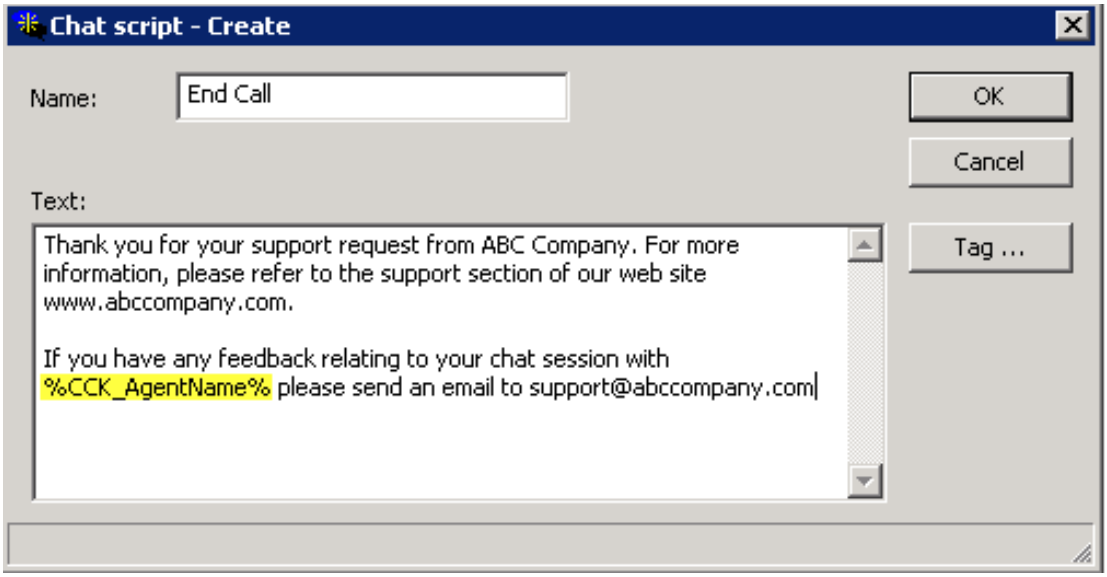
23. Repeat this process to create the following Chat scripts.



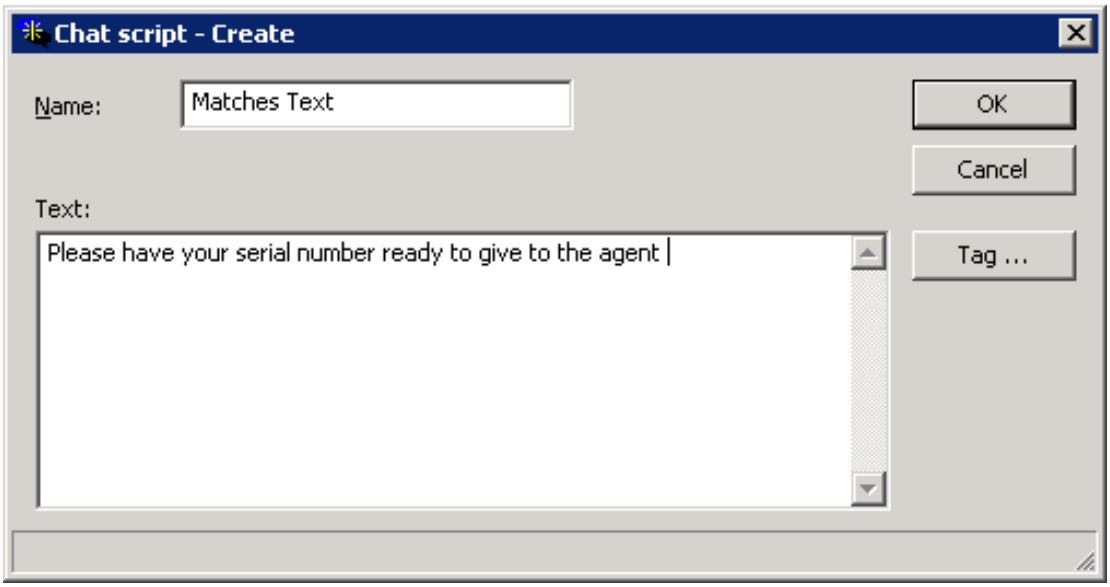
24. Create a Chat script to inform the chat customer that all of the Agents are busy.



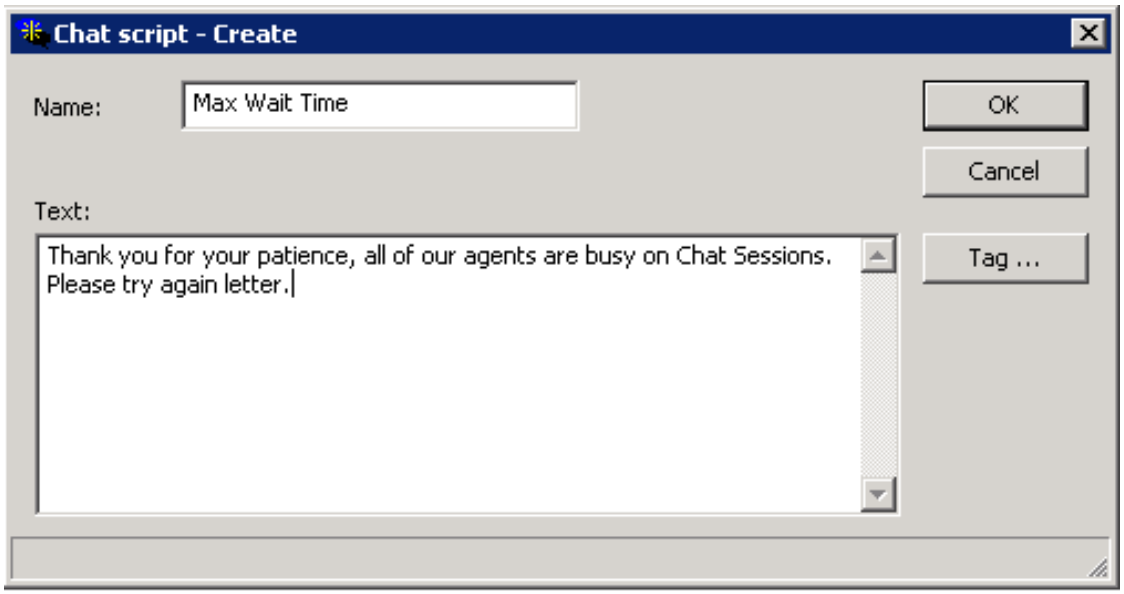
25. Create a Chat script to inform the customer that the chat session has ended. It is possible to provide additional information to the Chat customer by using a call tag. For example, **%CCK_AgentName%** within the Chat Script text. This will display the Agents name to the customer within the Chat script.



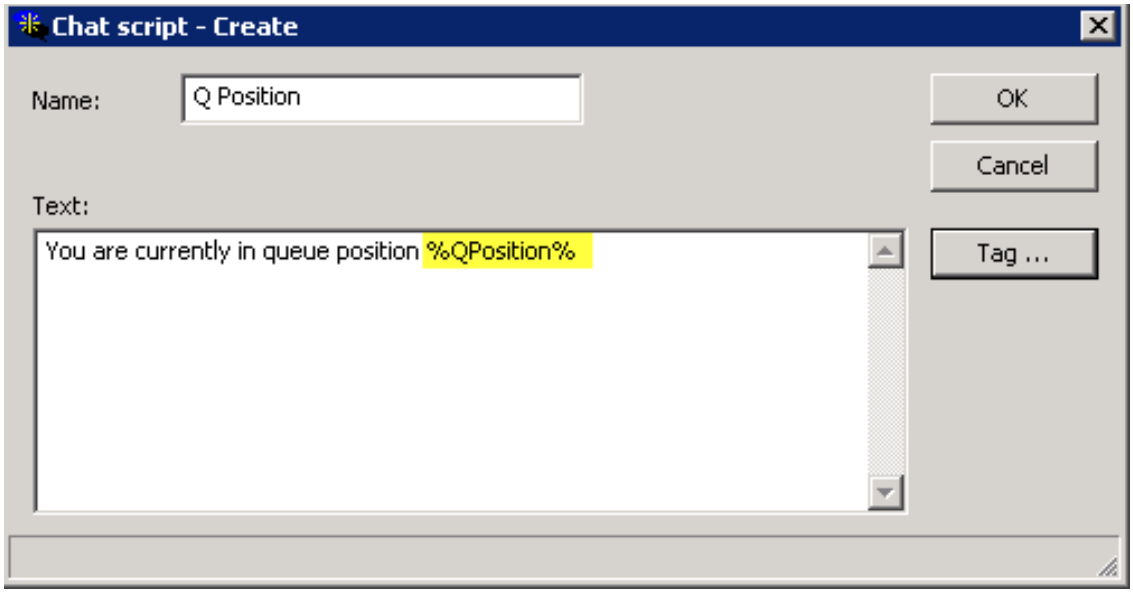
26. Create a Chat script to inform the chat customer that additional information is required to progress their chat request.



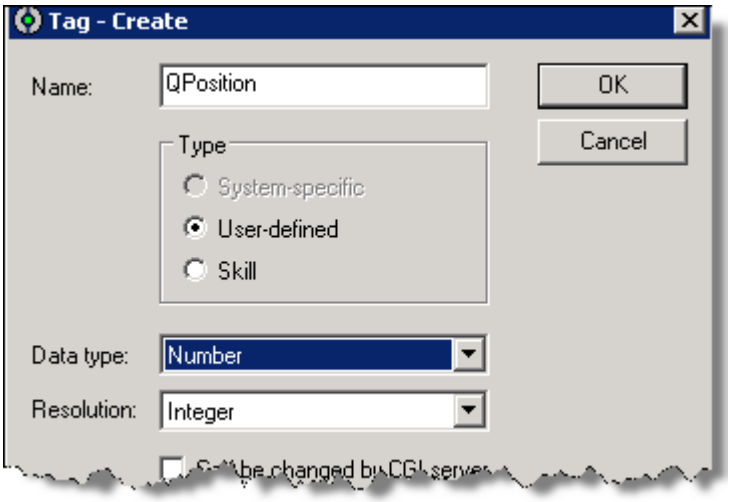
27. Create a Chat script to inform the chat customer, they have waited too long for a Chat session.



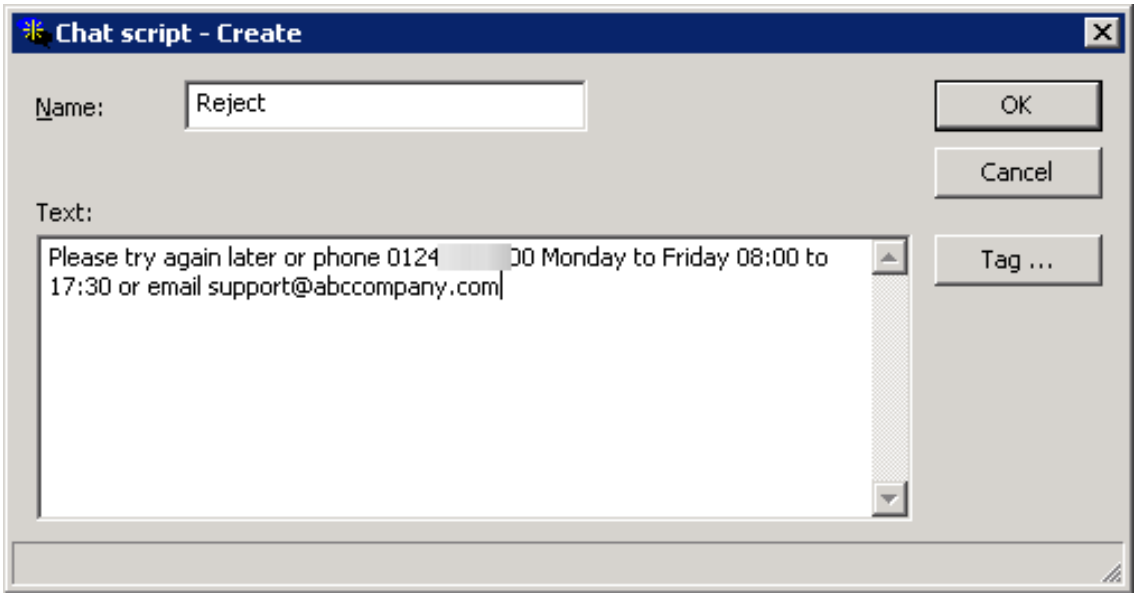
28. Create a Chat script to inform the chat customer of their current position in the Chat queue. It is possible to provide additional information to the Chat customer by using a call tag. In this example the %QPosition% Tag has been used within the chat script.



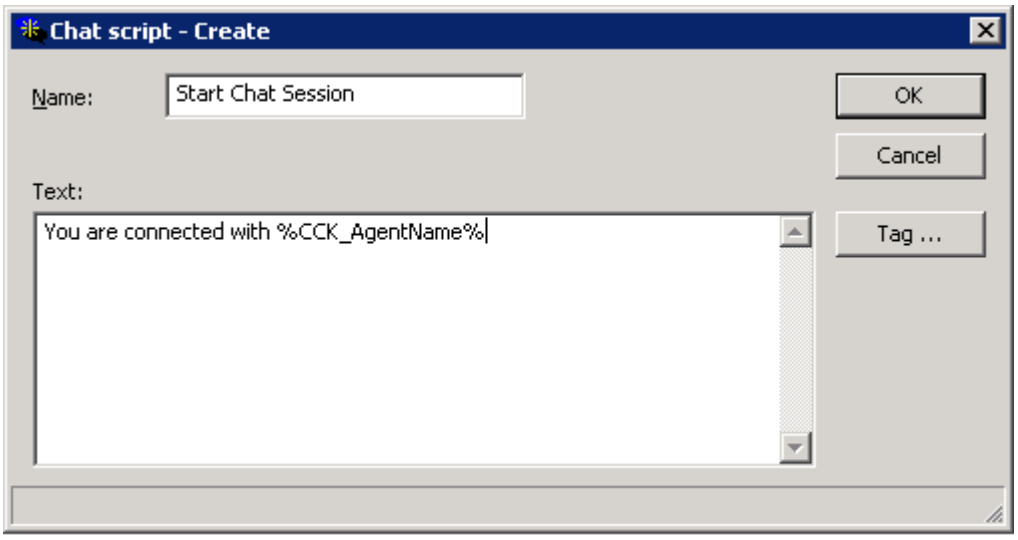
Note: This call tag will be created later in this guide.



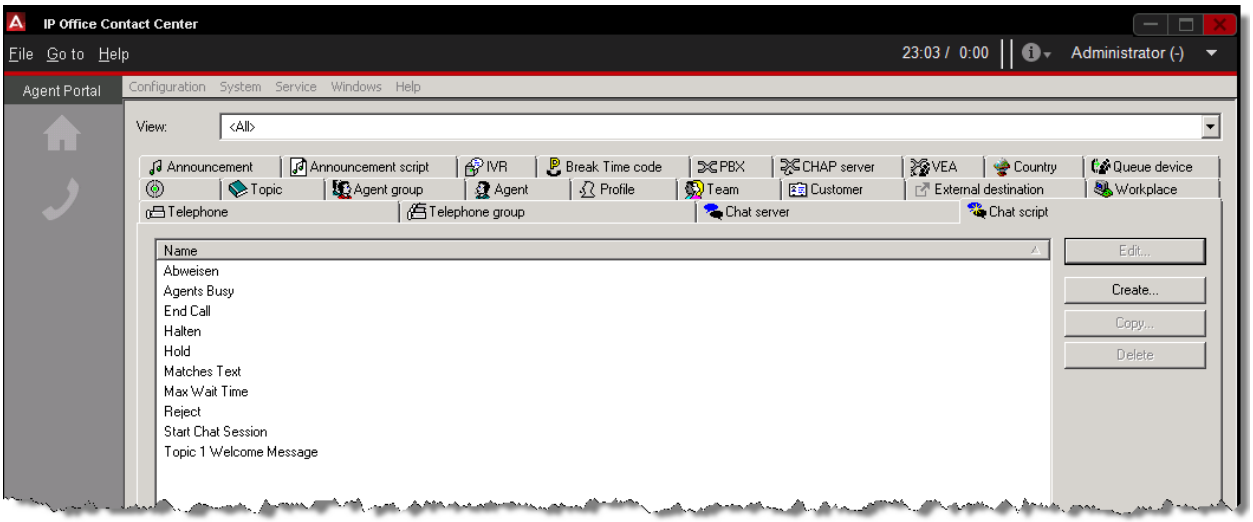
29. Create a Chat script to inform the chat customer that the chat session could not be connected and include additional information on how to call or email their request.

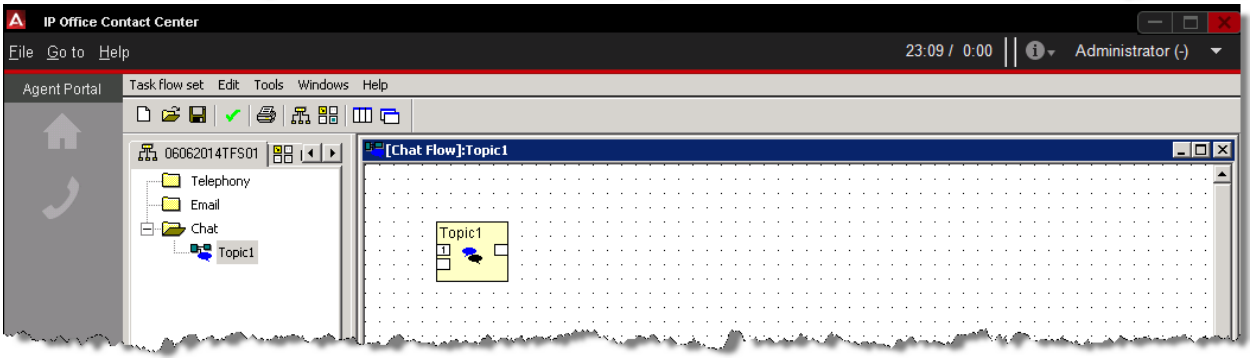


30. Create a Chat script to inform the chat customer which Agent they are connected to.

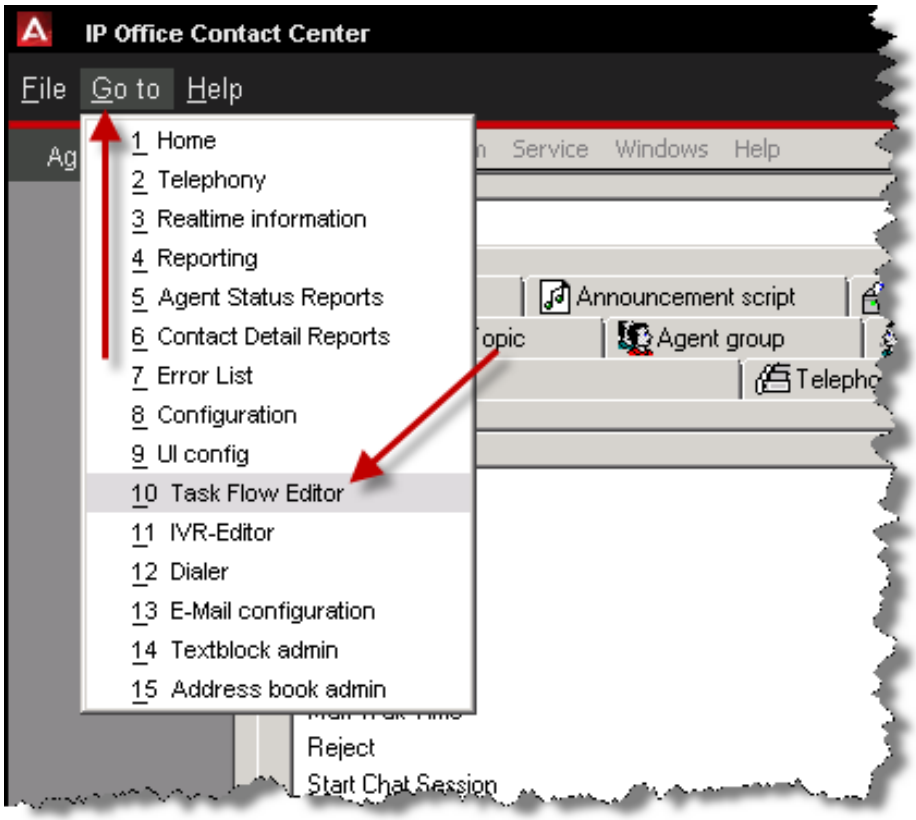


31. Now that all of the Chat scripts have been created, return to the Chat Flow.

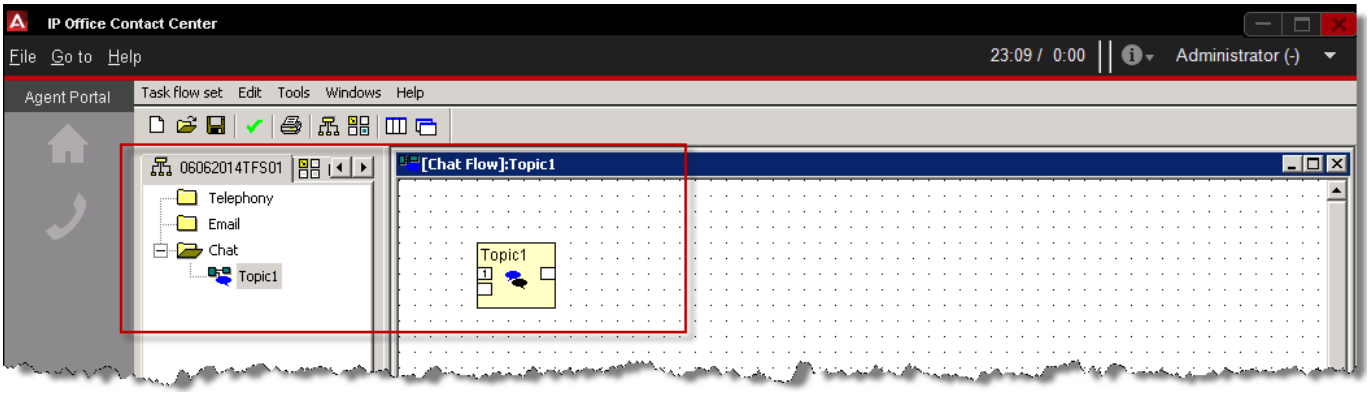




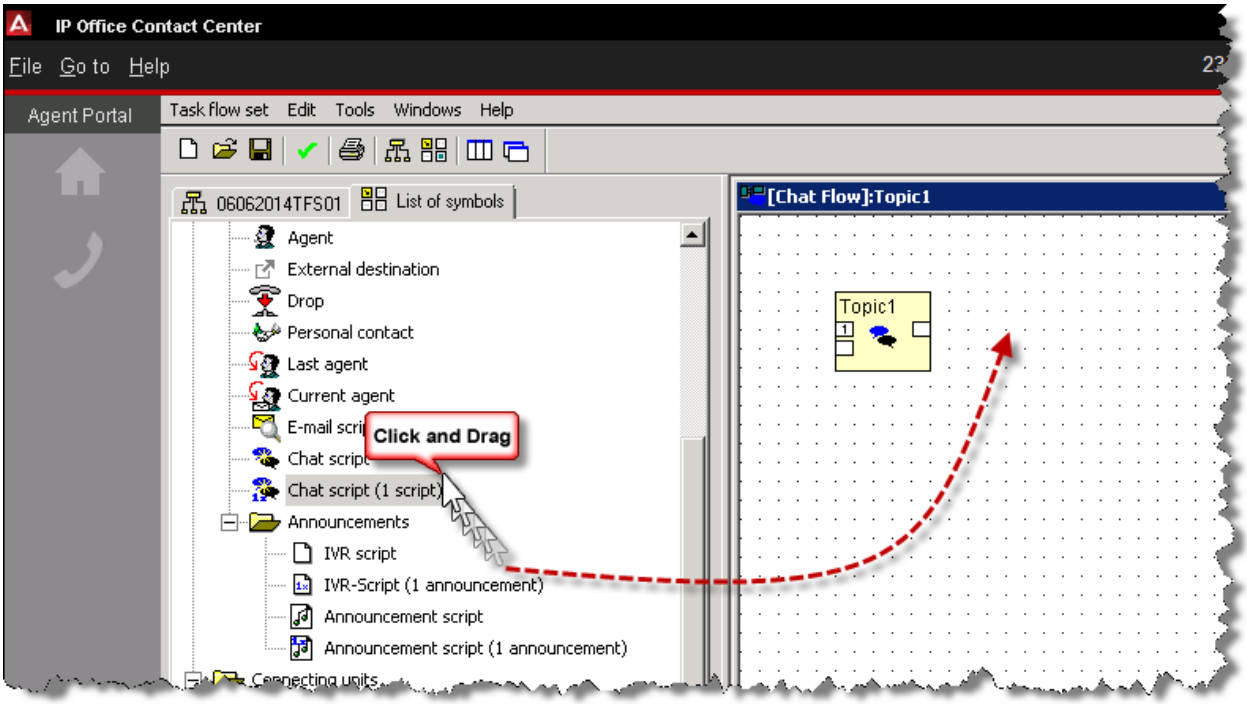
32. Click the **Go to** menu and select **Task flow Editor**.



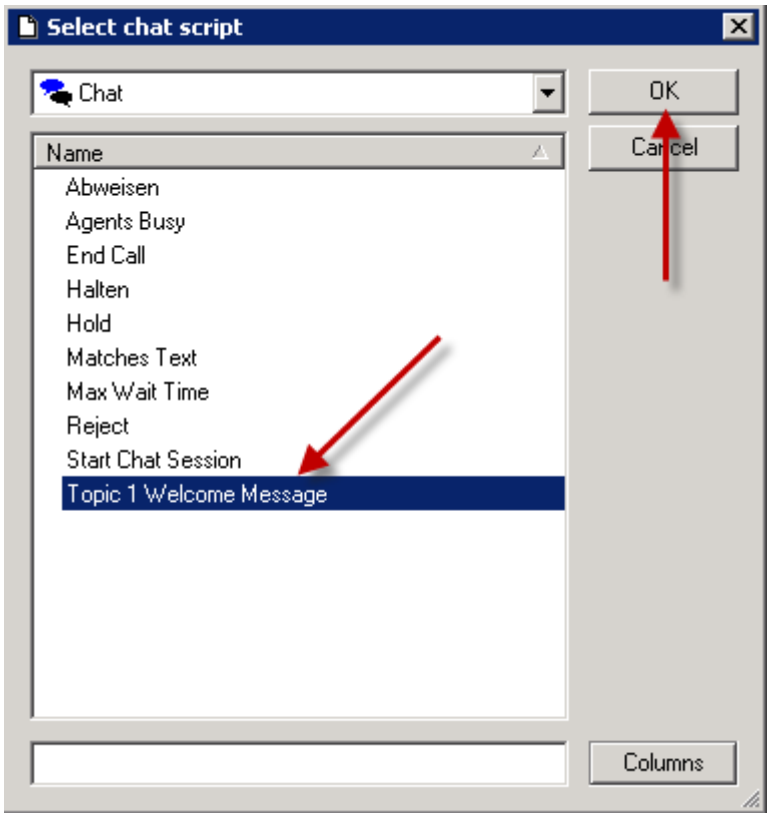
33. Open the Chat Flow created earlier.



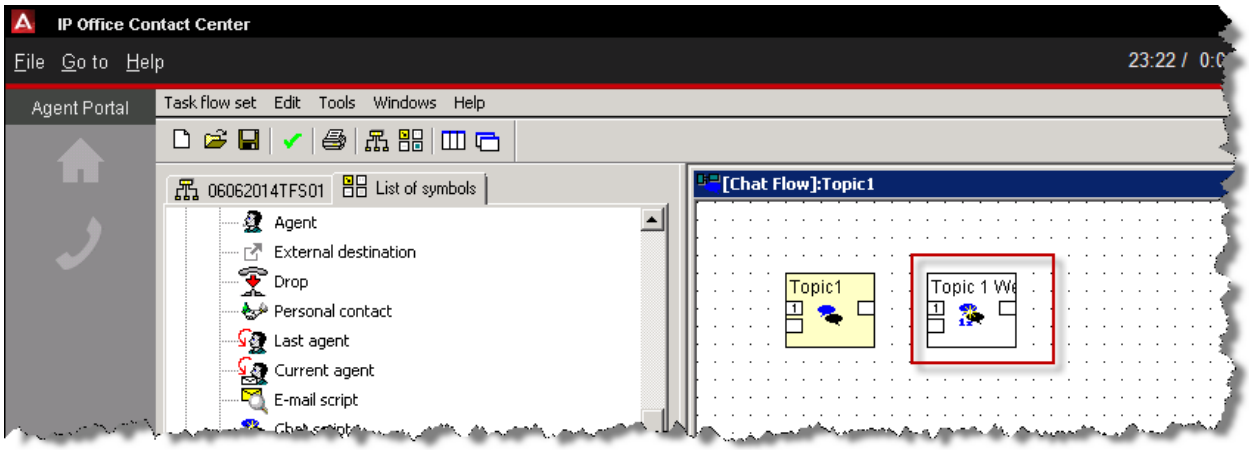
34. A **Chat script (1script)** element will be used to provide information back to the Chat customers. Click the **List of Symbols** tab and then drag the **Chat script (1script)** element to the Chat Flow working area.



35. Select Topic 1 Welcome Message and then select the OK button.

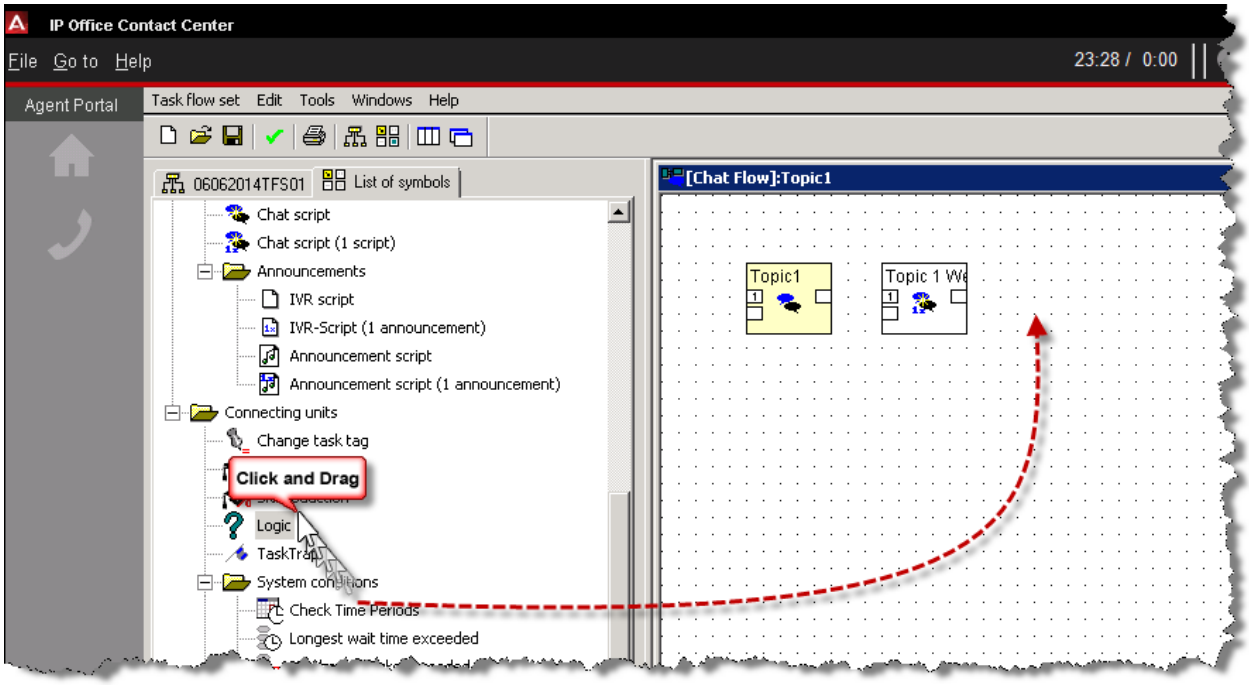


36. The configured element is displayed.

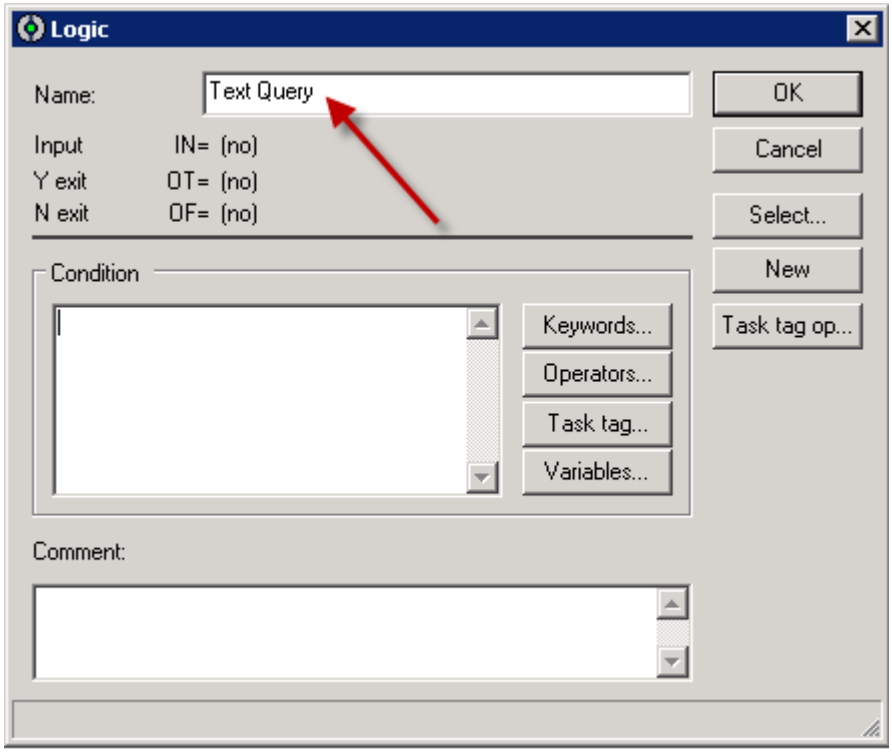


37. As the Chat customer requests the Chat session, they can enter text. This text can be checked for a key word(s). If a match is found with a keyword, the customer can be prompted to provide additional information. In this example we will prompt the Chat customer for their serial number, if they use the keywords “Desktop” or “Laptop”.

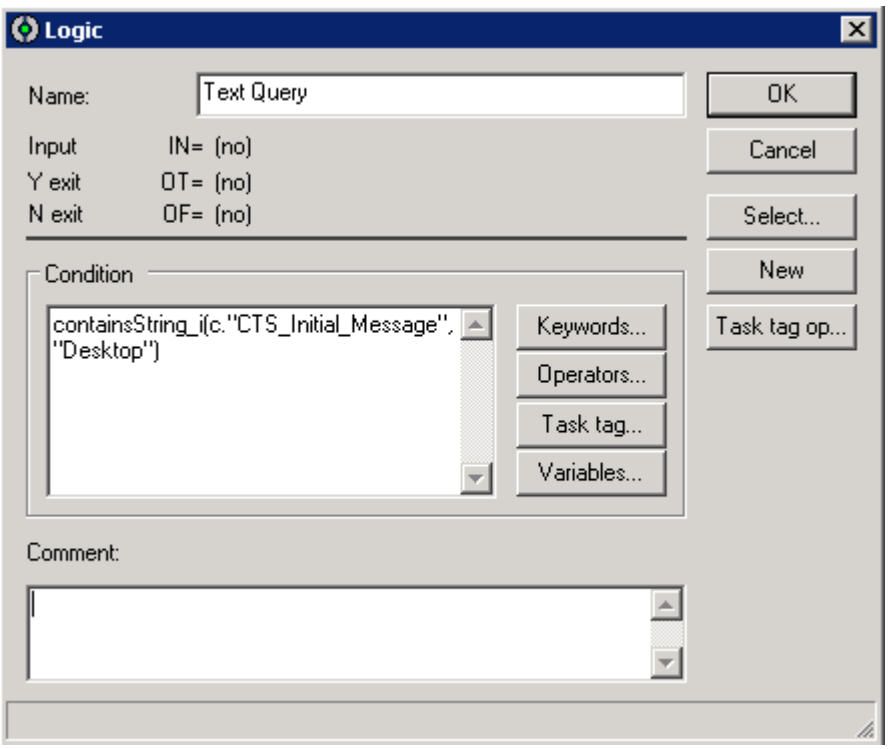
38. To query the Chat text, a **Logic** element can be used. Drag the Logic element into the Chat flow working area.



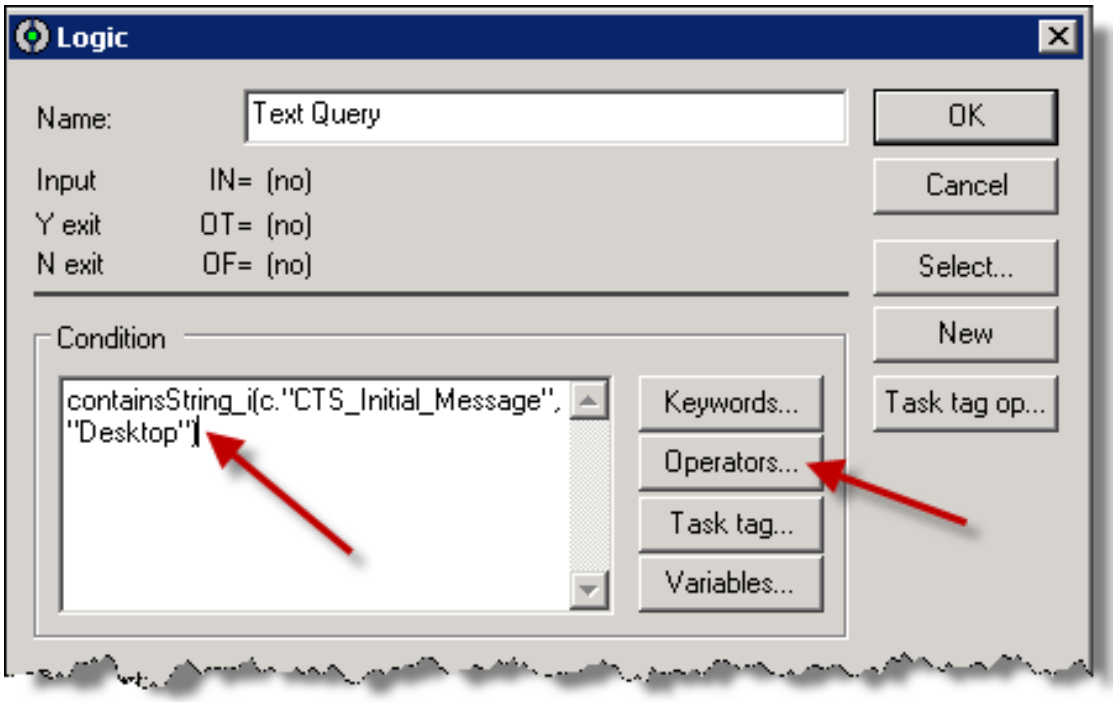
39. In the **Name** field type **Text Query**.



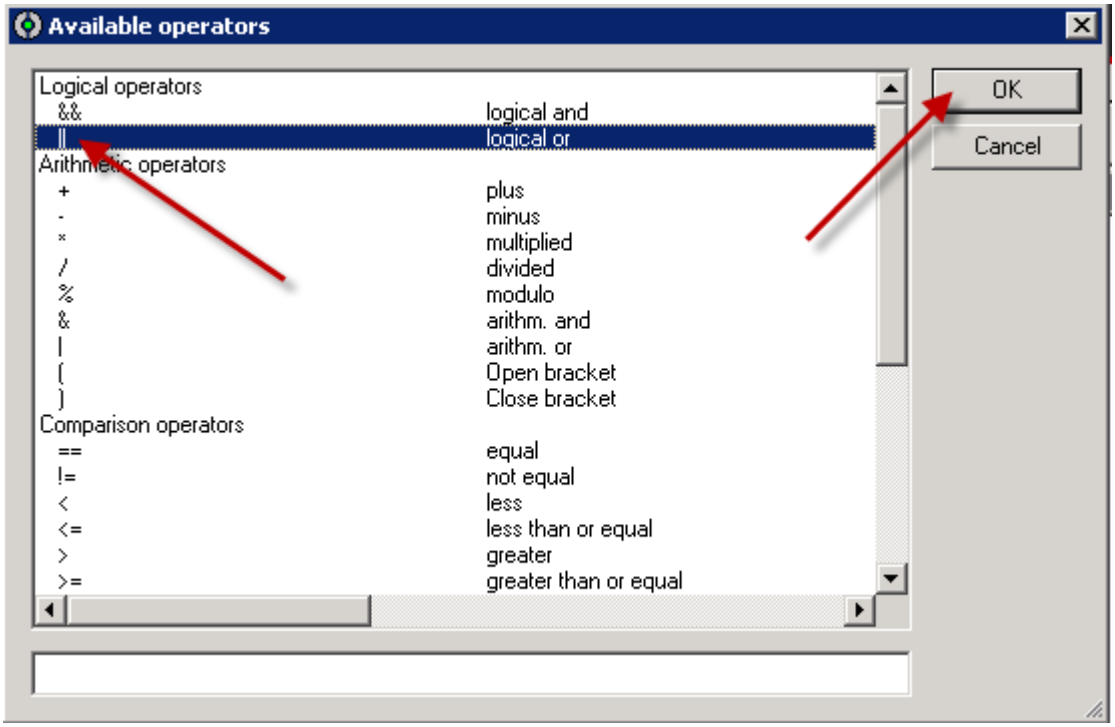
40. In the **Condition** field type **containsString_i(c."CTS_Initial_Message", "Desktop")**



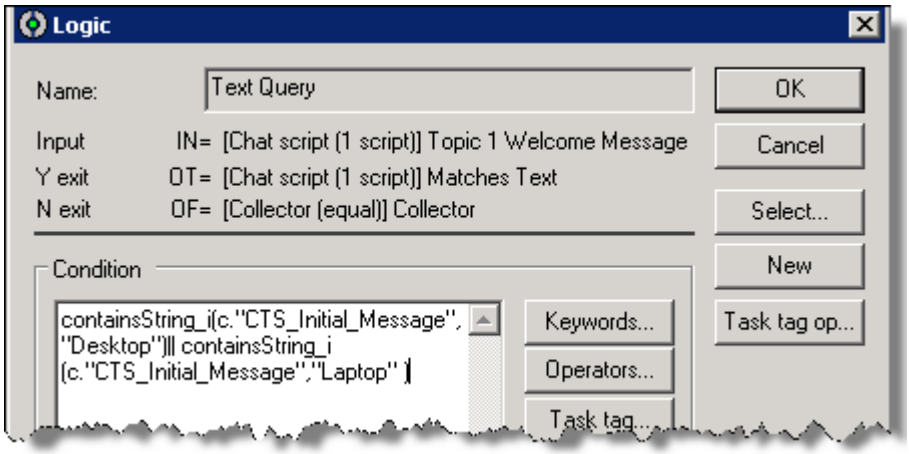
41. Another text search is required for the word “Laptop” that will utilize a **OR** Operator. Click after the text and click the **Operators..** button.



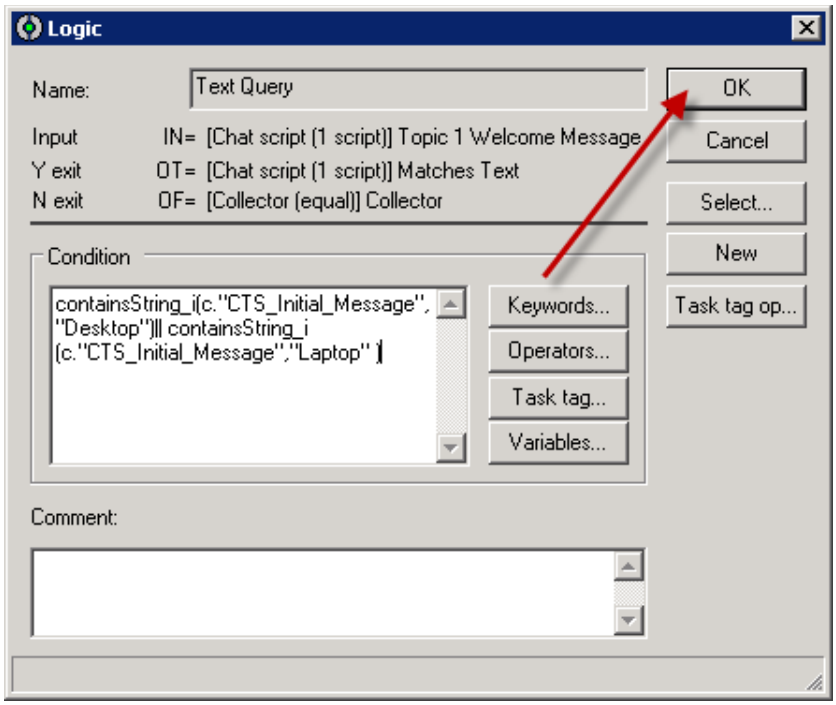
42. Select the **logical or** operator and then click the **OK** button.



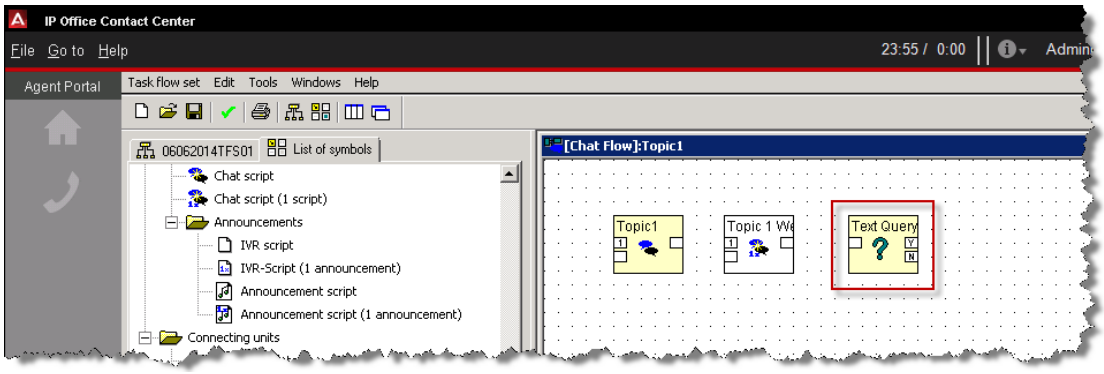
43. In the **Condition** field type **containsString_i(c."CTS_Initial_Message","Laptop")**



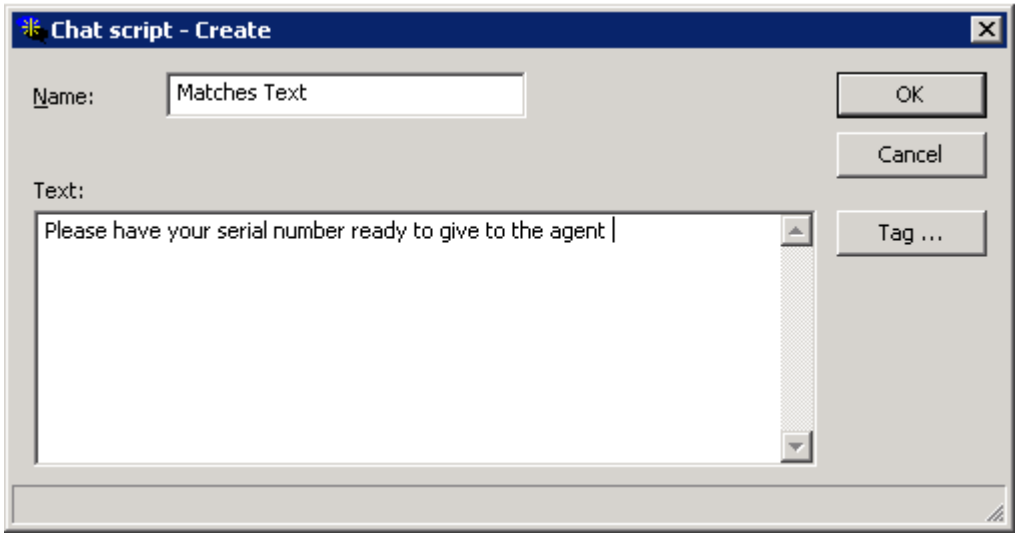
44. Then click the **OK** button.



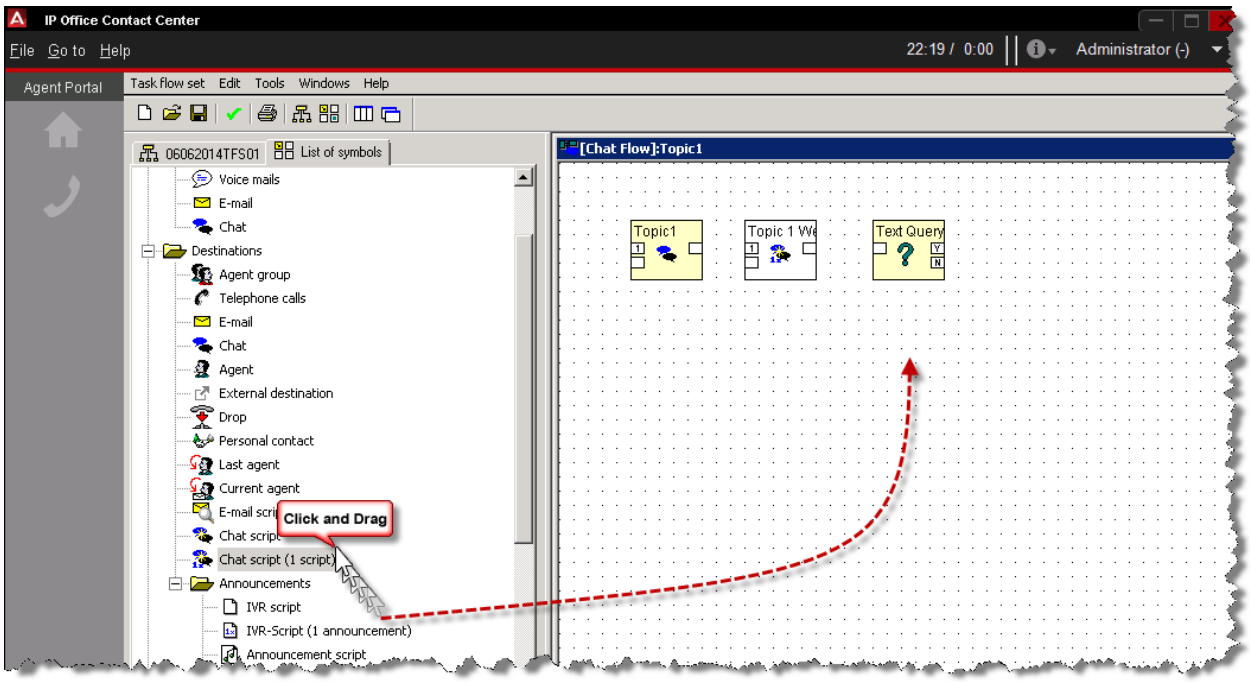
45. The configured element is displayed.



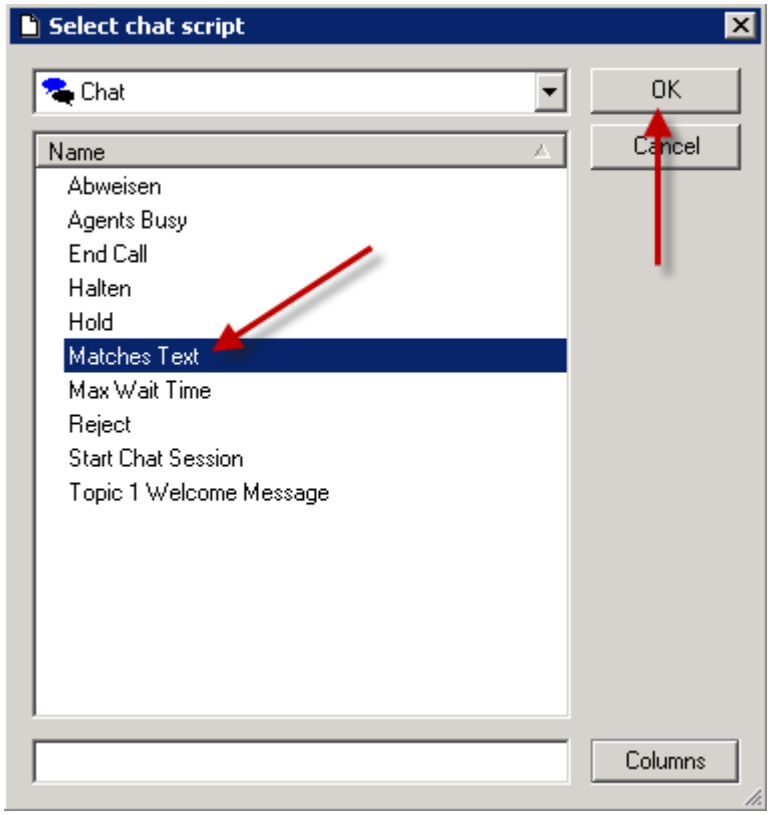
46. The customer will be prompted if there text matched the text defined in the Logic element. The audio prompt will use the text of the Chat script that was created earlier.



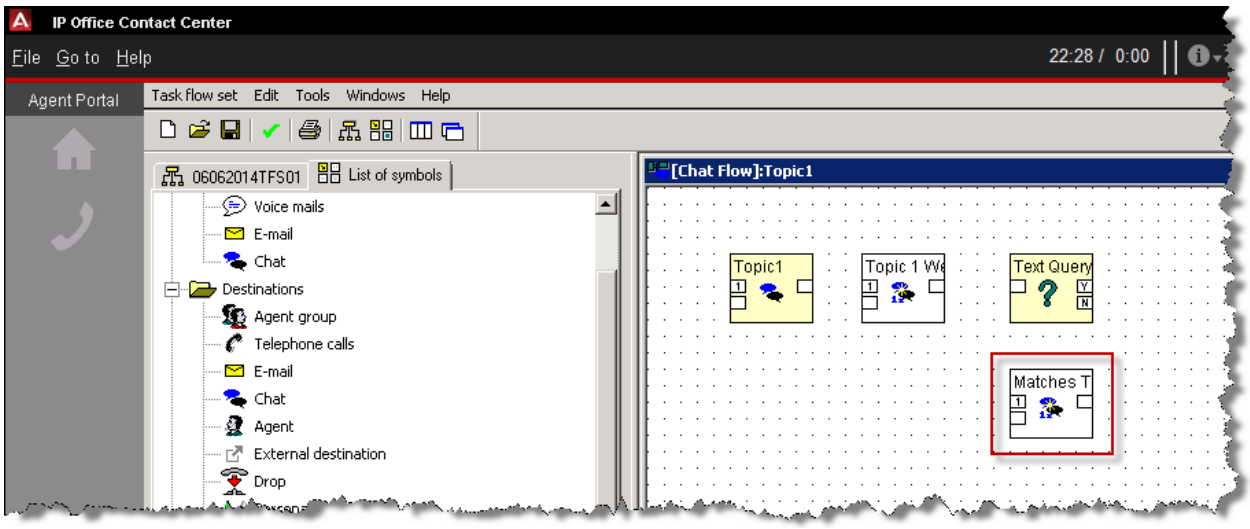
47. A **Chat script (1 script)** element will be used to reference the “Matches Text” Chat script created earlier. Drag the **Chat script (1 script)** element into the Chat Flow working area.



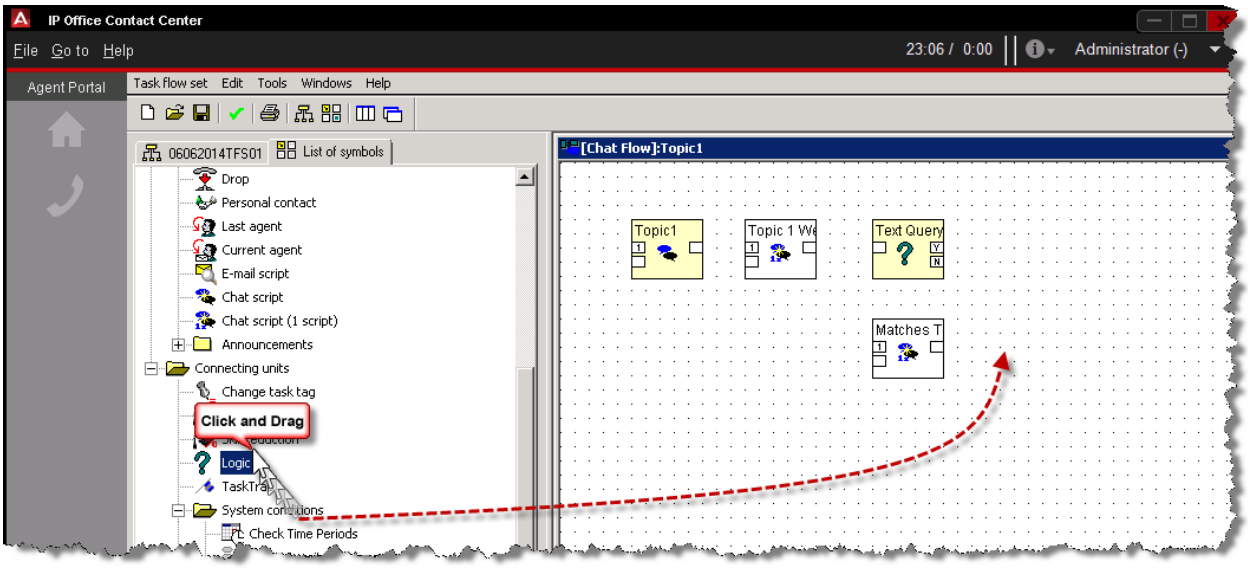
48. Click **Matches Text** and the select the **OK** button.



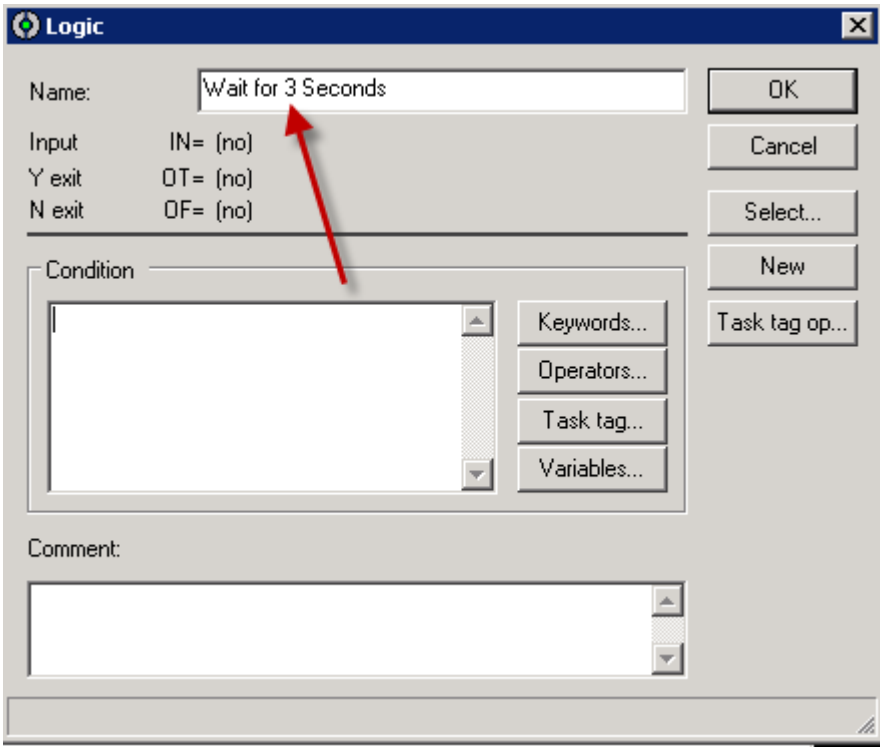
49. The configured element is displayed.



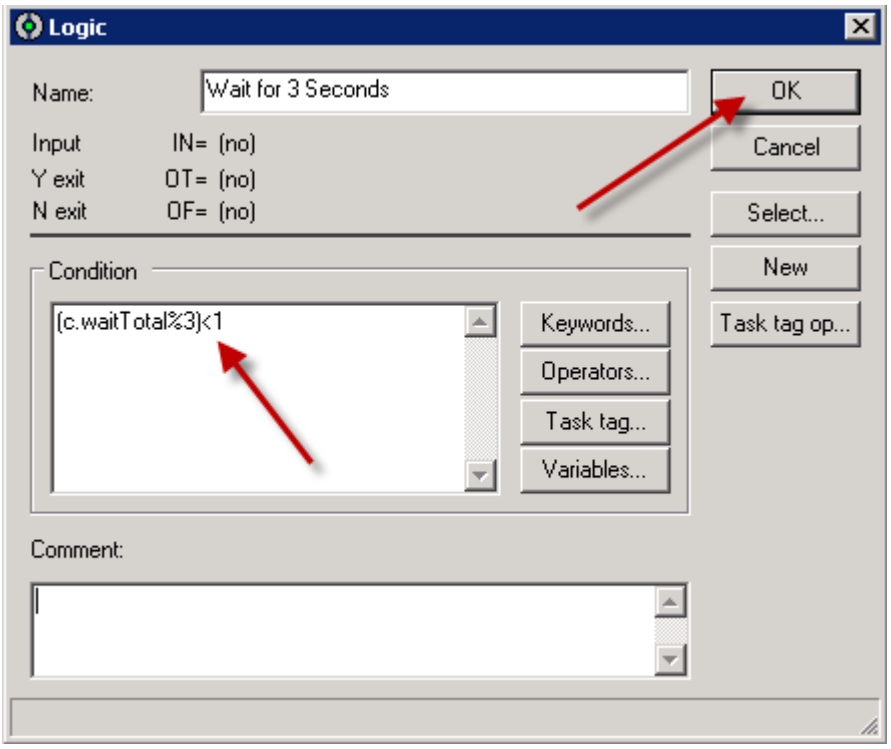
50. After sending the text back into the customer's chat session, there should be a pause of a few seconds before the customer is connected to the Agent. This pause will allow the customer to obtain any information requested during the chat session, for example a serial number, order number etc. This pause can be configured using a **Logic** element. Drag a logic element into the Chat flow working area.



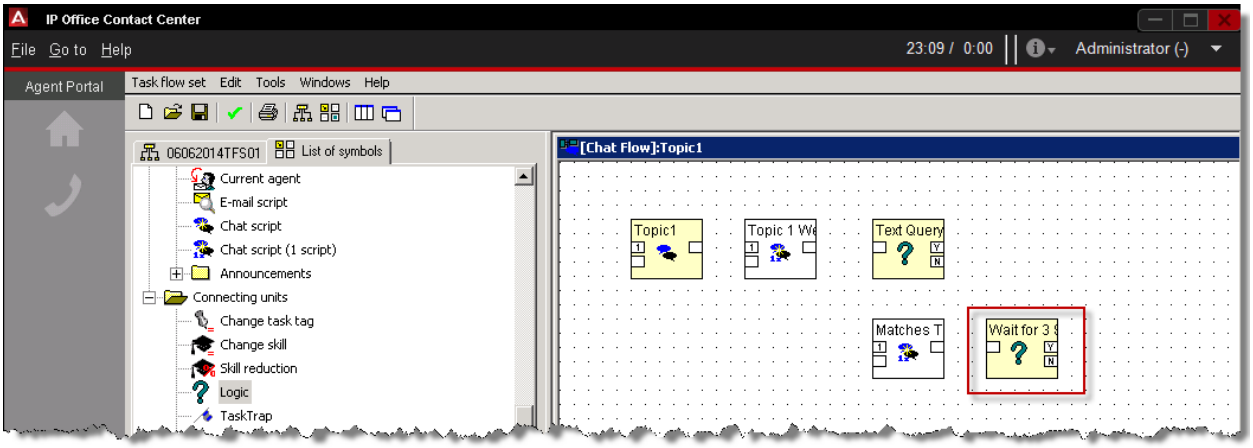
51. In the **Name** field type **Wait for 3 Seconds**.



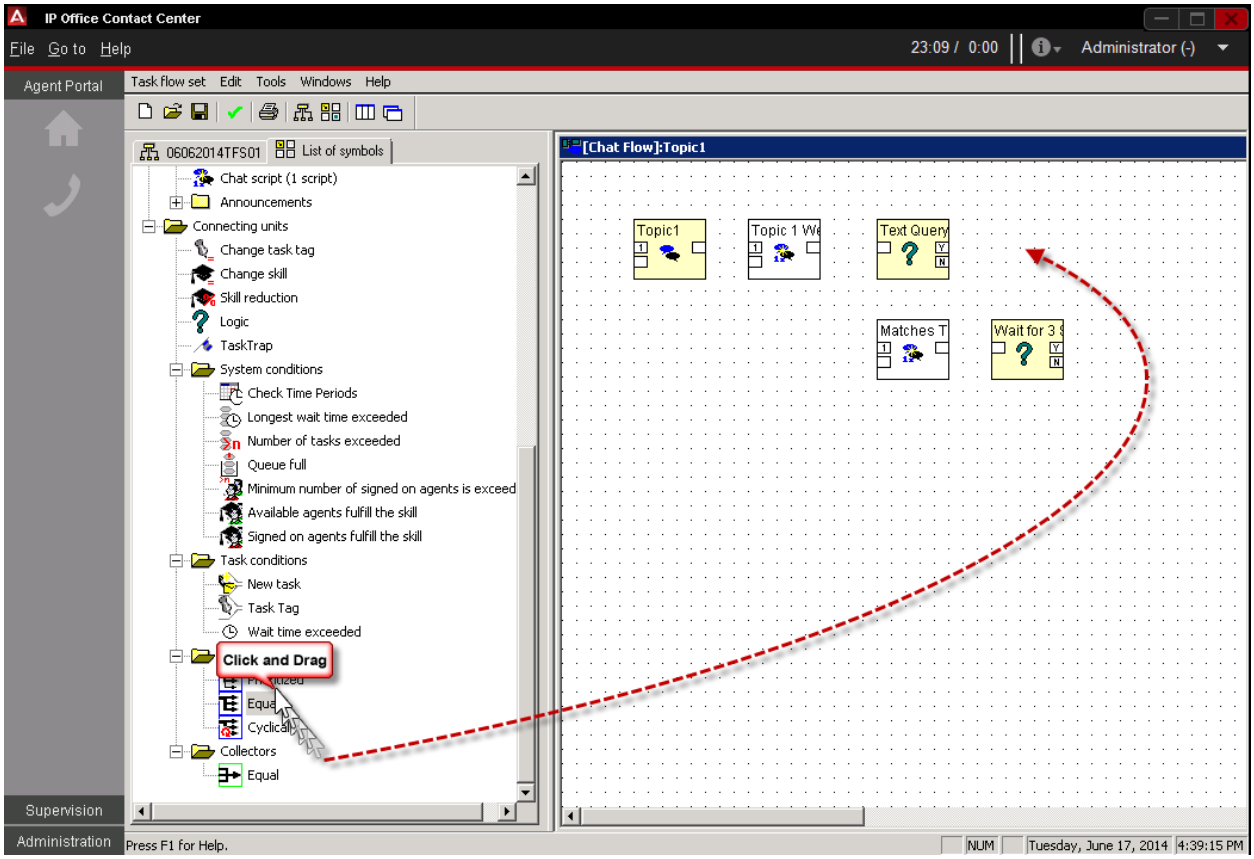
52. In the **Condition** field type (c.waitTotal%3)<1 and then select the **OK** button.



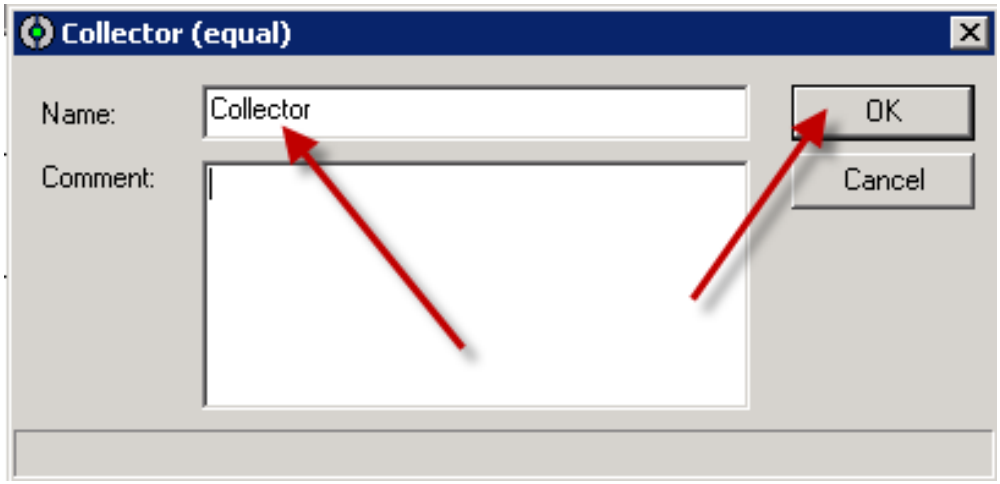
53. The configured element is displayed.



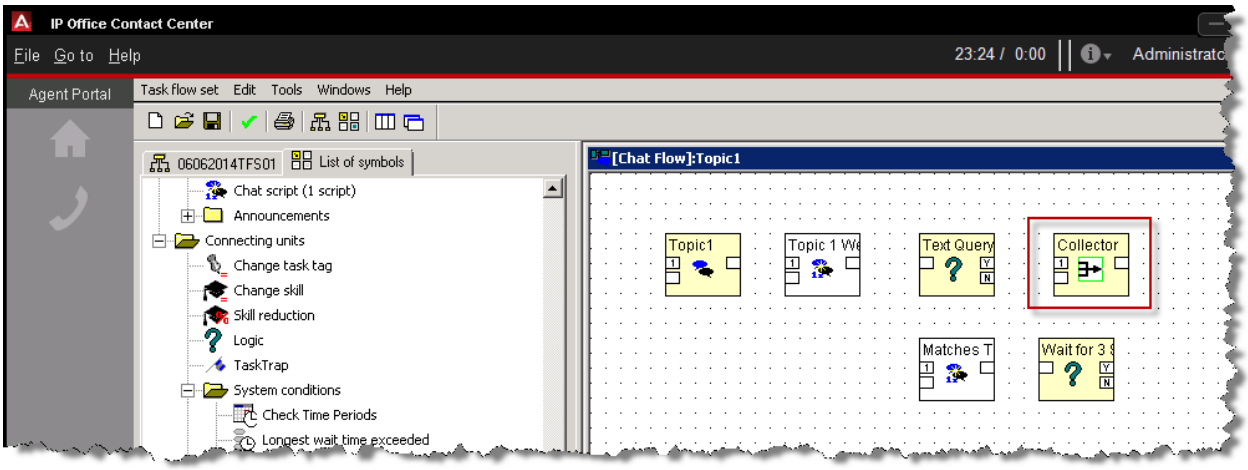
54. A **Collector – Equal** element will be used to link the two routes back together. Drag the element in to the Chat flow working area.



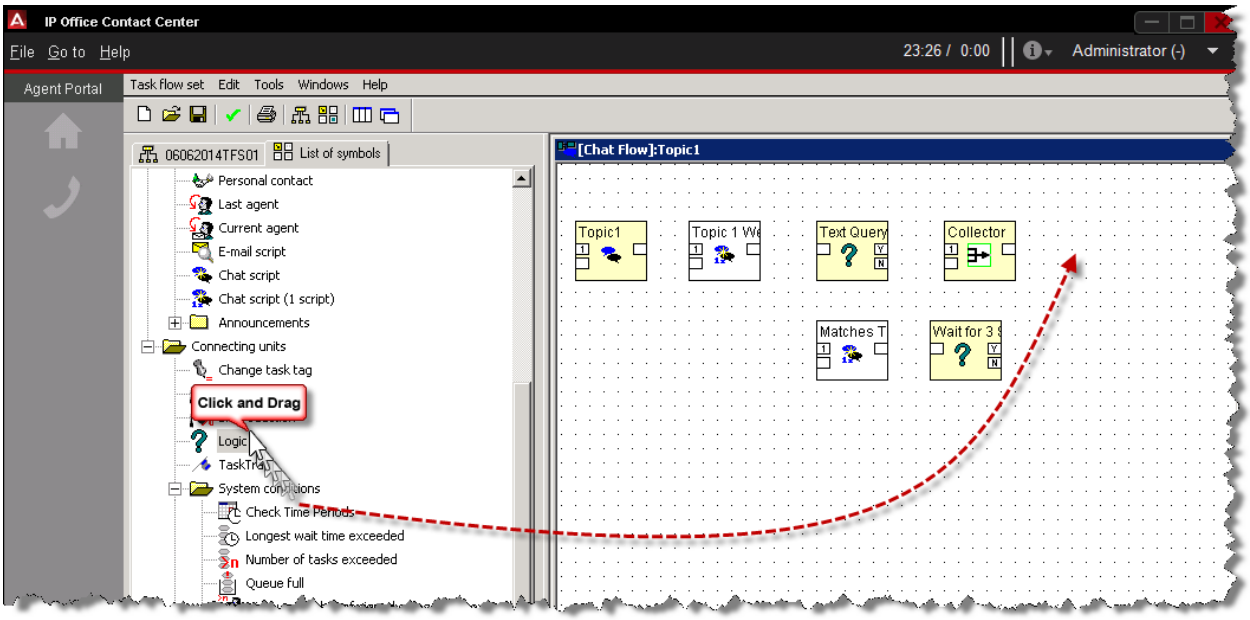
55. In the **Name** field type **Collector** and the select the **OK** button.



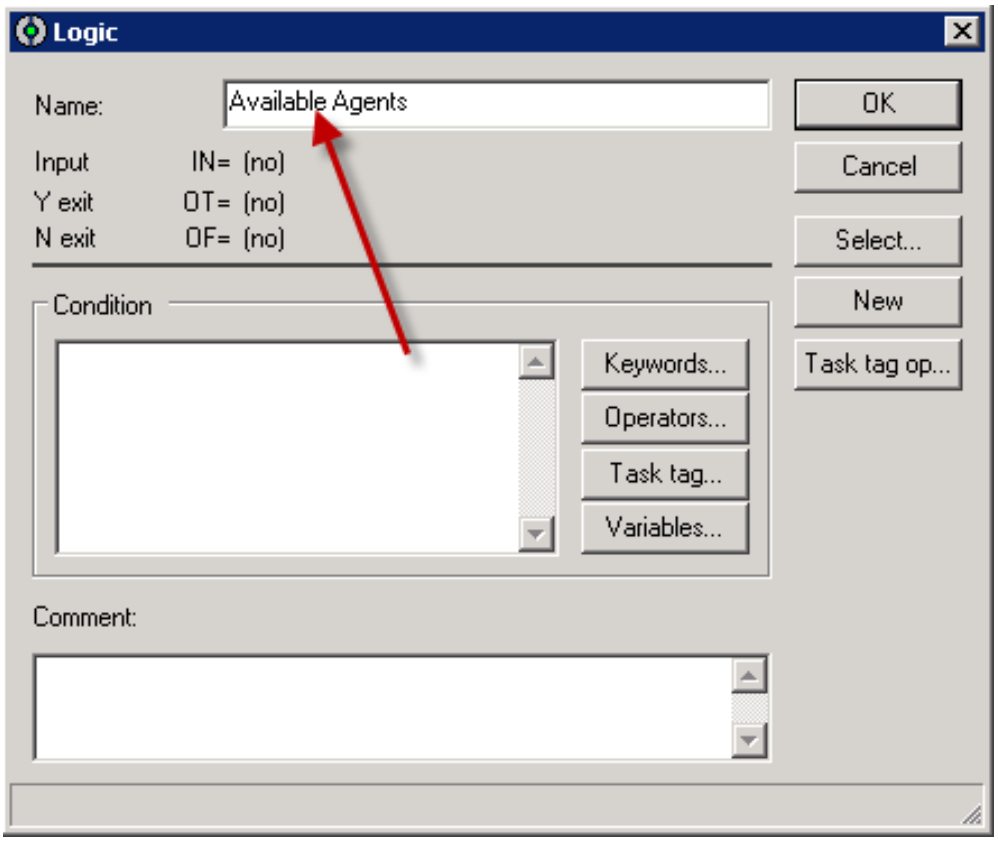
56. The configured element is displayed.



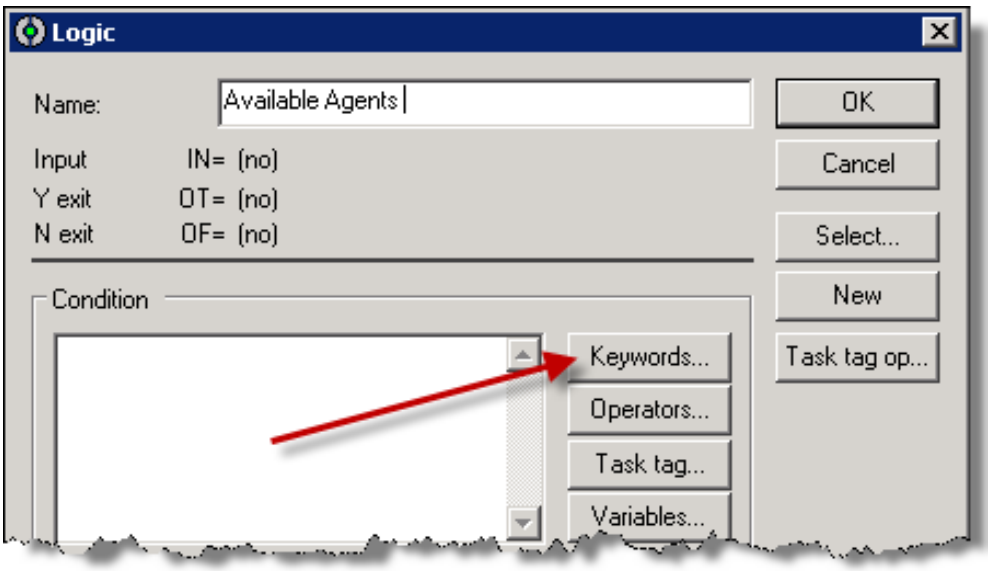
57. A **Logic** element will be used to check if there are any Agents available to take a Chat session. Drag the element into the Chat flow working area.



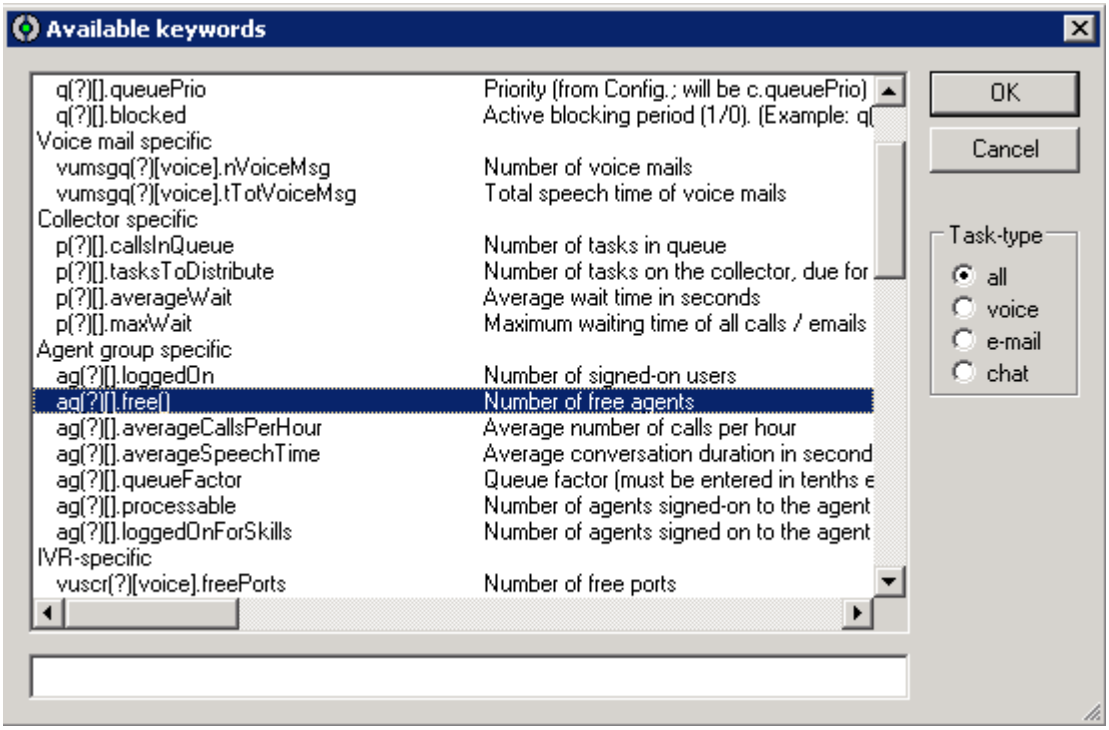
58. In the **Name** field type **Available Agents**.



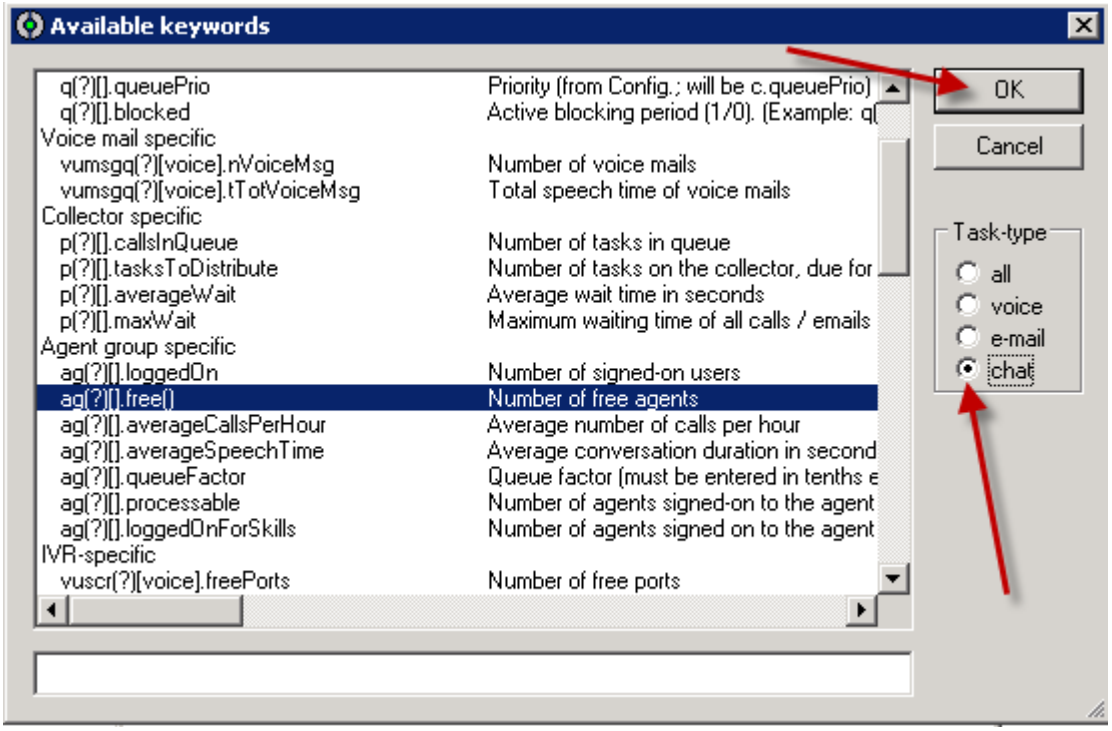
59. Click the **Keywords…** button.



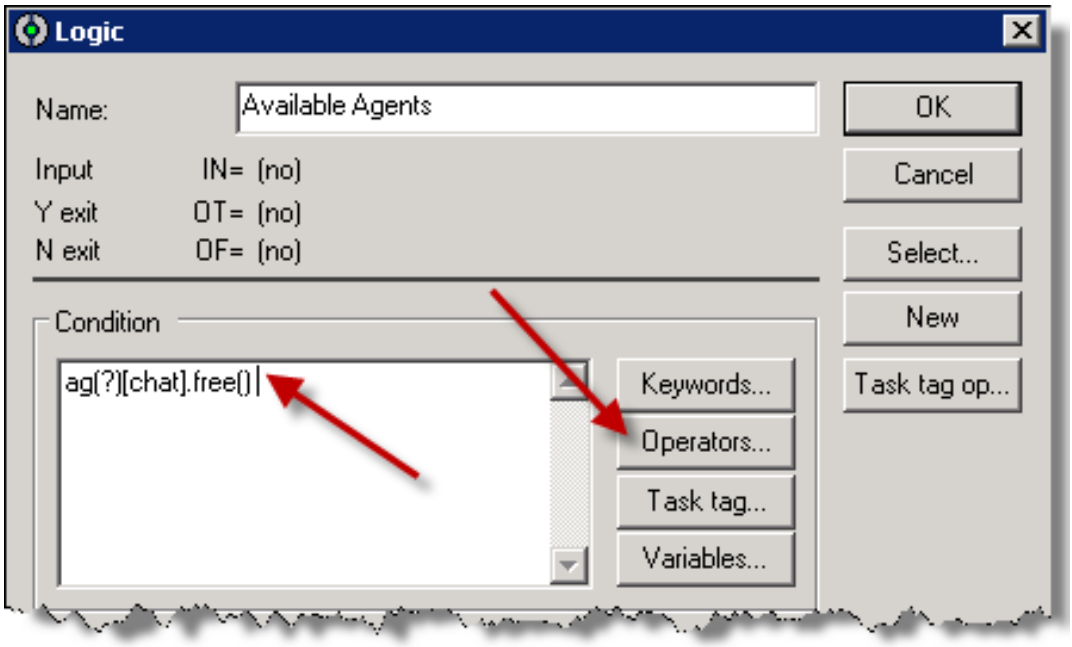
60. Select the **Number of Free agents** keyword.



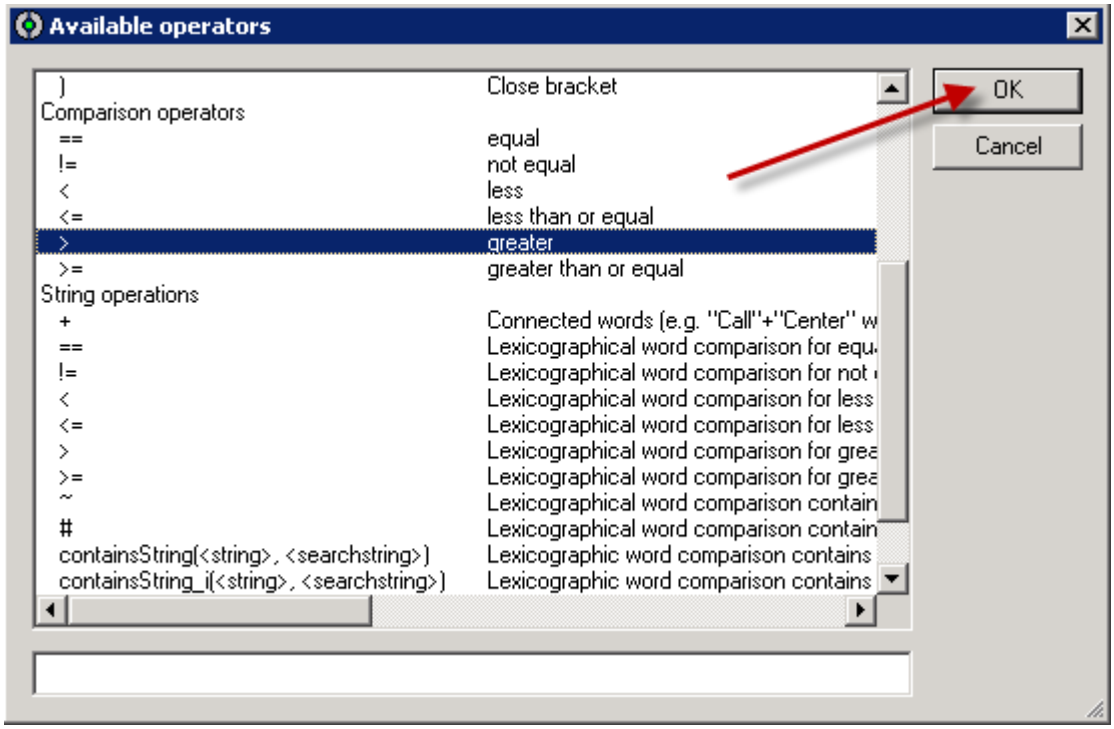
61. Select the Task-type **chat** radio button and then click the **OK** button.



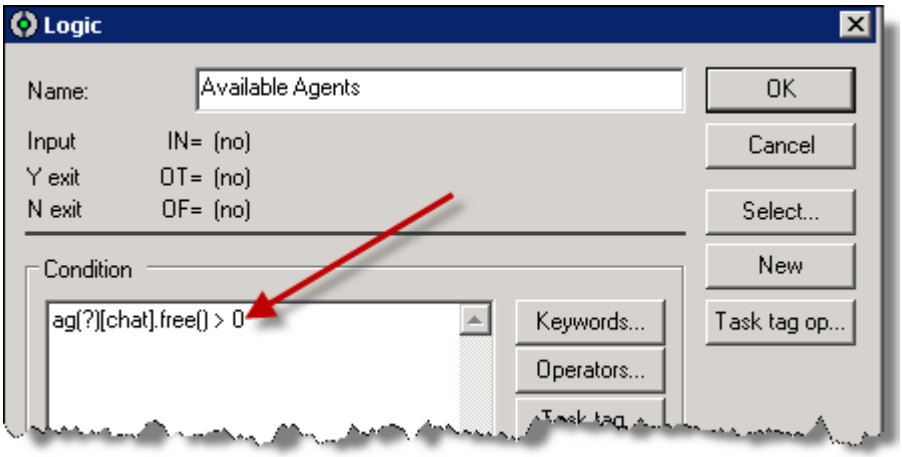
62. Click after the **Condition** text and then click the **Operators** button.



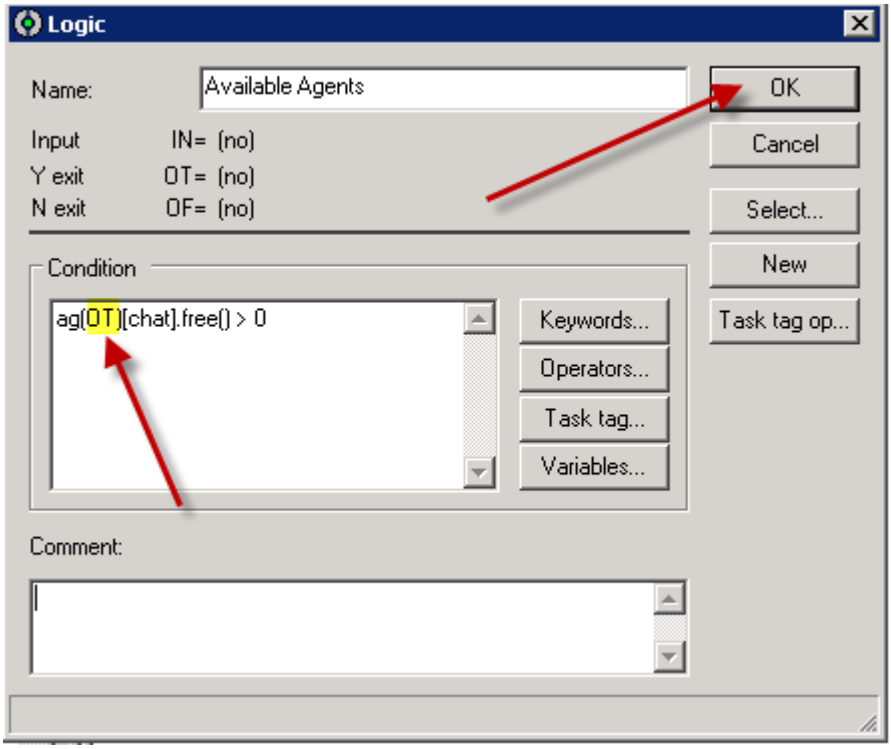
63. Click the **greater** operator and then select the **OK** button.



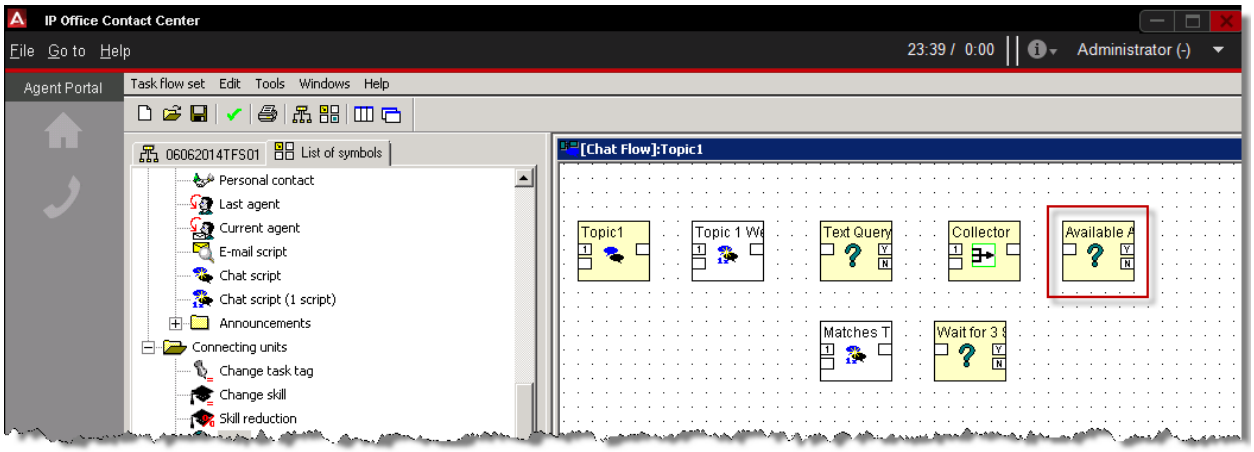
64. At the end of **Condition** type a **0**



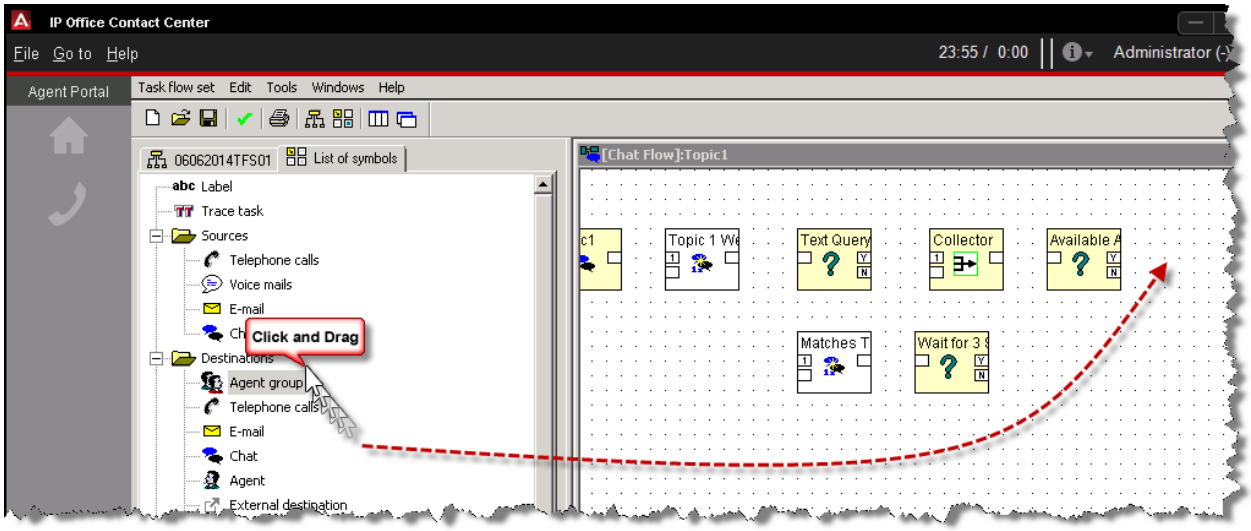
65. Change the ? to a **OT** then click the **OK** button.



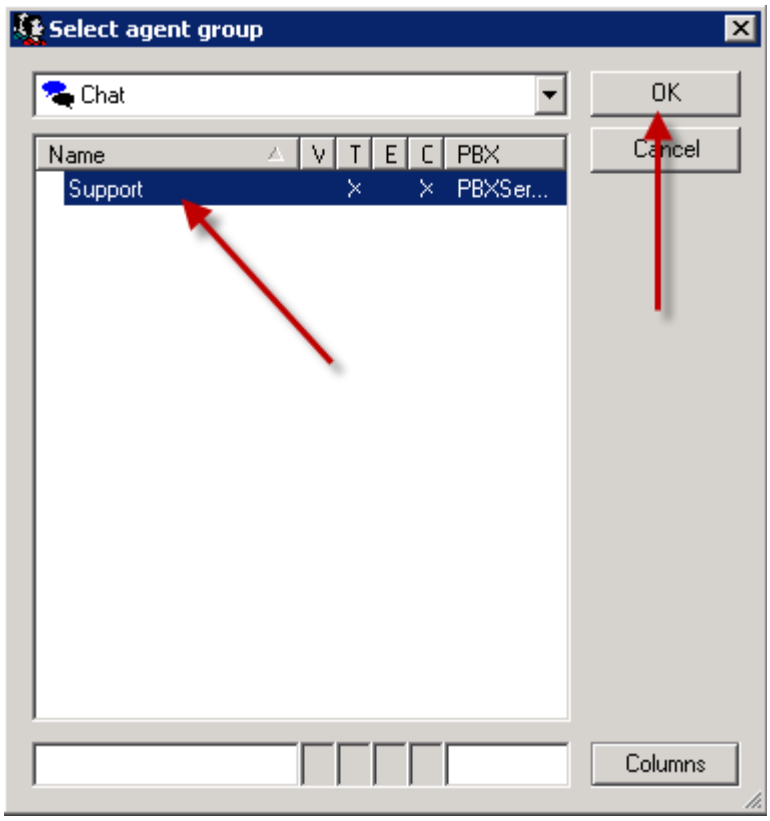
66. The configured element is displayed.



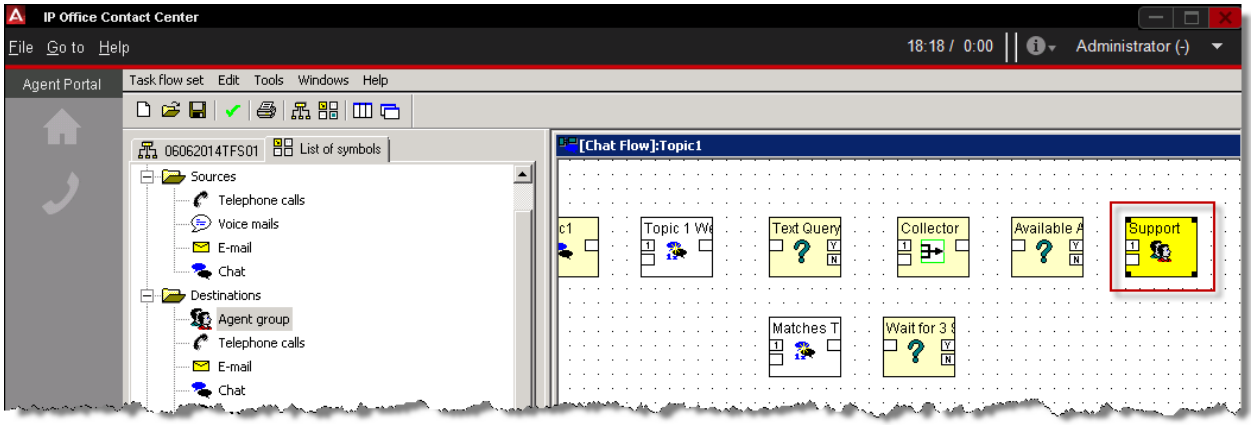
67. If Agents are available to Chat, the customer should be directed to the correct Agent Group destination. This can be achieved with an **Agent Group** element. Drag the element into the Chat flow window.



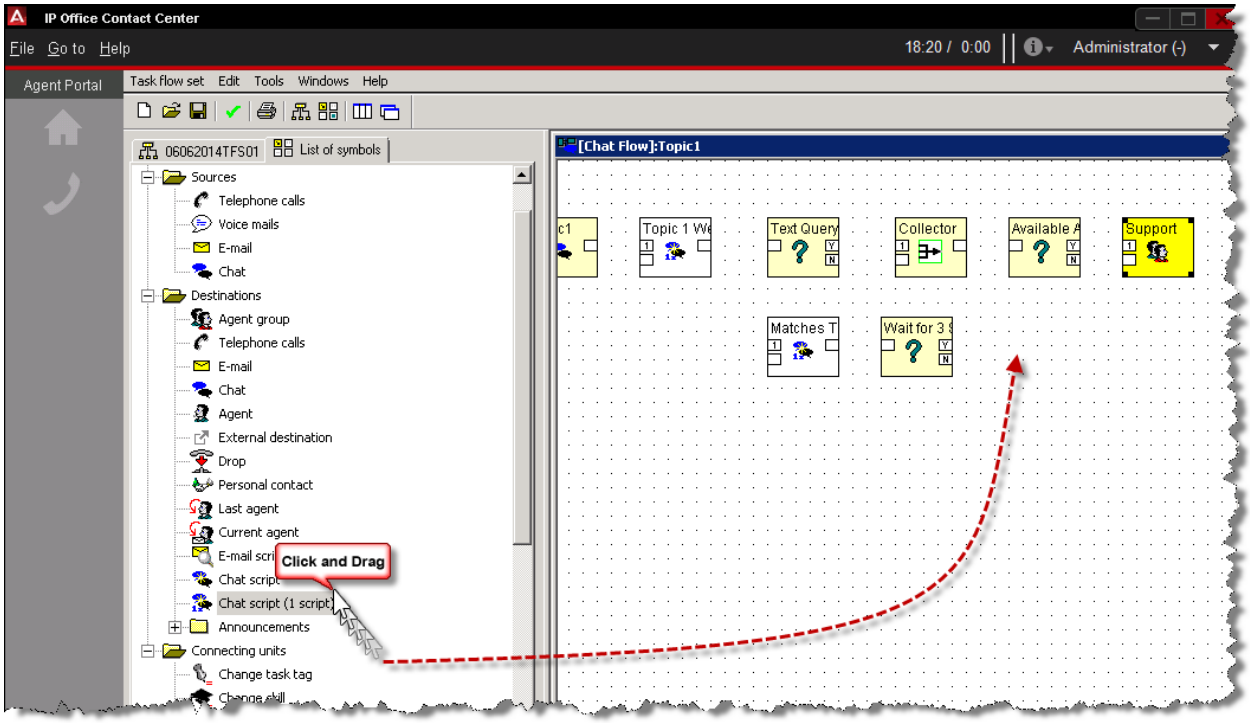
68. Click **Support** and then select the **OK** button.



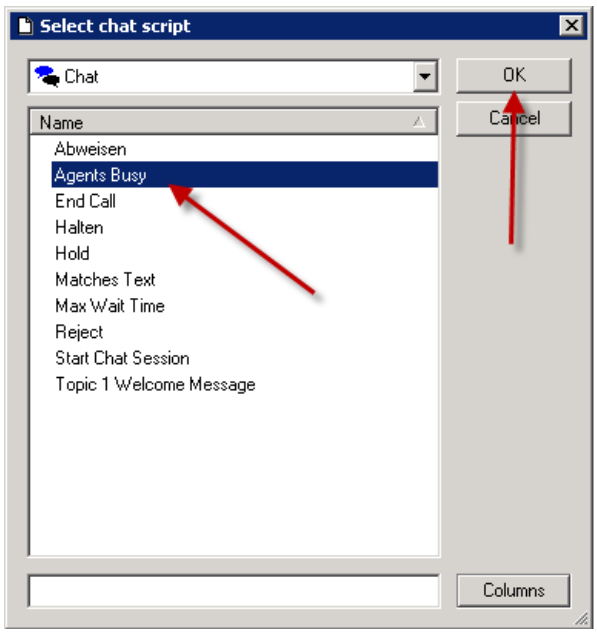
69. The configured element is displayed.



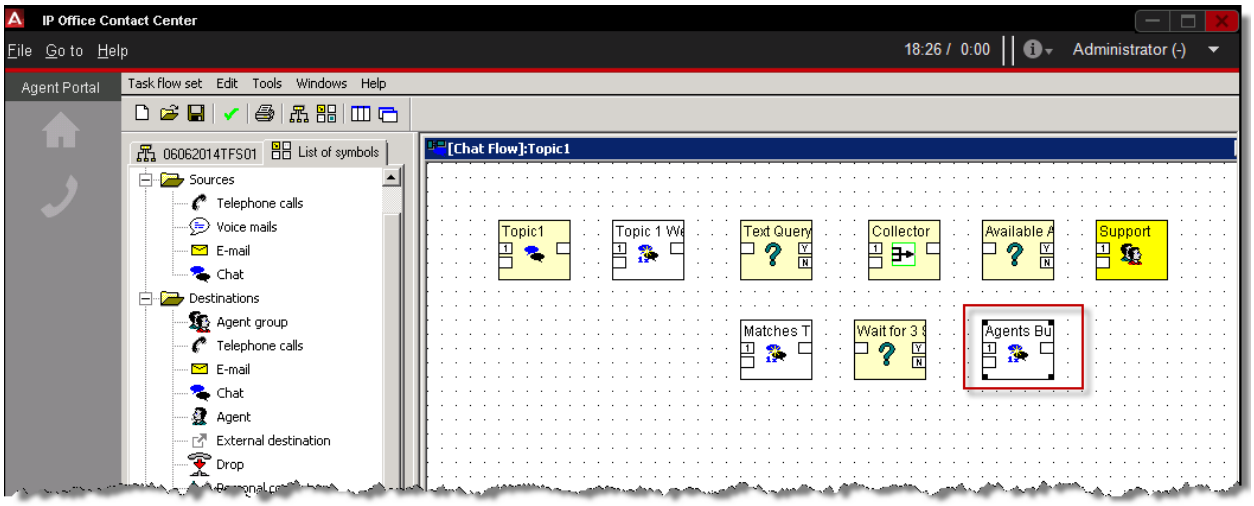
70. A message will be distributed to the chat customer informing them that all of the Agent are busy. This will be configured using a **Chat script (1 script)** element. Drag the element into the Chat flow working area.



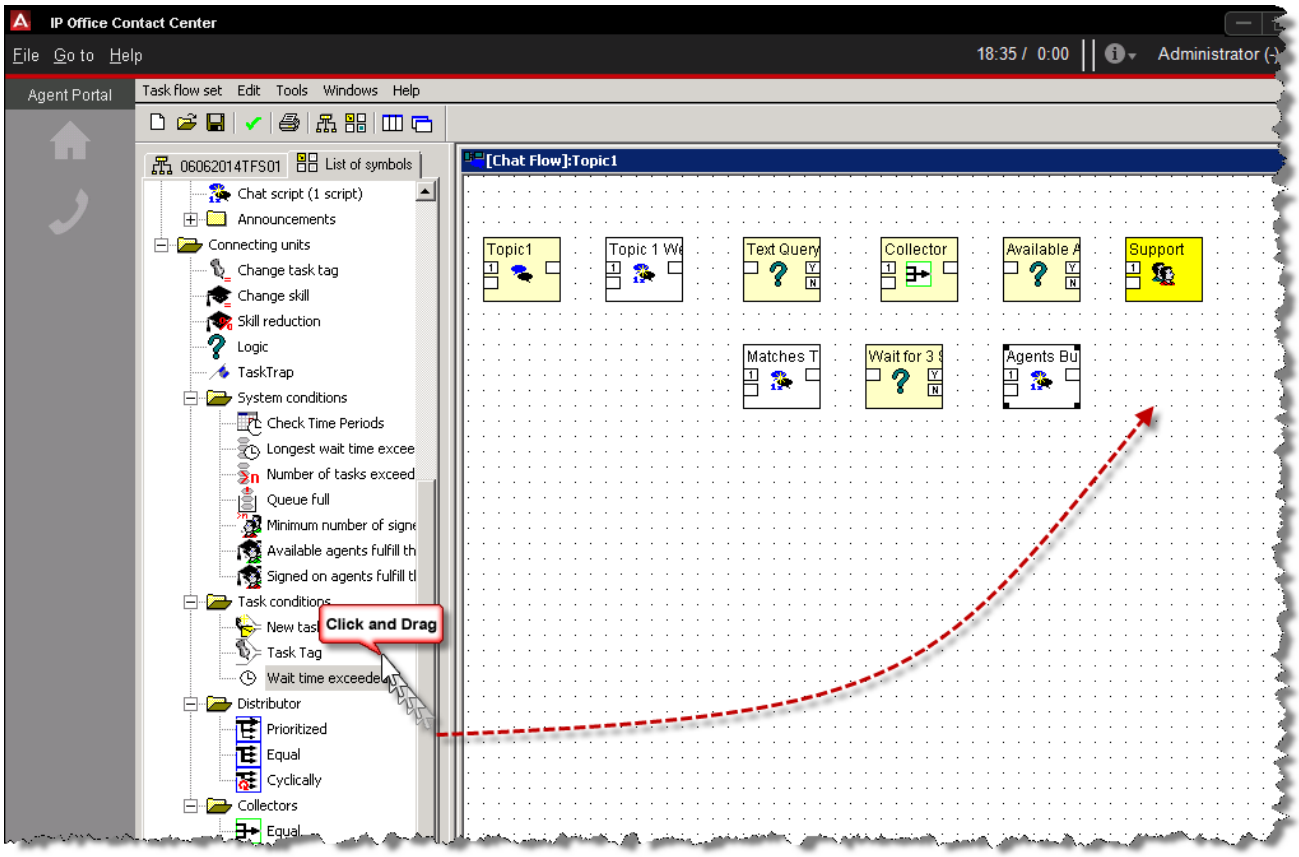
71. Click the Agent Busy chat script and then select the **OK** button.



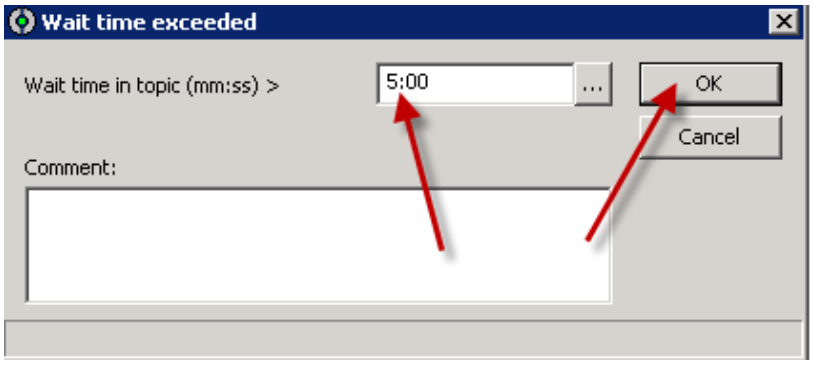
72. The configured element is displayed.



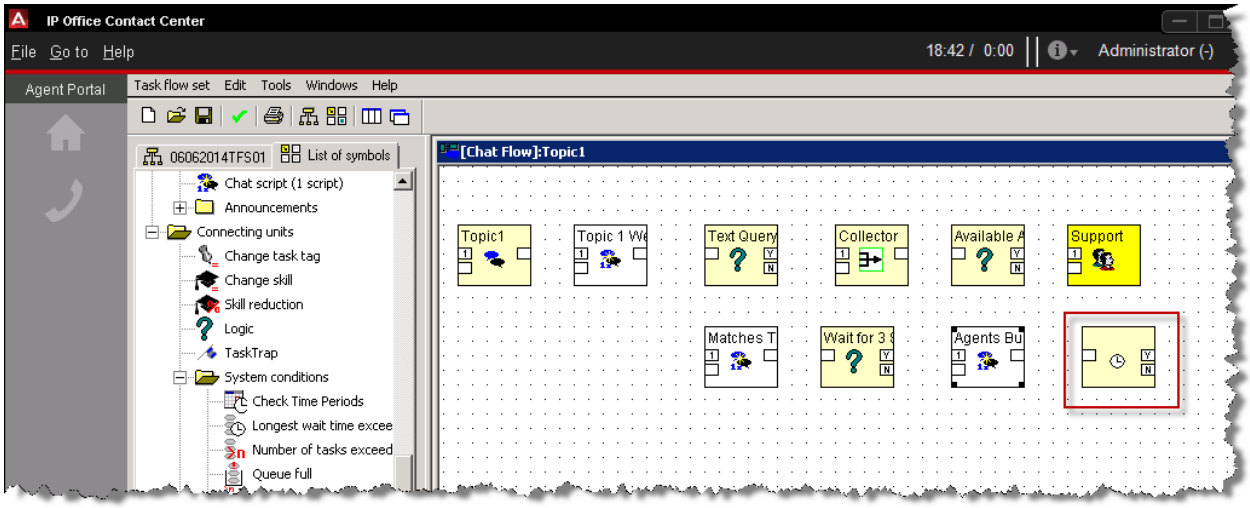
73. In this example, if all the agents are busy, the customer should not queue beyond five minutes for a Chat session. A **Wait time exceeded** element will be used to set the time period. Drag the element into the Chat Flow working area.



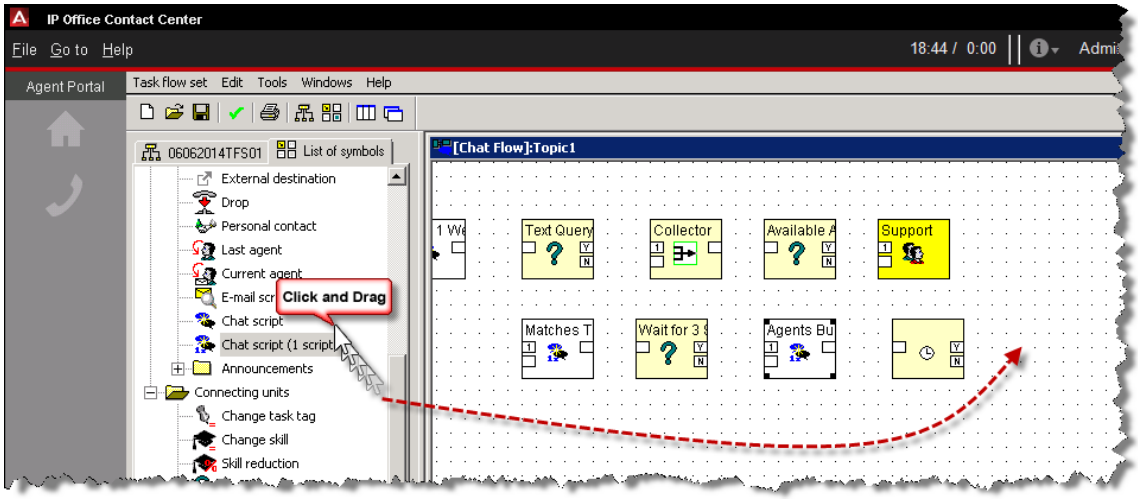
74. Enter a time of **5:00** and then select the **OK** button.



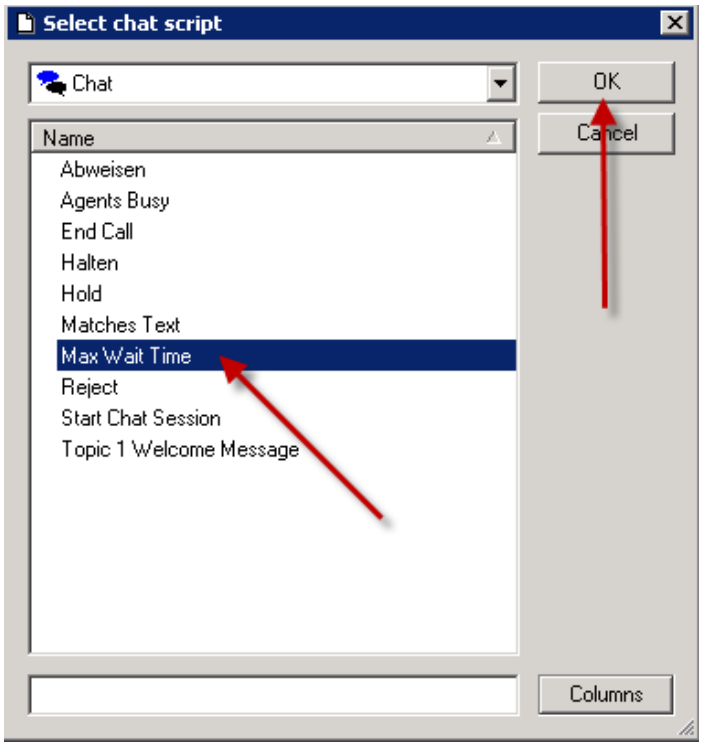
75. The configured element is displayed.



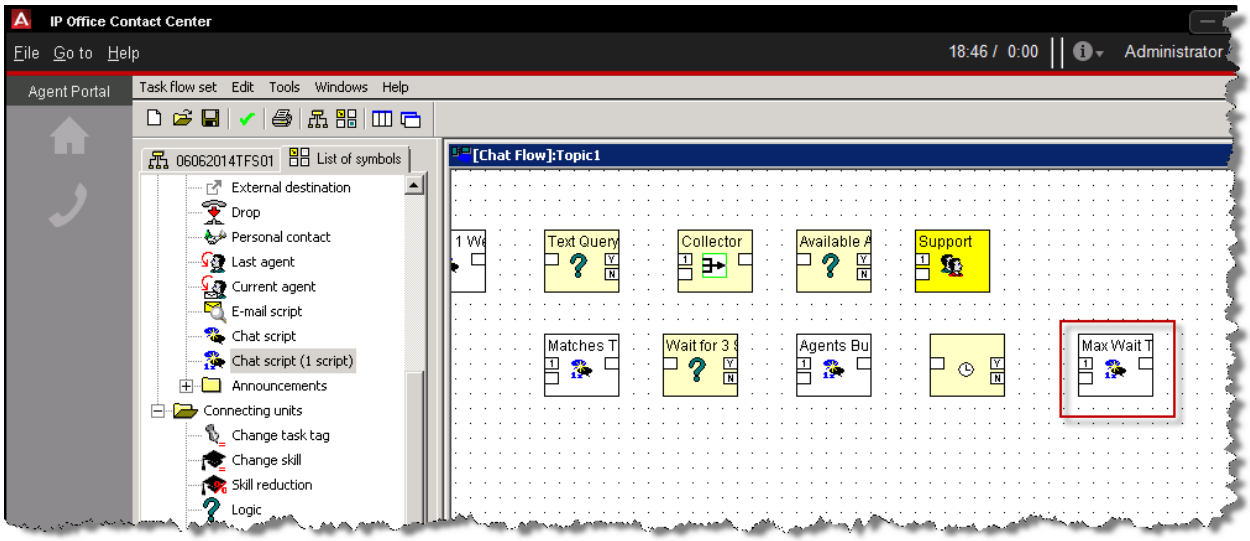
76. If the Chat customer waits over five minutes to be connected to an agent, they should receive a message to alert them that they will be disconnected and provide them with additional contact details. This can be achieved using a **Chat script (1 script)** element.



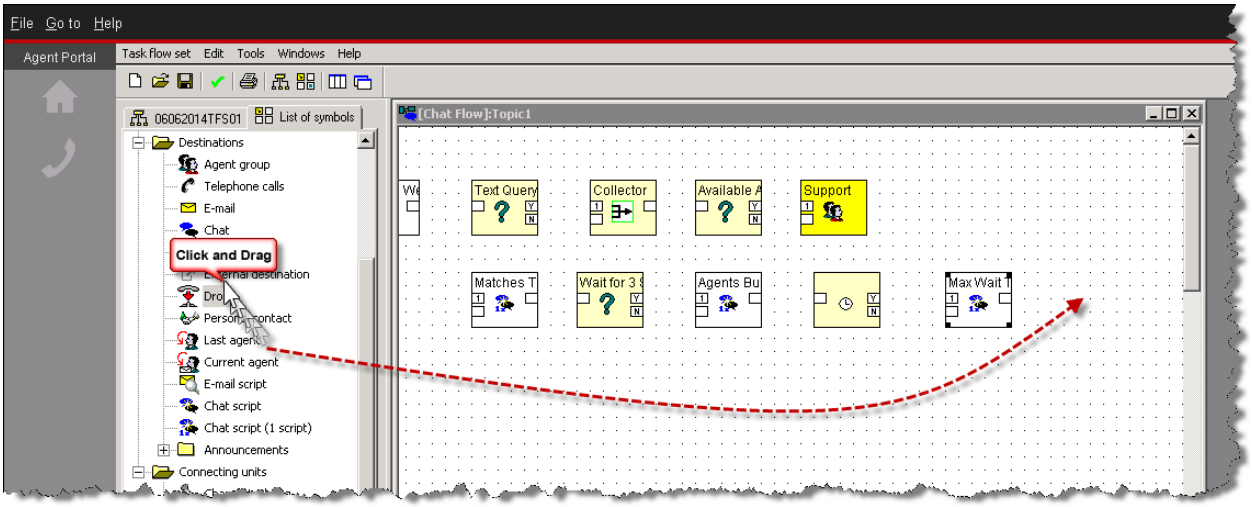
77. Select **Max wait time** and then click the **OK** button.



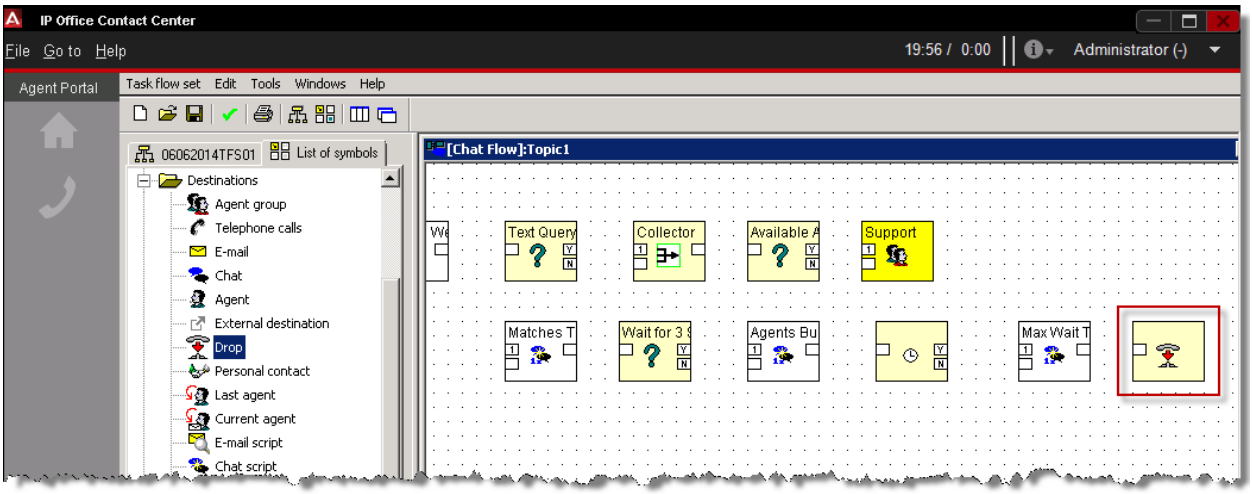
78. The configured element is displayed.



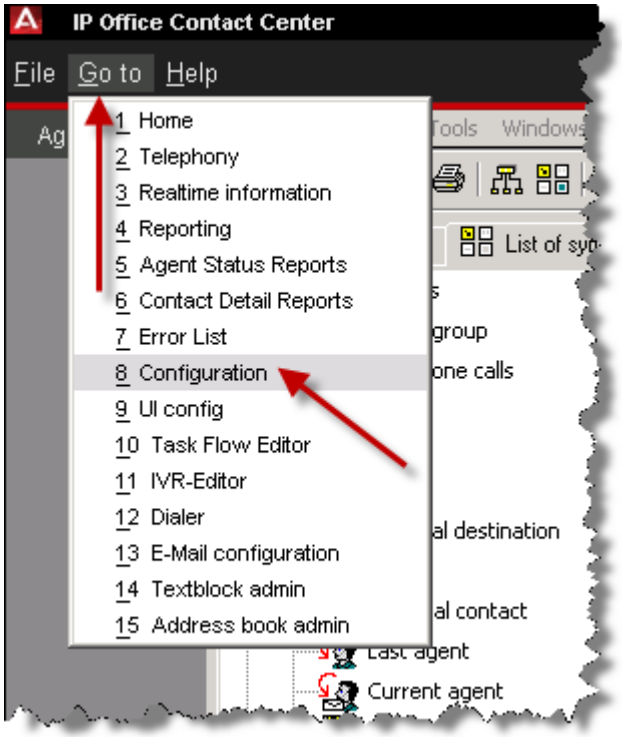
79. After the Max wait time Chat script, the Chat session should be disconnected. This can be completed using a **Drop** element. Drag the element into the Chat Flow working area.



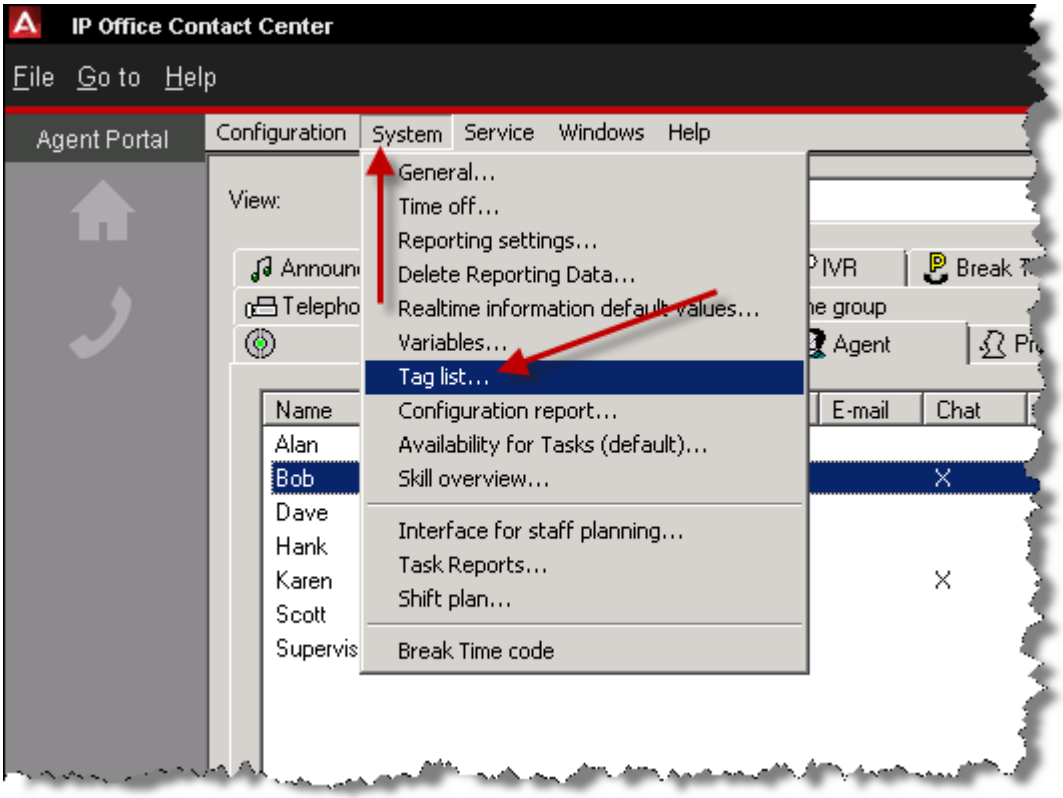
80. The configured element is displayed.



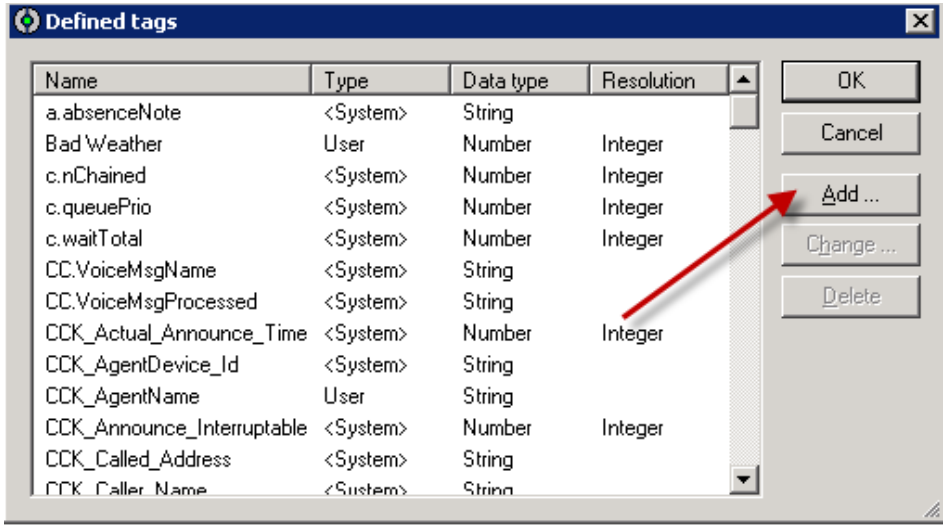
81. If the Chat session wait time is less than five minutes, the Chat customer can be informed of their current position in the queue. To do this, a **Tag** is required that can be referenced in a Chat script. From the **Go to** menu select **Configuration**.



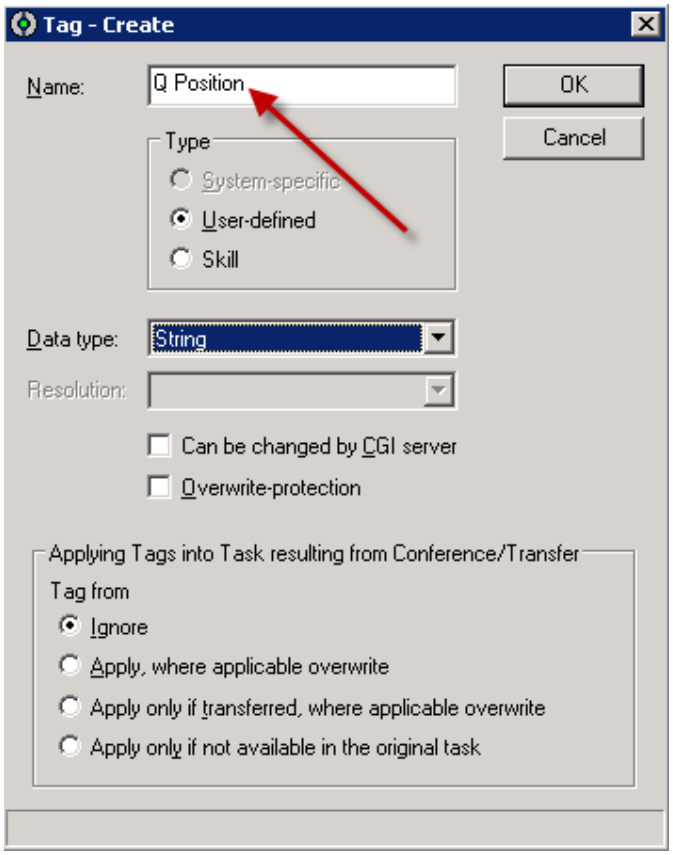
82. Click **System** followed by **Tag list**.



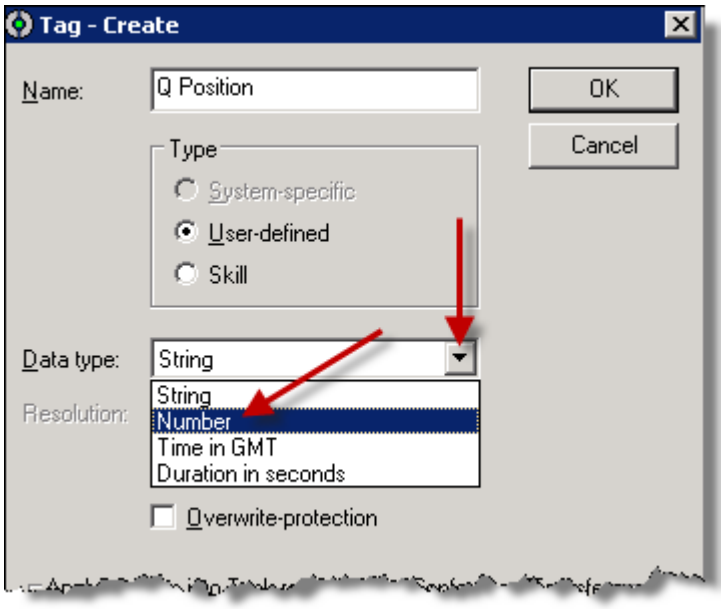
83. Click the **Add…** button.



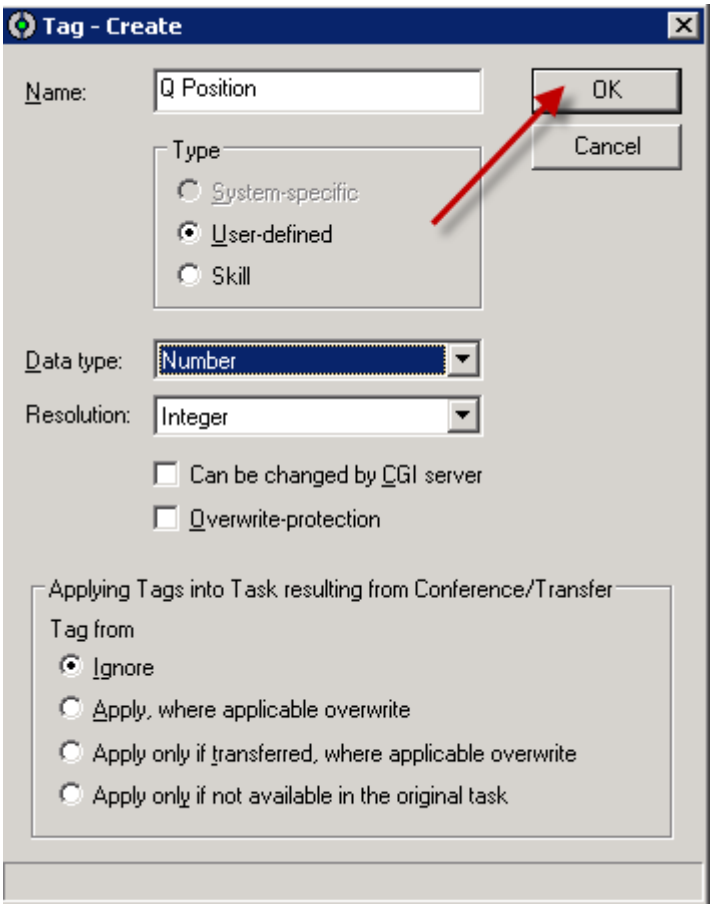
84. In the **Name** field type Q Position.



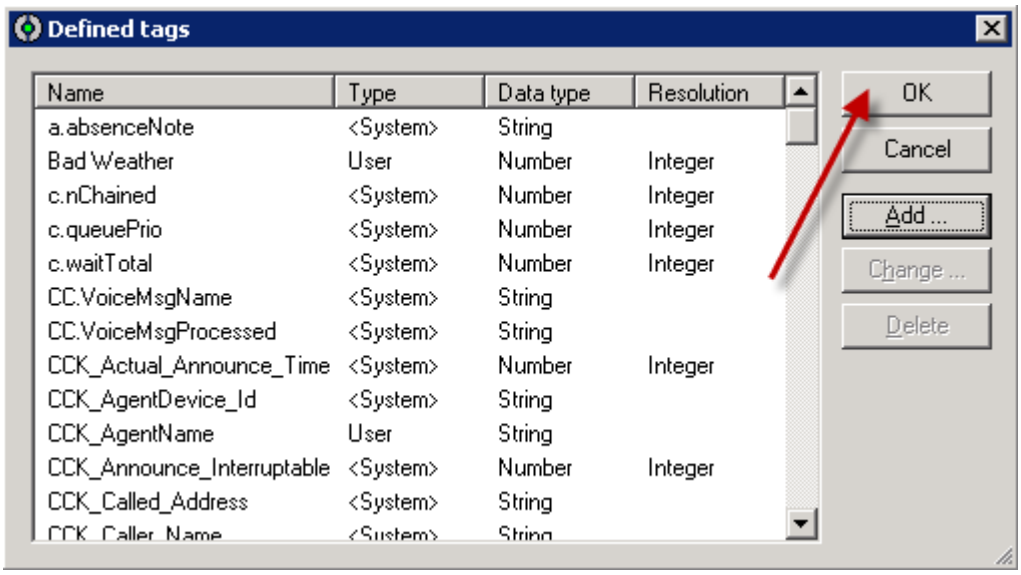
85. From **Data type** drop down menu, select **Number**.



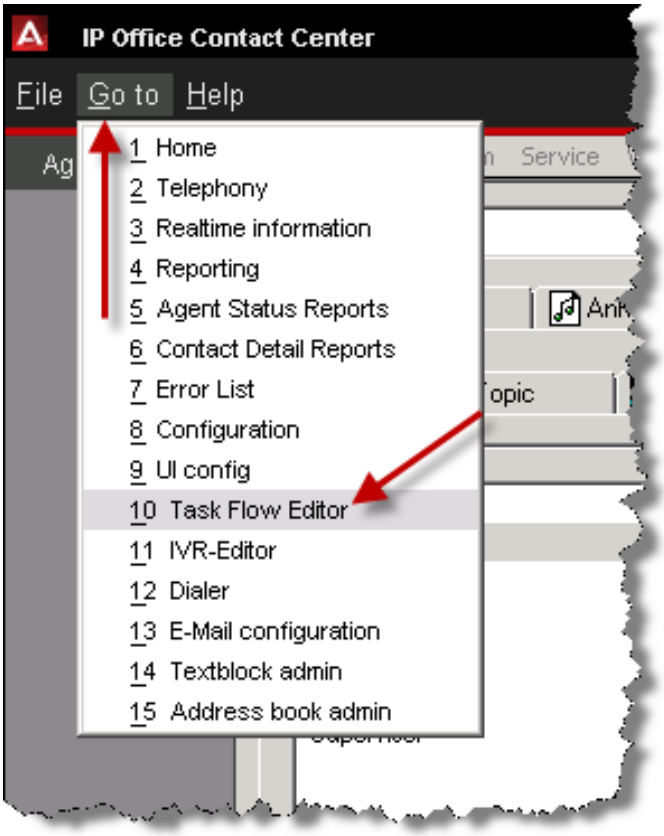
86. Click the **OK** button.



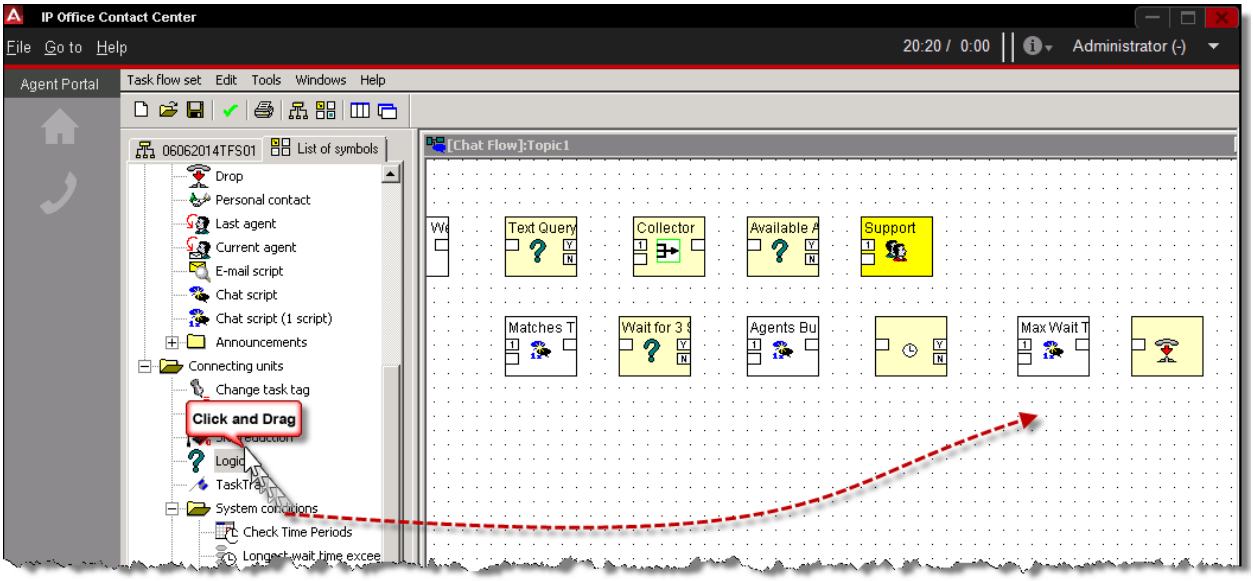
87. Click the **OK** button to closes the window.



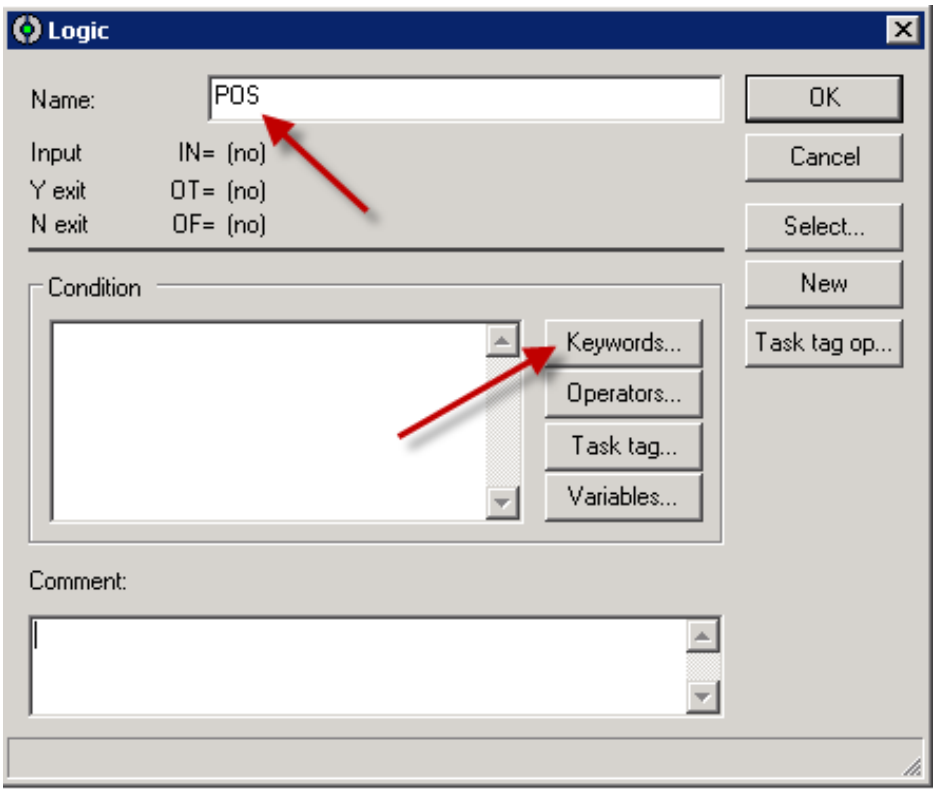
88. Navigate back to the Chat Flow. Click the **Go to** menu and select Task flow Editor.



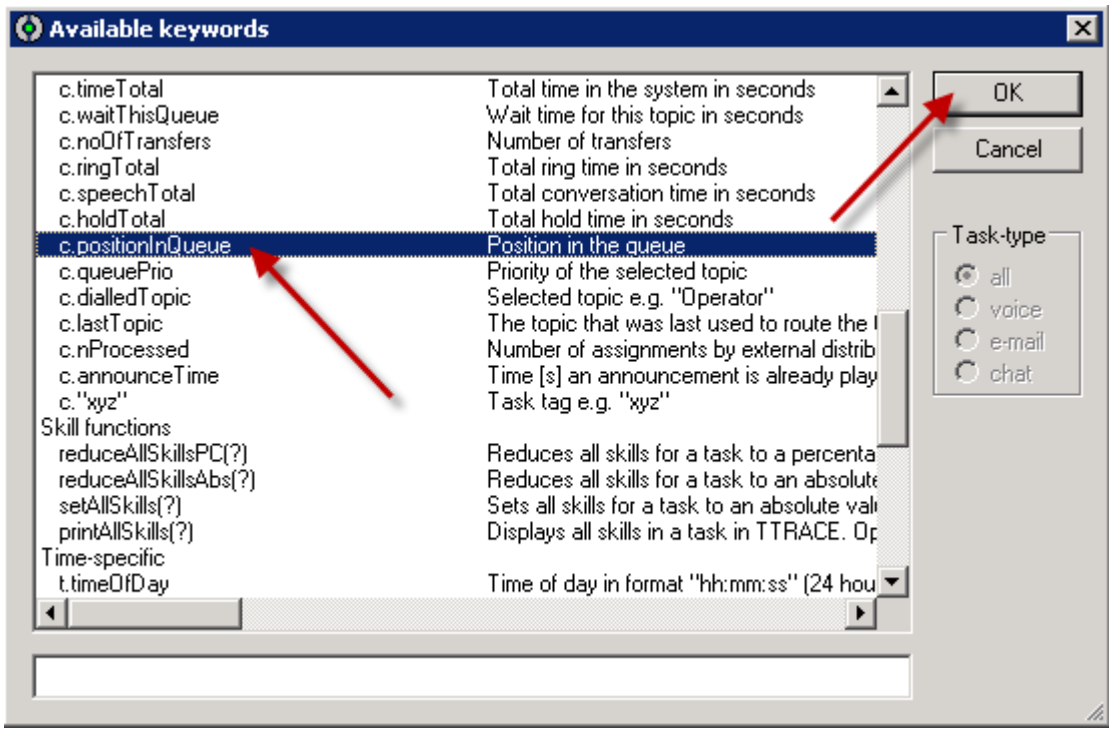
89. The created Tag can be referenced within a **Logic** element to determine the chat customer's current queue position. Drag the element into the Chat flow working area.



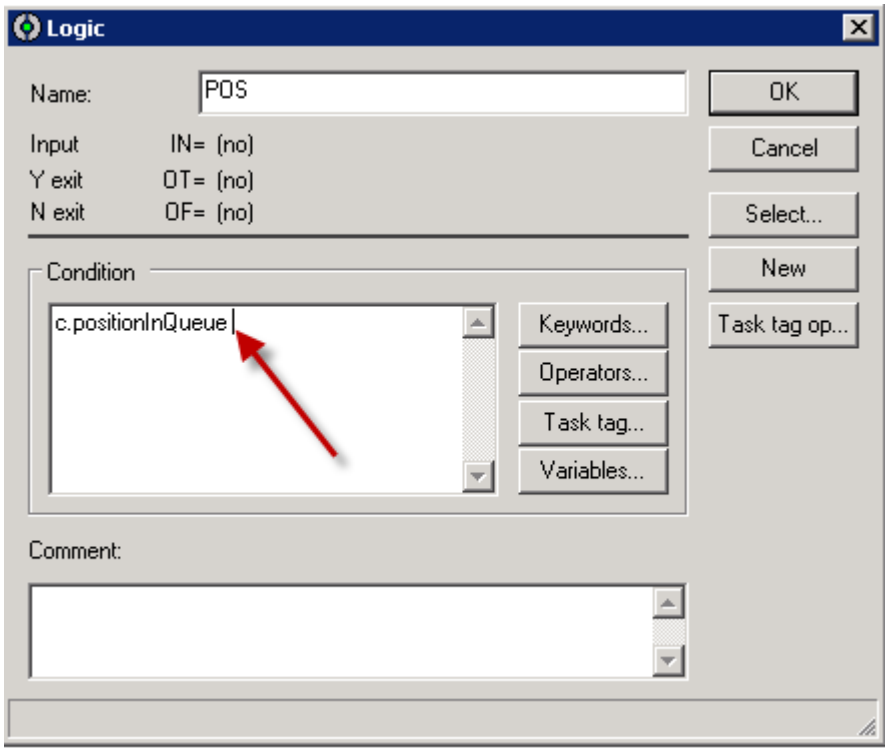
90. In the **Name** field type **POS** and then click the **Keywords** button.



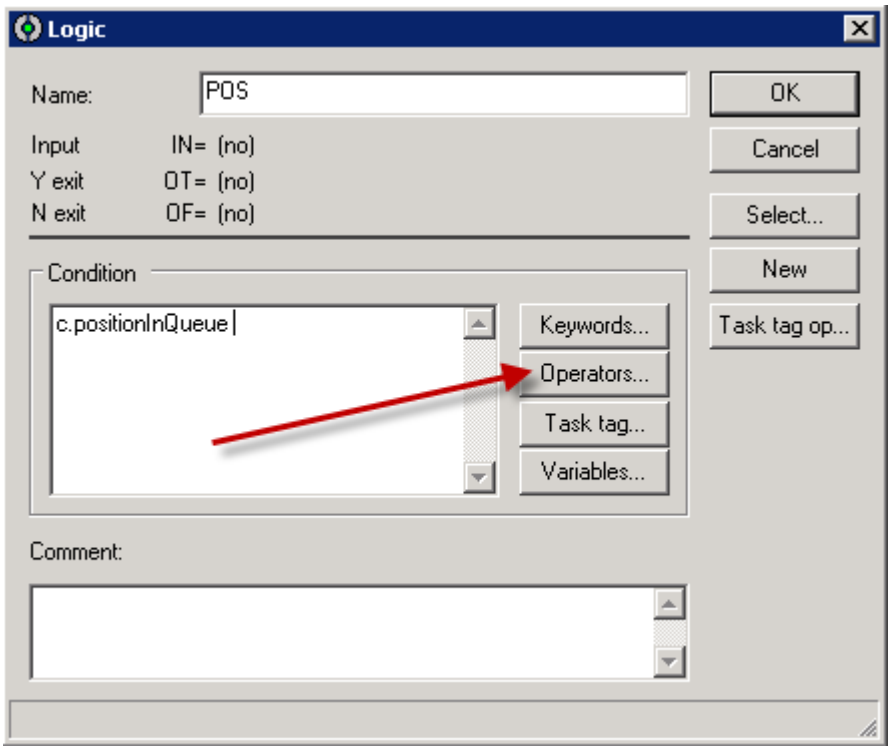
91. Click **Position in the queue** and the click the **OK** button.



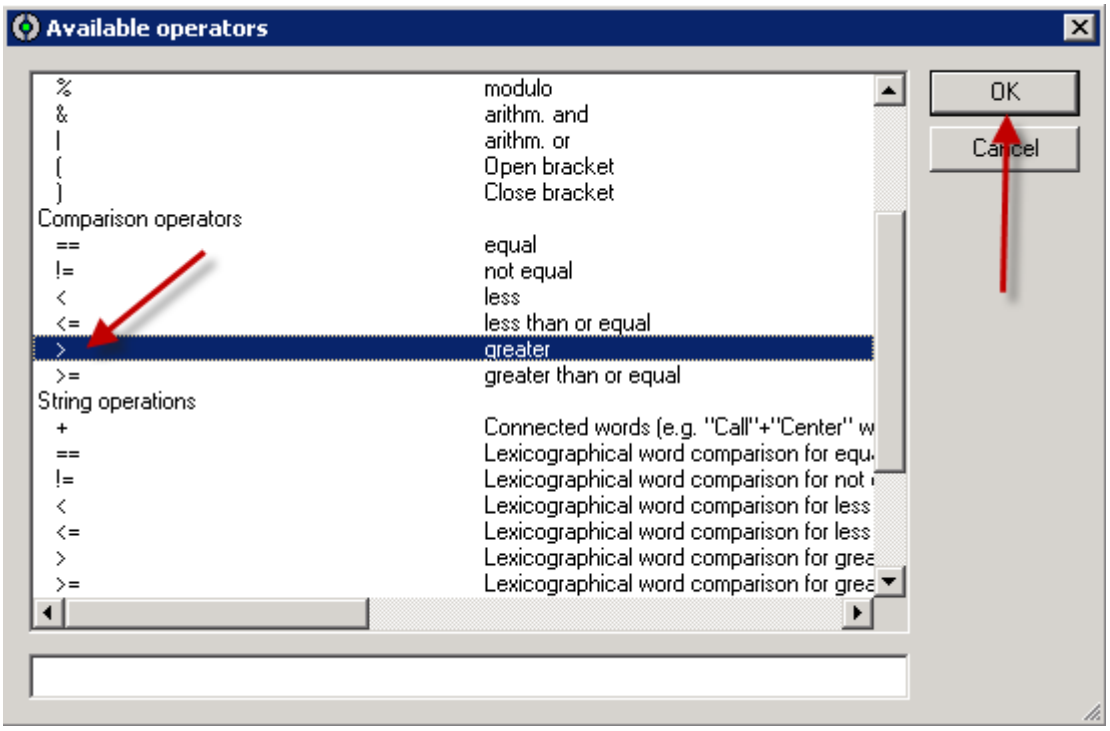
92. Click after the **Condition** text.



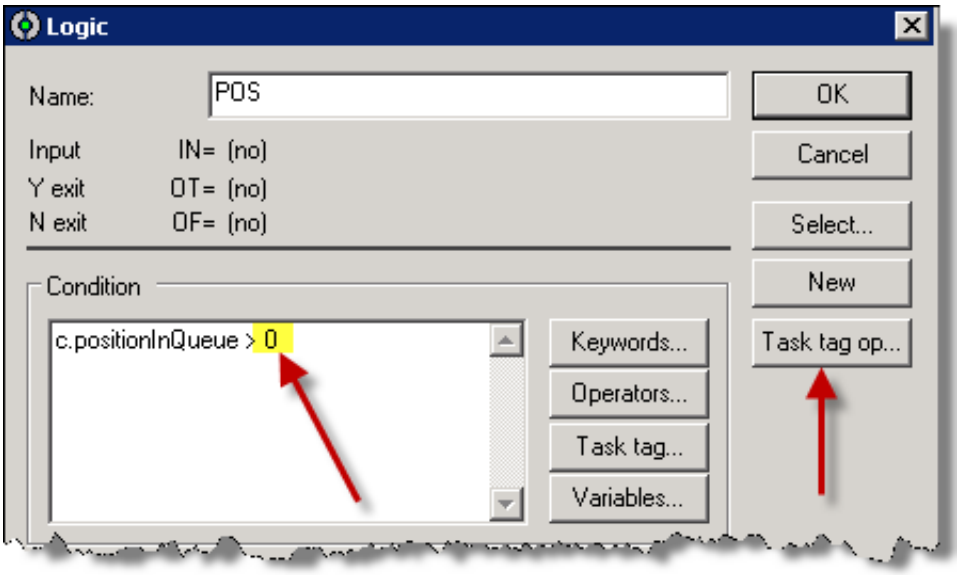
93. Select the **Operators…** button.



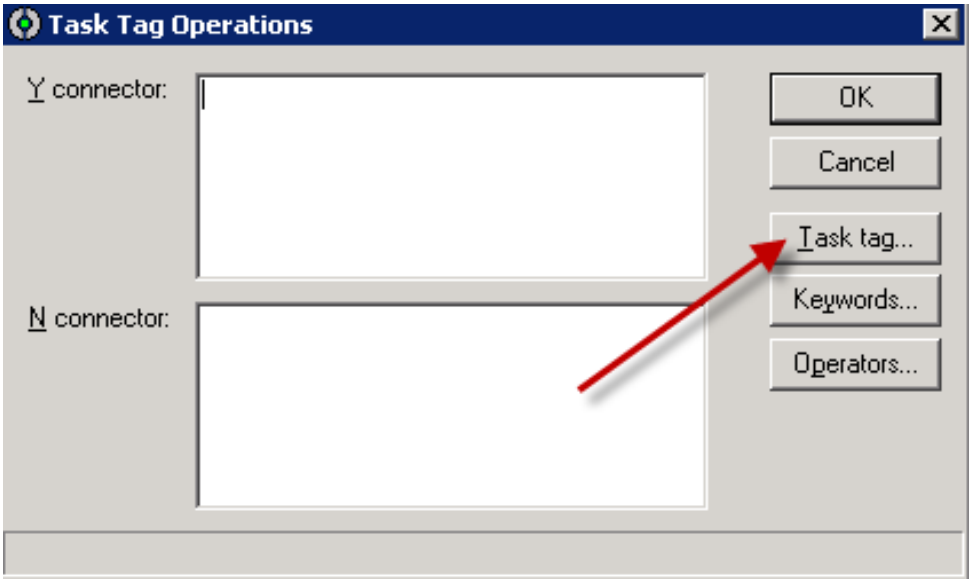
94. Click the **greater** operator and then select the **OK** button



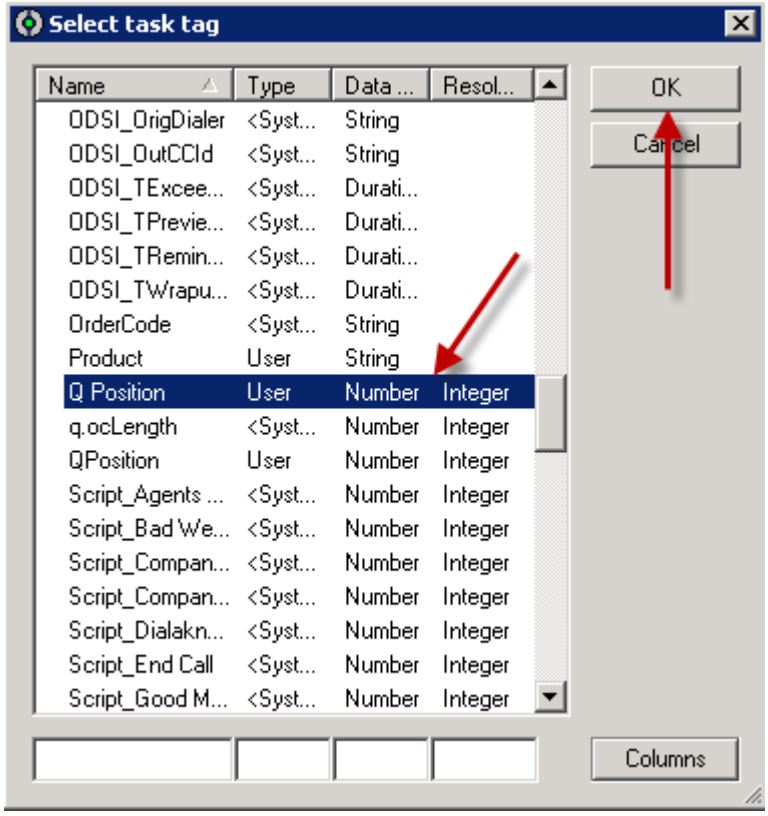
95. In the **Condition** field type **0**, then select the **Task tag op…** button.



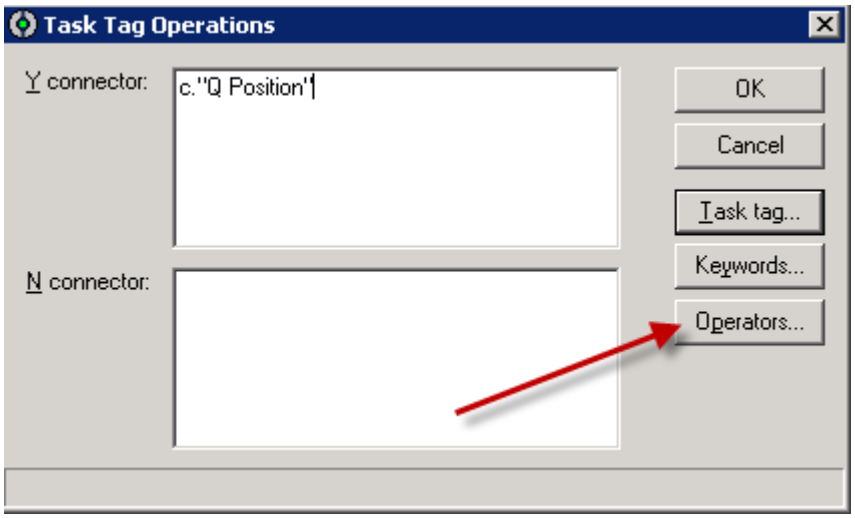
96. Click the **Task tag…** button.



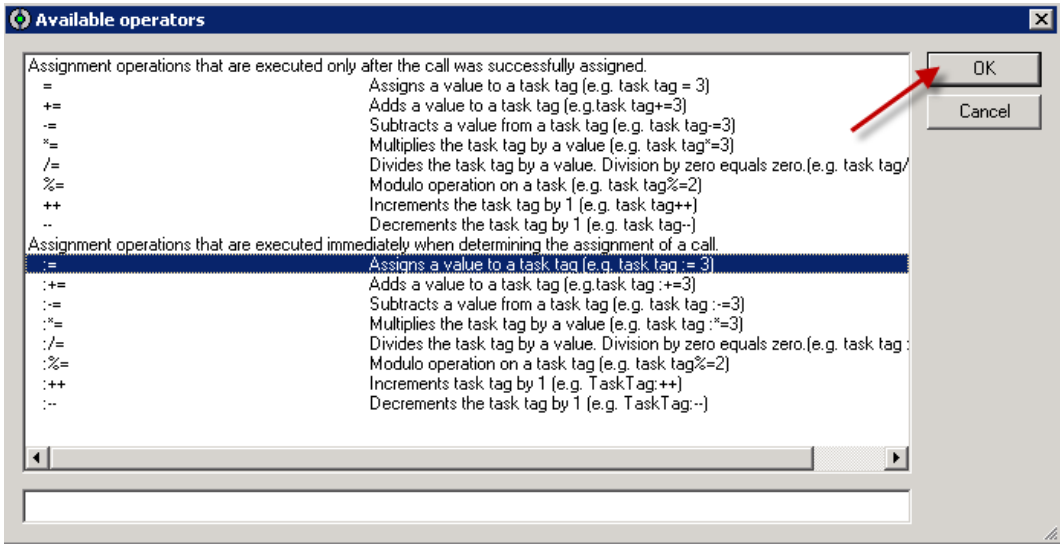
97. Click the **QPosition** Task tag and then select the **OK** button.



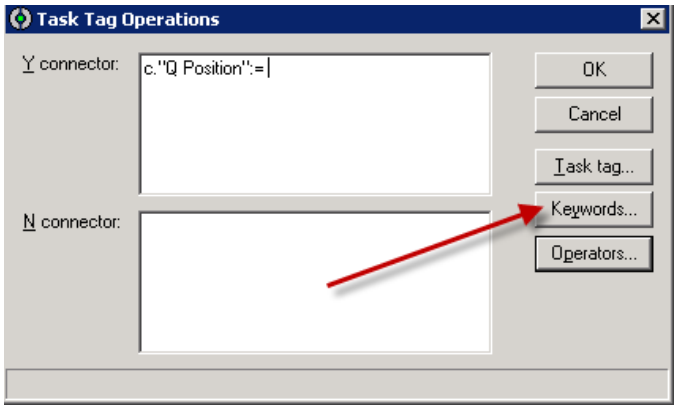
98. Click the **Operators…** button.



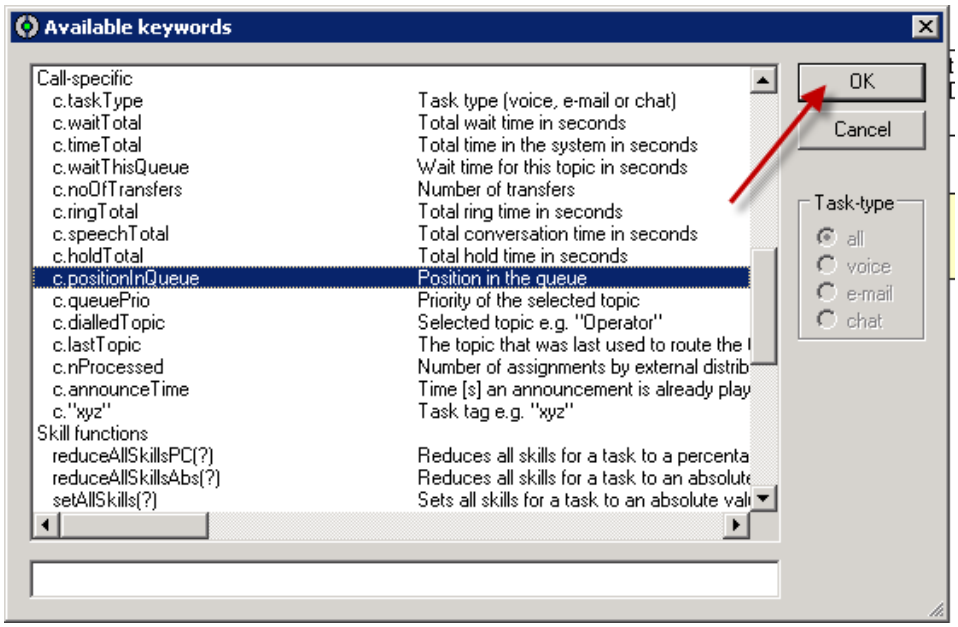
99. Click **Assigns a value to the task tag** operator and then select the **OK** button.



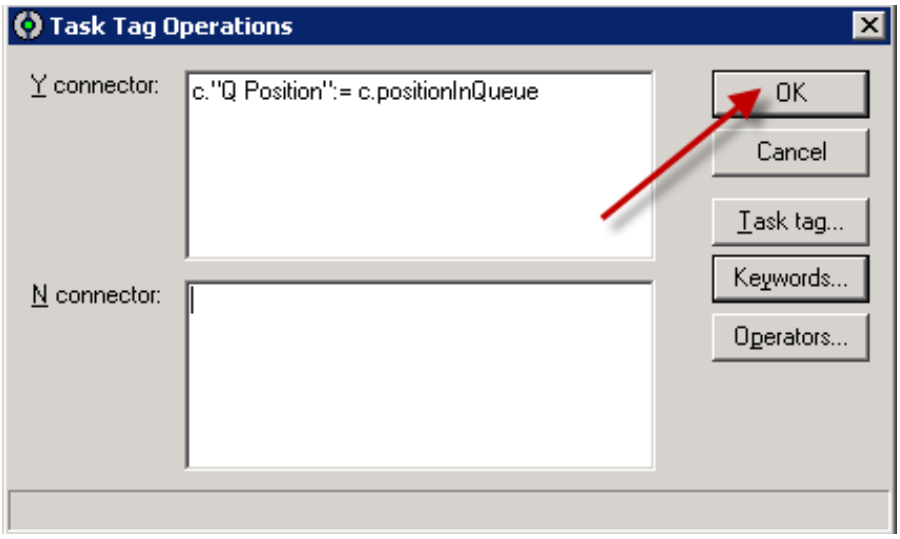
100. Click the **Keyword… button**.



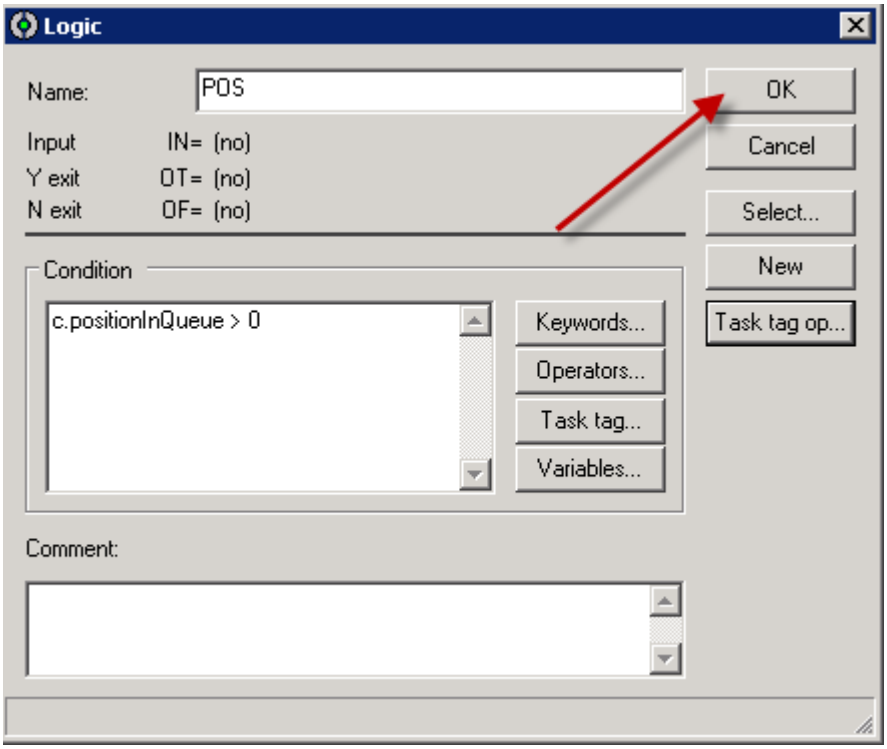
101. Click the **Position in the queue** keyword and then select the **OK** button.



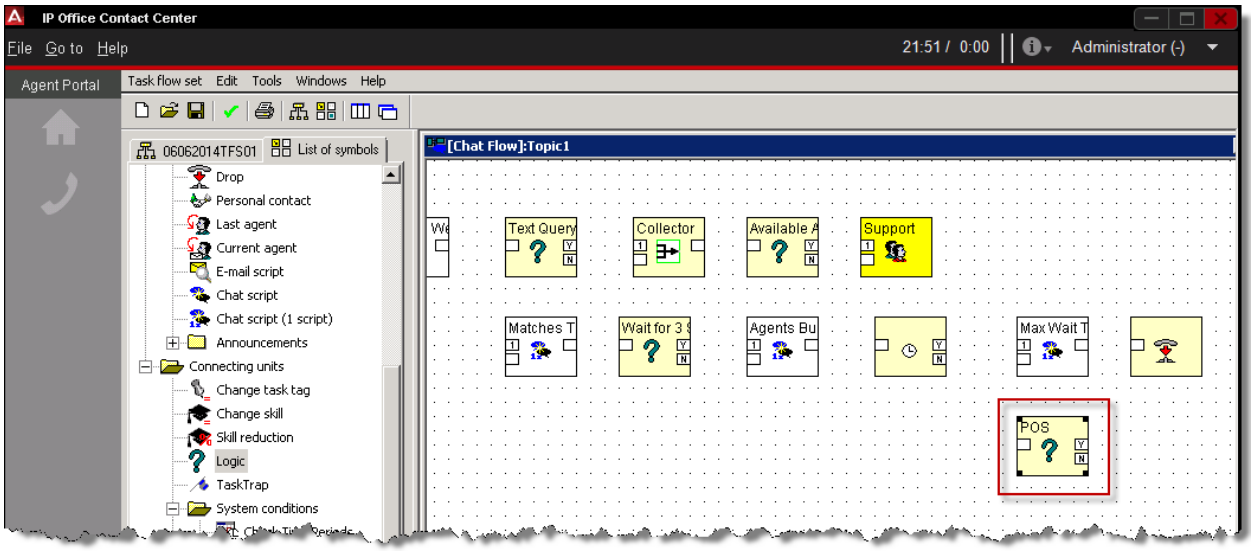
102. Click the **OK** button.



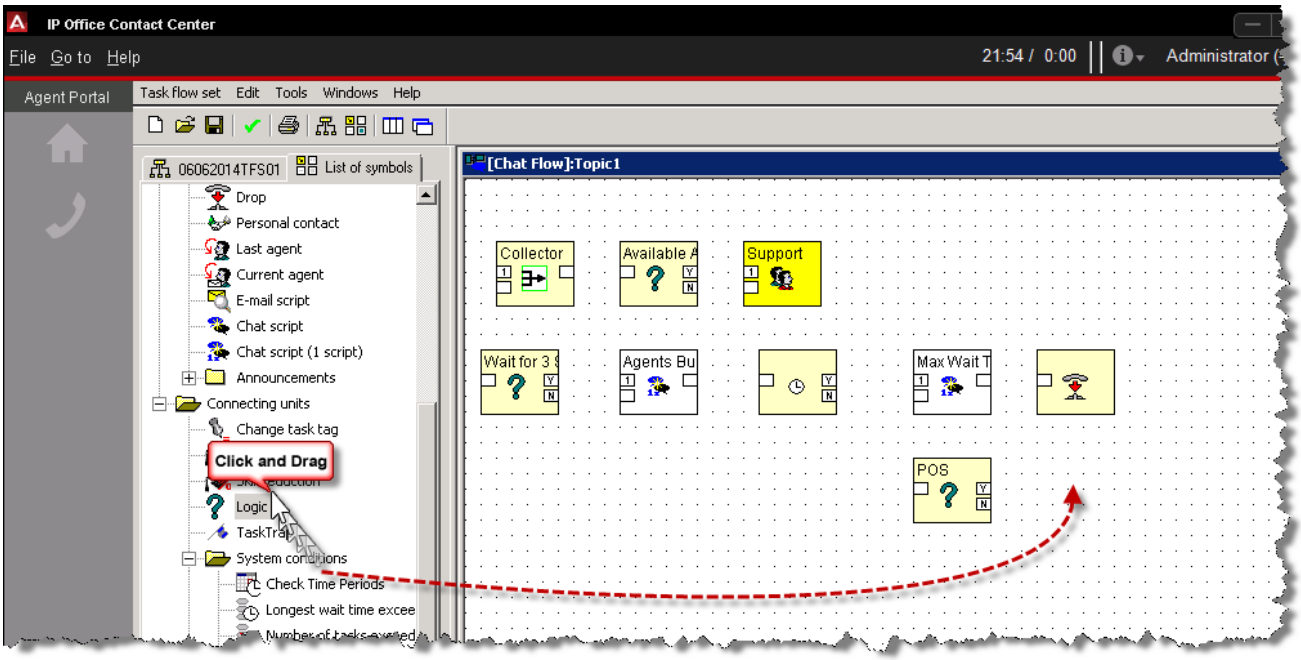
103. Click the **OK** button.



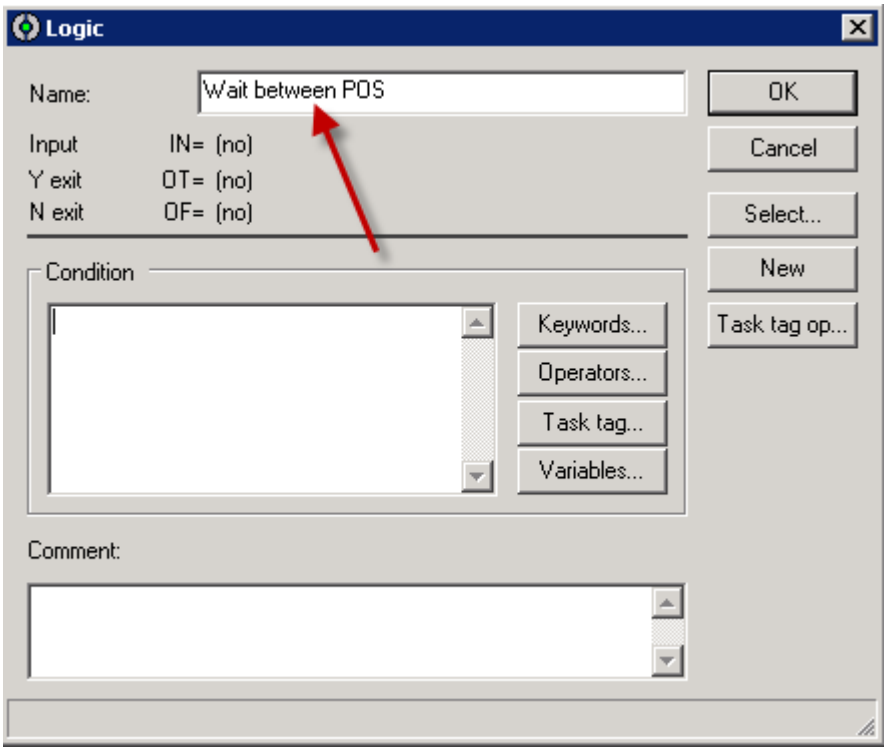
104. The configured element is displayed.



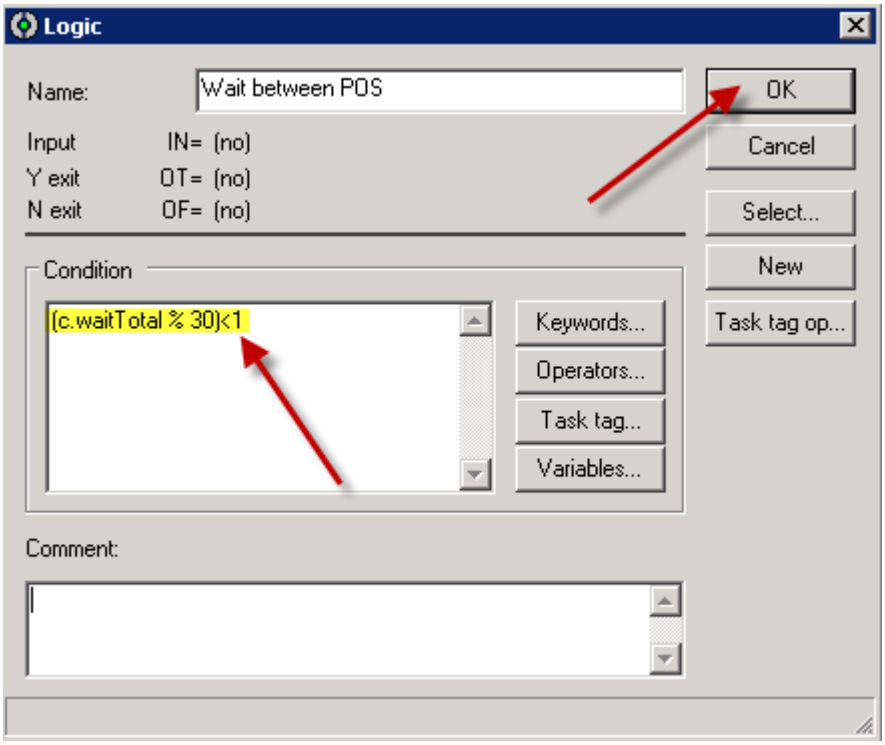
105. We now need to set the time (30 seconds) between the position in Queue chat announcements. This can be achieved using a **Logic** element. Drag the **Logic** element into the Chat flow working area.



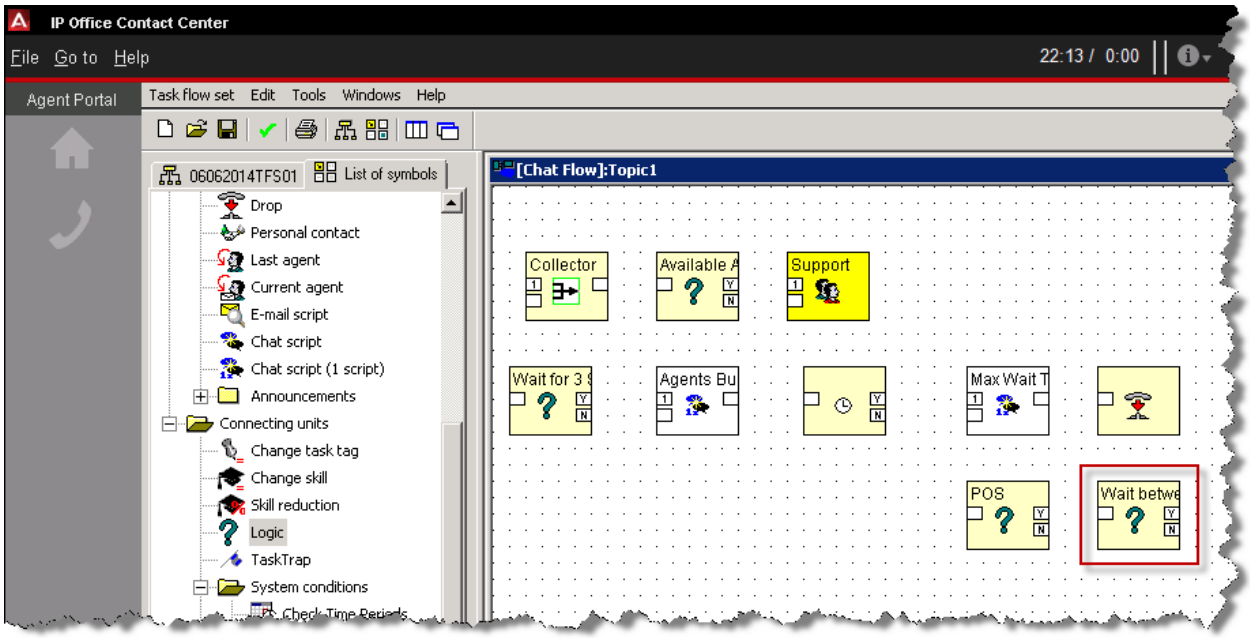
106. In the **Name** field type **Wait between POS**



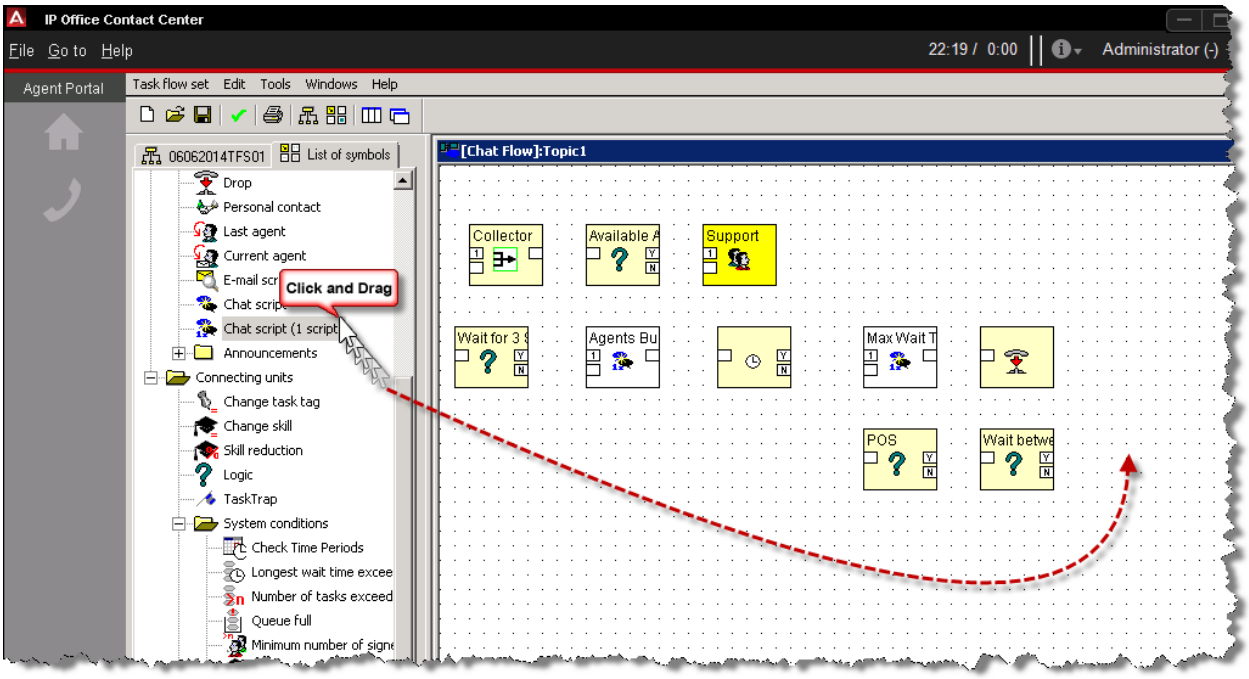
107. In the **Condition** field type **(c.waitTotal % 30)<1** This will provide a 30 second gap between the Queue position messages. Click the **OK** button.



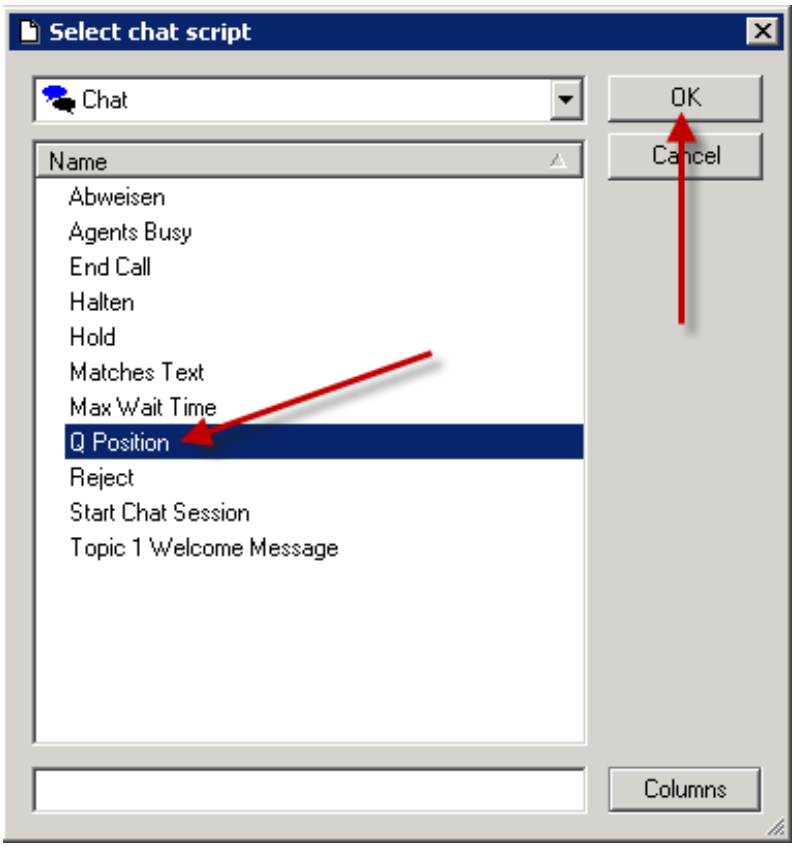
108. The configured element is displayed.



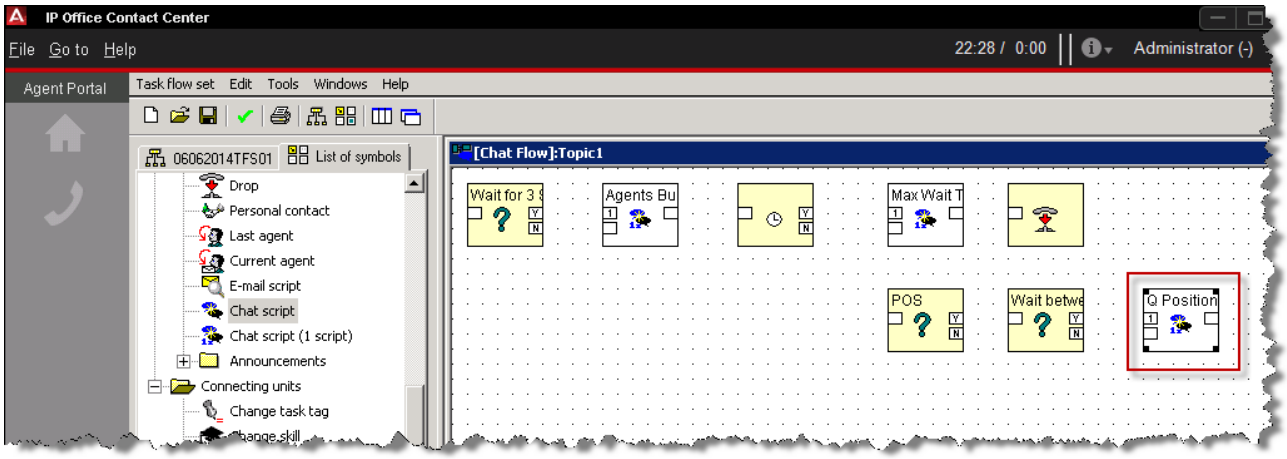
109. The Chat session will now check the Logic every 30 seconds. We can inform the Chat customer of their queue position by using a **Chat script (1 script)** element. Drag the element into the Chat Flow working area.



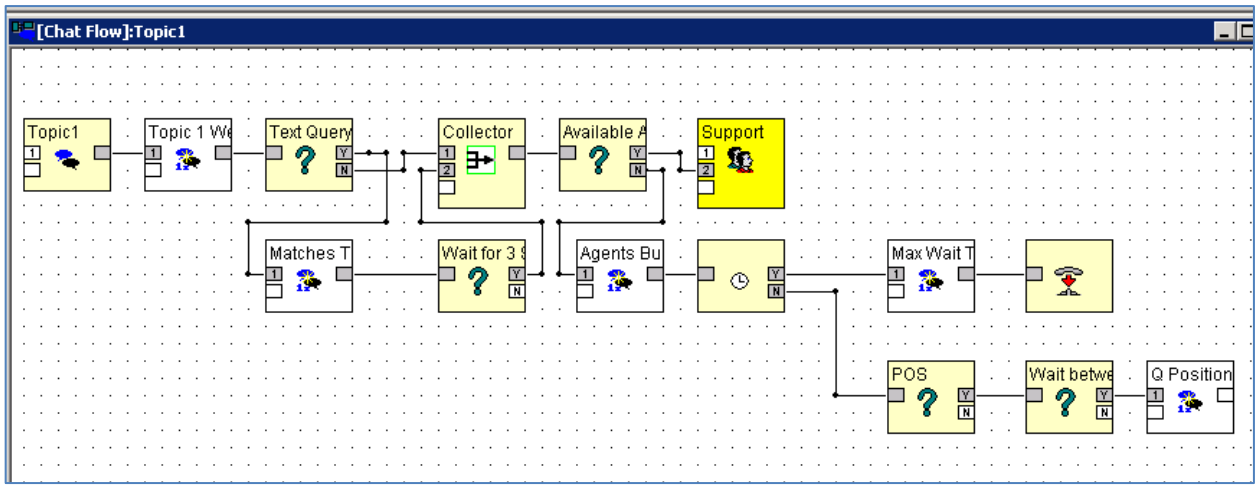
110. Click the **Q Position** and then select the **OK** button.



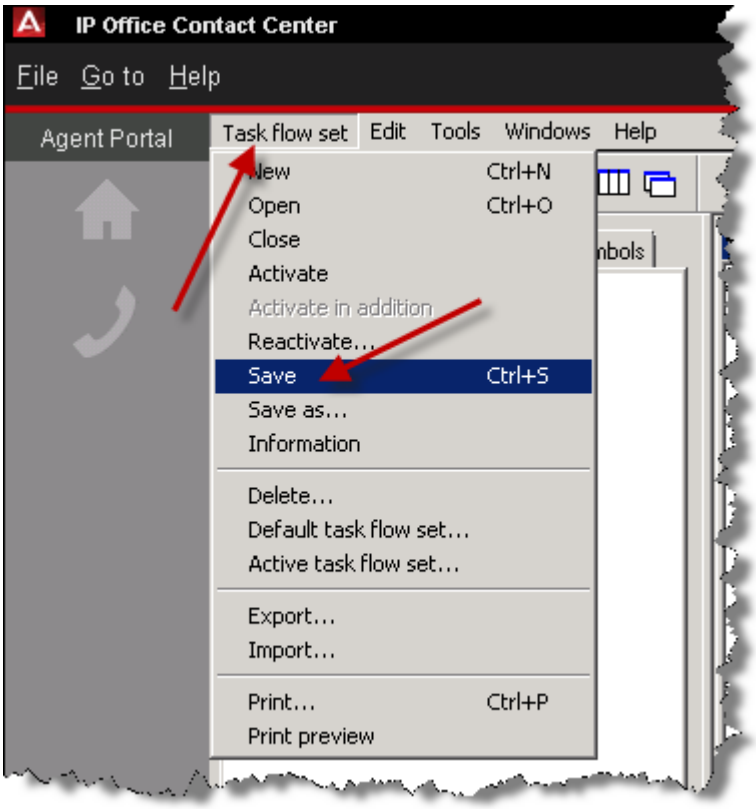
111. The configured element is displayed.



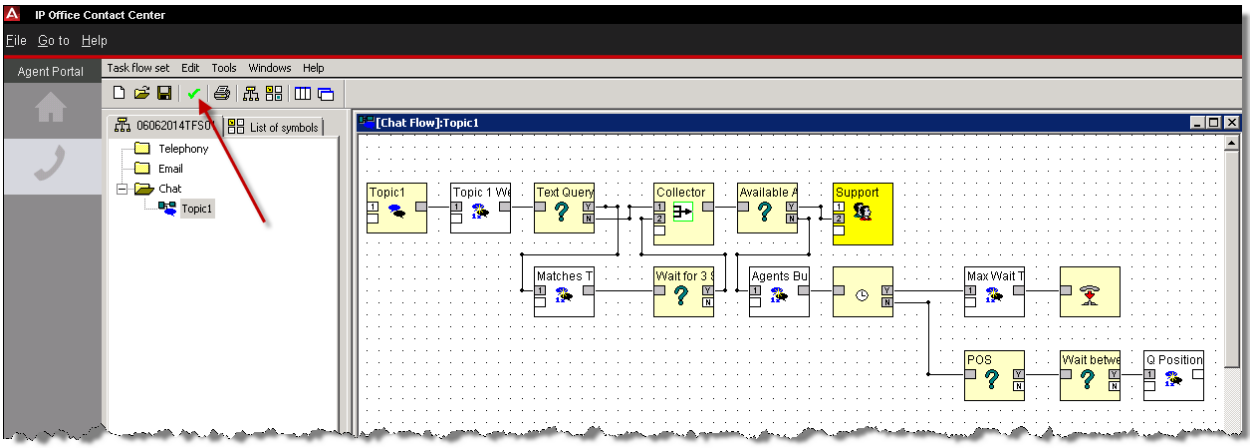
112. Link the elements together as illustrated below



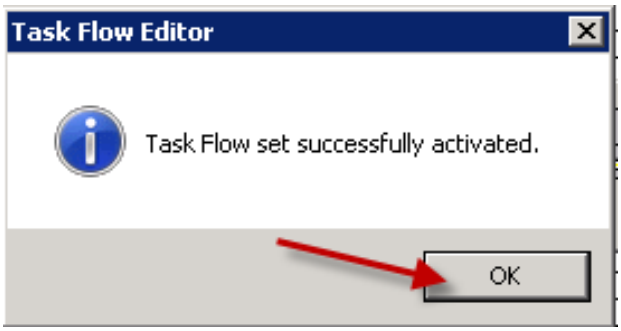
113. Select **Task flow set** and then click **Save.**



114. Click the **Activate** button.

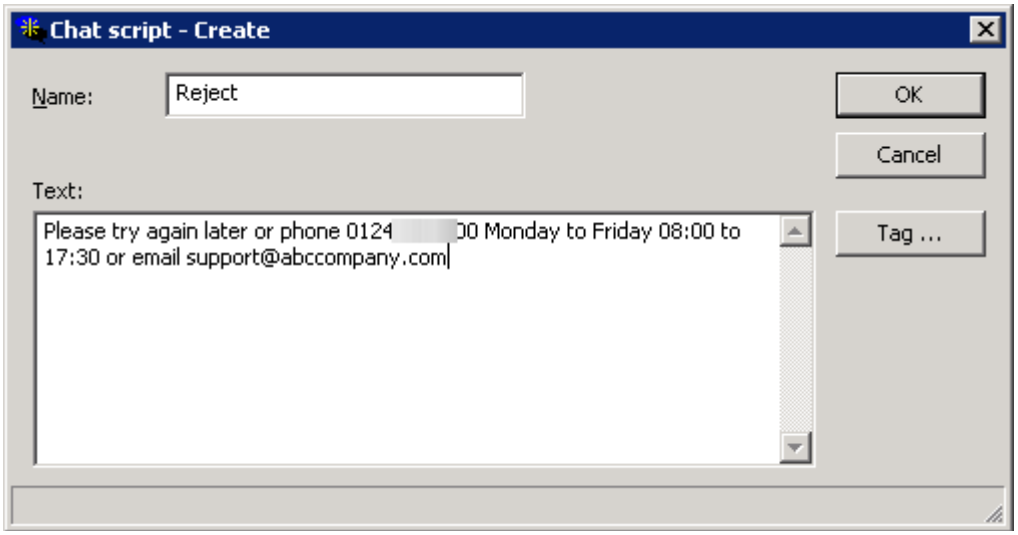


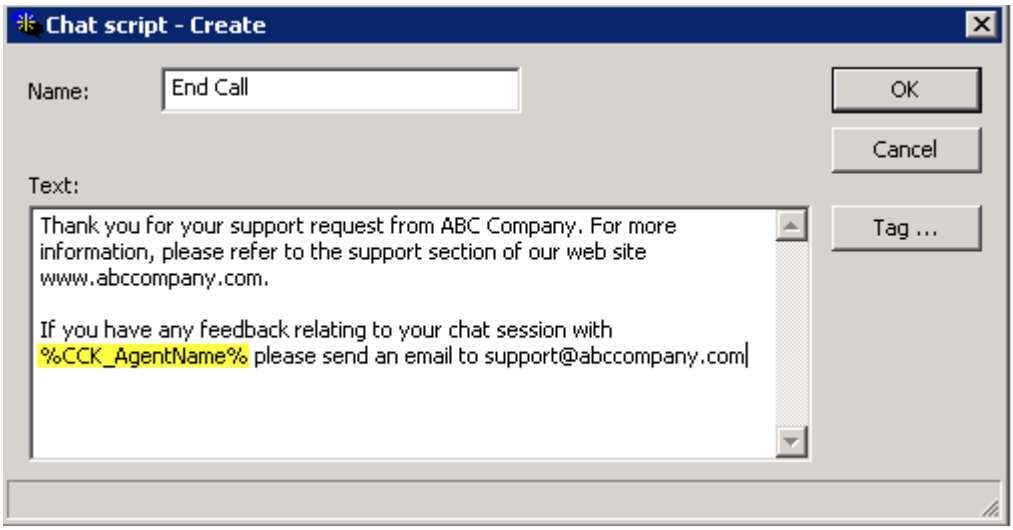
115. When prompted click the **OK** button.



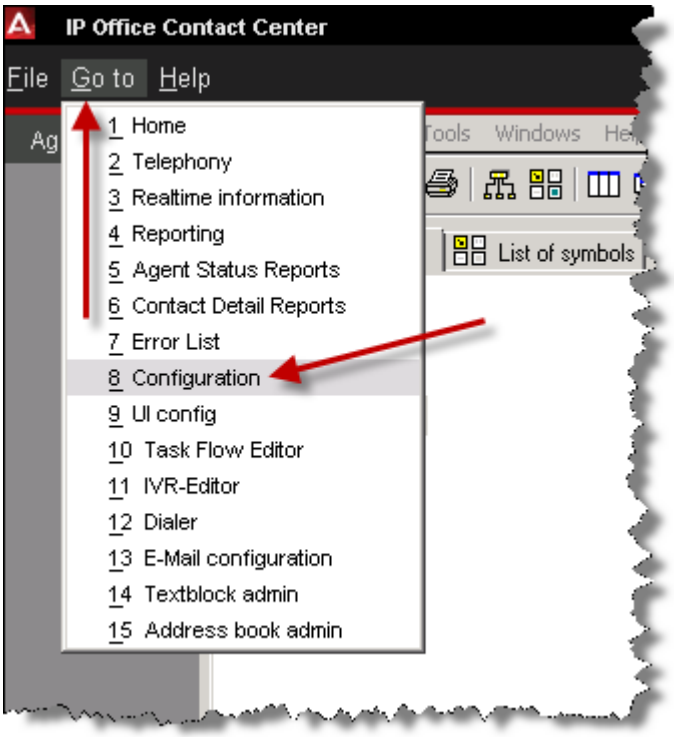
Setting Chat scripts against Chat topics

Chat scripts can now be assigned against the Chat Topics to inform the customer that their session has been rejected or ended. The required chat scripts were configured earlier in this guide, as illustrated below.

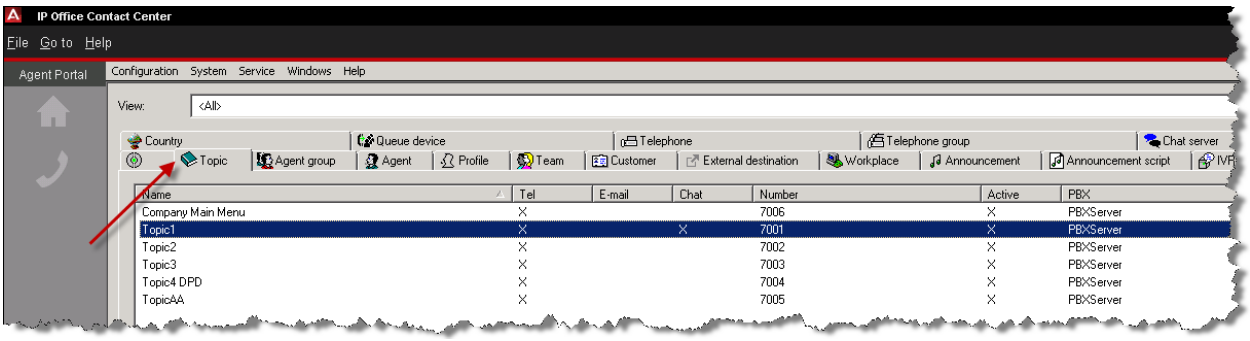




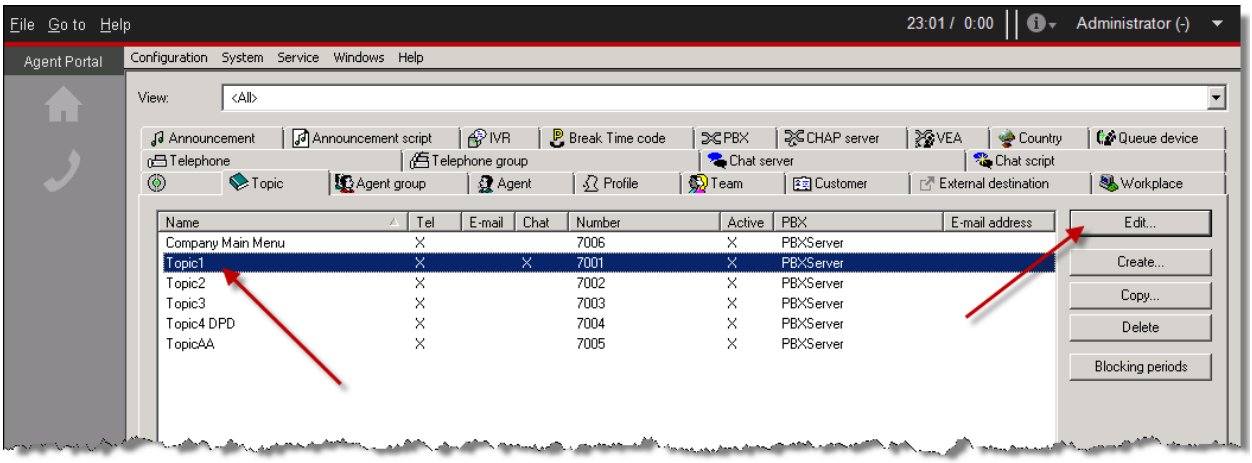
116. In this example, Topic 1 will be configured to provide a Chat scripts when the chat session has ended. Click the **Go to** menu and select **Configuration**.



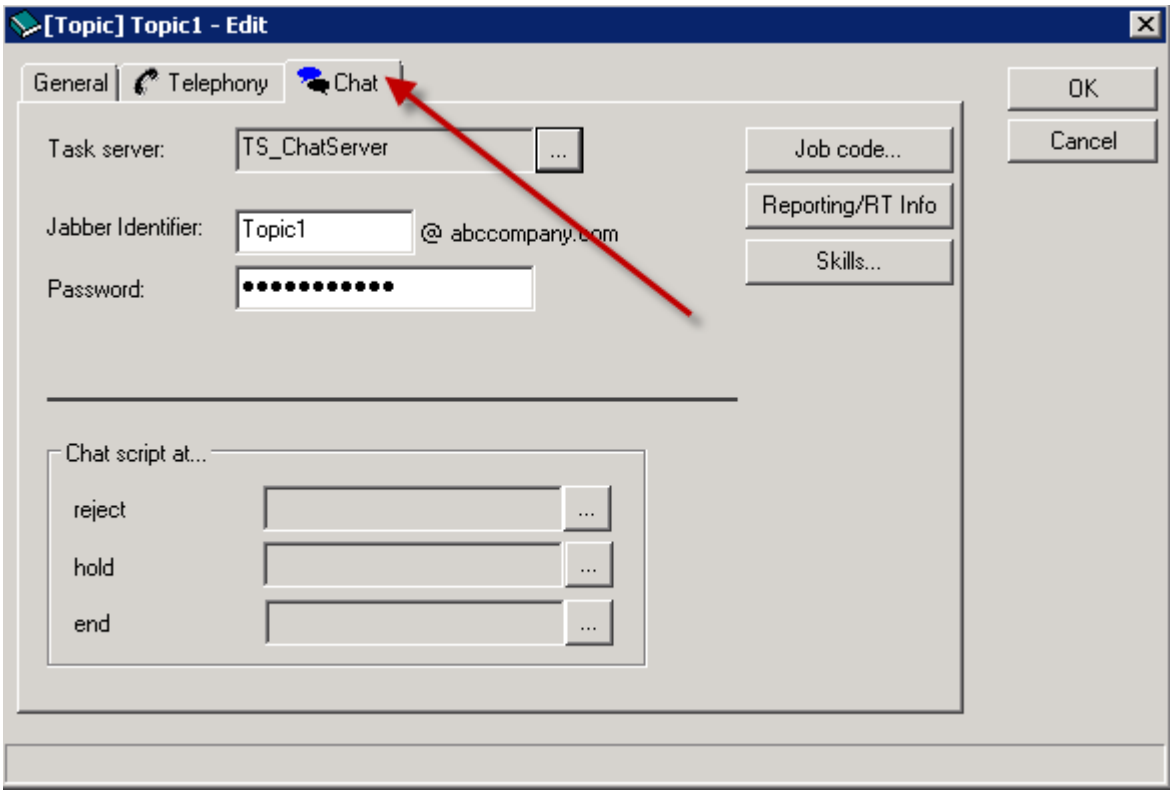
117. Click the **Topic** tab.



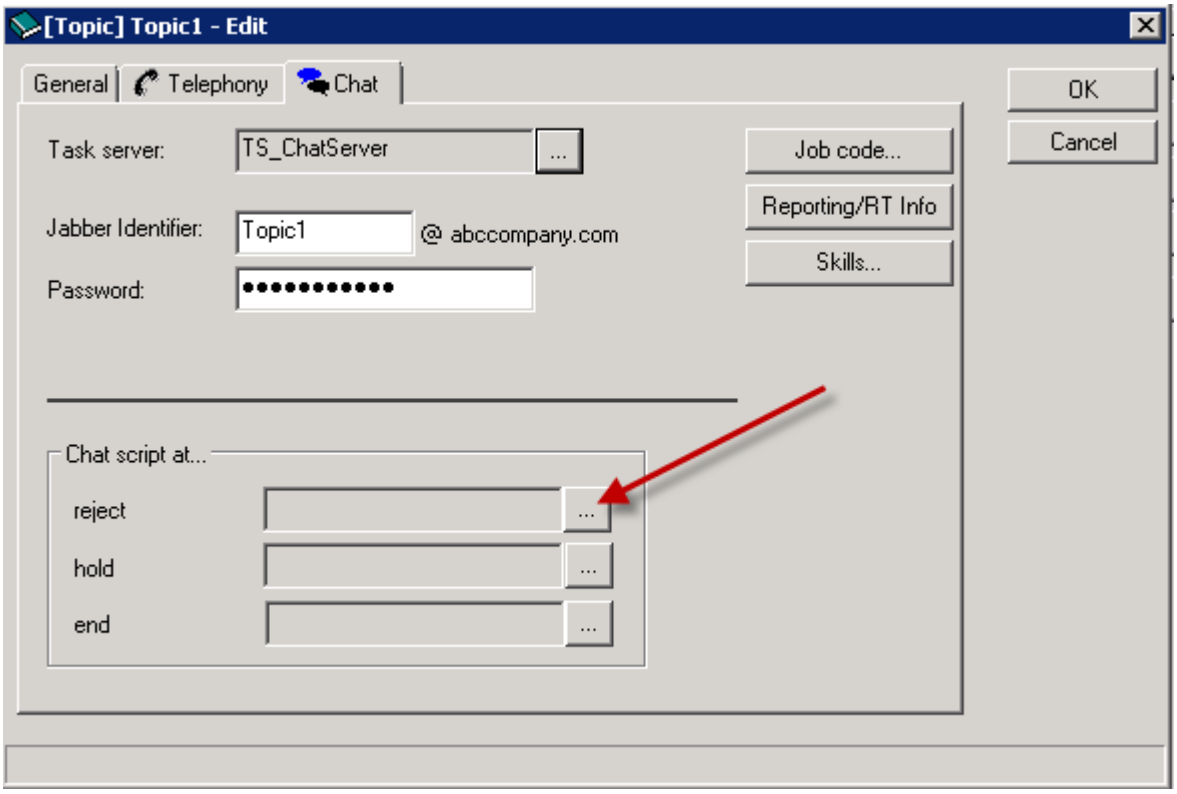
118. Click **Topic1** and then select the **Edit** button.



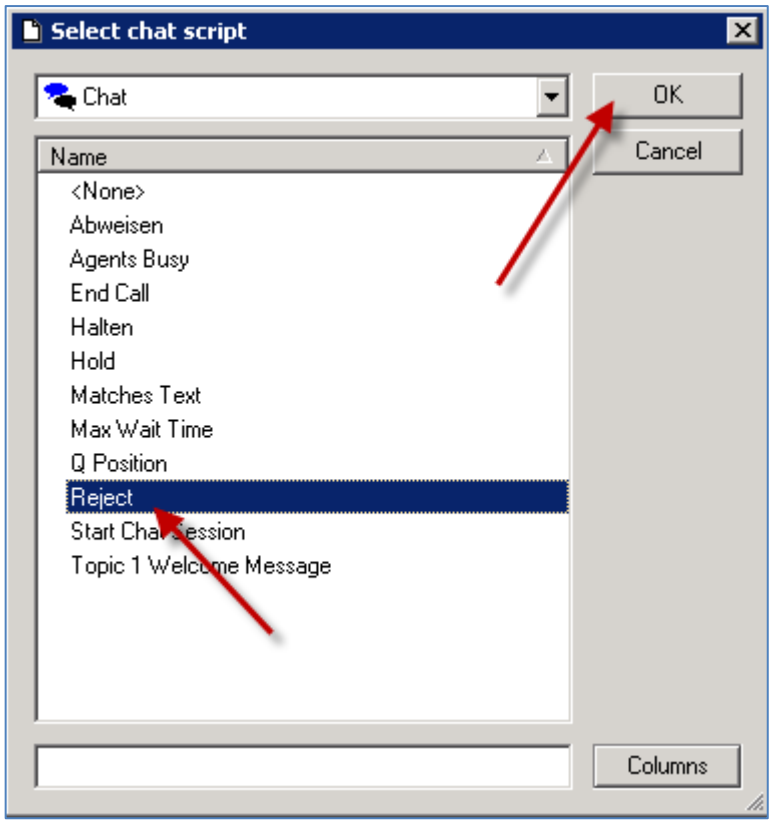
119. Click the **Chat** tab.



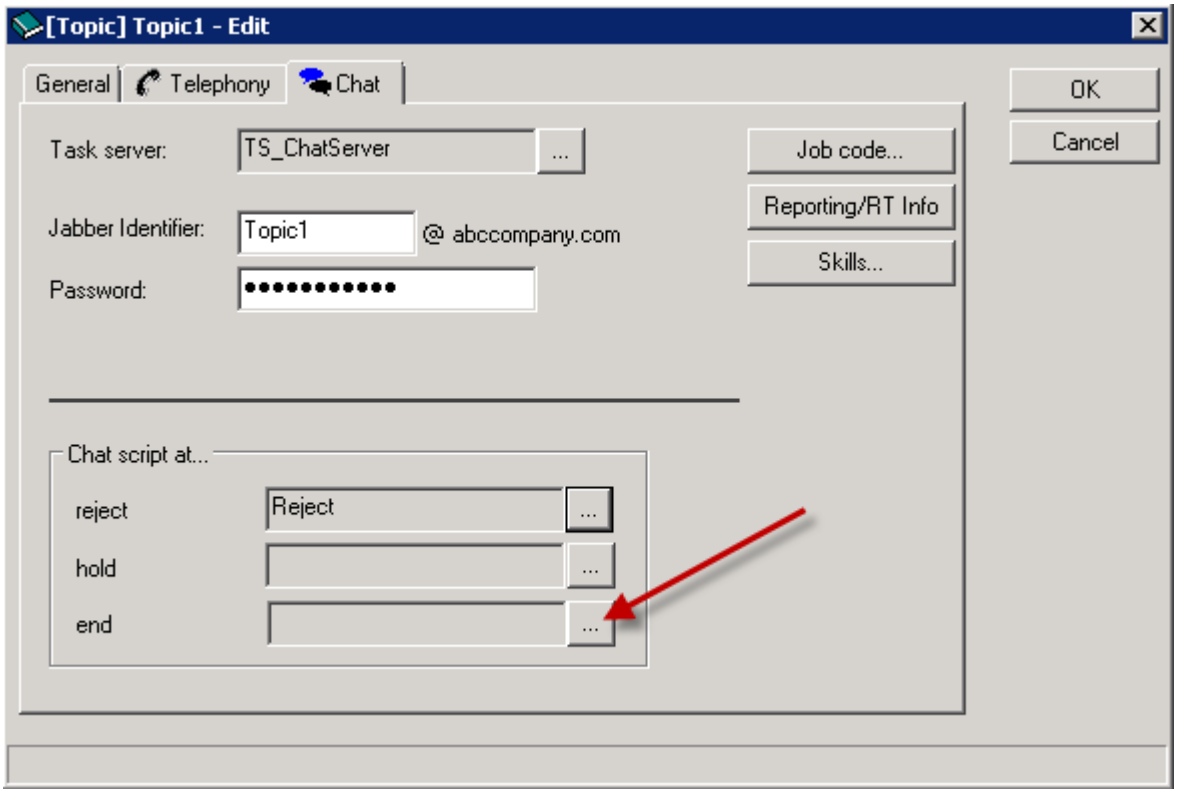
120. Click the **reject …** browser button.



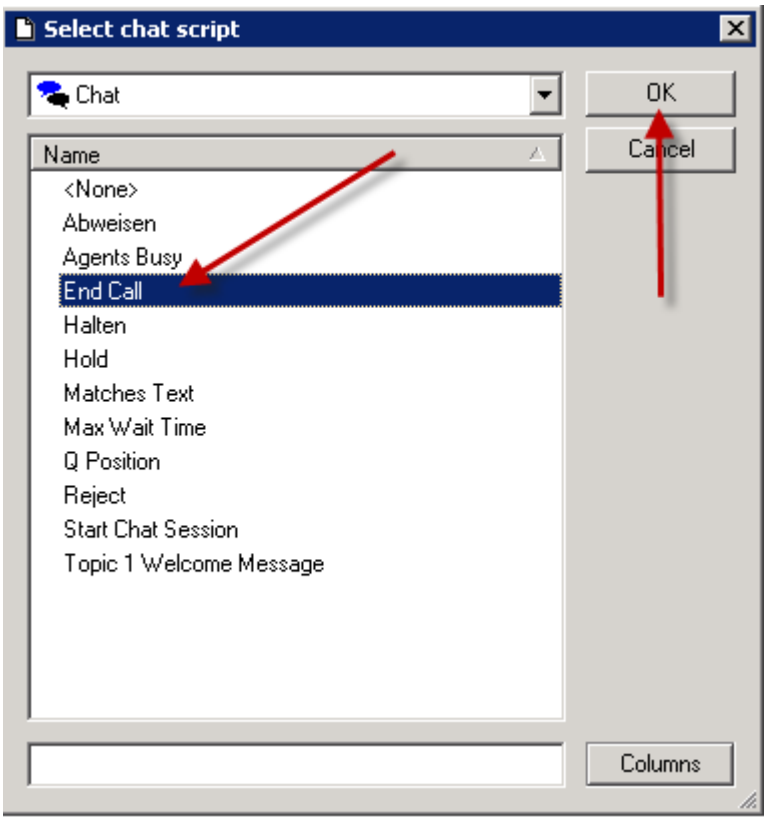
121. Select the **Reject** chat script and click the **OK** button.



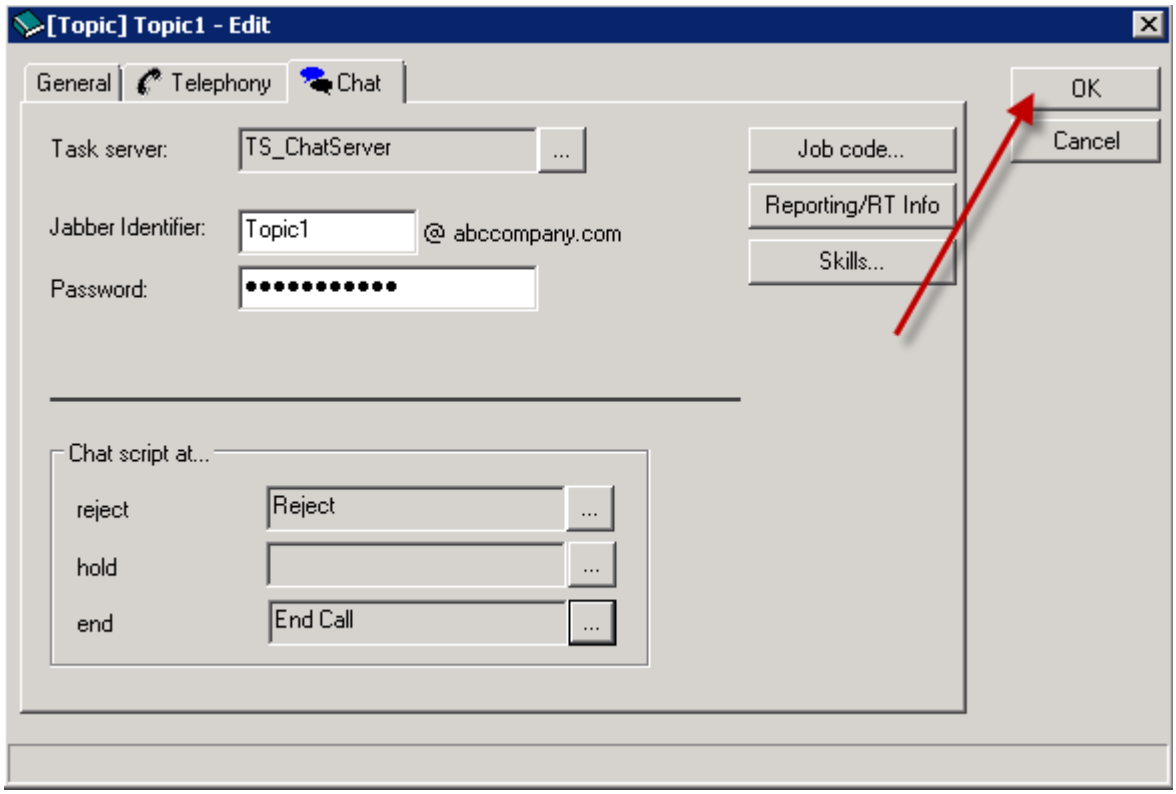
122. Click the **end …** browser button.



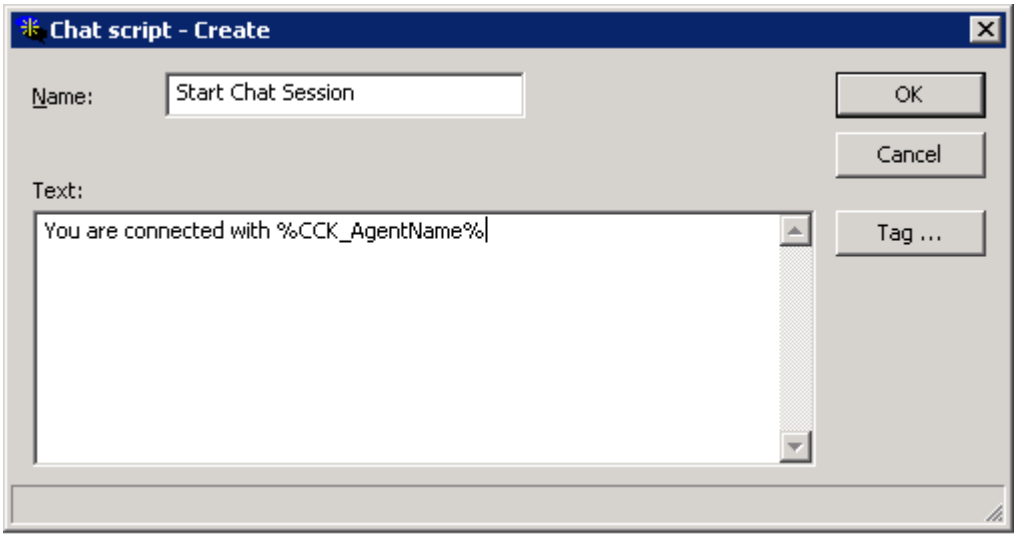
123. Click the **End Call** chat script and then click the **OK** button.



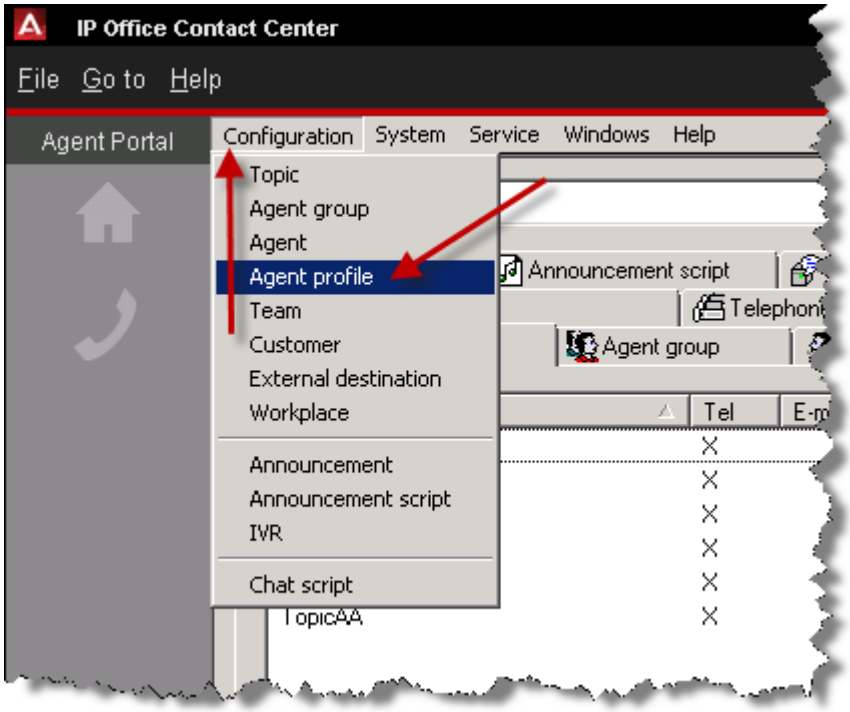
124. Click the **OK** button.



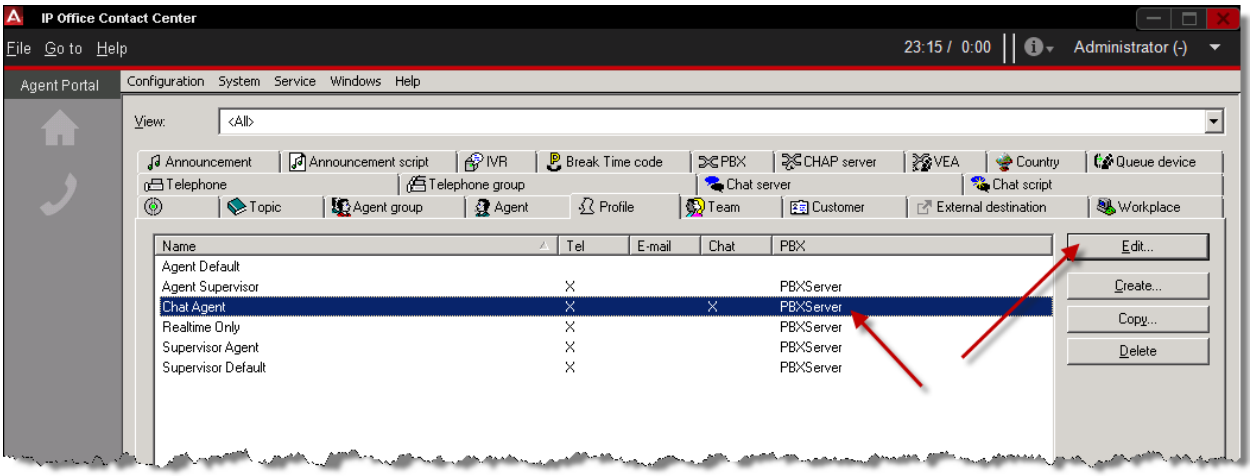
125. A Welcome script can now be added for each Agent. This will inform the customer which chat agent they are connected to. The chat script was configured earlier in this guide.



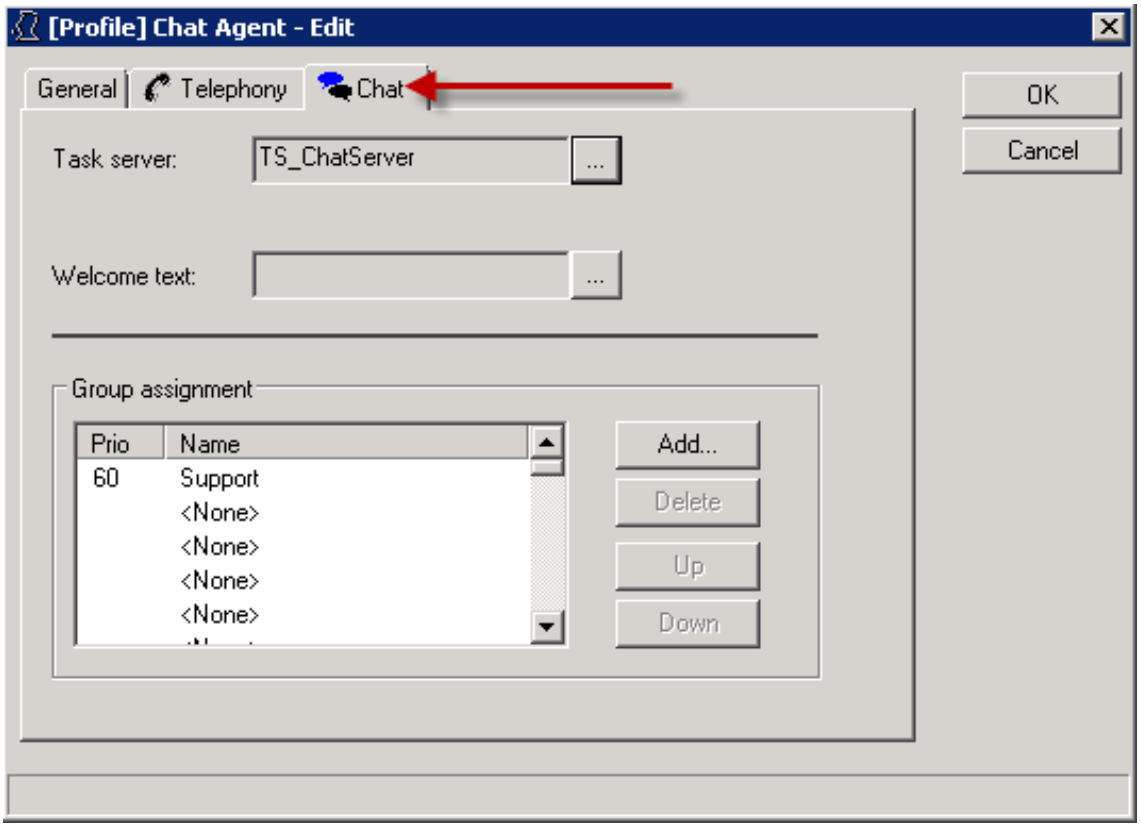
126. In this example, a Profile will be used. Click **Configuration** and then select **Agent profile**.



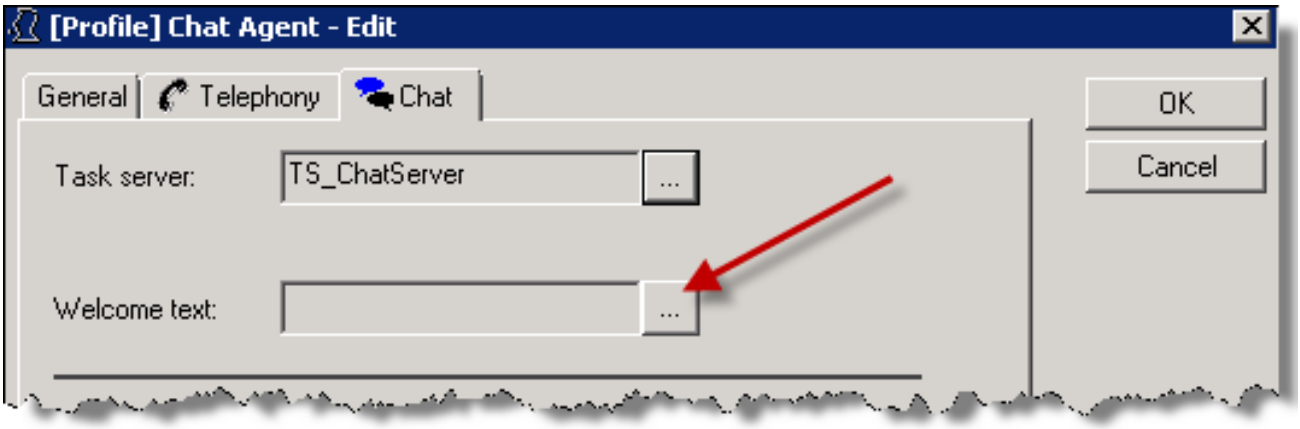
127. Click the required Agent group and then select the **Edit** button.



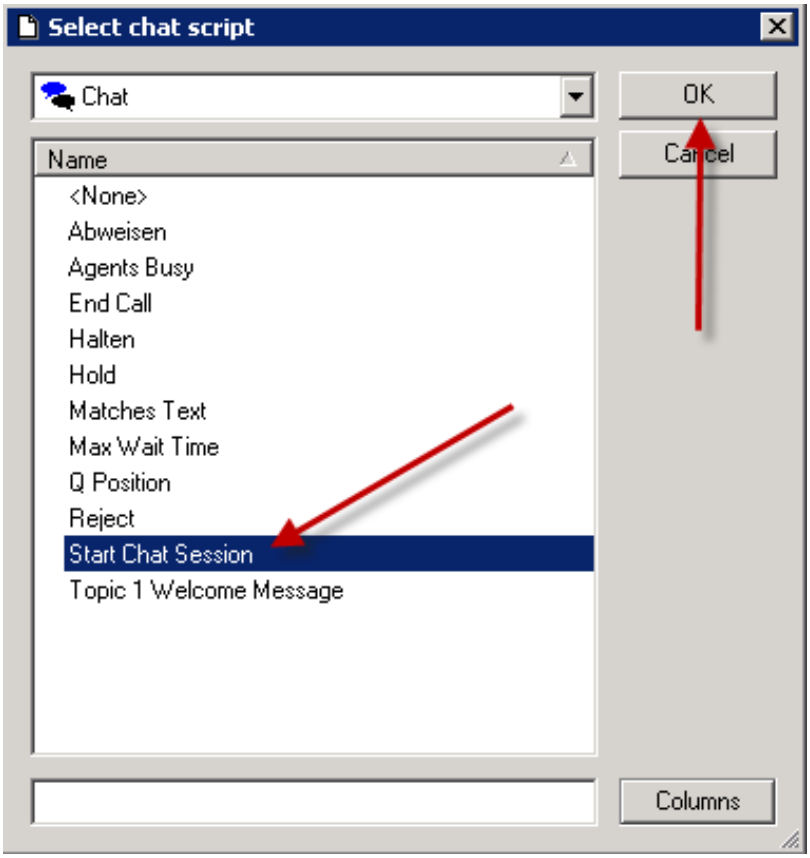
128. Click the **Chat** tab.



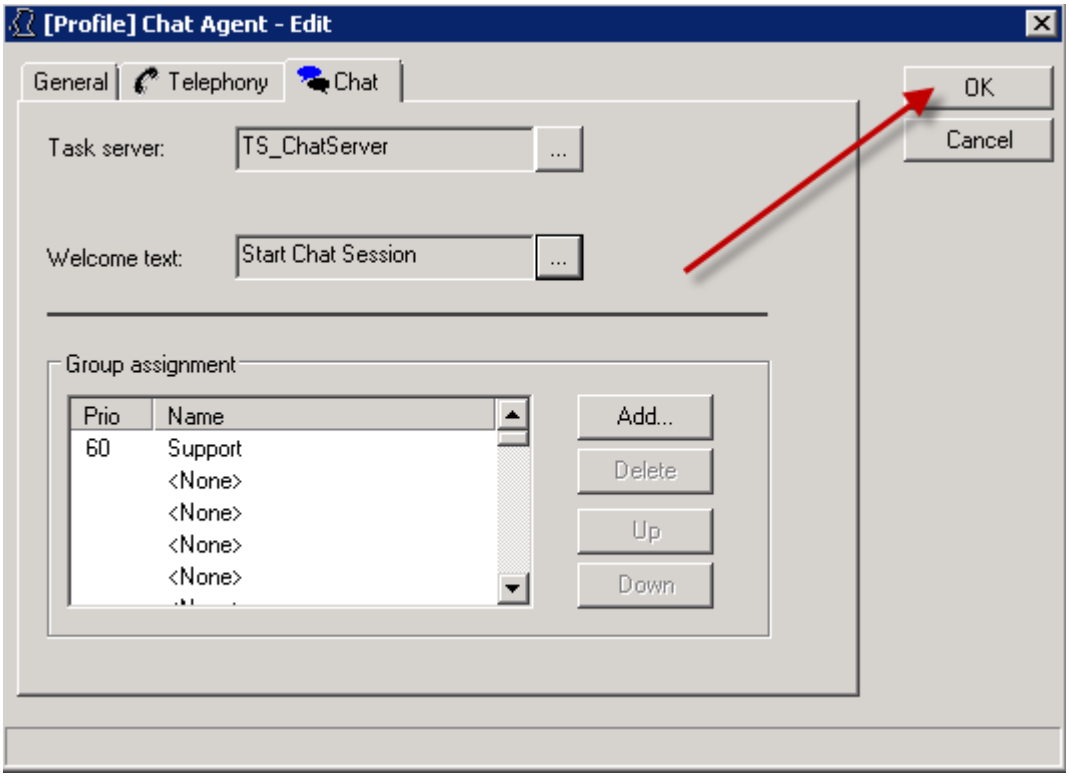
129. Click the **Welcome Text …** browser button.



130. Click the **Start Chat Session** and select the OK button.

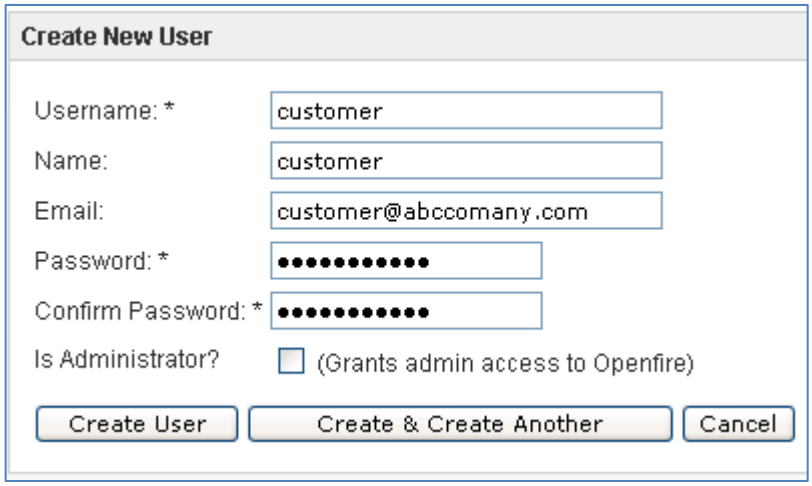


131. Click the **OK** button.

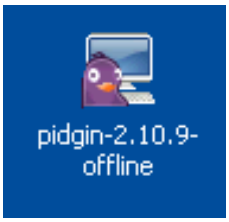


Testing a Chat Session using Pidgin XMPP client

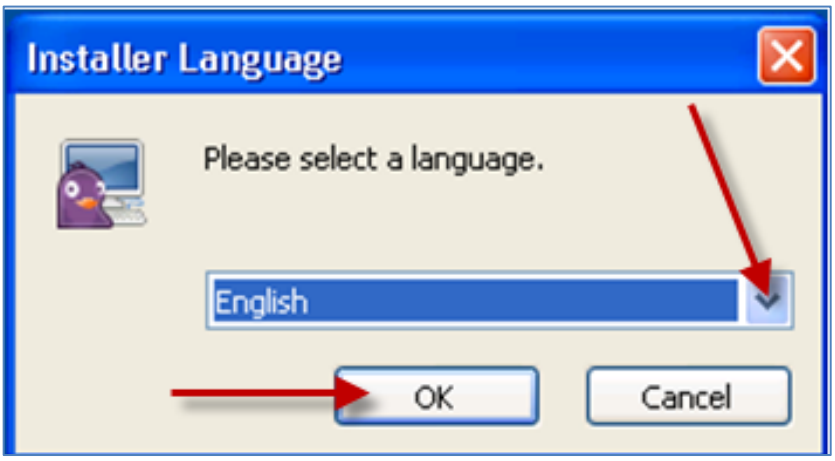
It would be good practice to test the Chat topics before they go live. This can be achieved using an XMPP client for example Pidgin. The account to be used would be the customer account created in Openfire that was created earlier.



1. The Pidgin software can be obtained from the following website https://pidgin.im/

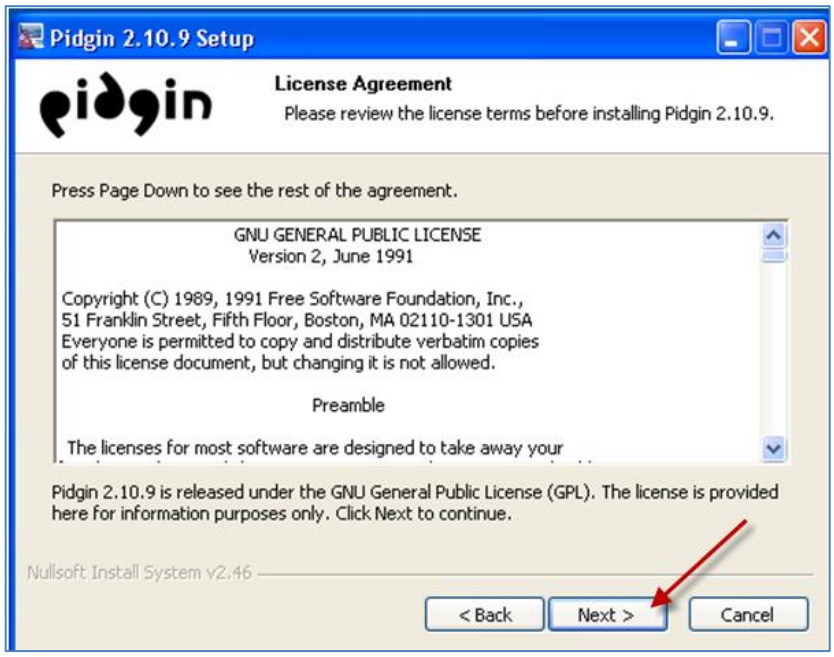


2. Download the Pidgin software and install it on the required PC. Select the Language and then click the **OK** button.

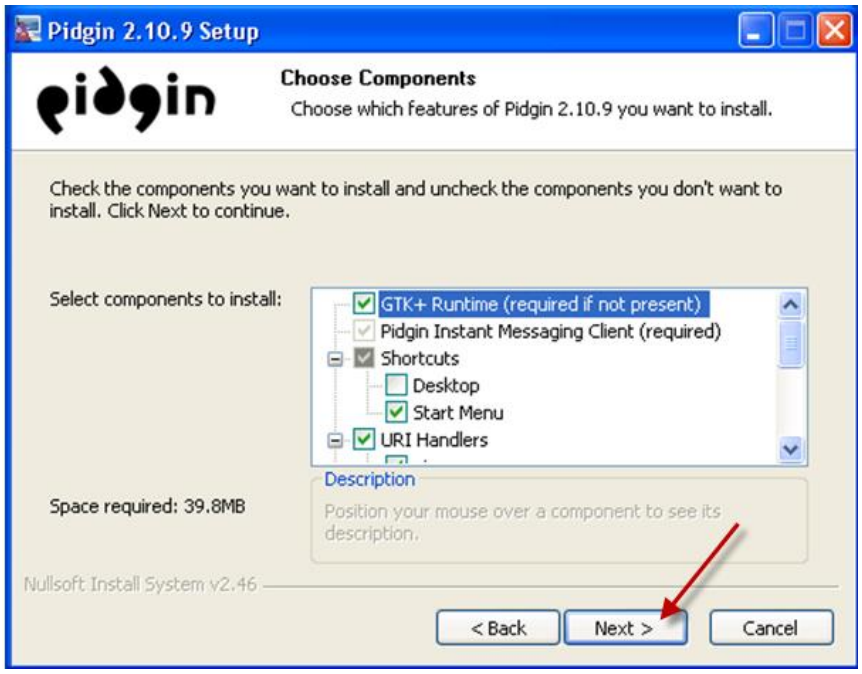


3. Click the **Next** button.

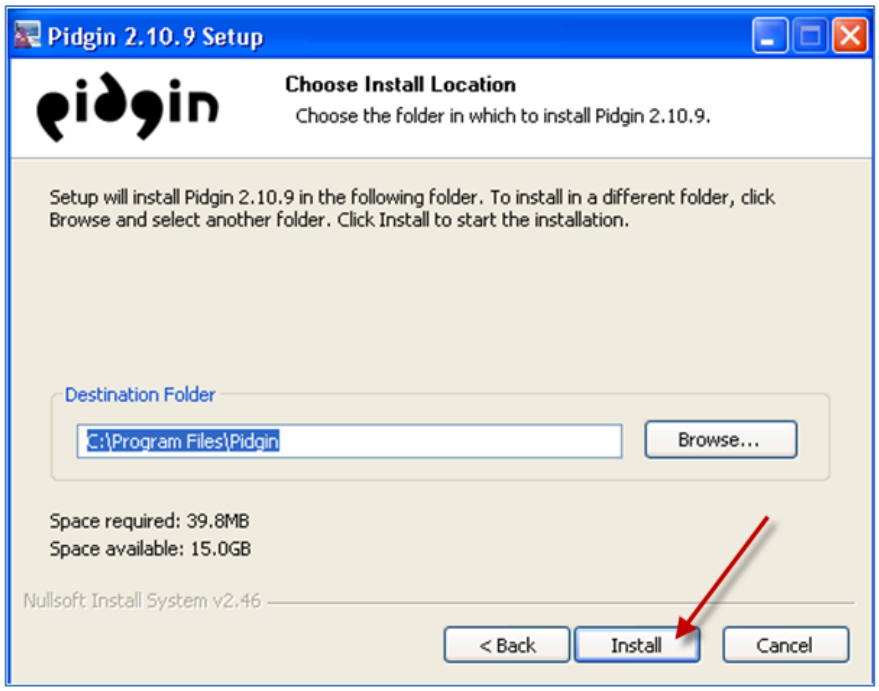
4. Read and agree to the **License agreement** and then select the **Next** button.



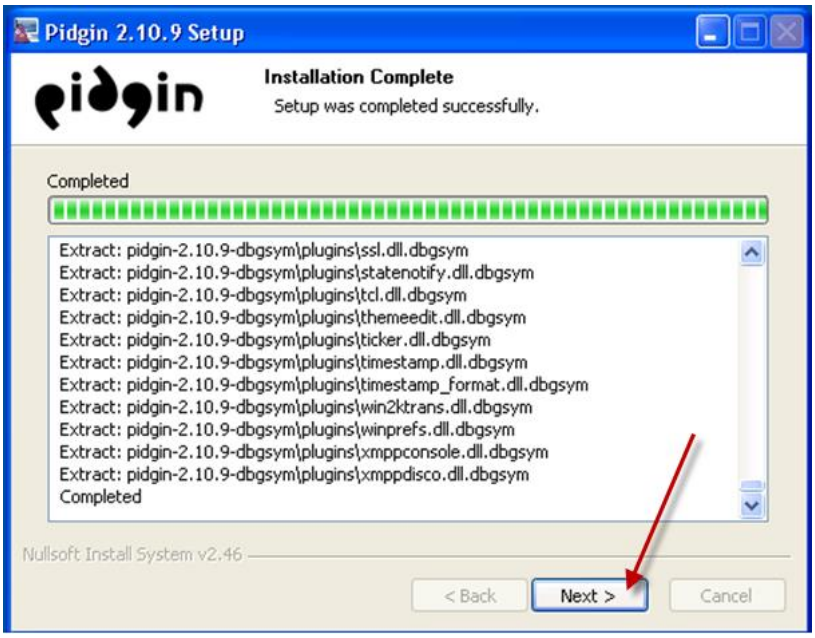
5. Click the **Next** button to install the defaults.



6. Click **Install** to install in the default location.

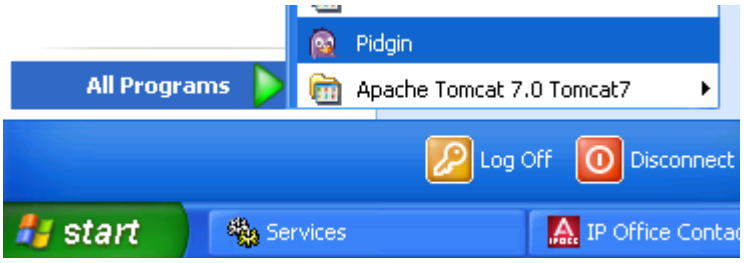


7. Click the **Next** button.

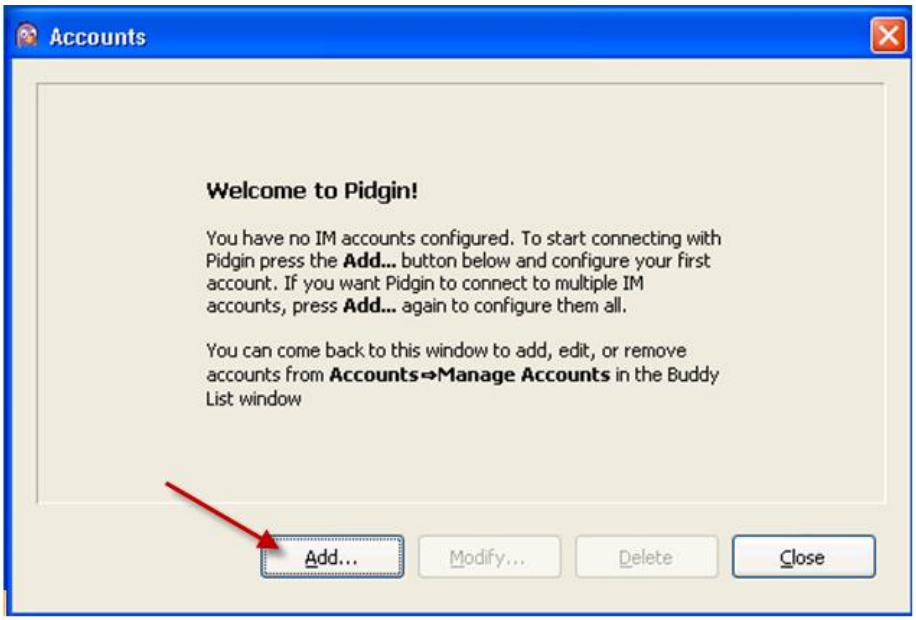


8. Click the **Finish** button to complete the installation.

9. Start the Pidgin application.



10. Click the **Add** button to add an account.

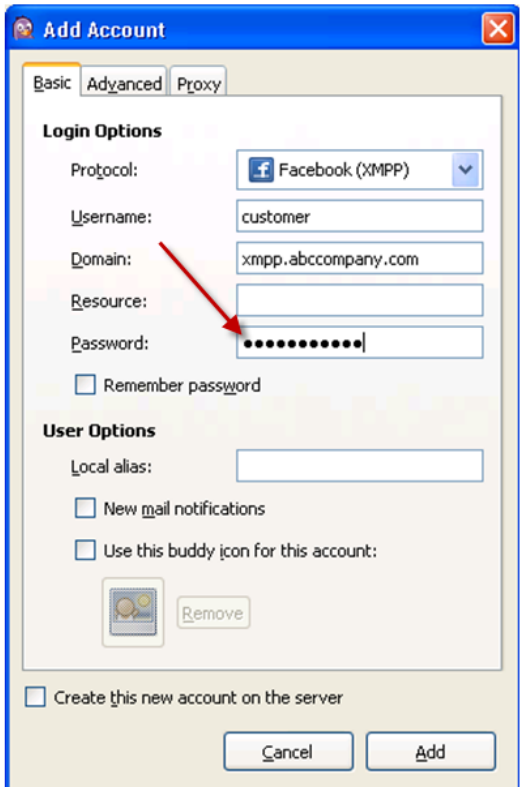


11. Change the Protocol to **Facebook (XMPP)**.

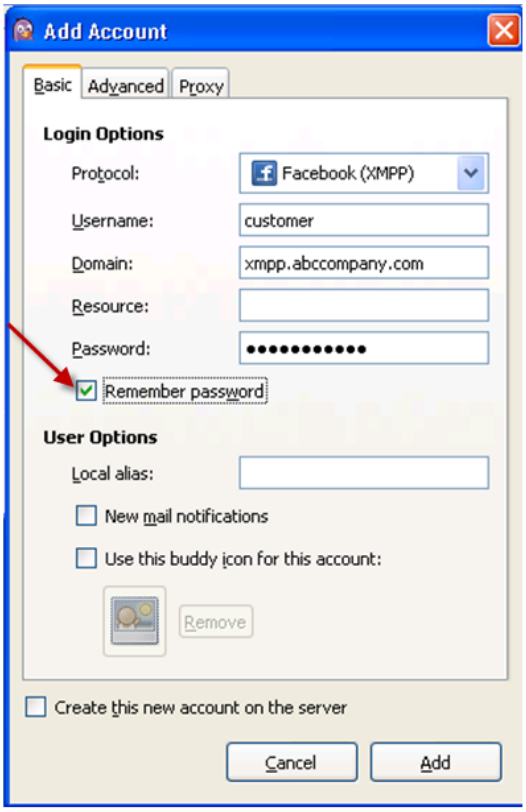
12. In the **Username** field type **customer**.

13. In the **Domain** field type **xmpp.abccompany.com**.

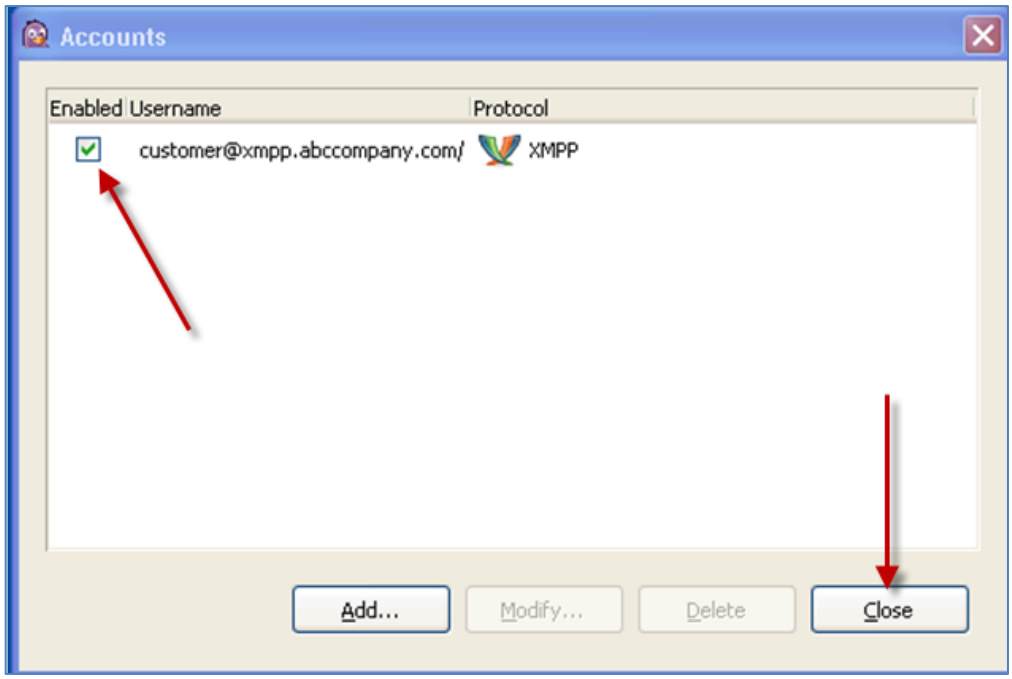
14. In the **Password** field type in the password for the customer test account.



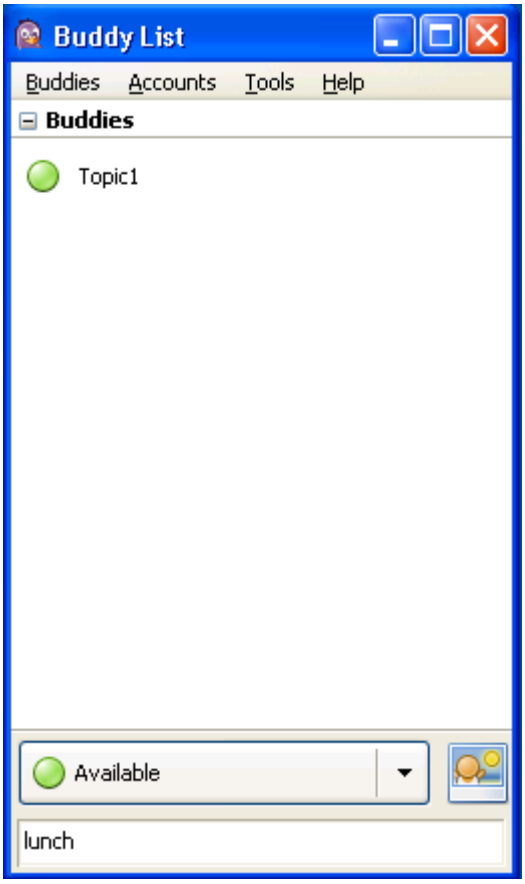
15. Click the option to **Remember password** and then select the **Add** button.



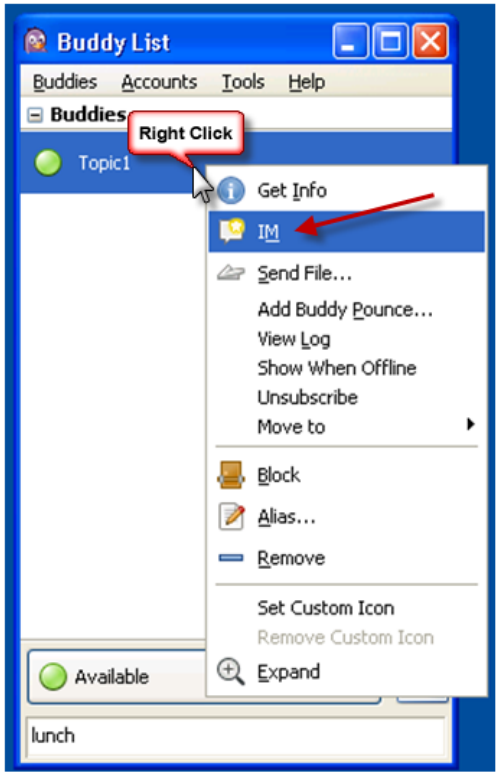
16. Make sure the account is **Enabled** and then select the **Close** button.



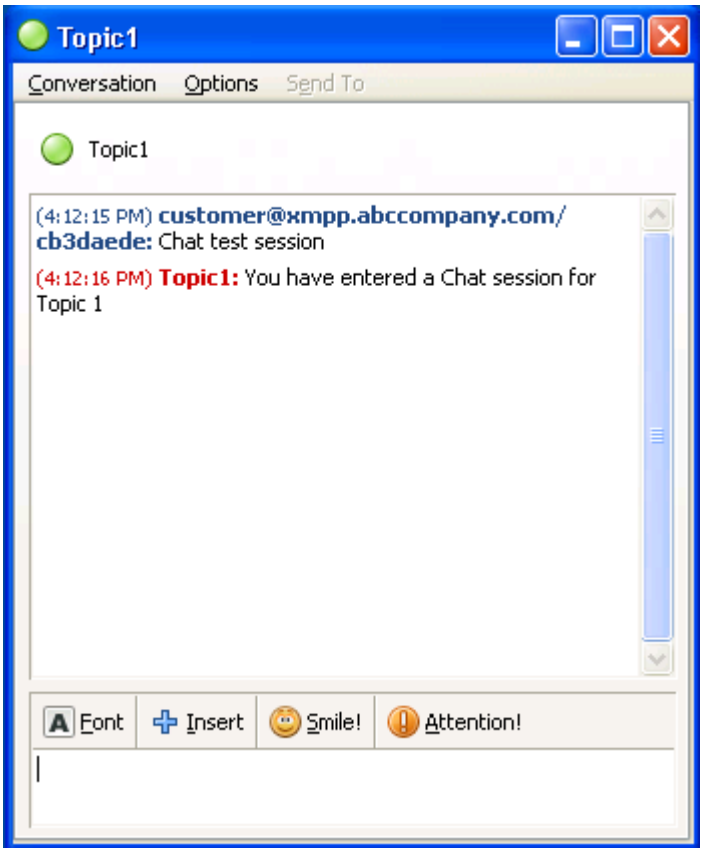
17. The Chat topic will be displayed. The green light indicator illustrates that Pidgin can see the topic.



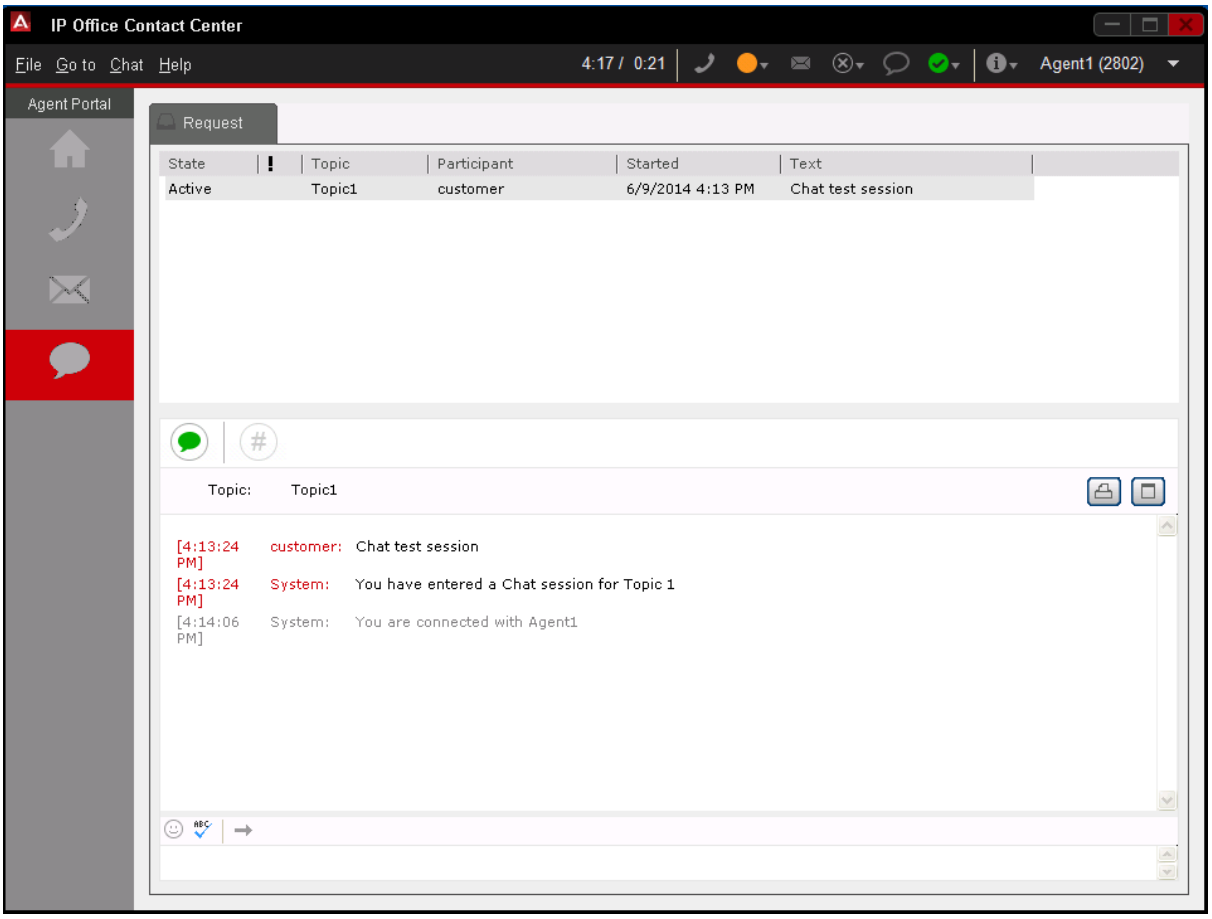
18. To create a Chat session right mouse click on the Topic and then select **IM**.



19. Enter text into the Chat window and press **Enter** on your keyboard.

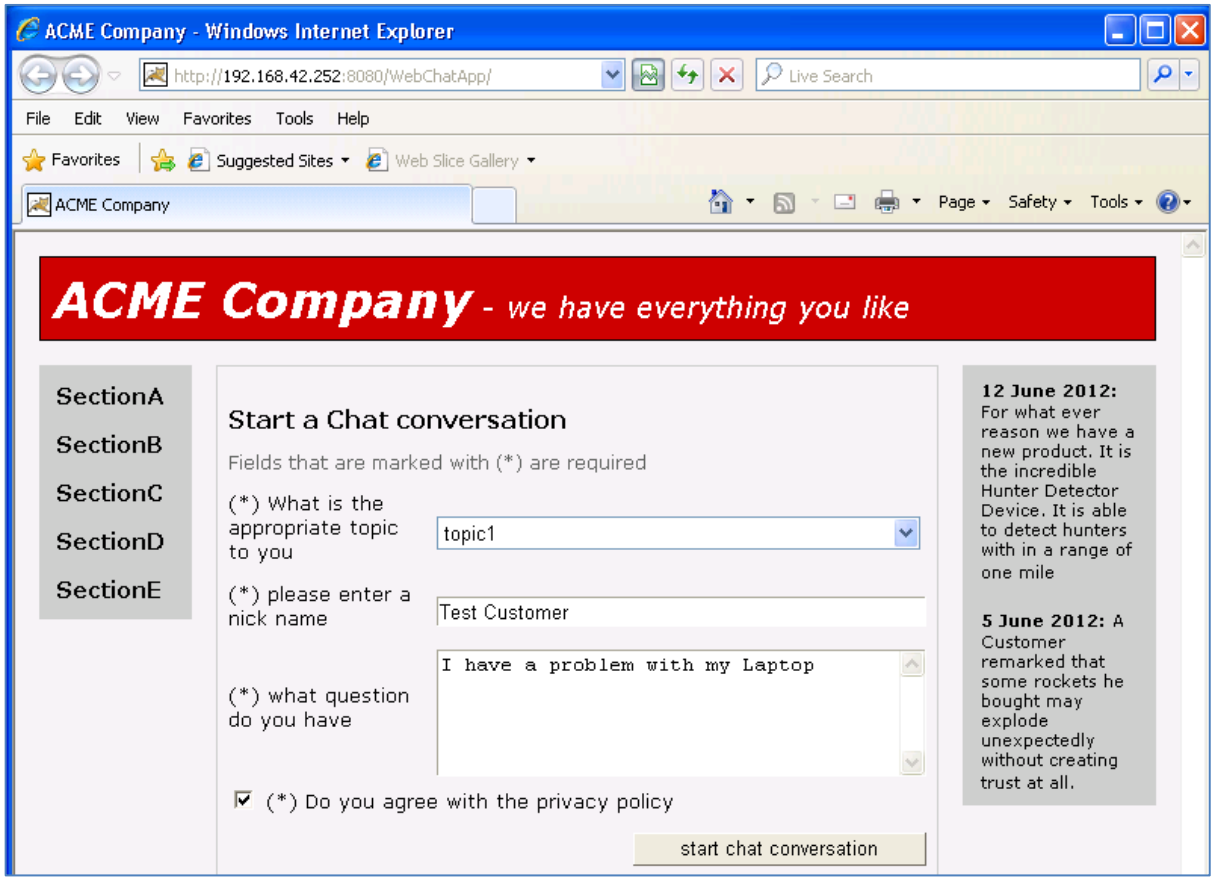


20. The Chat session can now be answered by the Agent.

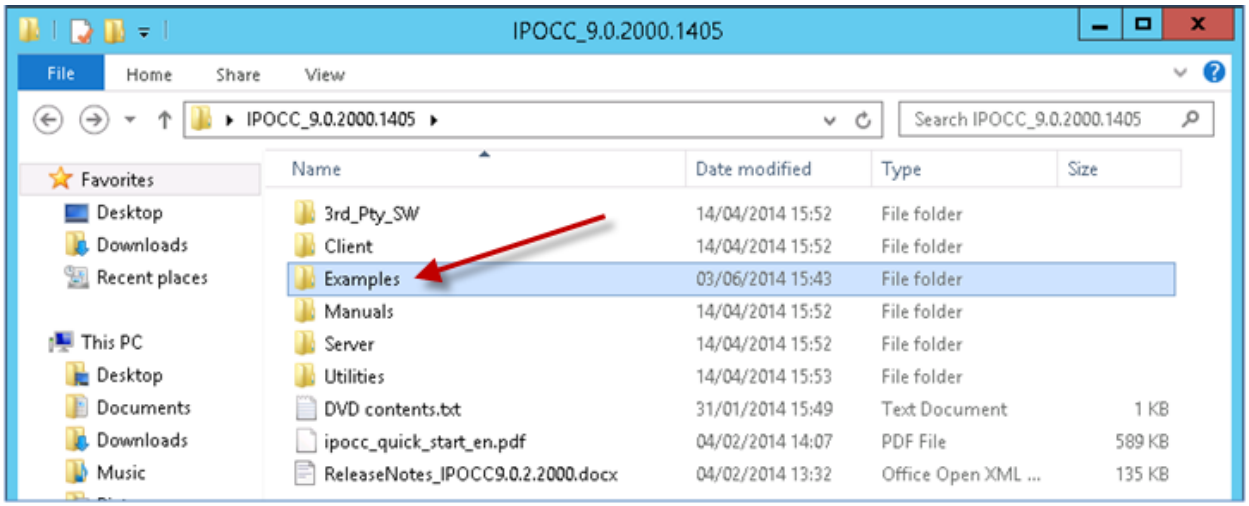


Using the 'CHAT web Java' example available on the installation DVD, to link a Web page to the IP Office Contact Center CHAT topics

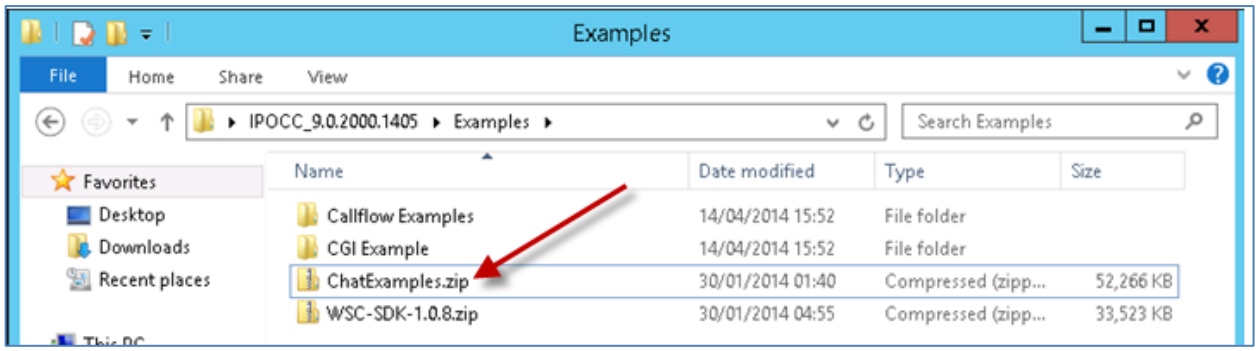
The IP Office Contact Center installation DVD image contains web page examples that can be used to create custom webpages that will interact with the Chat topics.



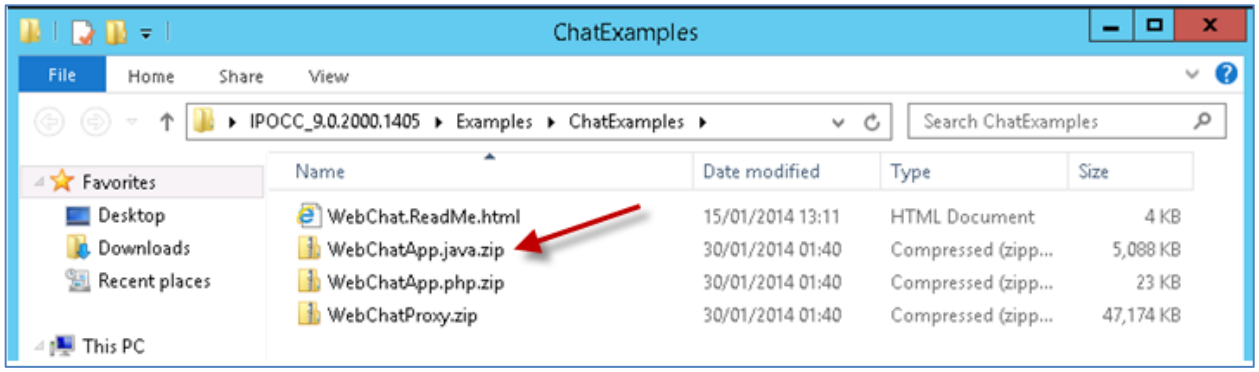
1. Open the **Examples** folder on the IP Office Contact Center ISO DVD.



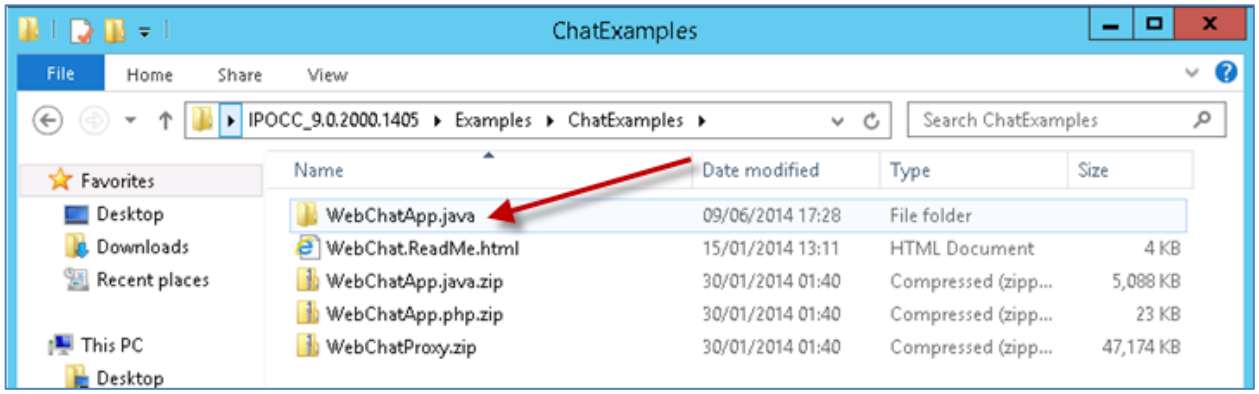
2. Extract the **ChatExamples.zip.**



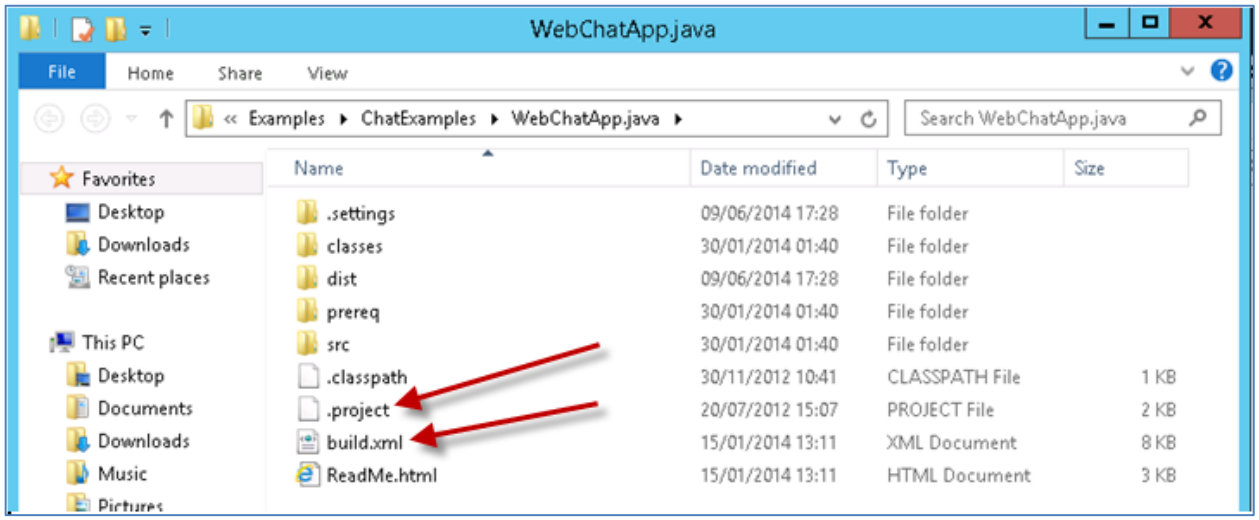
3. There are three Chat examples. In this example, the WebChatAPP.java files will be used. Extract the **WebChatAPP.java** files.



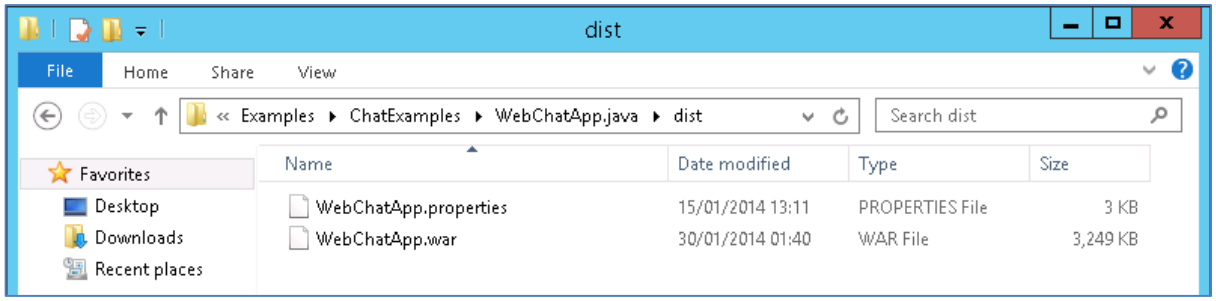
4. Open the **WebChatApp.java** folder.



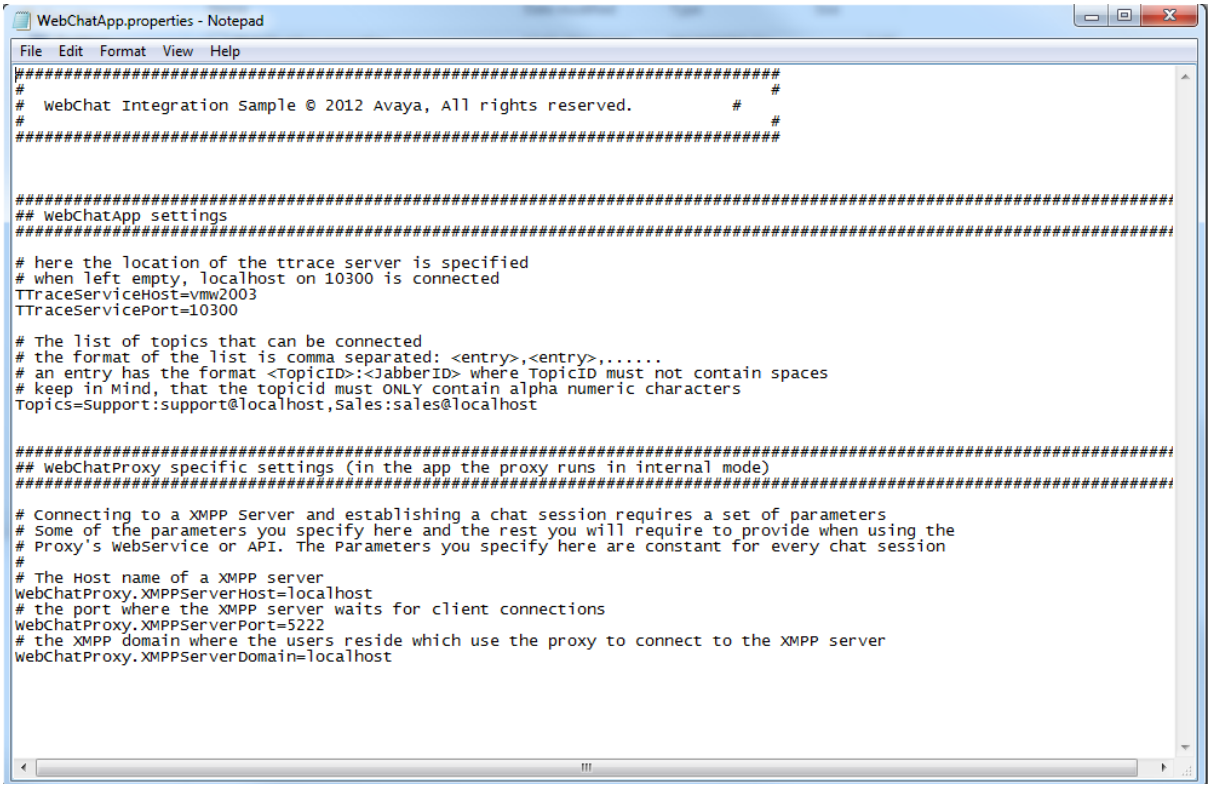
5. Here you will find an **Eclipse project** file and a **build script that** can be used by the customer developer to create a custom Web interface that will link back to the IP Office Contact Center for Chat from their Web site.



6. To use the default Avaya compiled Java webpage with TomCat, open the **dist** folder.

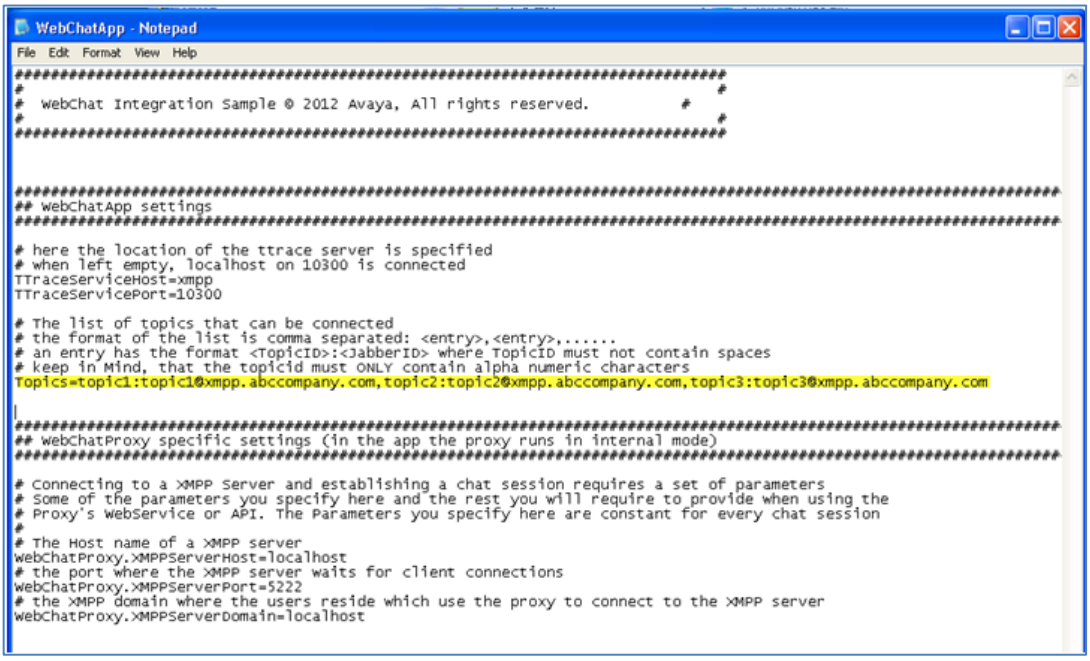


7. Edit the **WebChatApp.properites** with notepad



```
WebChatApp.properties - Notepad
File  Edit  Format  View  Help
##############################################################################
#                                                                            #
#  WebChat Integration Sample © 2012 Avaya, All rights reserved.           #
#                                                                            #
##############################################################################


##########################################################################################################
## WebChatApp settings
##########################################################################################################

# here the location of the ttrace server is specified
# when left empty, localhost on 10300 is connected
TTraceServiceHost=vmw2003
TTraceServicePort=10300

# The list of topics that can be connected
# the format of the list is comma separated: <entry>,<entry>,......
# an entry has the format <TopicID>:<JabberID> where TopicID must not contain spaces
# keep in Mind, that the topicid must ONLY contain alpha numeric characters
Topics=Support:support@localhost,Sales:sales@localhost


##########################################################################################################
## WebChatProxy specific settings (in the app the proxy runs in internal mode)
##########################################################################################################

# Connecting to a XMPP Server and establishing a chat session requires a set of parameters
# Some of the parameters you specify here and the rest you will require to provide when using the
# Proxy's WebService or API. The Parameters you specify here are constant for every chat session
#
# The Host name of a XMPP server
WebChatProxy.XMPPServerHost=localhost
# the port where the XMPP server waits for client connections
WebChatProxy.XMPPServerPort=5222
# the XMPP domain where the users reside which use the proxy to connect to the XMPP server
WebChatProxy.XMPPServerDomain=localhost
```

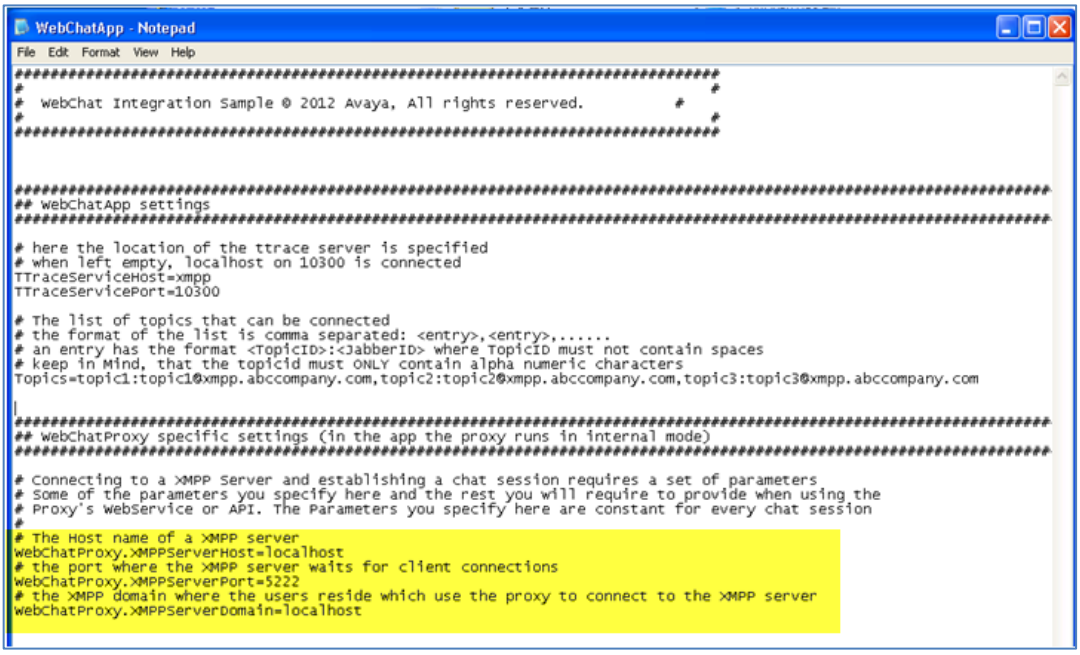
8. Change the topic names to match those on your IP Office Contact Center system. For example topic1@xmpp.abccompany.com



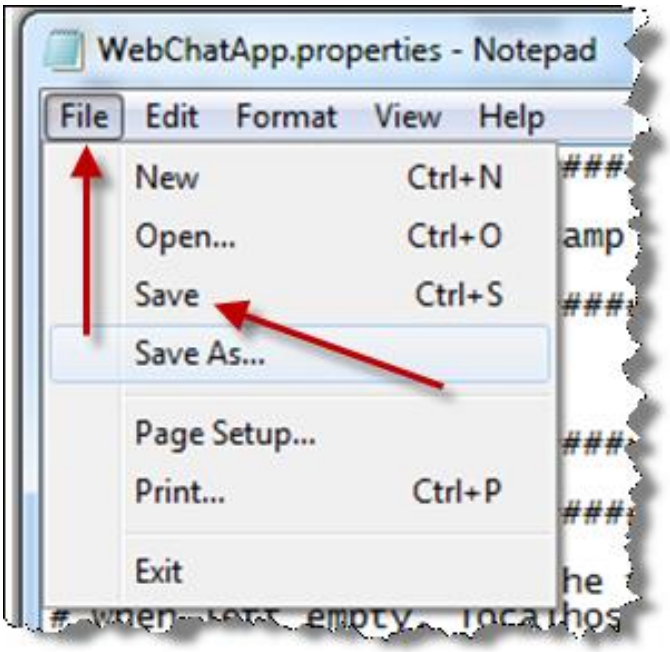
```
WebChatApp - Notepad
File  Edit  Format  View  Help
##############################################################################
#                                                                            #
#  WebChat Integration Sample © 2012 Avaya, All rights reserved.           #
#                                                                            #
##############################################################################


##########################################################################################################
## WebChatApp settings
##########################################################################################################

# here the location of the ttrace server is specified
# when left empty, localhost on 10300 is connected
TTraceServiceHost=xmpp
TTraceServicePort=10300

# The list of topics that can be connected
# the format of the list is comma separated: <entry>,<entry>,......
# an entry has the format <TopicID>:<JabberID> where TopicID must not contain spaces
# keep in Mind, that the topicid must ONLY contain alpha numeric characters
Topics=topic1:topic1@xmpp.abccompany.com,topic2:topic2@xmpp.abccompany.com,topic3:topic3@xmpp.abccompany.com


##########################################################################################################
## WebChatProxy specific settings (in the app the proxy runs in internal mode)
##########################################################################################################

# Connecting to a XMPP Server and establishing a chat session requires a set of parameters
# Some of the parameters you specify here and the rest you will require to provide when using the
# Proxy's WebService or API. The Parameters you specify here are constant for every chat session
#
# The Host name of a XMPP server
WebChatProxy.XMPPServerHost=localhost
# the port where the XMPP server waits for client connections
WebChatProxy.XMPPServerPort=5222
# the XMPP domain where the users reside which use the proxy to connect to the XMPP server
WebChatProxy.XMPPServerDomain=localhost
```

9. If required, change the location of your XMPP service. In this example, the XMPP service is running on the same server as the TomCat service hence the use of localhost.

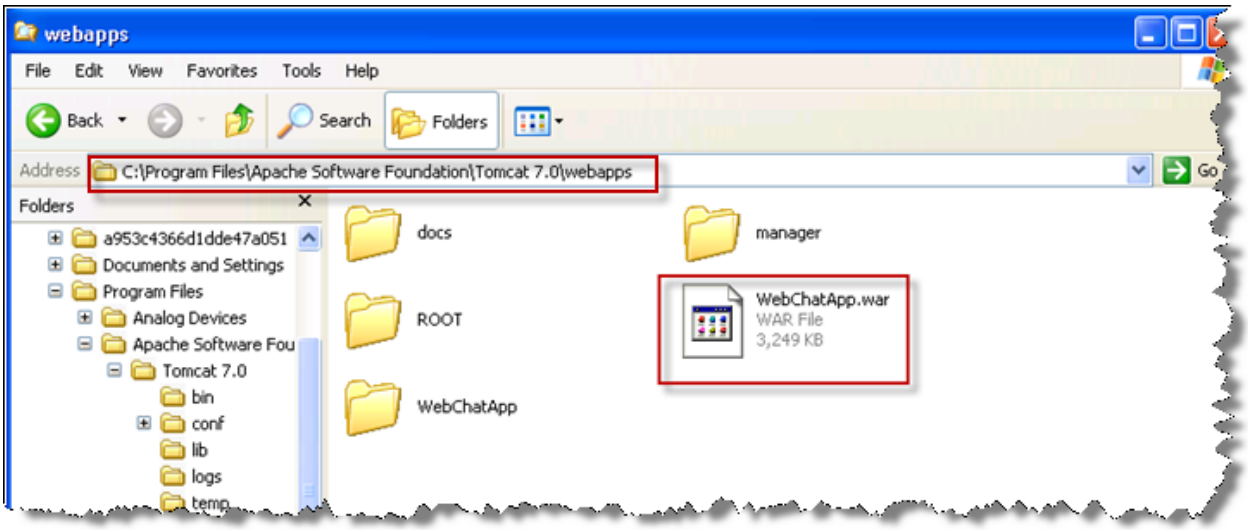
WebChatProxy.XMPPServerDomain=**localhost.**



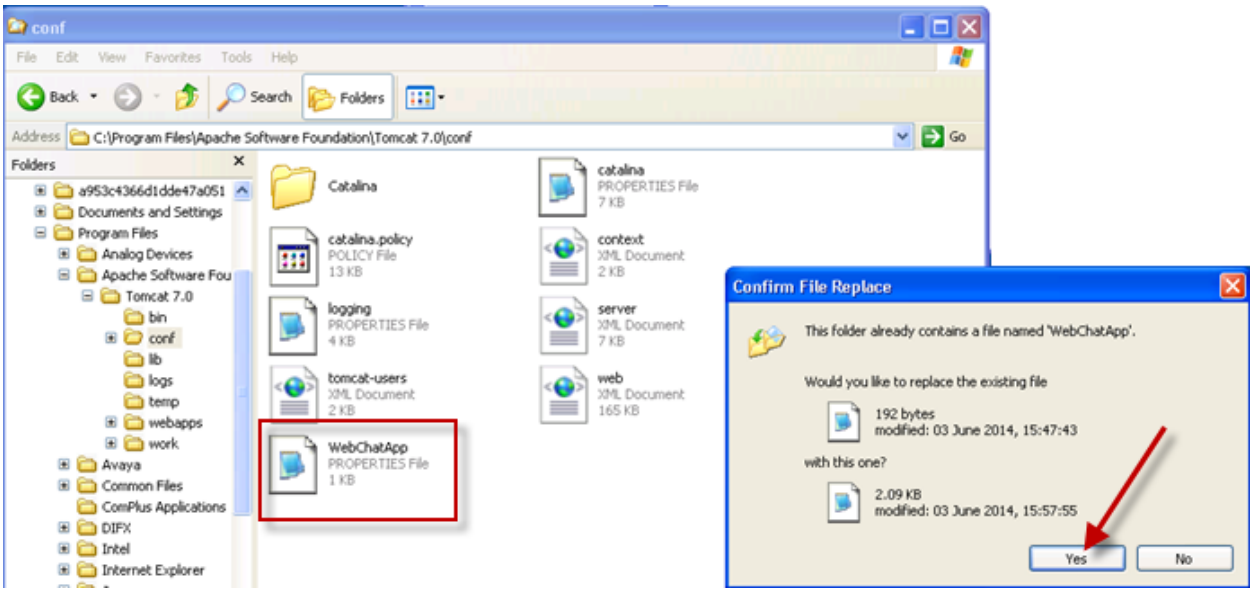
10. Click **File** and **Save** to confirm the changes.



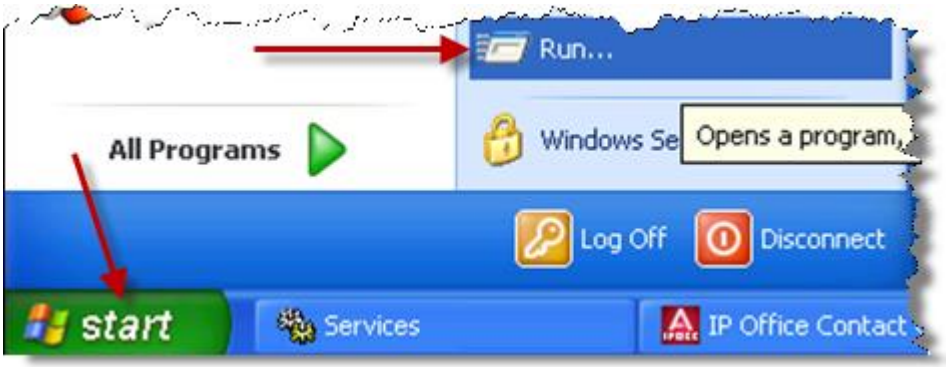
11. Copy the **WebChatApp.war** file into the **Tomcat7.0\webapps** folder.



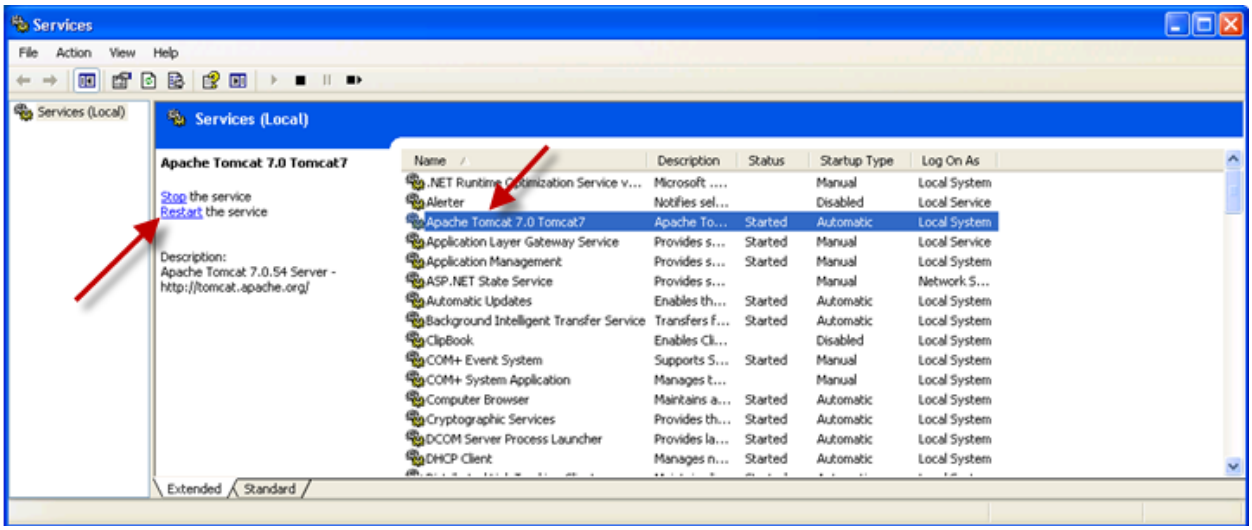
12. Copy the **WebChatApp.properties** file into the **Tomcat7.0\conf** folder. Click **Yes** to overwrite when prompted.



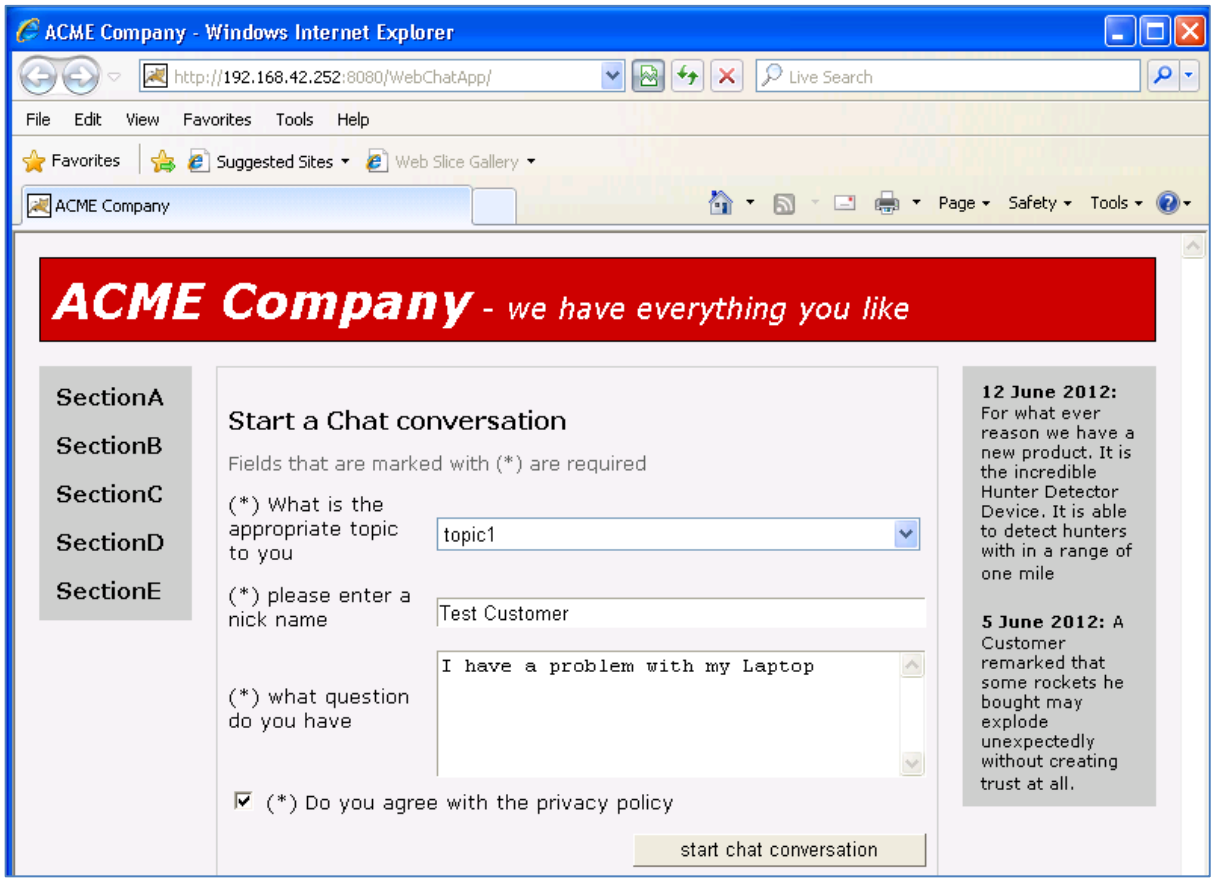
13. Restart the Tomcat service. Click **Start** followed by **Run.**



14. Select the **Apache Tomcat Service** and click **Restart**.



15. The Chat Web page can now be accessed with the following link:
http://server name:8080/WebChatApp/



IP Office Contact Center Email Service

The IP Office Contact Center has a build in Unified Mail Routing system server that can be used to Queue and filter emails to Agents. The email service types that can be utilized are:

- SMTP
- POP3
- IMAP4

Required Information

To successfully utilize the IP Office Contact Center's Email service there are a number of factors that should be considered. Some of these details should be checked and discussed with the customer:

Email Considerations

- Are there adequate Multichannel Licenses available for the agents who will use IP Office Contact Center's Email Services?
- Will the customer be utilising POP 3 or IMAP4 as their mail utility?
- Does the customer have an existing SMTP service that can be used?
- What relay host authentication account will be used?
- What is the relay host authentication accounts user name and password?
- What is the mail servers (relay host) domain name?
- Have you ensured that SMTP Port 25 is not blocked by Antivirus software or a Firewall?

Have Agent Privileges been assigned for Email?
The available Privileges include:

- Email Configuration - The agent can configure email settings.
- Keyword based Email Routing - This privilege allows the agent to configure email scripts that allow emails to be searched for specific text.
- Email Supervisor - Assigns email supervisory privileges to the agent.
- Use Textblocks - Allows the agent to use configured Text Blocks
- Agent Queue View - Allows the agent to view any emails in the queue, for the Topics that he/she is assigned.
- Delete Emails - Allows the agent to delete any active emails. Note: Once an email has been deleted it cannot be retrieved.
- Email Archive - Allows the agent to view archived emails. Only completed emails can be archived.
- Textblock administrator - This allows the agent to create text blocks for commonly used text and phrases that can be included in email messages
- Defer Emails - Allows the agents to store email messages in a "held" folder for later use
- Print Emails - Allows the agent to print emails.
- Automatic Sign On - Allows the agent to be automatically signed on to the agent groups to which they are assigned.

- Reply as agent - Allows the agent to select whether they reply to emails as an agent or from the topic. The email address used in the message will be changed to the agent's email address or the topics email address depending on their selection.

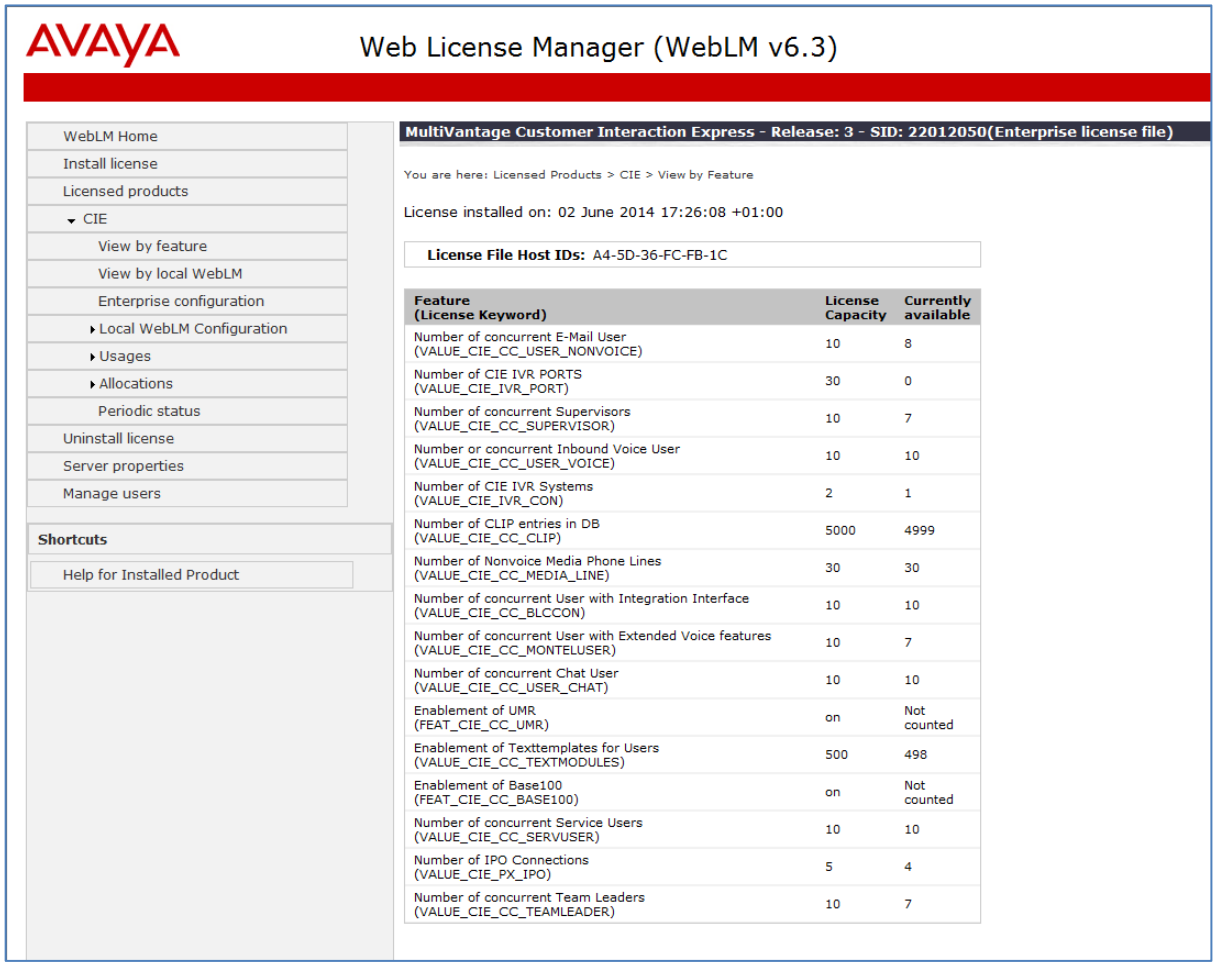
Please refer to the *IP Office Contact Center Telephony User Interface Configuration Task Based Guide* for further details relating to Agent Privileges and Authorization.

The following section will illustrate the configuration of IP Office Contact Center's Email Service and is split into a number of sections:

- Licensing
- Setting up Email (SMTP used, POP3 and IMAP details at end of section)
- IP Office Contact Center Email Configuration
- E-mail Flow
- Text blocks/Auto reply
- Archive email database

Licensing

To provide Agents with the capability to receive Emails within the IP Office Contact Center, Multichannel Agent licenses are required.

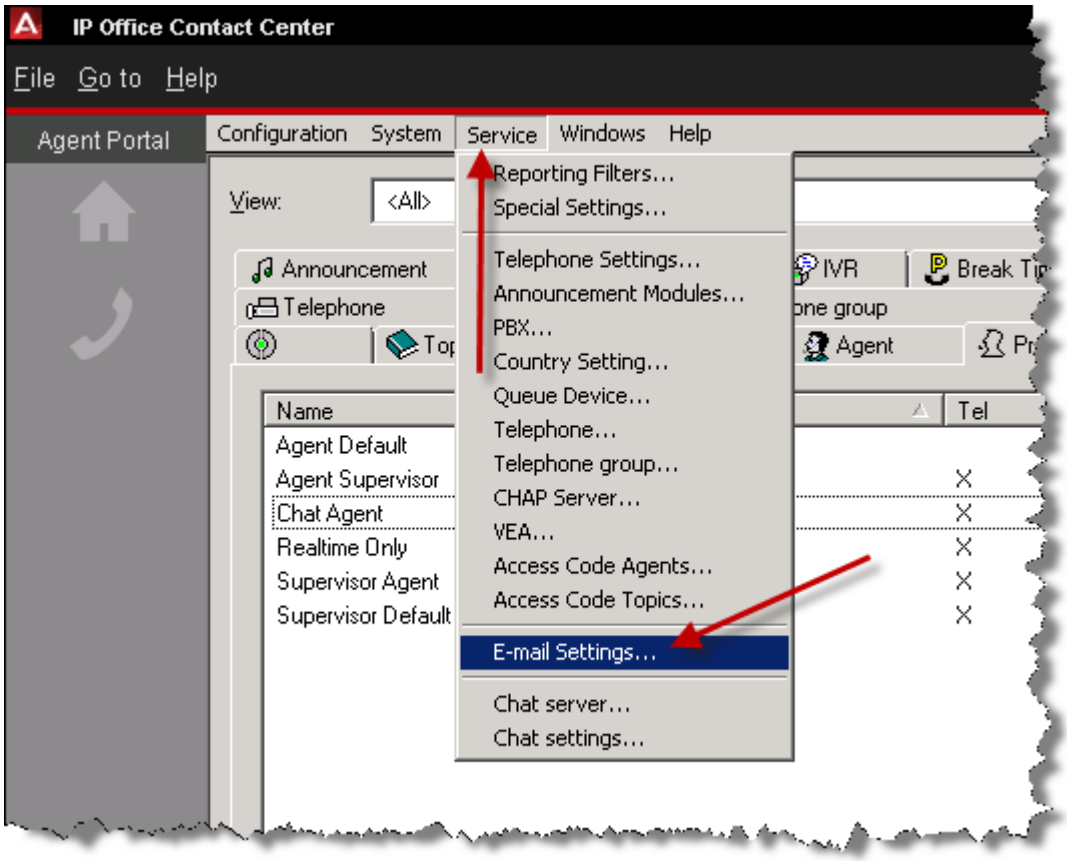


Feature (License Keyword)	License Capacity	Currently available
Number of concurrent E-Mail User (VALUE_CIE_CC_USER_NONVOICE)	10	8
Number of CIE IVR PORTS (VALUE_CIE_IVR_PORT)	30	0
Number of concurrent Supervisors (VALUE_CIE_CC_SUPERVISOR)	10	7
Number or concurrent Inbound Voice User (VALUE_CIE_CC_USER_VOICE)	10	10
Number of CIE IVR Systems (VALUE_CIE_IVR_CON)	2	1
Number of CLIP entries in DB (VALUE_CIE_CC_CLIP)	5000	4999
Number of Nonvoice Media Phone Lines (VALUE_CIE_CC_MEDIA_LINE)	30	30
Number of concurrent User with Integration Interface (VALUE_CIE_CC_BLCCON)	10	10
Number of concurrent User with Extended Voice features (VALUE_CIE_CC_MONTELUSER)	10	7
Number of concurrent Chat User (VALUE_CIE_CC_USER_CHAT)	10	10
Enablement of UMR (FEAT_CIE_CC_UMR)	on	Not counted
Enablement of Texttemplates for Users (VALUE_CIE_CC_TEXTMODULES)	500	498
Enablement of Base100 (FEAT_CIE_CC_BASE100)	on	Not counted
Number of concurrent Service Users (VALUE_CIE_CC_SERVUSER)	10	10
Number of IPO Connections (VALUE_CIE_PX_IPO)	5	4
Number of concurrent Team Leaders (VALUE_CIE_CC_TEAMLEADER)	10	7

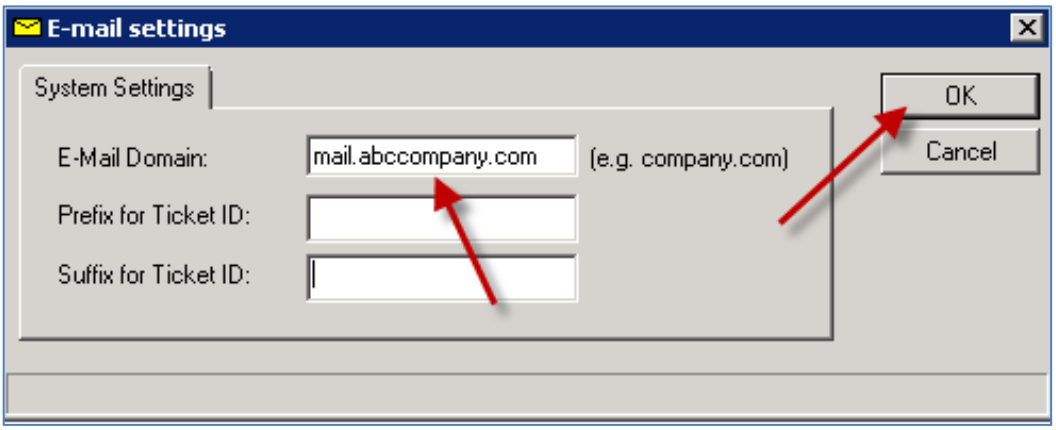
SMTP Email Configuration

(POP3 and IMAP details at end of section)

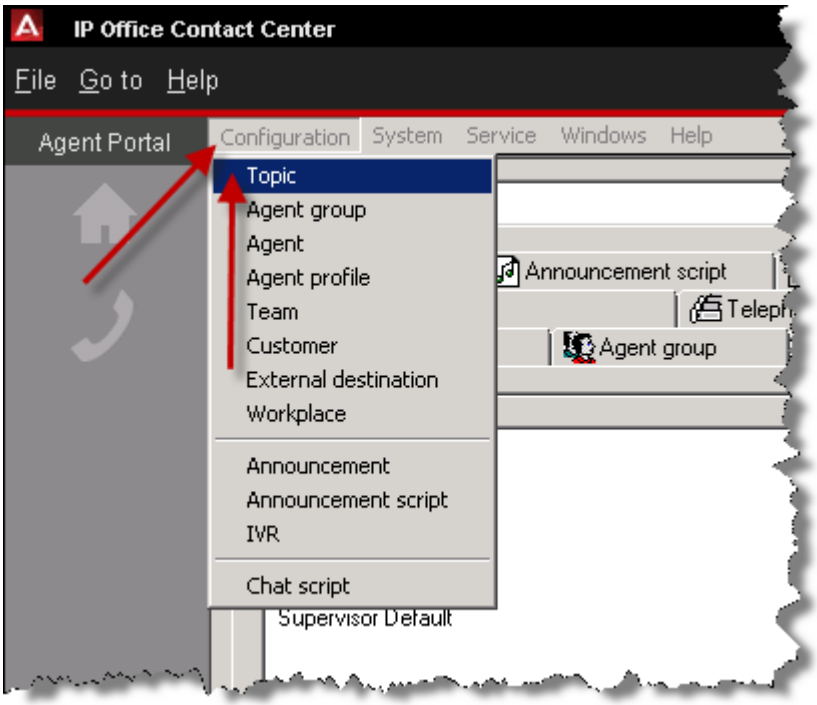
1. Click **Service** followed by **E-mail settings**.



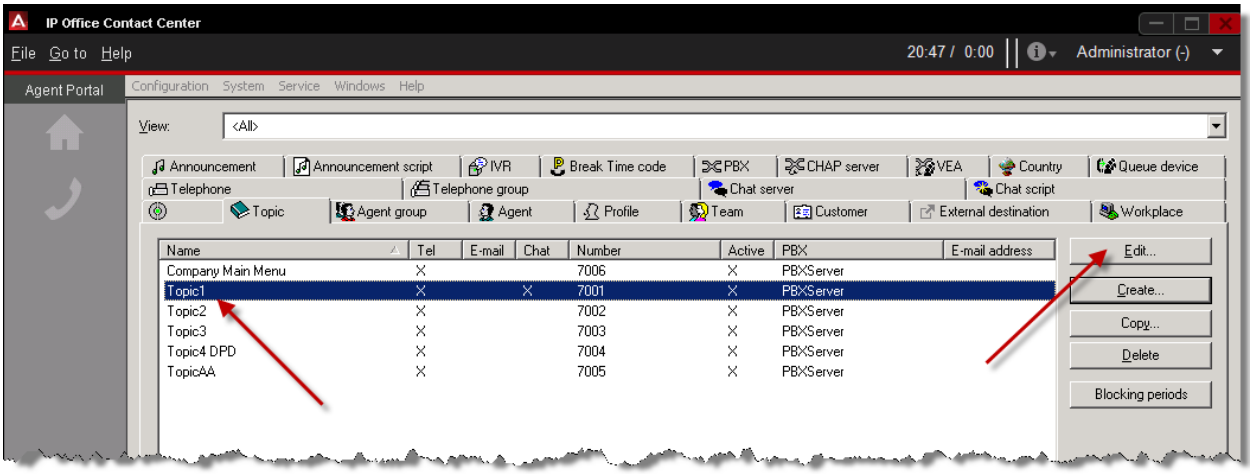
2. In the **E-Mail Domain** field, enter the fully qualified domain name of the customer's SMTP mail service. For example, **mail.abccompany.com** (hostname.domainname) and then click the **OK** button.



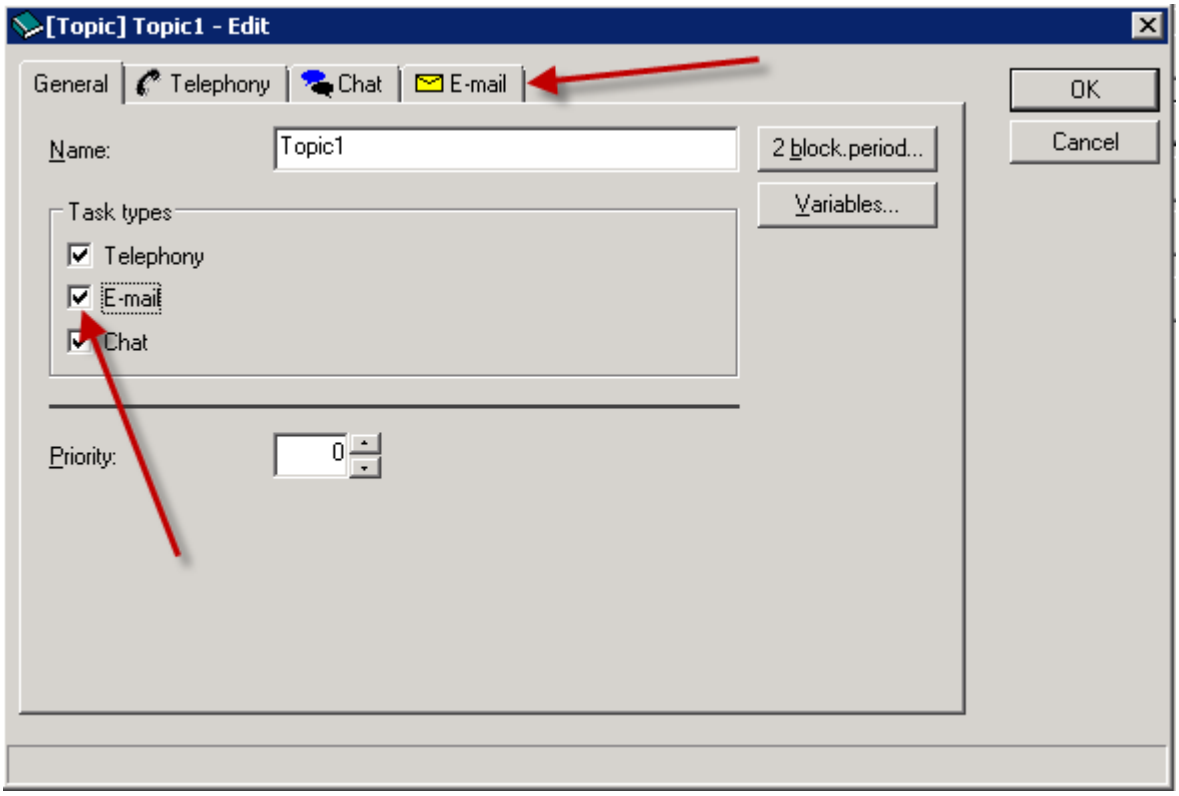
3. Click **Configuration** and then select **Topic**.



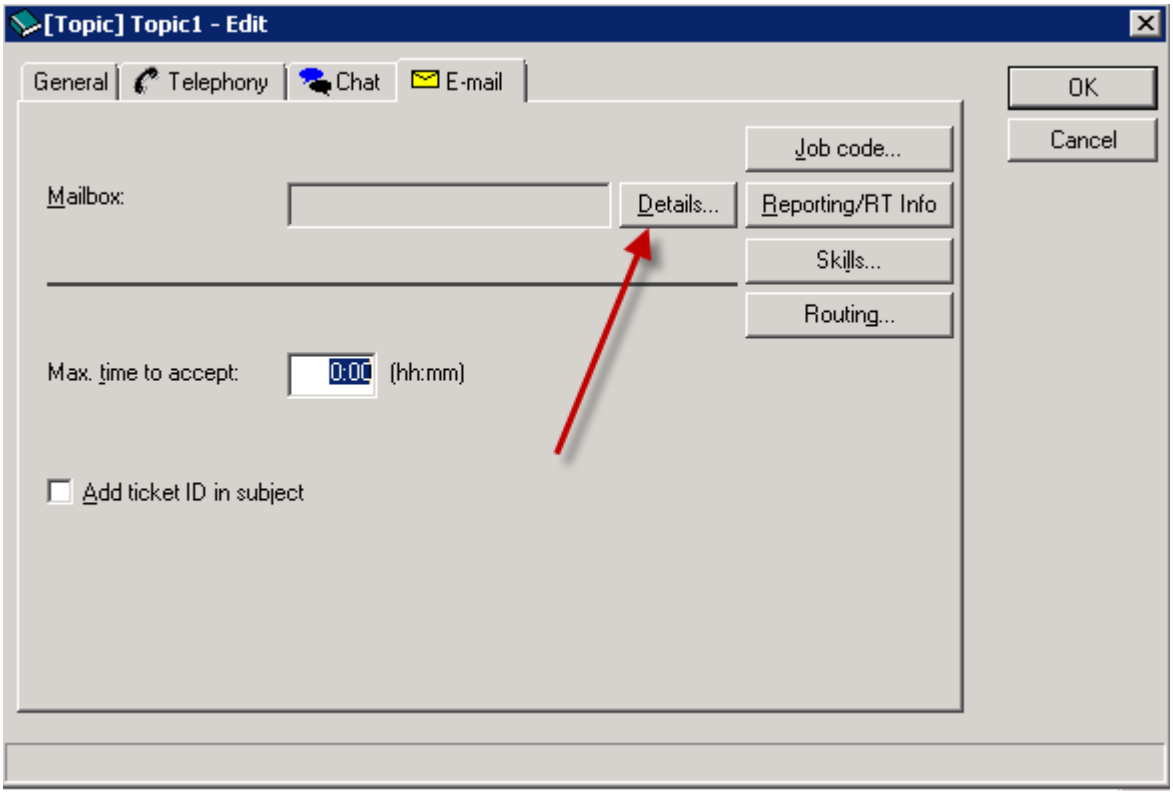
4. Select the required **Topic**, for example Topic 1 and then click the **Edit** button.



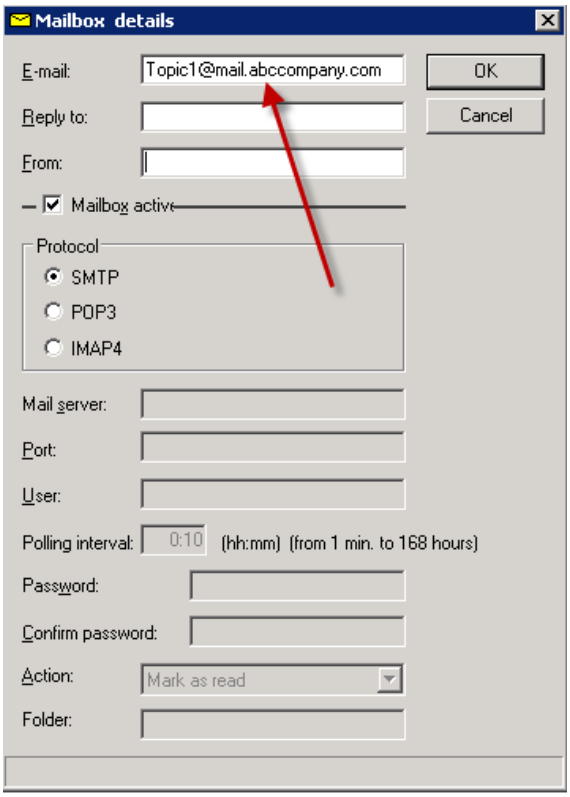
5. Select the Task Type **E-mail** and then click the **E-mail tab**.



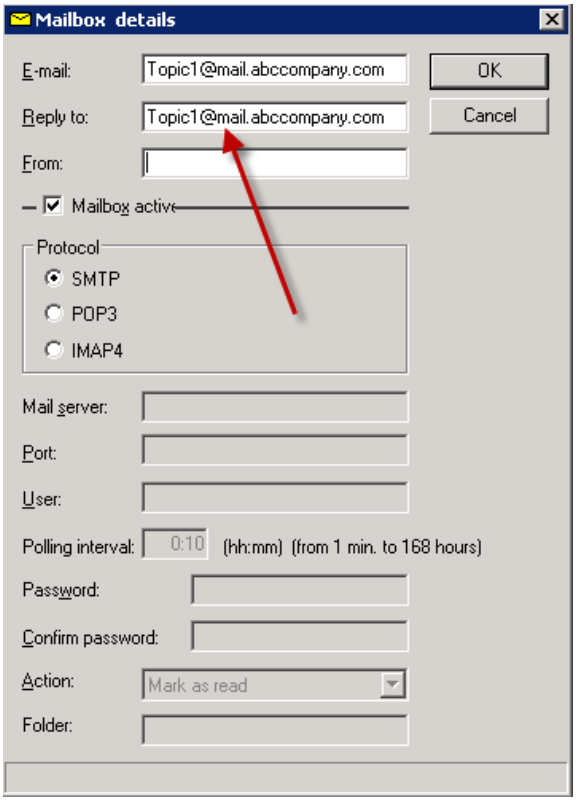
6. Click the **Details…** button.



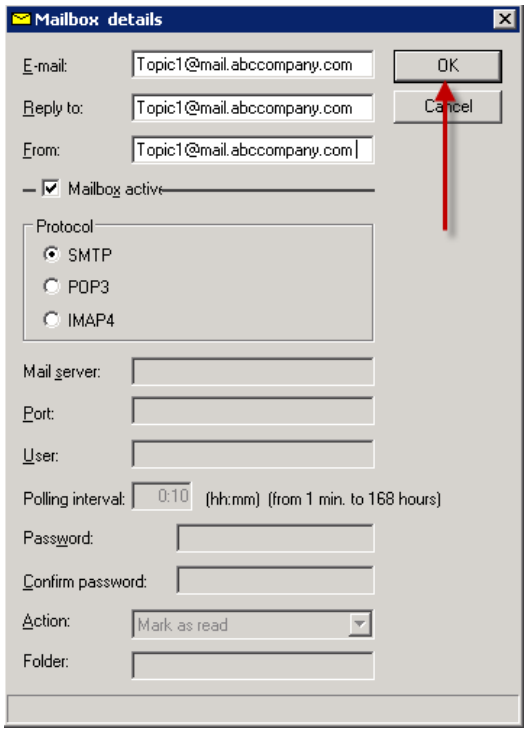
7. In the e-mail field type the email address to be used for the topic. For example, **Topic1@mail.abccompany.com**



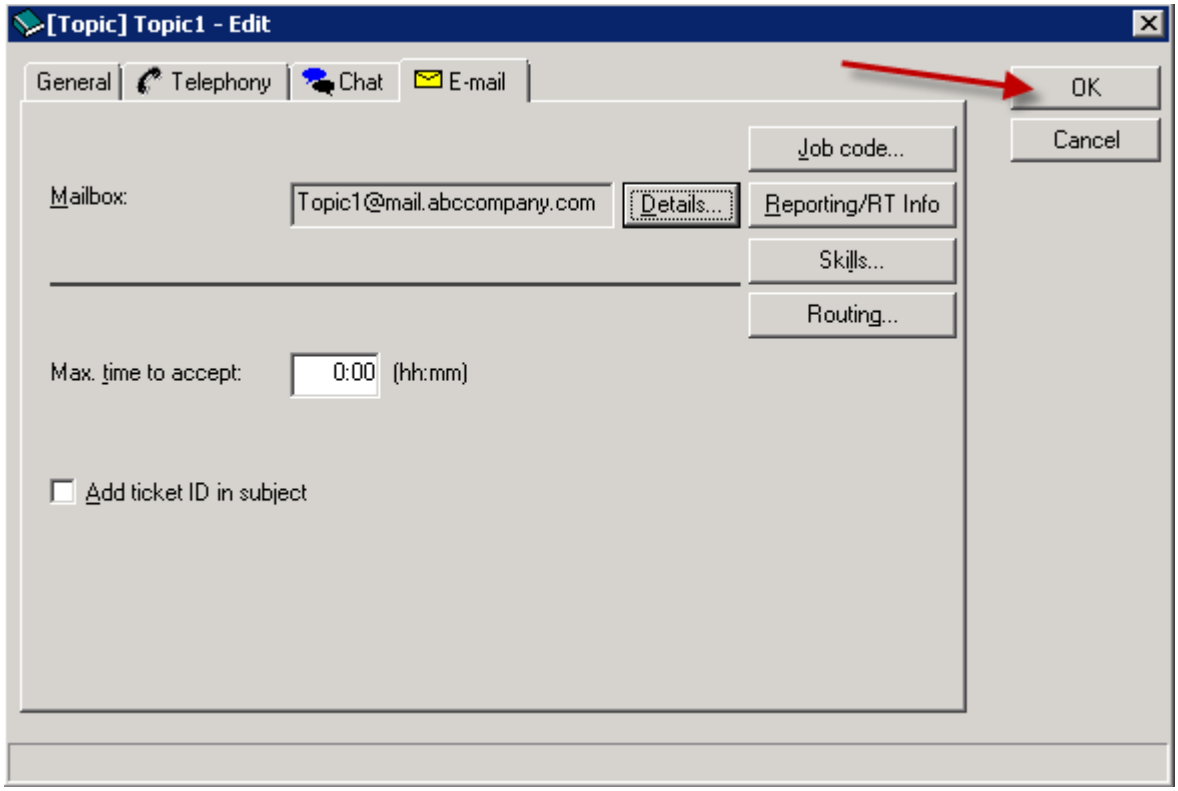
8. In the **Reply to** field type the email address to be used for the topic. For example, **Topic1@mail.abccompany.com**



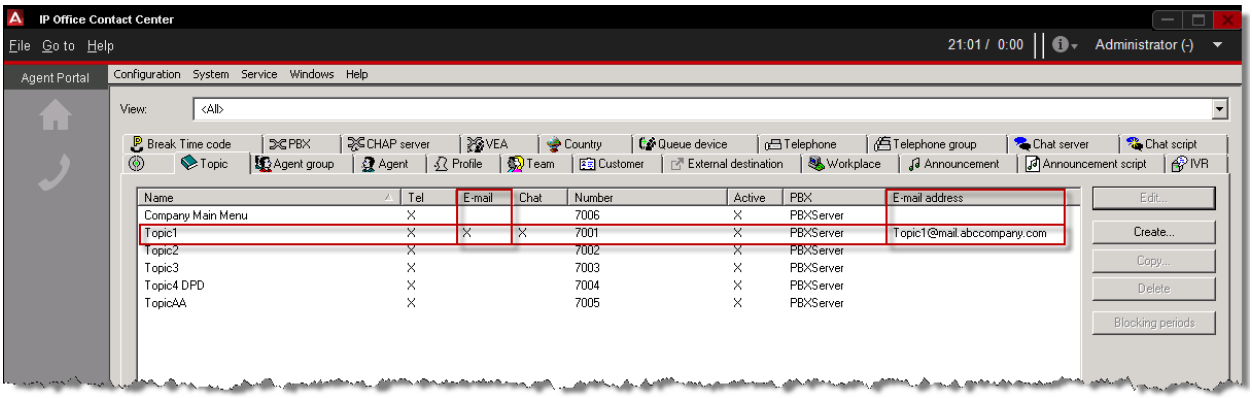
9. In the **From** field type the email address to be used for the topic. For example, **Topic1@mail.abccompany.com**



10. Click the **OK** button.

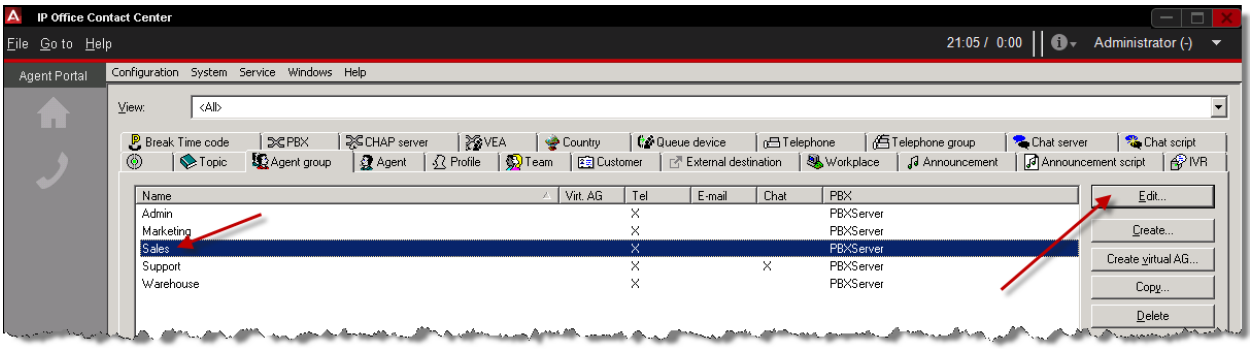


11. The Topic is displayed with Email selected.

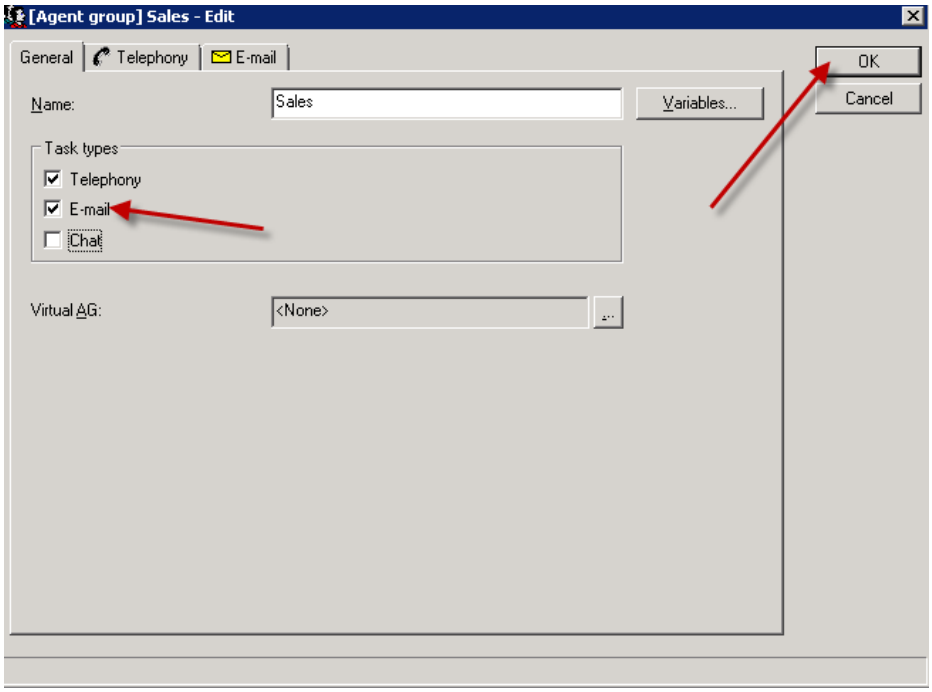


12. Click **Configuration** and then select **Agent group**.

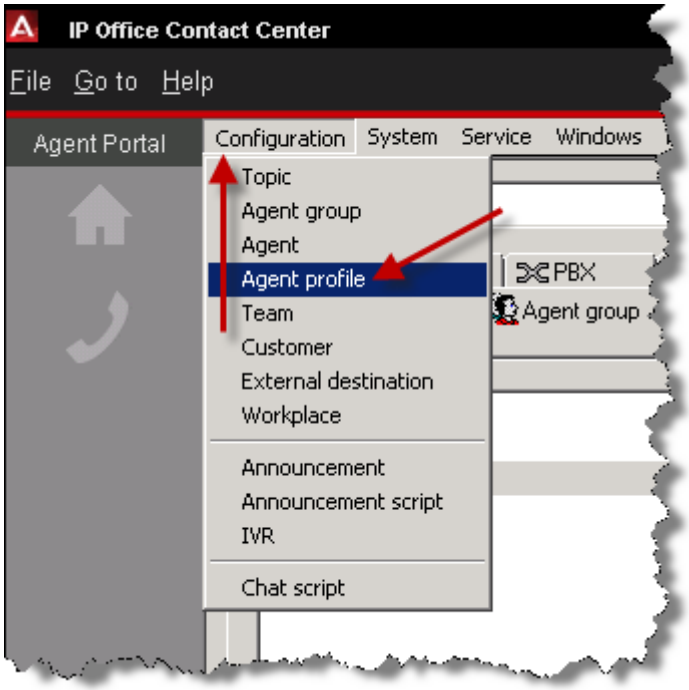
13. Select the required group, for example **Sales** and then click the **Edit** button.



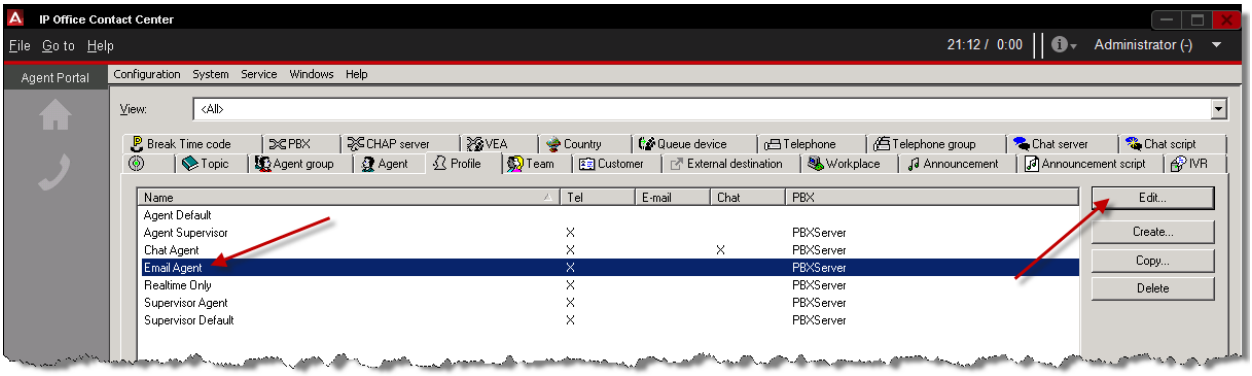
14. Click the **E-mail Task type** and then click the **OK** button.



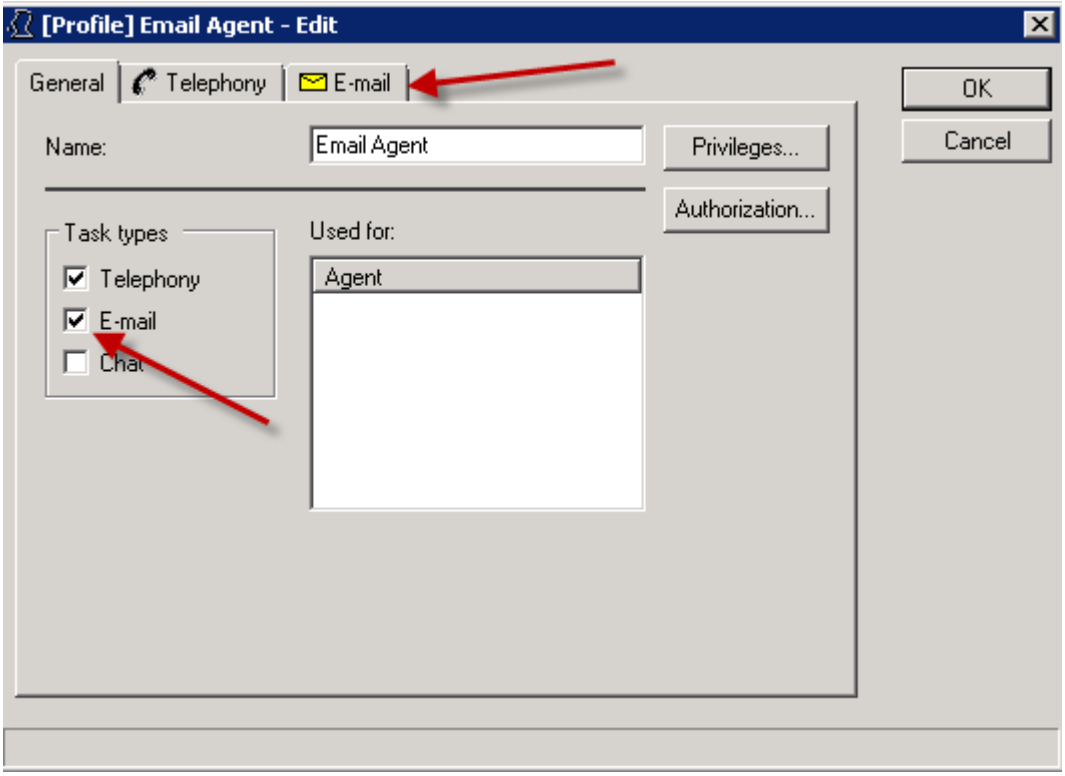
15. Click **Configuration** and then select **Agent profile**.



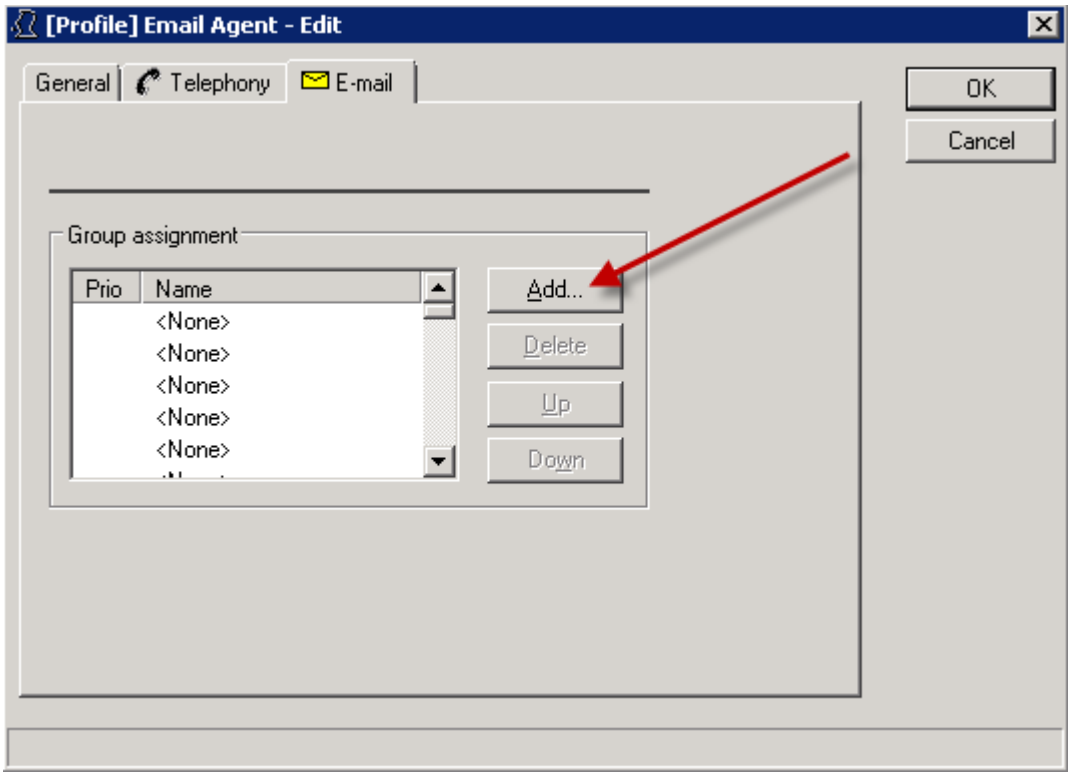
16. Click the **Agent profile** that the agents in the Sales Group are assigned to and then click the **Edit…** button.



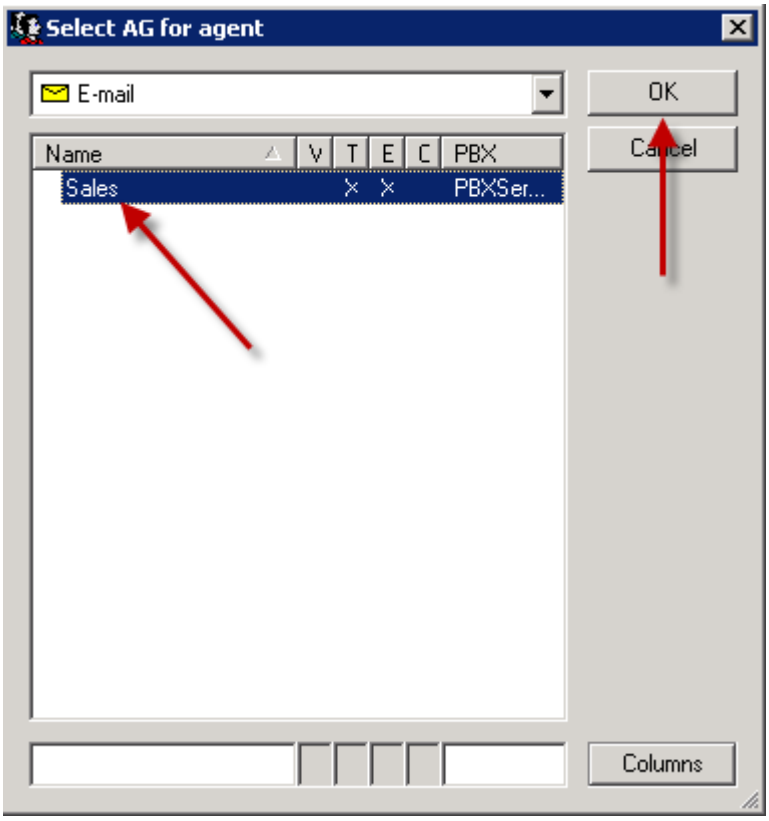
17. Click the **E-mail** Task Type and then select the **E-mail** tab.



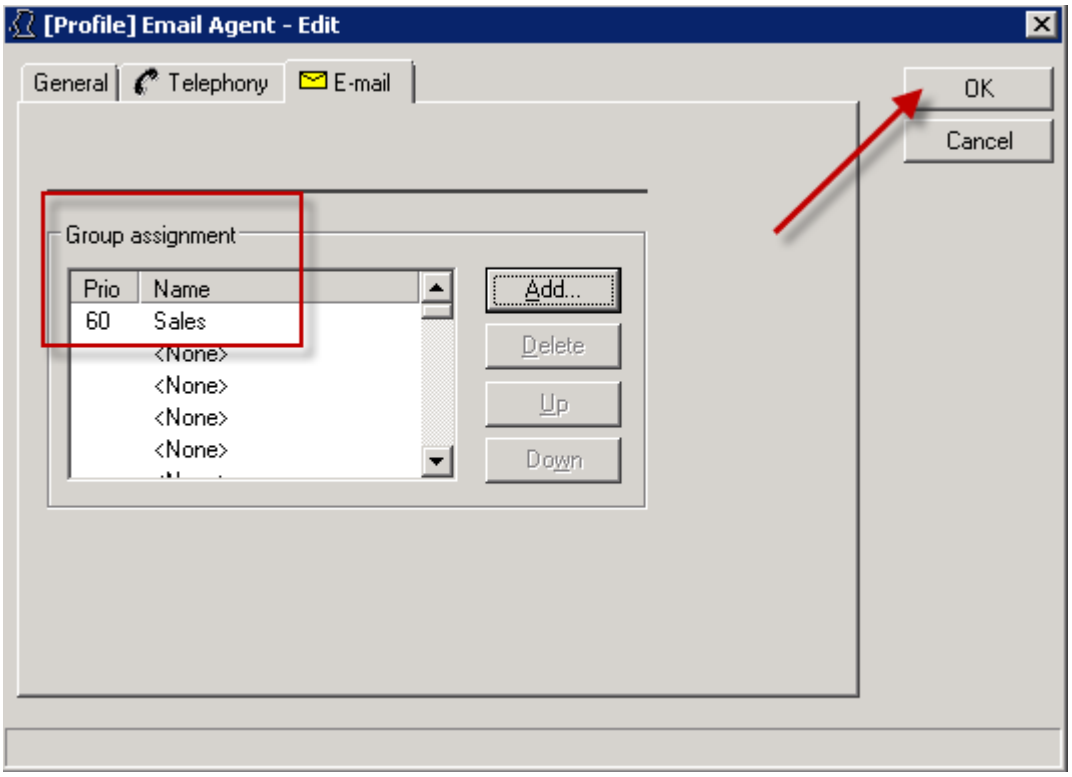
18. Click the **Add…** button.



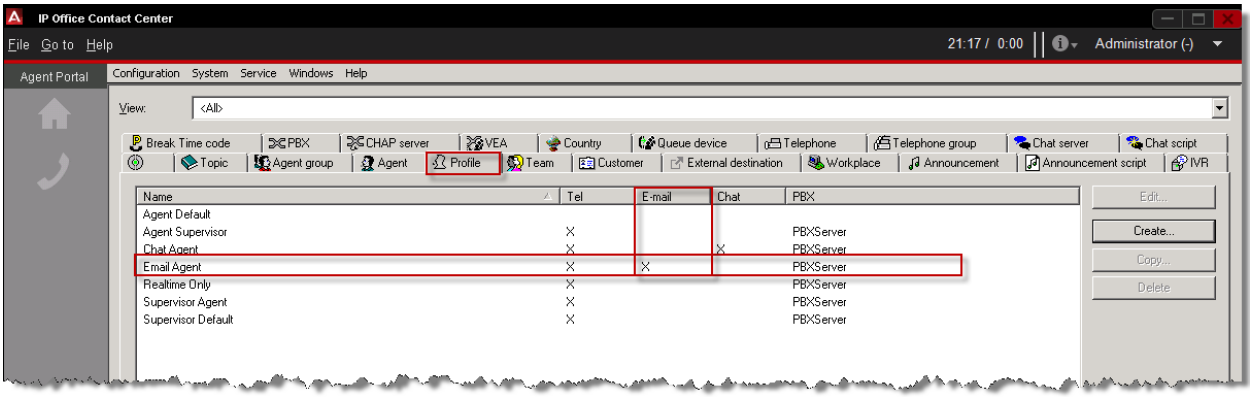
19. Click **Sales** and then select the **OK** button.



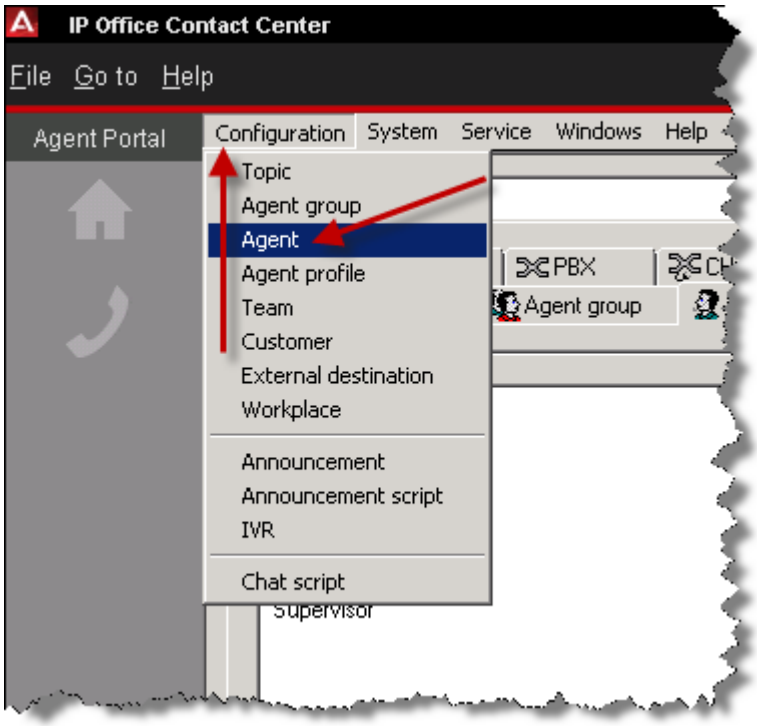
20. The **Sales** group has now been assigned, Click the **OK** button.



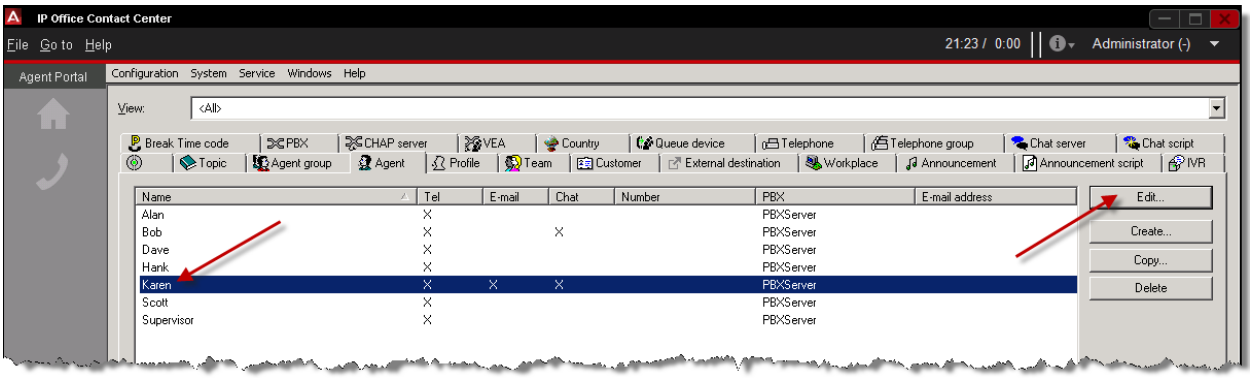
21. The Agent Profile is displayed with **Email** selected.



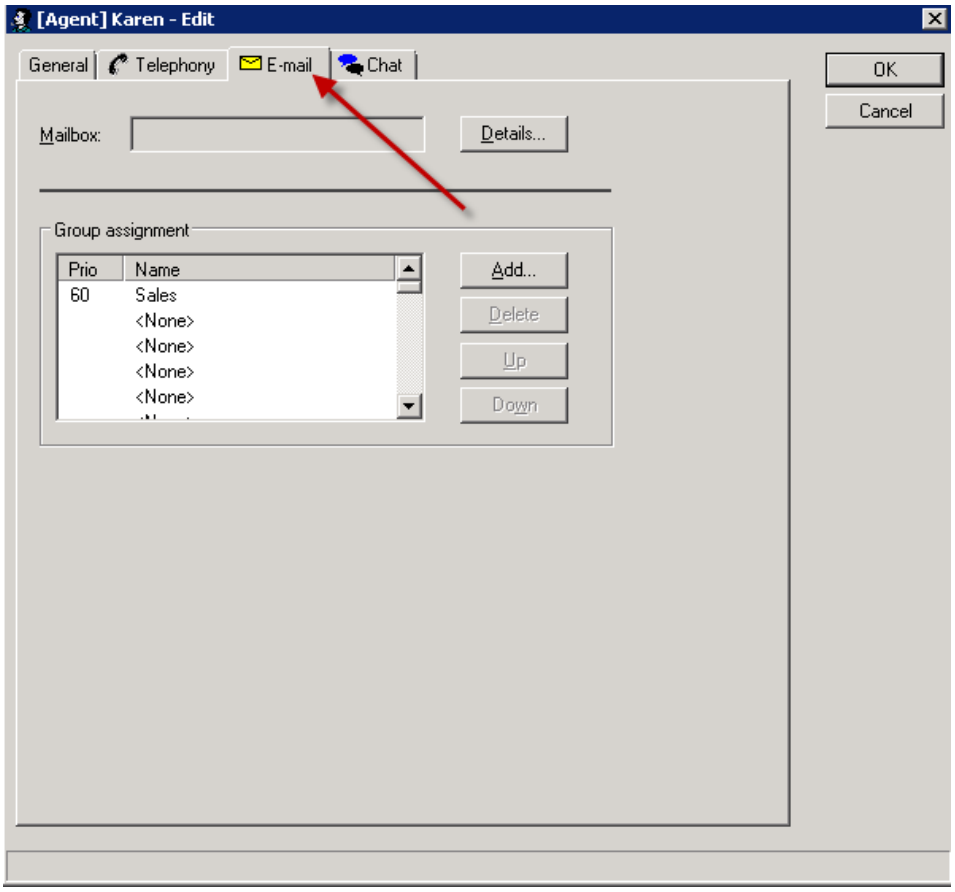
22. The mailbox details of each Email configured agent in the **Sales** group can now be defined. Click **Configuration** and then select **Agent**.



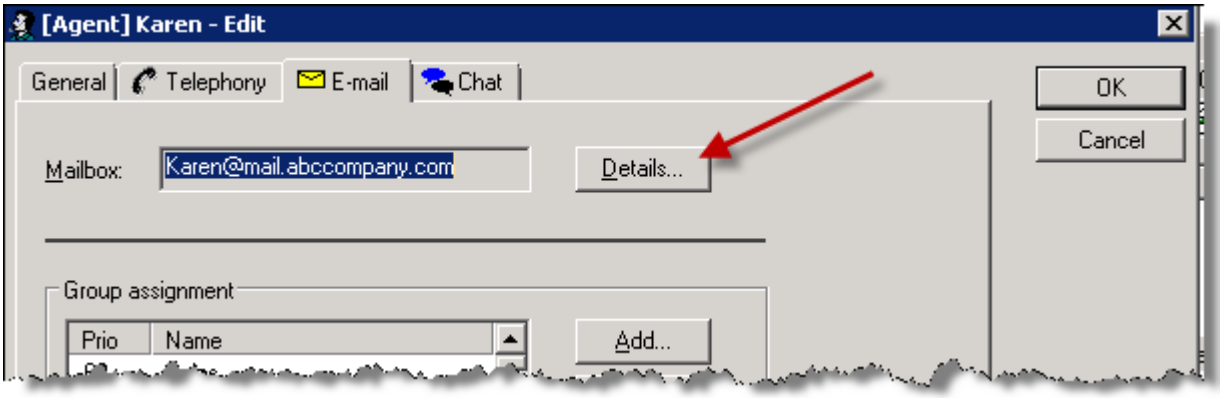
23. Click the required agent, in this example **Karen** and then click the **Edit…** button.



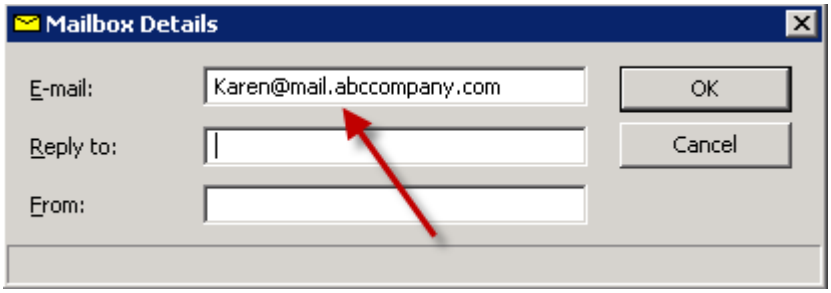
24. Click the **Email** Tab.



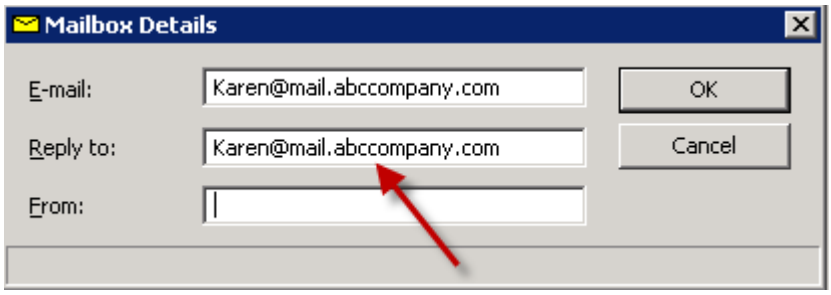
25. Click the **Details…** button.



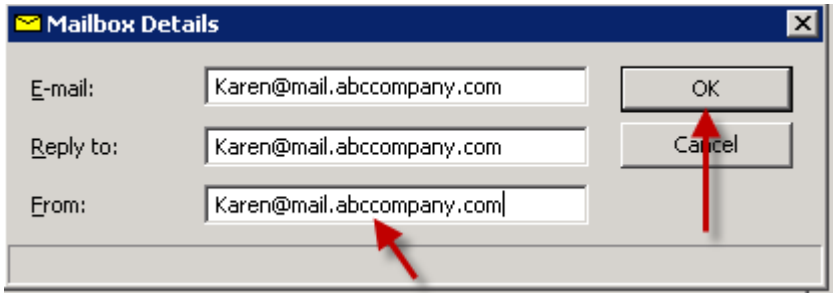
26. In the E-mail field type the required email address for the agent for example, **Karen@mail.abccompany.com**



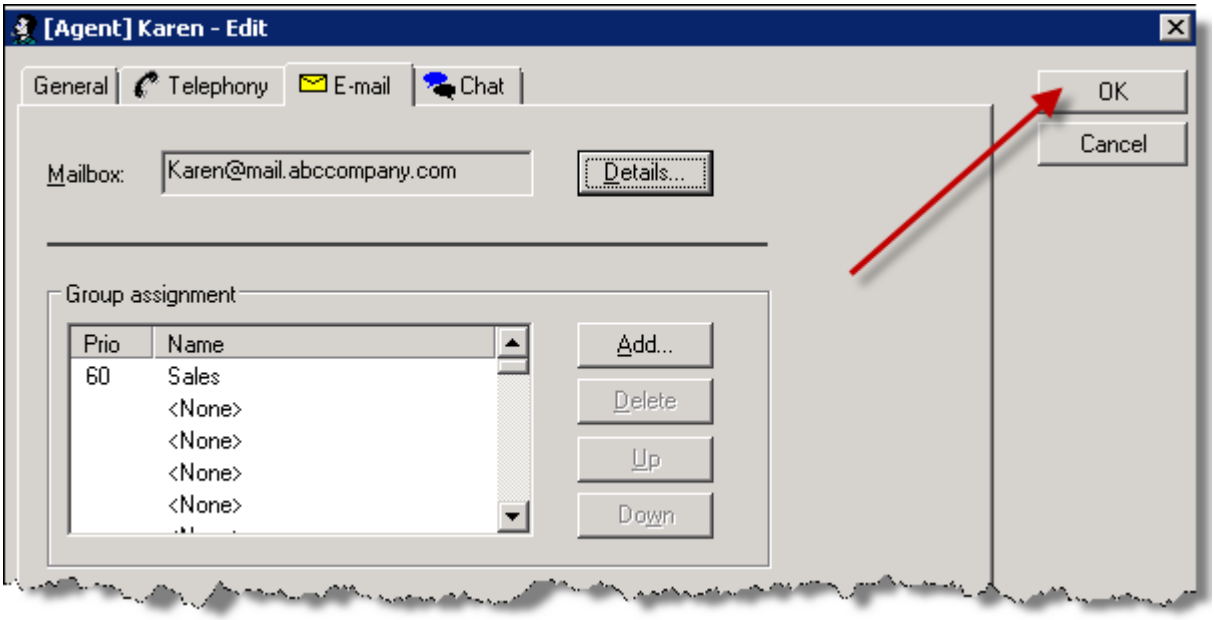
27. In the **Reply to** field enter the required email address for example, **Karen@mail.abccompany.com**



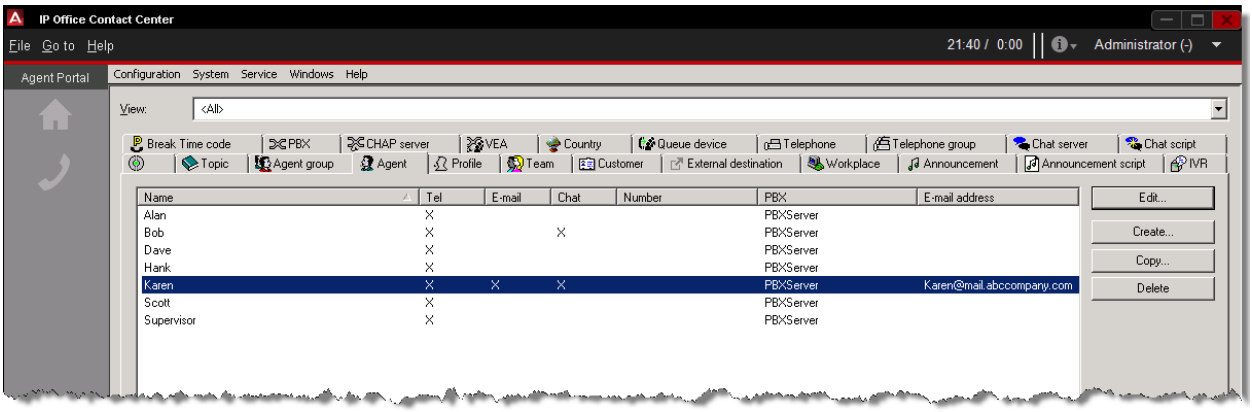
28. In the **From** field enter the required email address for example **Karen@mail.abccompany.com** and then click the **OK** button.



29. Click the **OK** button.

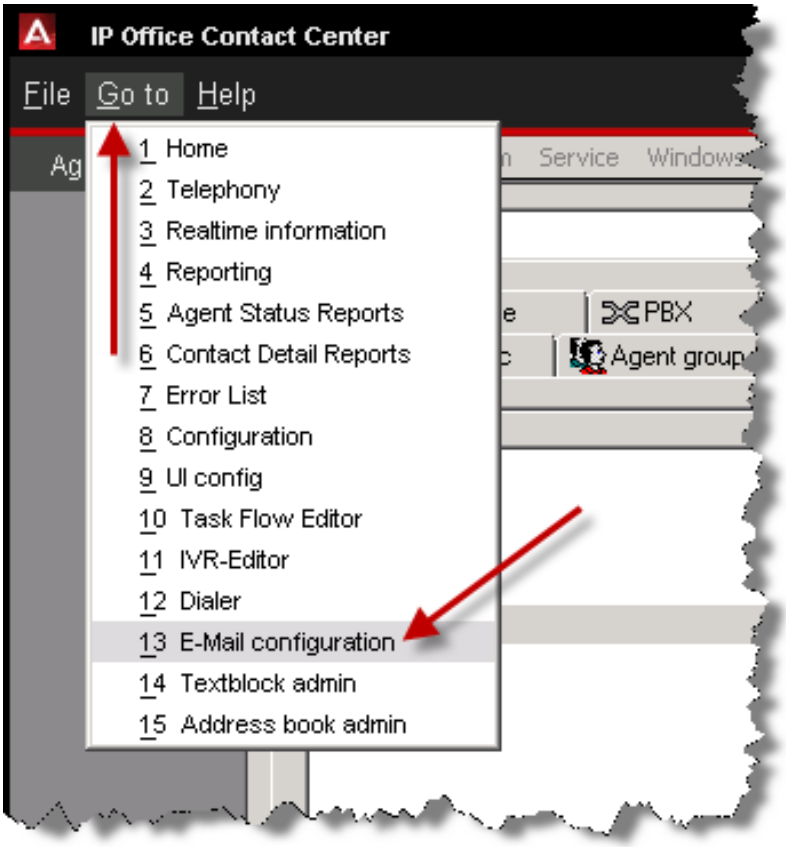


30. Repeat the above process to assign E-mail settings to all agents in E-mail topics /Tasks.

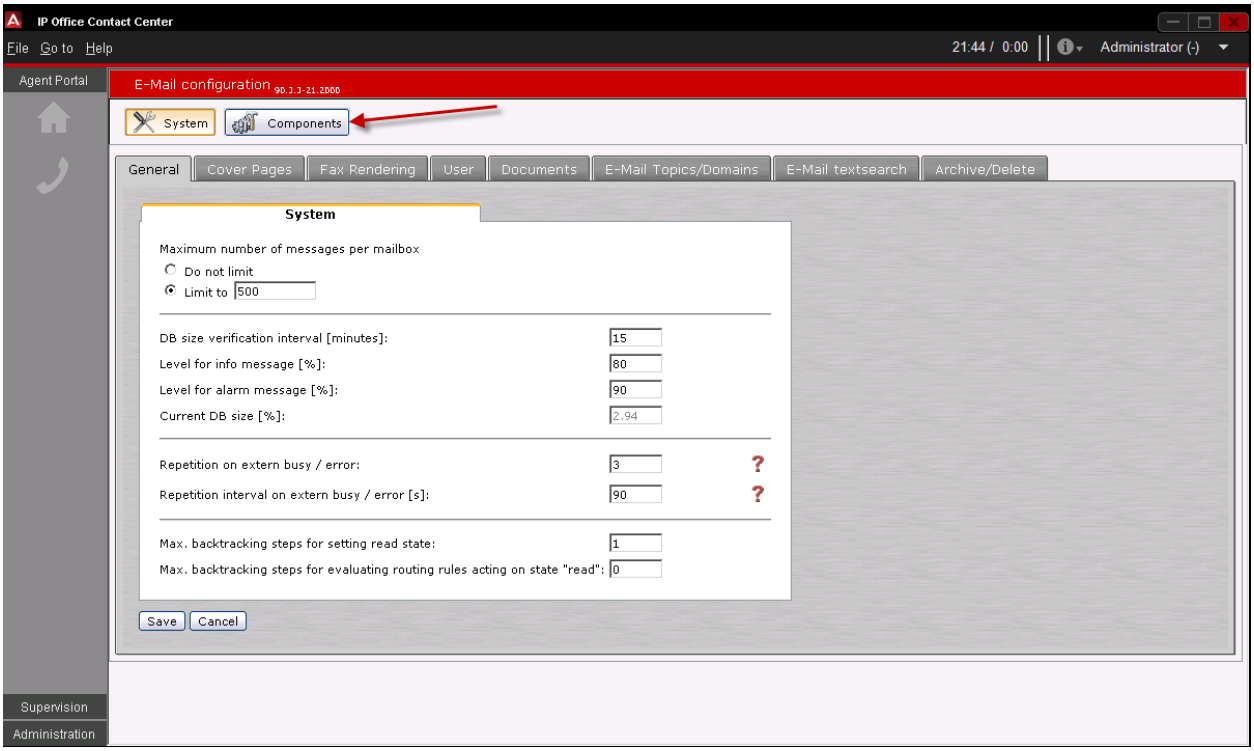


IP Office Contact Center Email Configuration

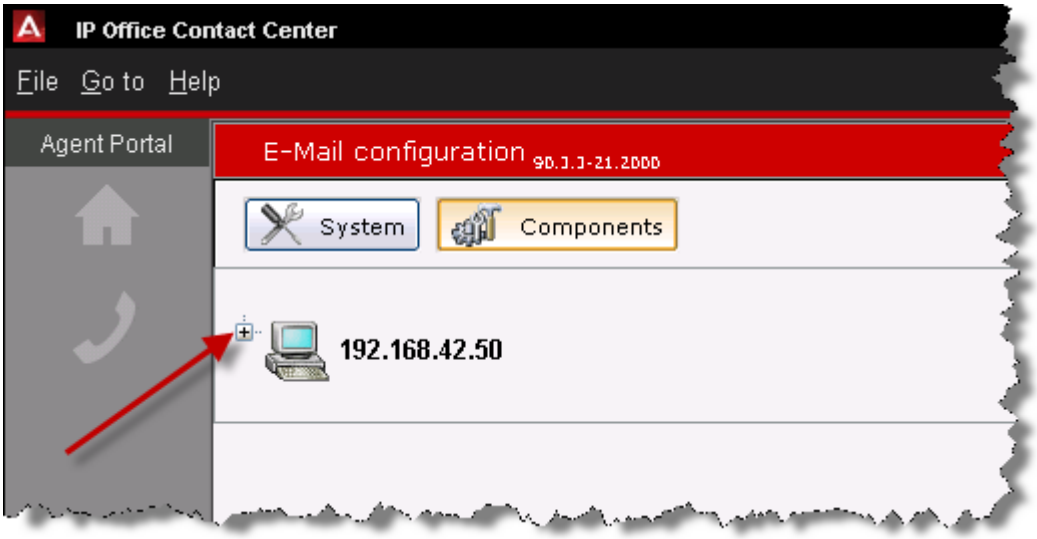
1. Click **Go to** and then select **E-Mail configuration**.



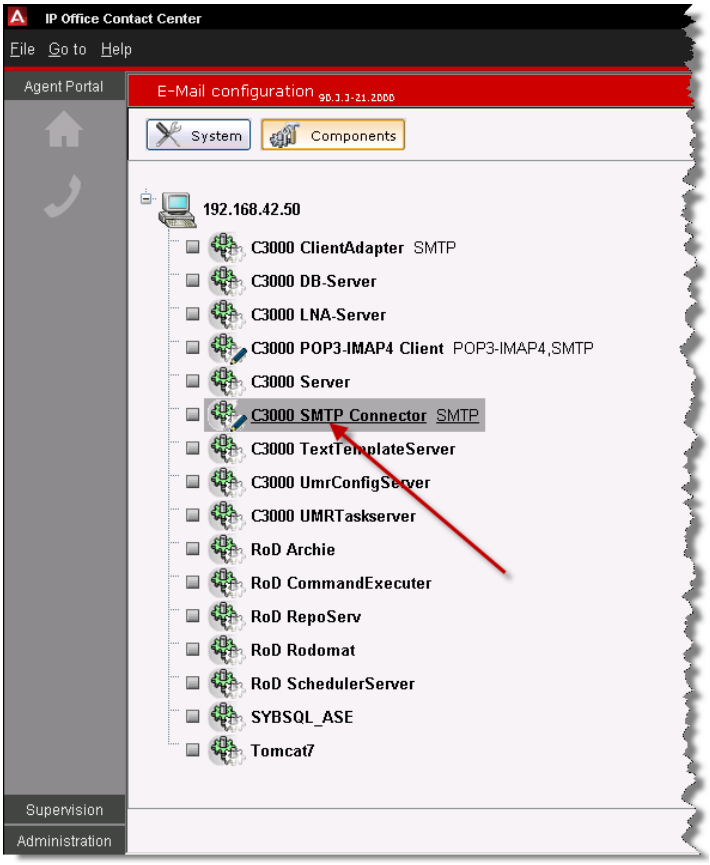
2. Click the **Components** button.



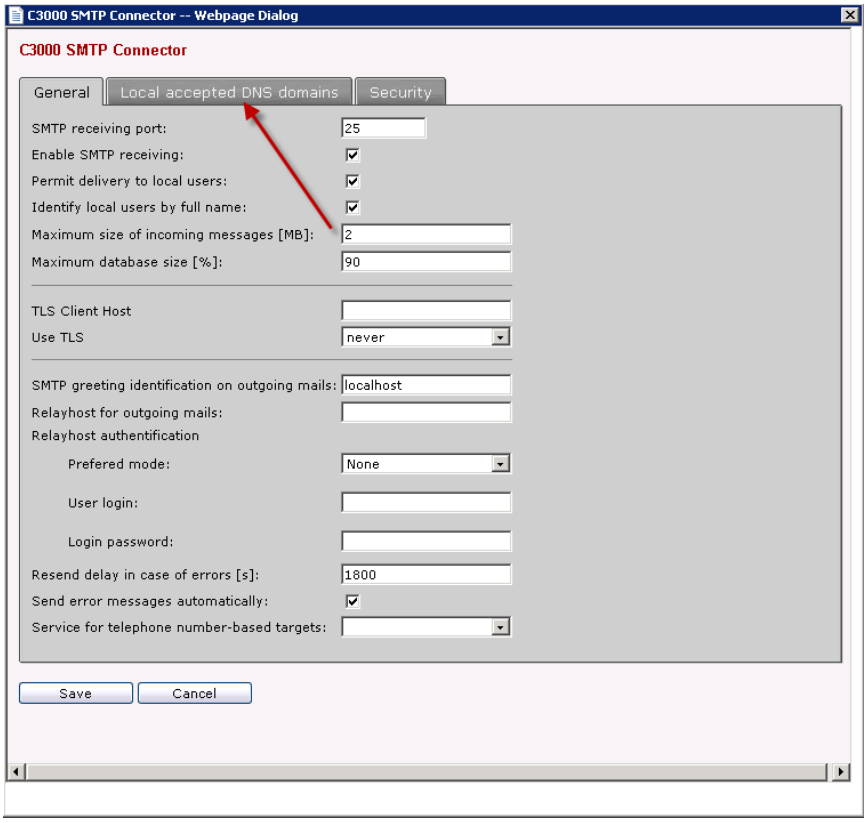
3. Expand the menu using the **+** button.



4. Click the **C3000 SMTP Connector SMTP** link.



5. Click the **Local accepted DNS domains** tab.

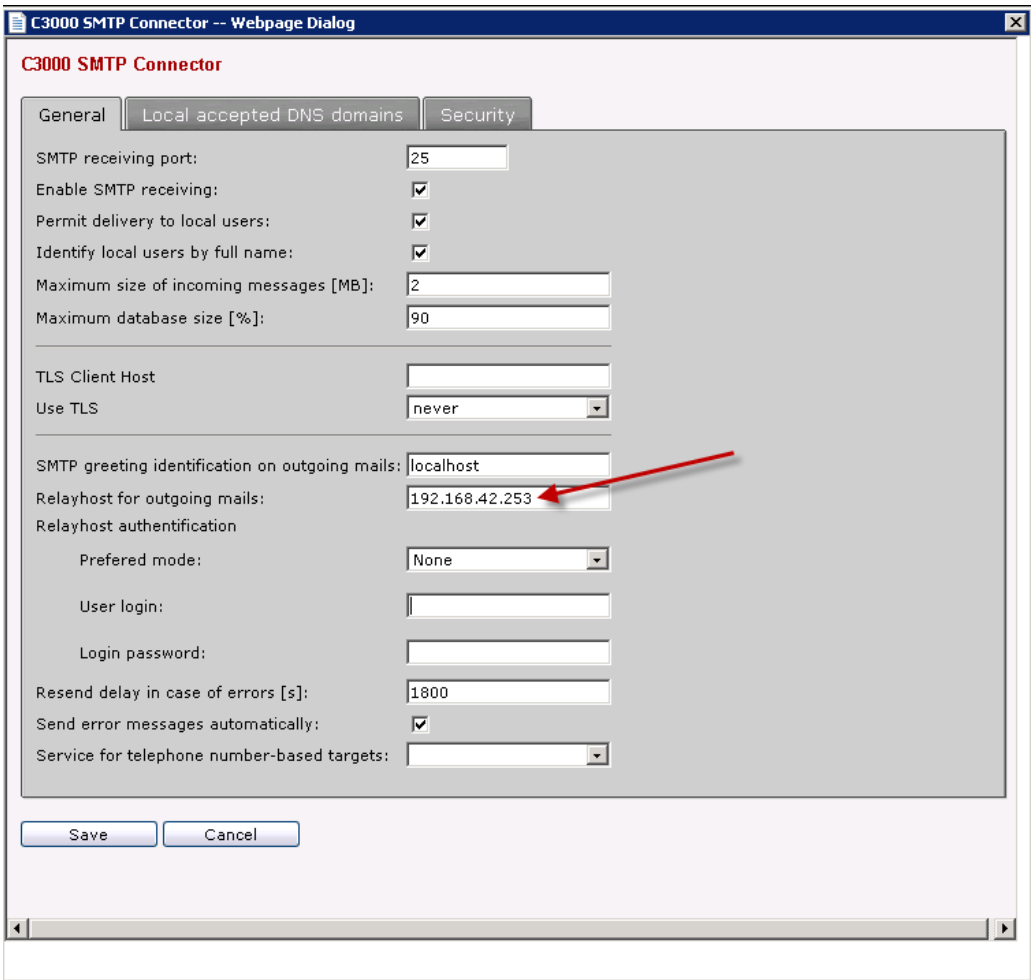


6. In the field adjacent the **Add** button enter the customer's email service domain name for example, **mail.abccompany.com** and then click the **Add** button.

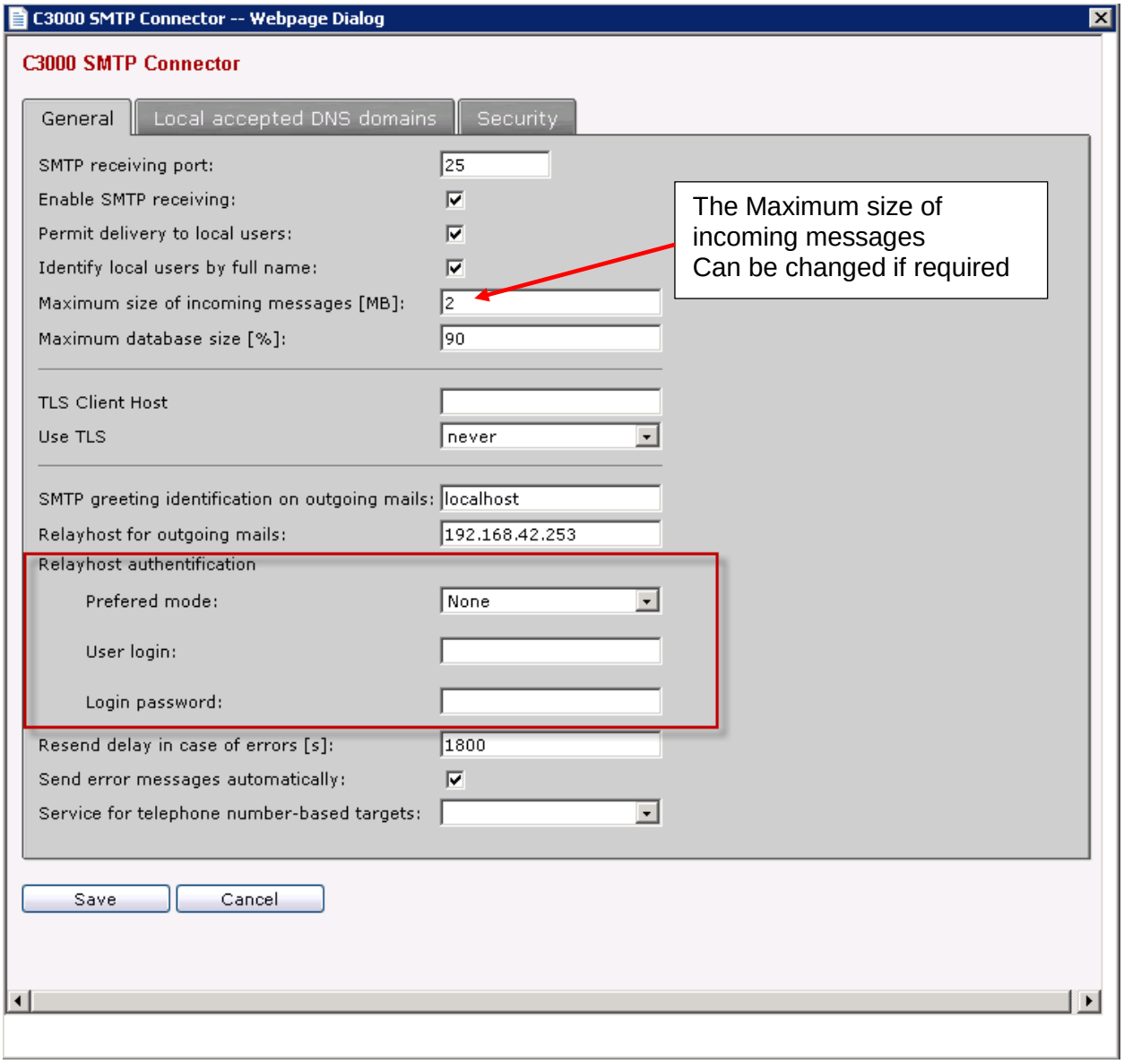
7. The configured Domain is displayed. Click the **Save** button.

8. Click the **General** tab to close the window.

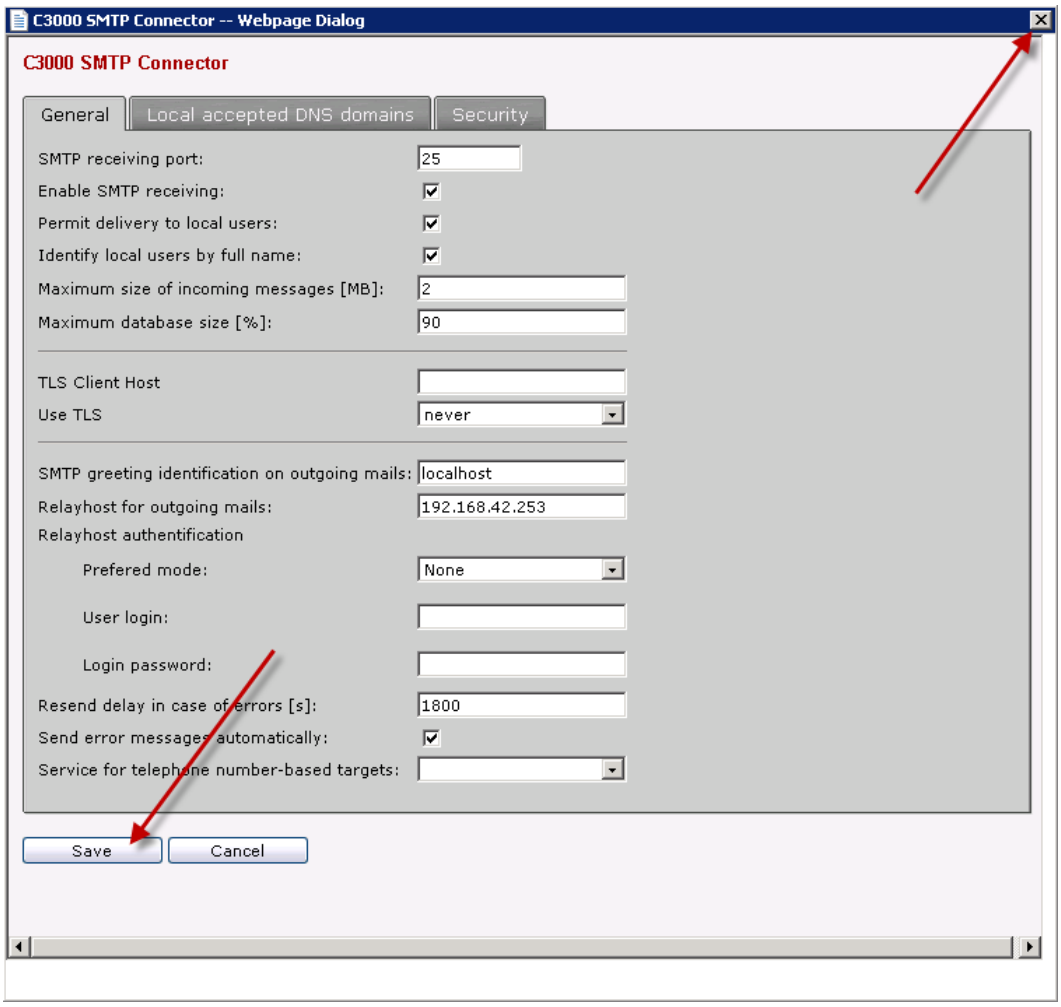
9. In the **Relayhost for outgoing mails** field, enter the **IP Address** of the customers relay host mail server.



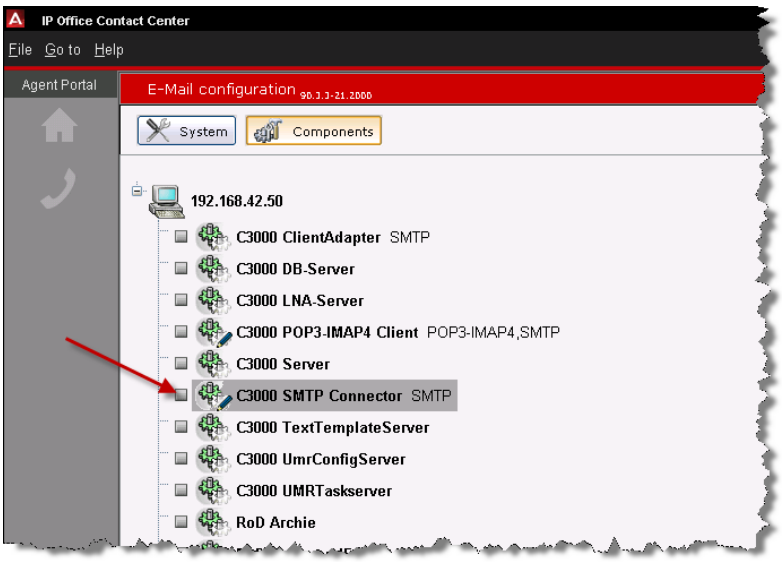
10. Change the **Relayhost authentication** as required for the customer.


C3000 SMTP Connector -- Webpage Dialog
C3000 SMTP Connector
General
Local accepted DNS domains
Security
SMTP receiving port:
25
Enable SMTP receiving:
Permit delivery to local users:
Identify local users by full name:
Maximum size of incoming messages [MB]:
2
Maximum database size [%]:
90
TLS Client Host
Use TLS
never
SMTP greeting identification on outgoing mails:
localhost
Relayhost for outgoing mails:
192.168.42.253
Relayhost authentification
Prefered mode:
None
User login:
Login password:
Resend delay in case of errors [s]:
1800
Send error messages automatically:
Service for telephone number-based targets:
Save
Cancel
The Maximum size of incoming messages Can be changed if required

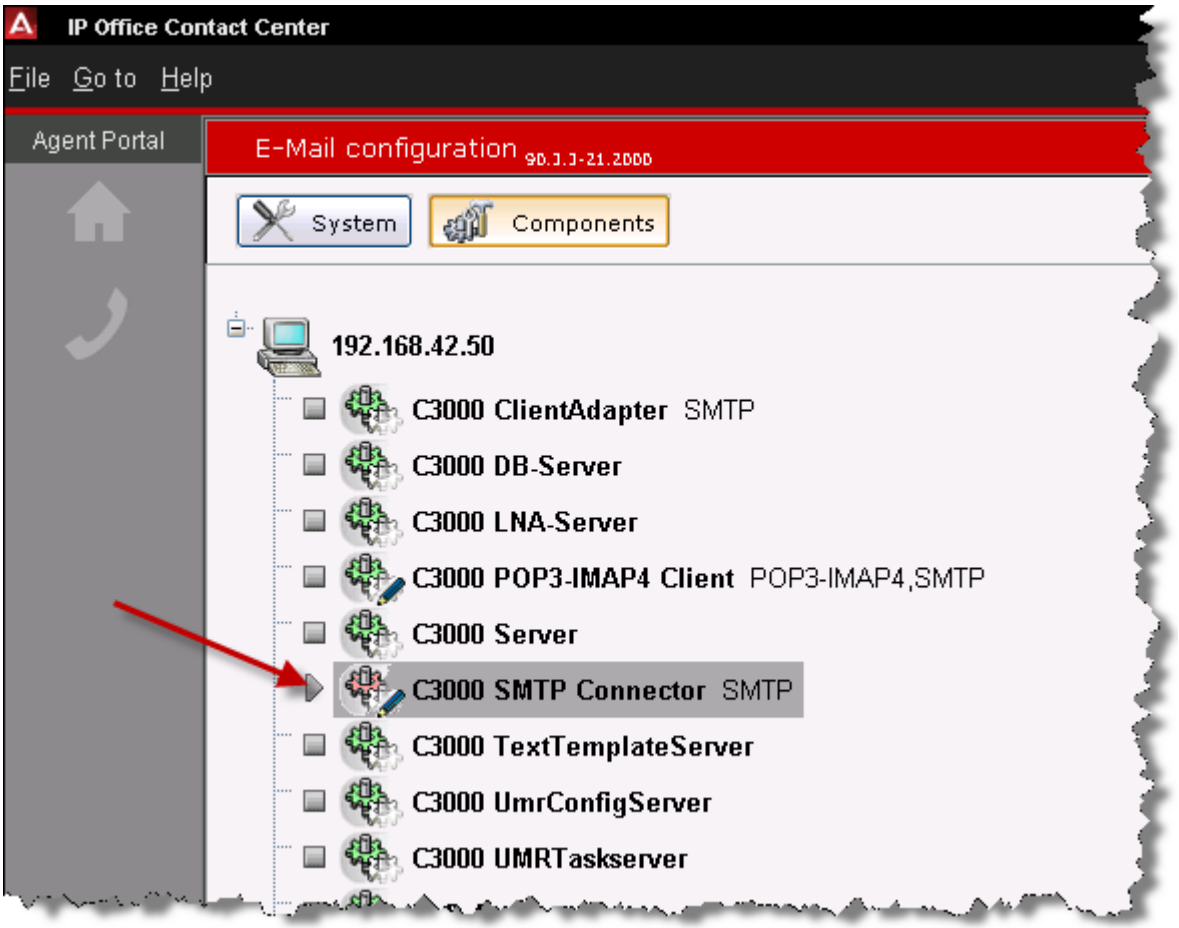
11. Once all settings have been configured click the **Save** button and then select the **X** button to close the window.



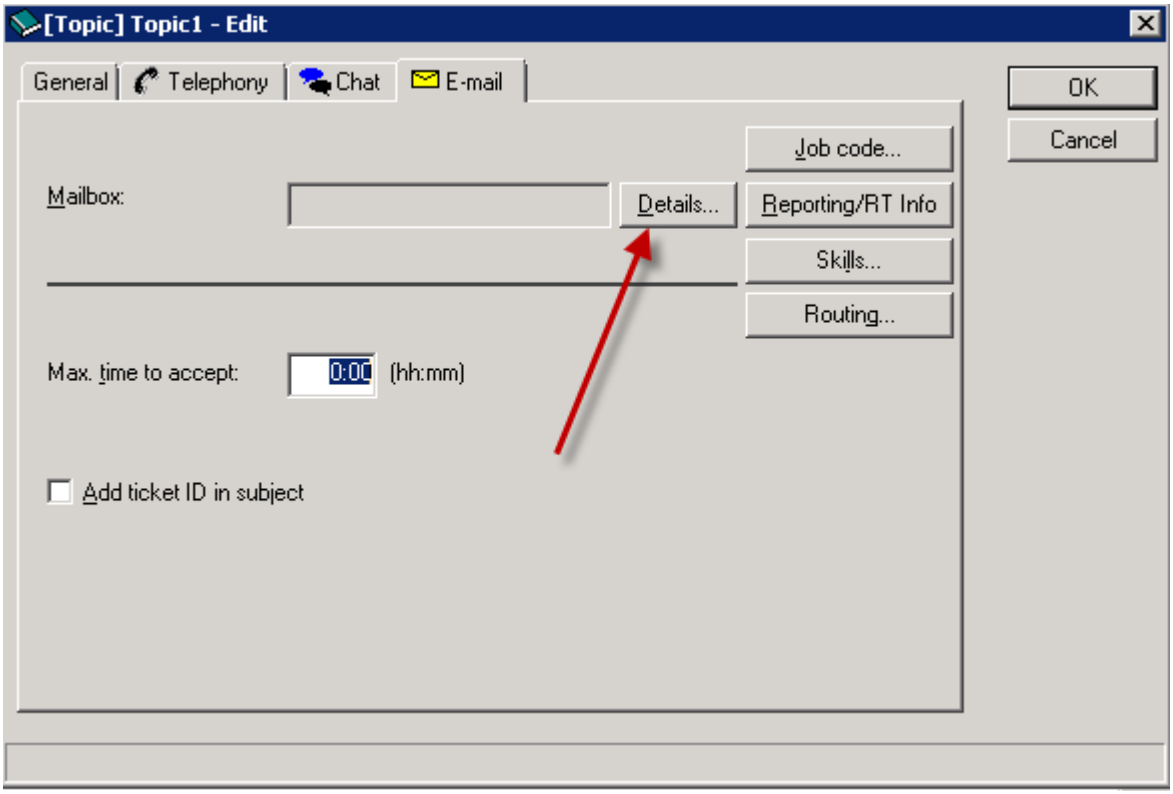
12. Click the grey box to stop the **C3000 SMTP Connector SMTP** Service.

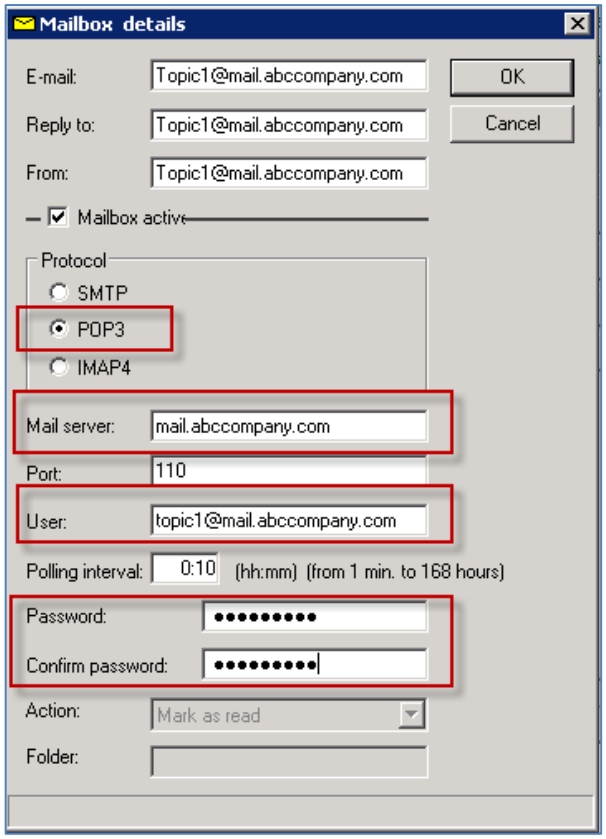


13. Click the grey arrow to start the **C3000 SMTP connector SMTP** service.

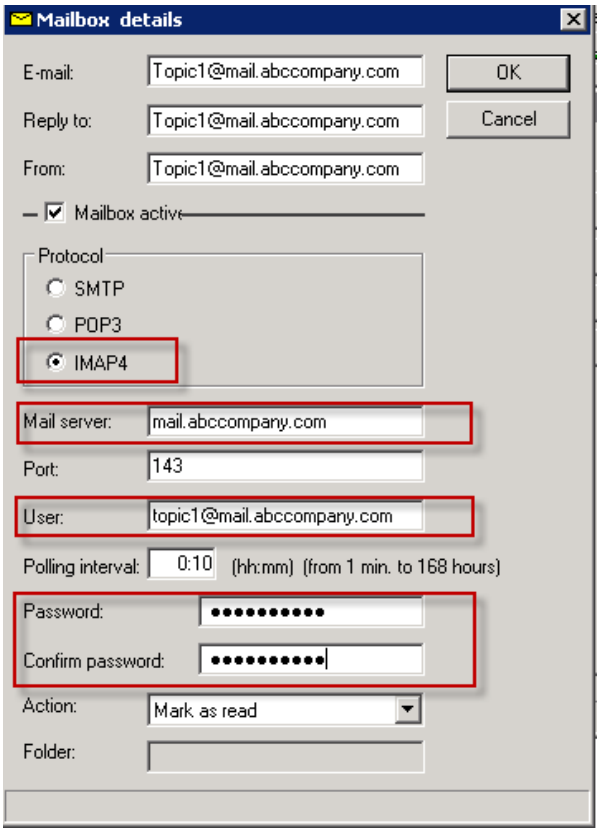


14. If the customer is using **POP3** email system, configure the details of the required Topic's email settings.


[Topic] Topic1 - Edit
General
Telephony
Chat
E-mail
OK
Cancel
Job code...
Mailbox:
Details...
Reporting/RT Info
Skills...
Routing...
Max. time to accept:
0:00
(hh:mm)
Add ticket ID in subject


Mailbox details
E-mail:
Topic1@mail.abccompany.com
Reply to:
Topic1@mail.abccompany.com
From:
Topic1@mail.abccompany.com
OK
Cancel
Mailbox active
Protocol
SMTP
POP3
IMAP4
Mail server:
mail.abccompany.com
Port:
110
User:
topic1@mail.abccompany.com
Polling interval:
0:10
(hh:mm) (from 1 min. to 168 hours)
Password:
Confirm password:
Action:
Mark as read
Folder:

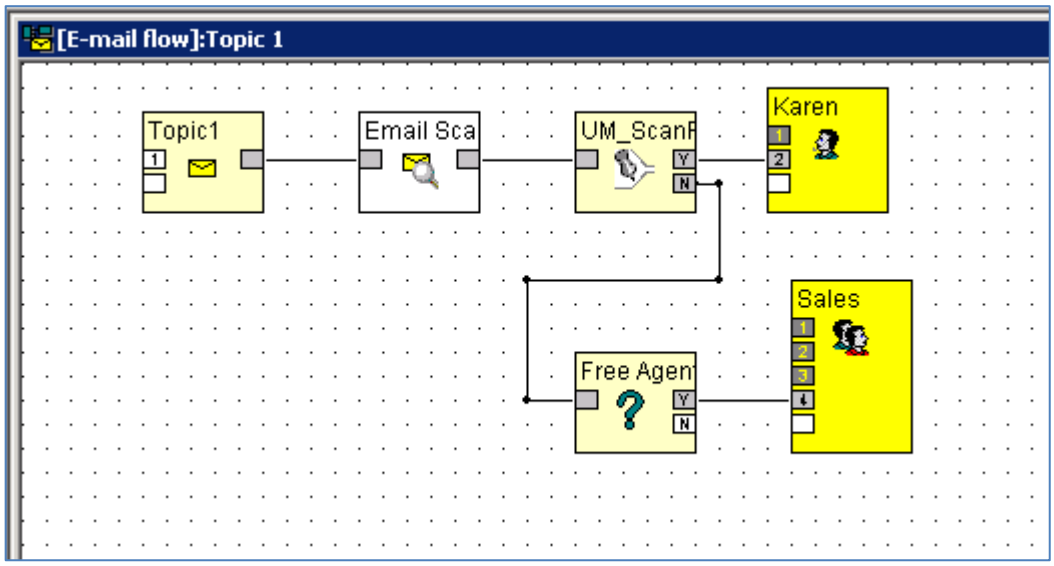
15. If you are using an **IMAP4** email **system, just alter the details of the topic's email**.



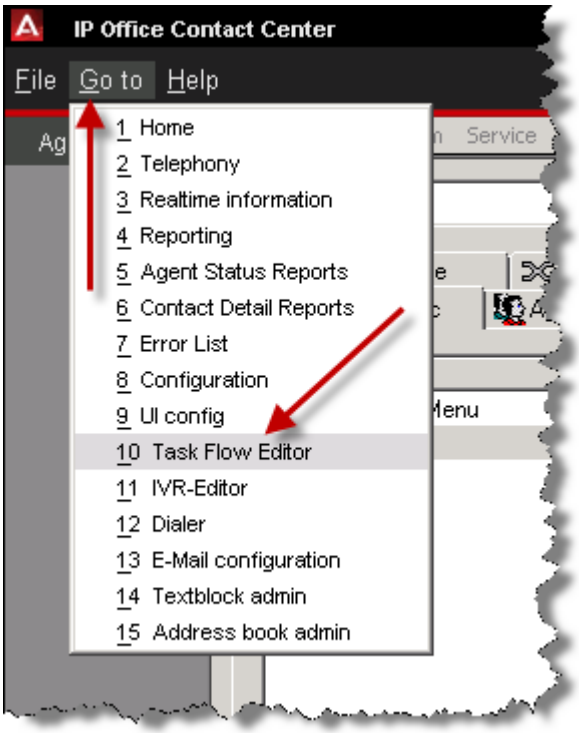
Creating an E-mail Flow

The IP Office Contact Center Email services can be configured to scan email content for keywords and distribute the email accordingly to an appropriate Email configured agent. If a keyword is not matched the email can be distributed for example, to an agent group.

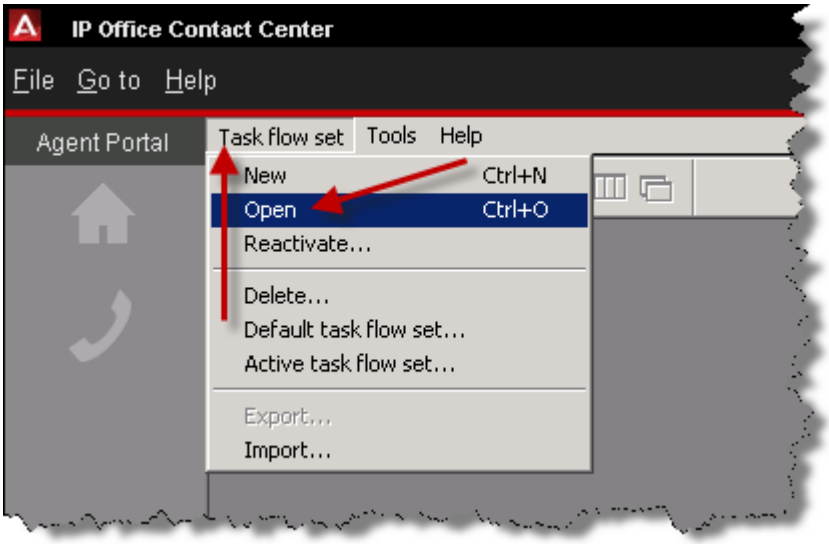
In this example, an Email flow will be configured that will scan the email for the keyword “Desktop” and if found in the email, the email will be distributed to agent ‘Karen’. If the email does not contain the keyword, it will be directed to the email Group Sales.



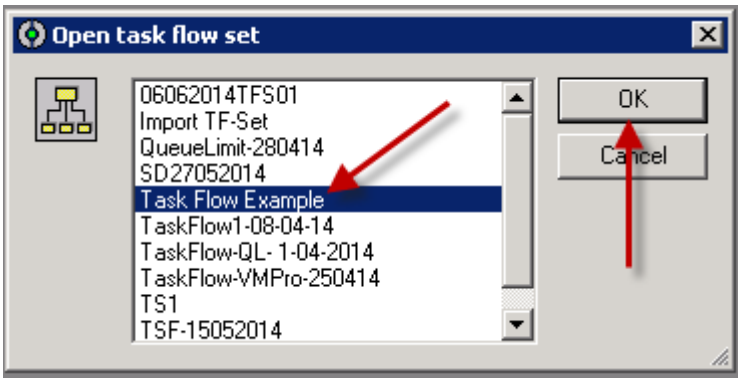
16. From the **Go to** menu click **Task Flow Editor**.



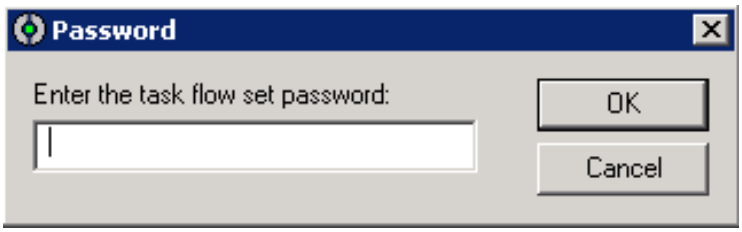
17. Click **Task flow set** and then select **Open**.



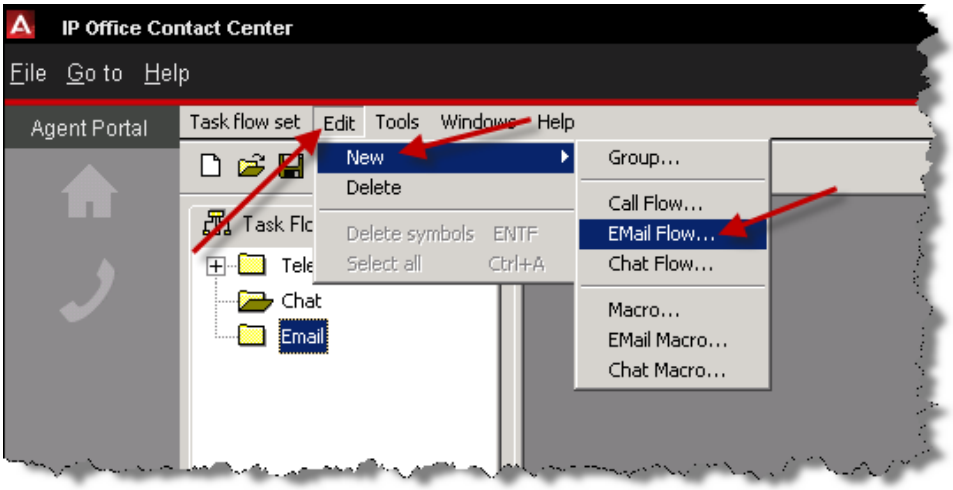
18. Click the required **Task flow** and then select the **OK** button.



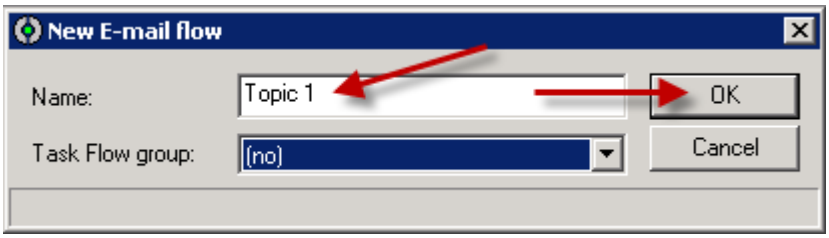
19. Enter the password if required and then select the **OK** button.



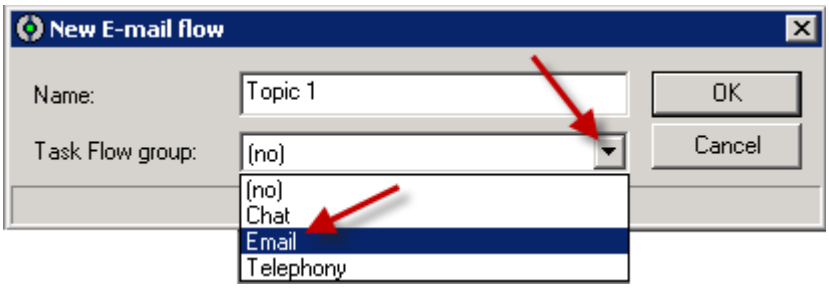
20. Click **Edit – New** and then select **Email flow…**.



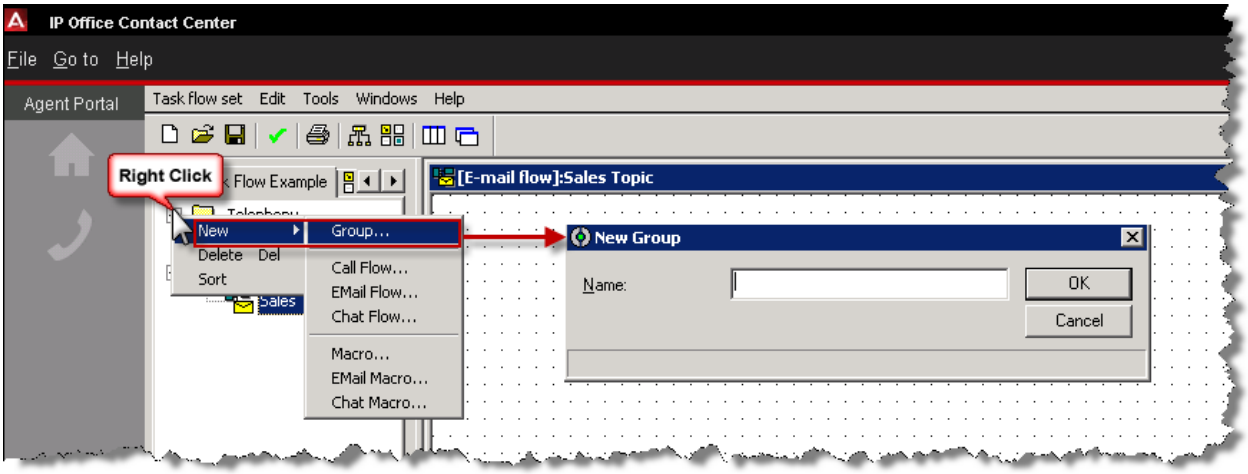
21. In the **Name** field enter a name for the Email flow.



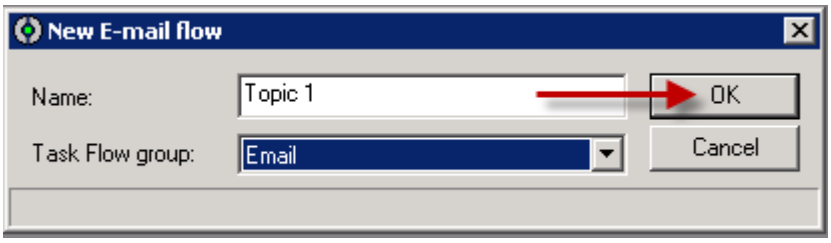
22. Using the pull down select the **Email** Task Flow group.



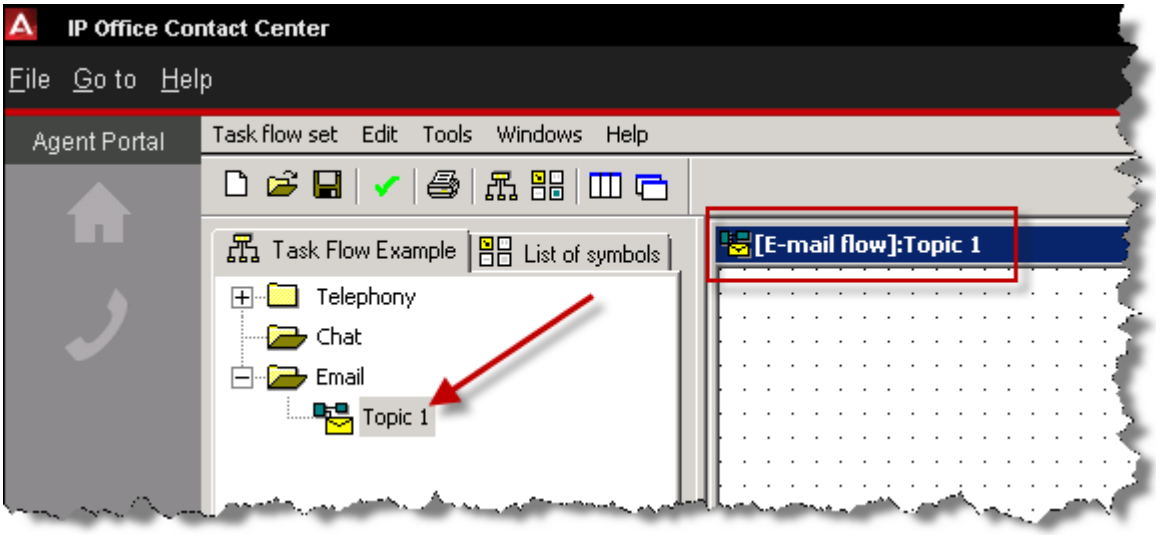
Note: Groups will only be displayed if they have previously been created.



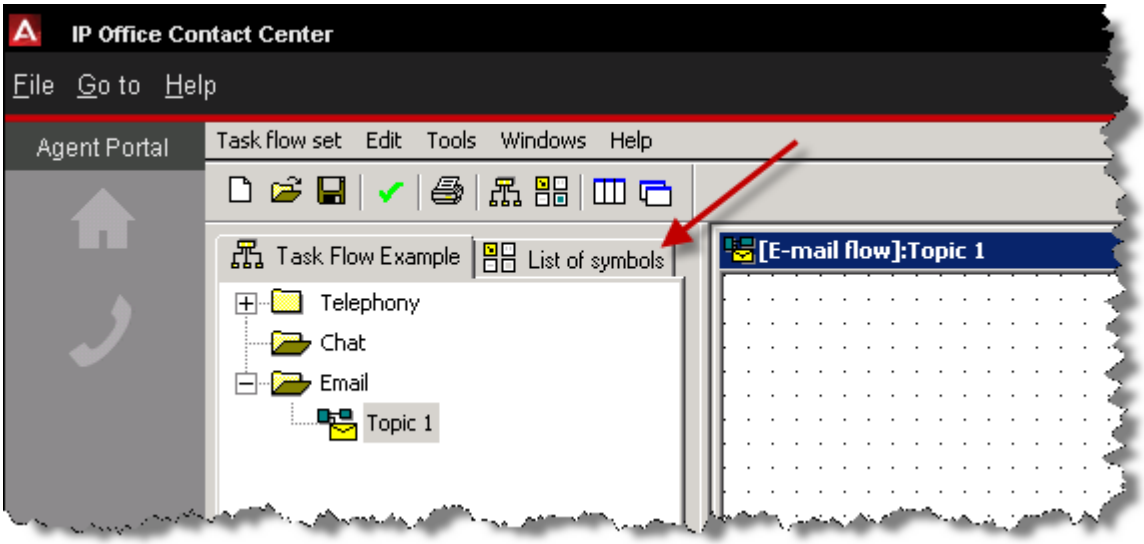
23. Click the **OK** button.



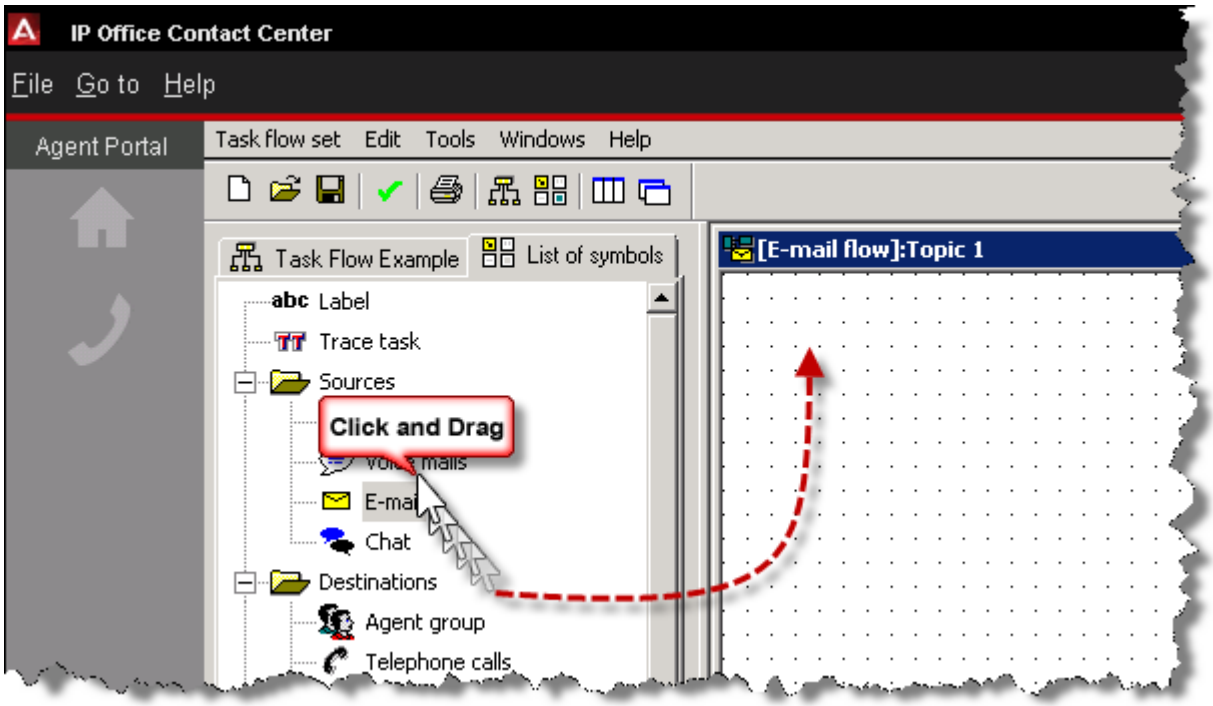
24. The Email Flow is displayed.



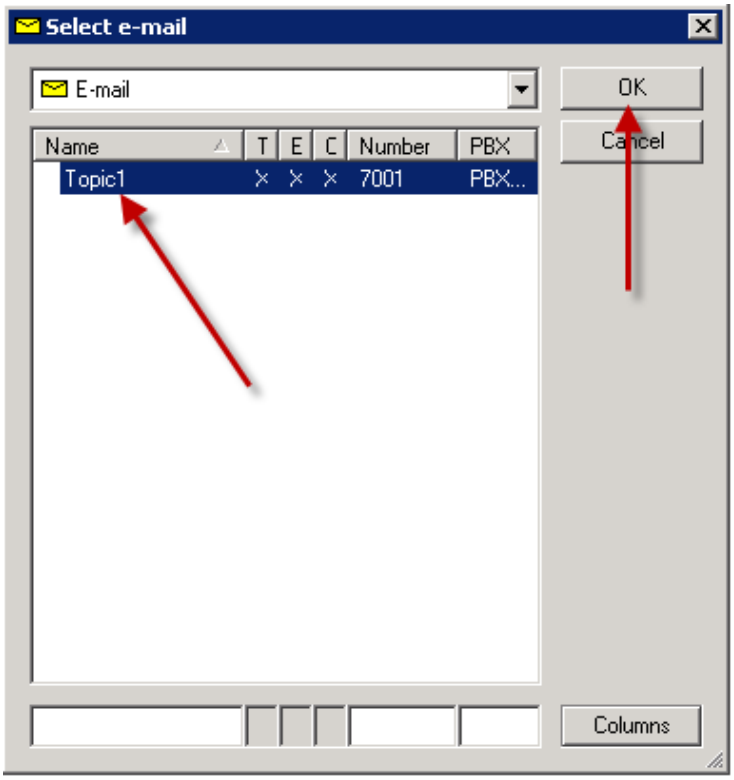
25. Click **List of symbols** tab.



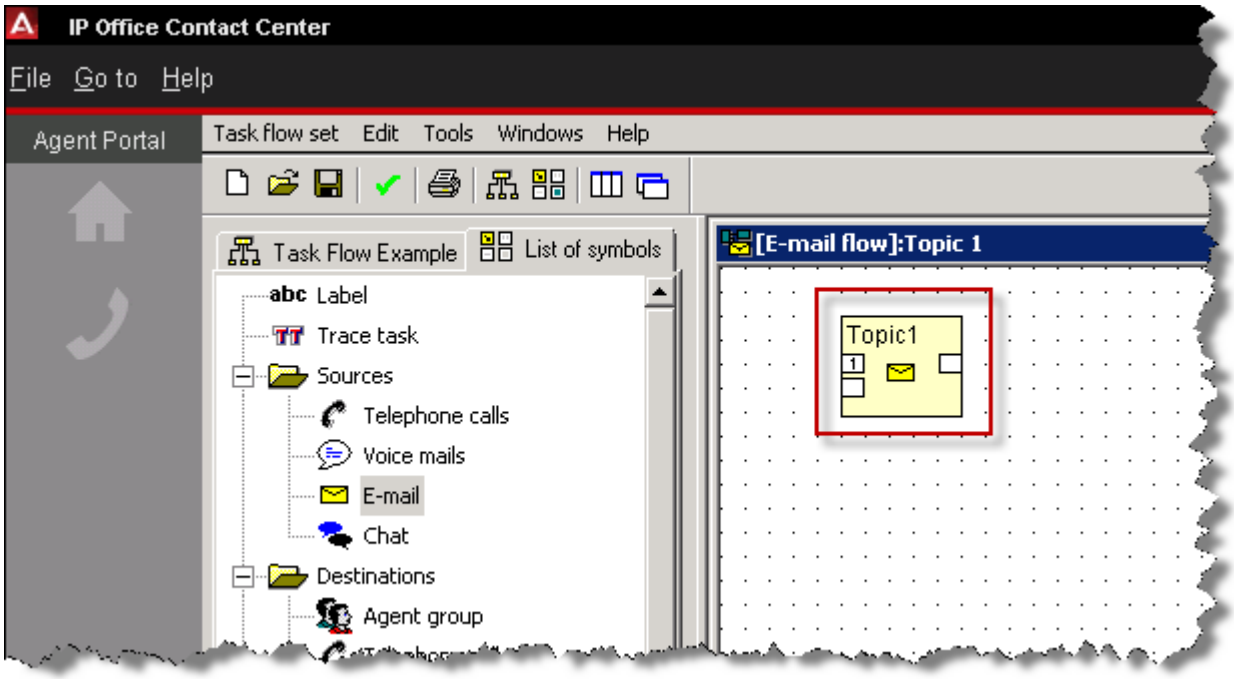
26. To start an Email flow an **E-mail** element can be used. Drag the Email element into the Email flow working area.



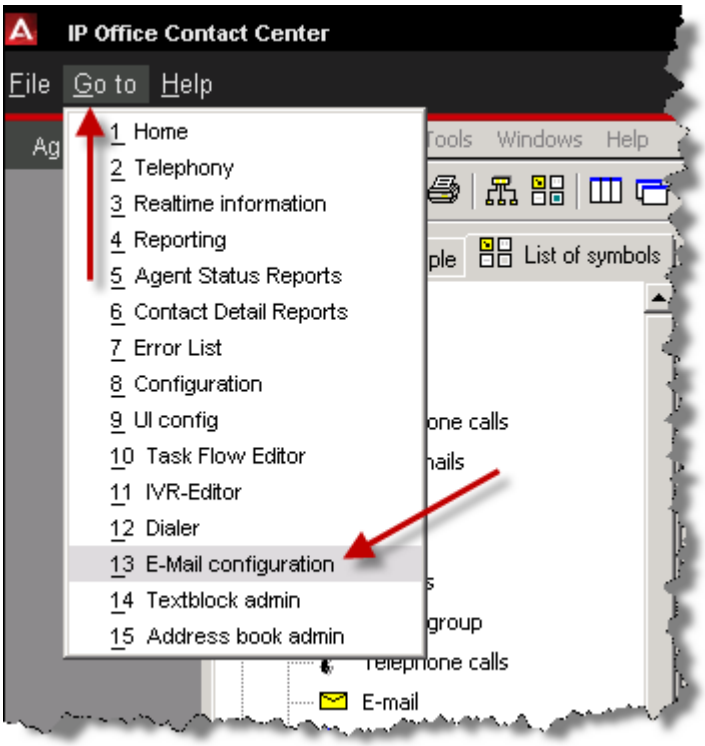
27. Click **Topic1** and then select the **OK** button.



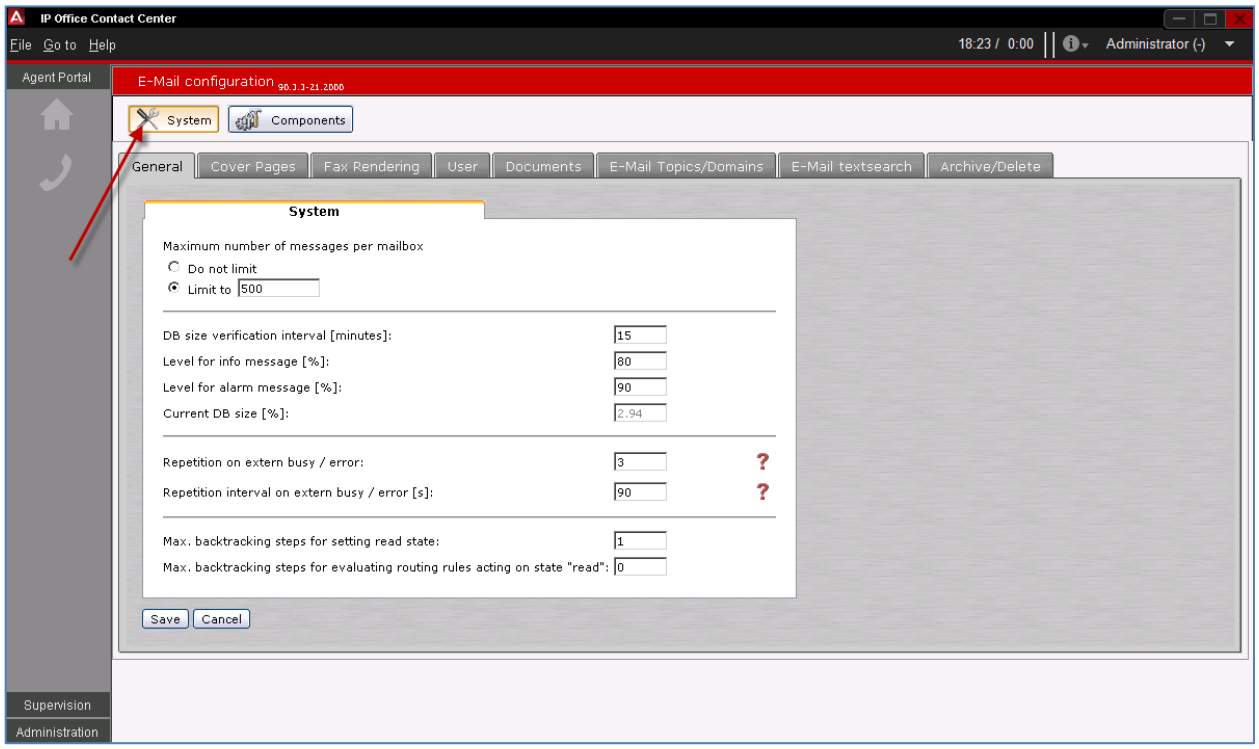
28. The configured element is displayed.



29. The email will now be scanned for a keyword. This can be achieved using an Email script element. To use an Email script element, the keyword text that will be used to search the email contents must be defined. Chose the **Go to** menu and then select **E-Mail configuration**.

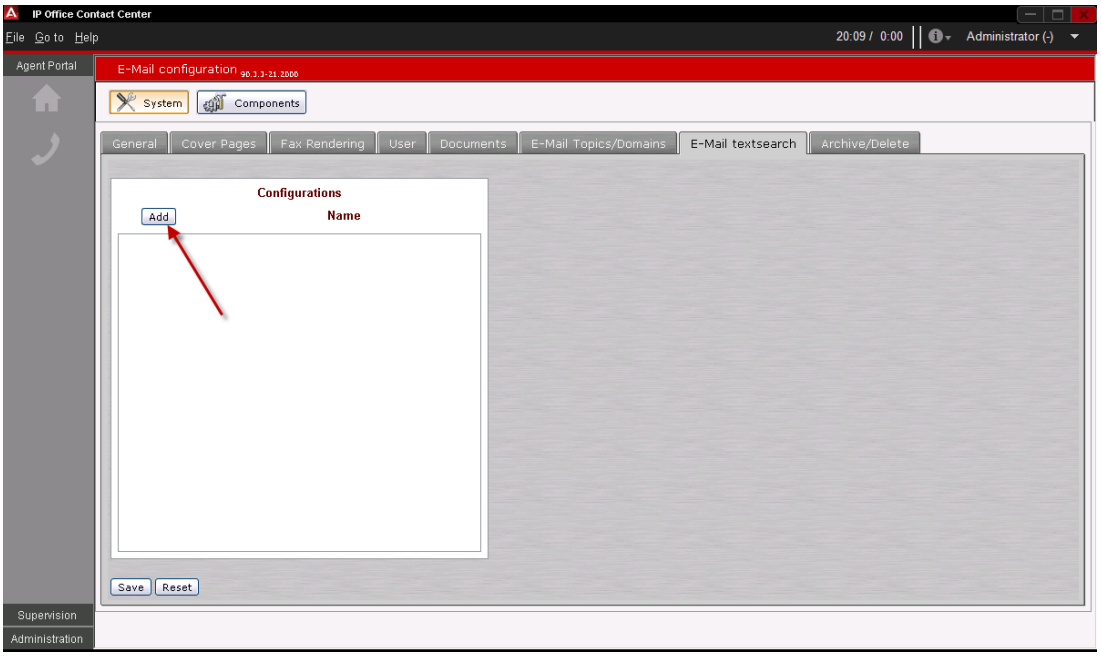


30. Click the **System** button.

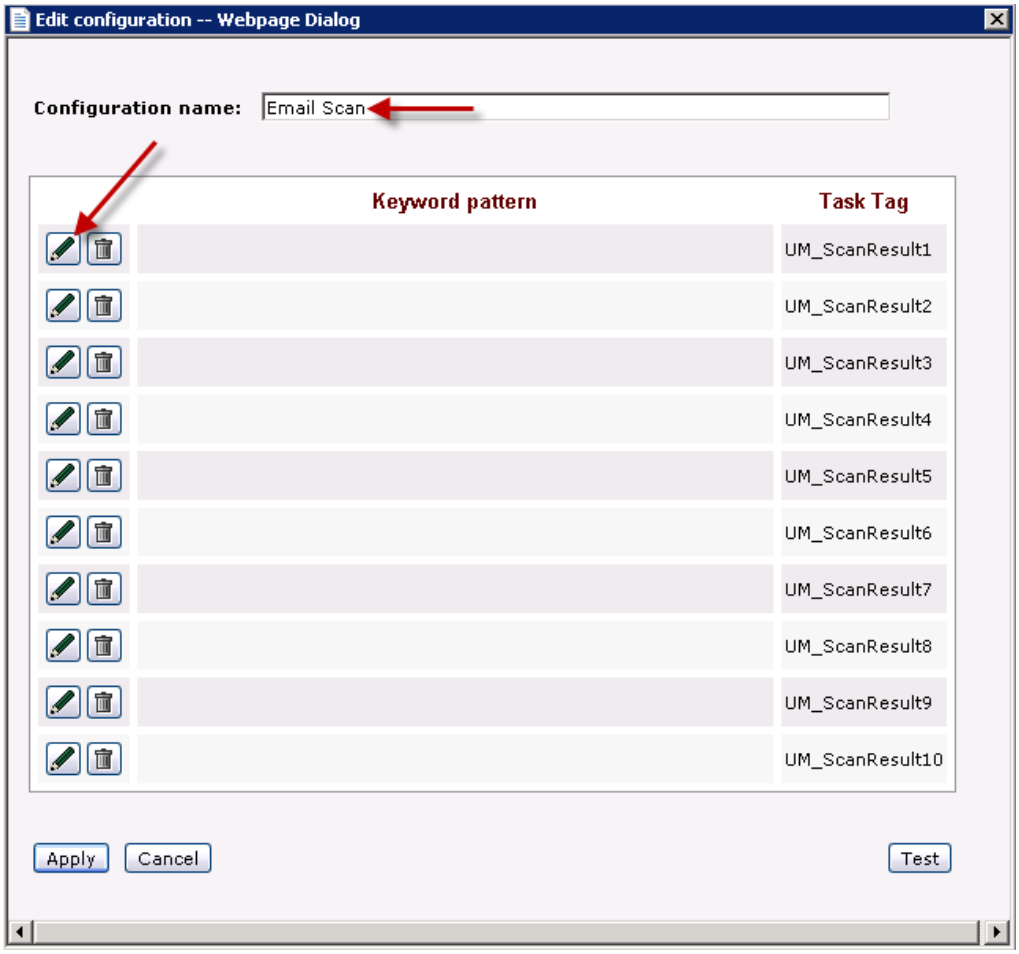


31. Click the **E-Mail textsearch** tab.

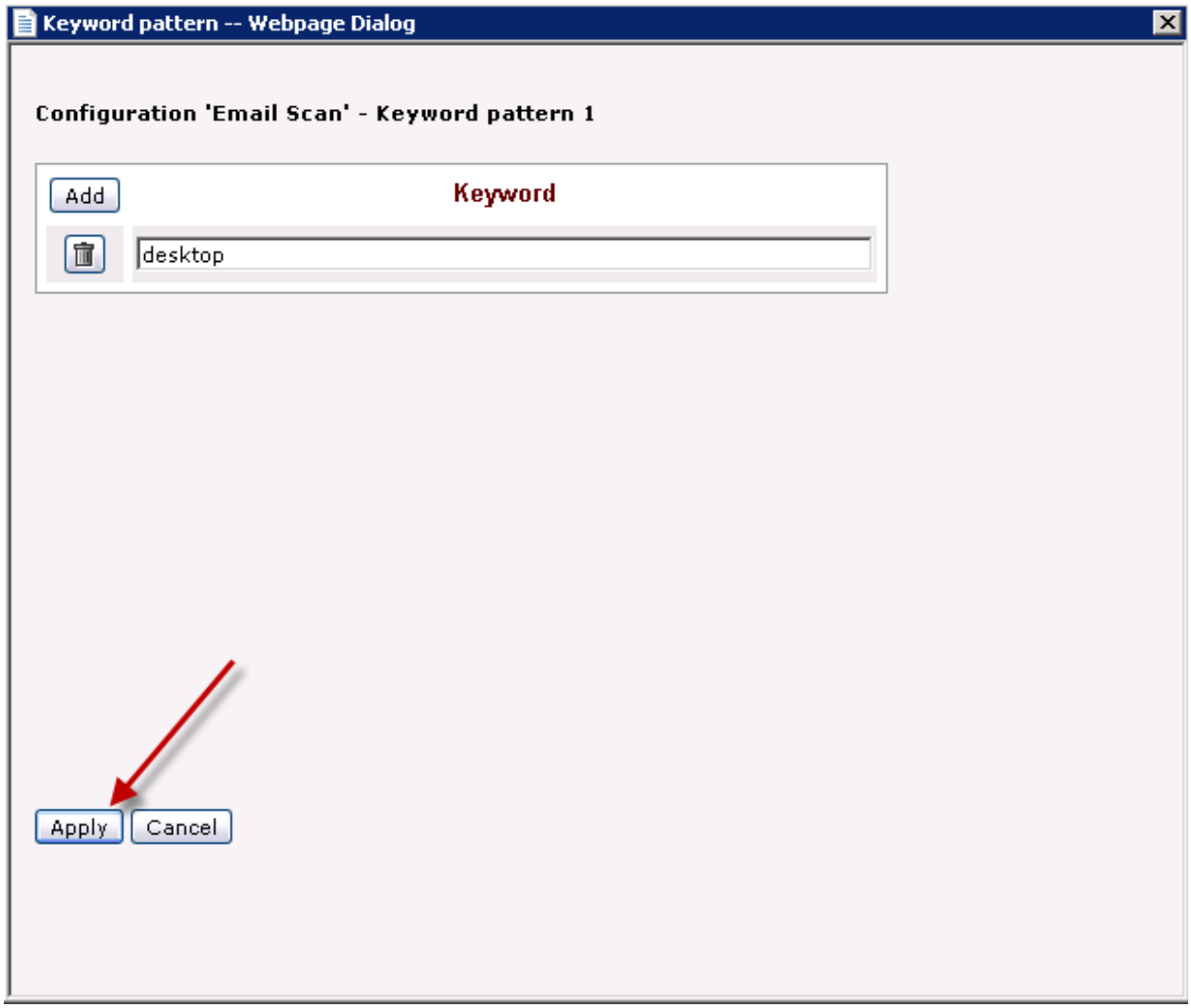
32. Click the **Add** button.



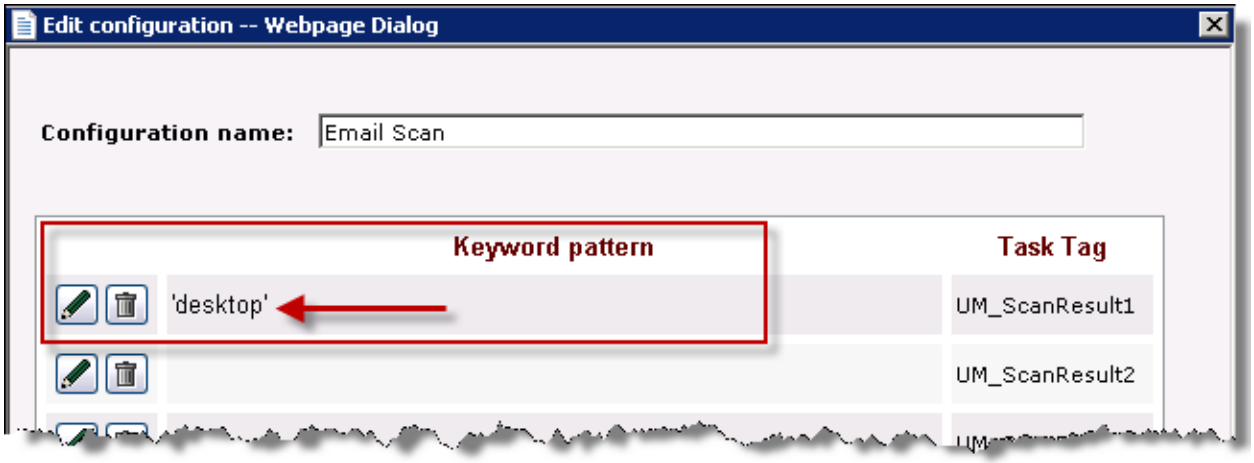
33. In the **Configuration name** field type **Email Scan** and then select the **pencil** button.



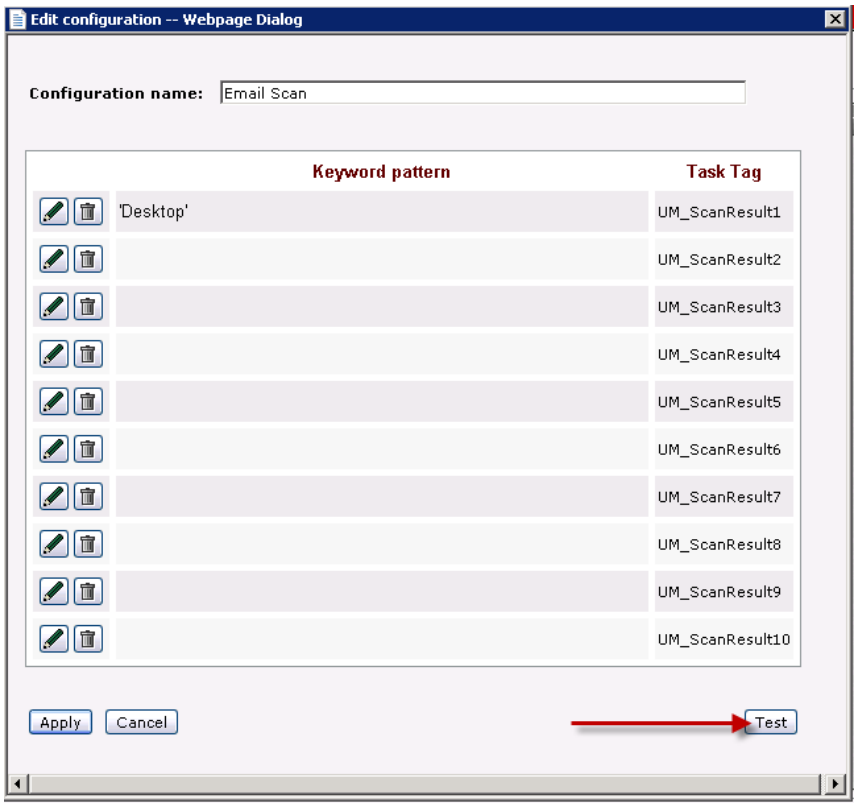
34. In the **Keyword** field, type the required word that will be searched in emails. In this example a keyword of **Desktop** has been added. Click the **Apply** button.



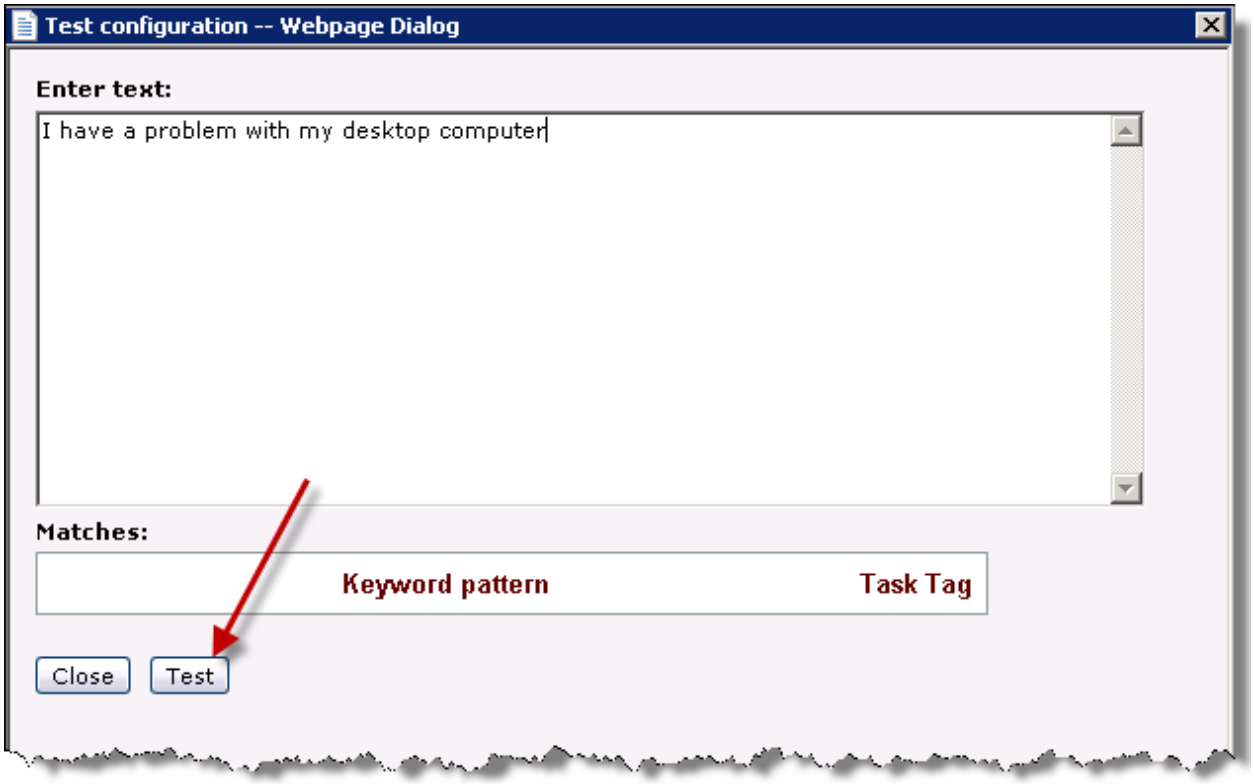
35. The configured Keyword is displayed.



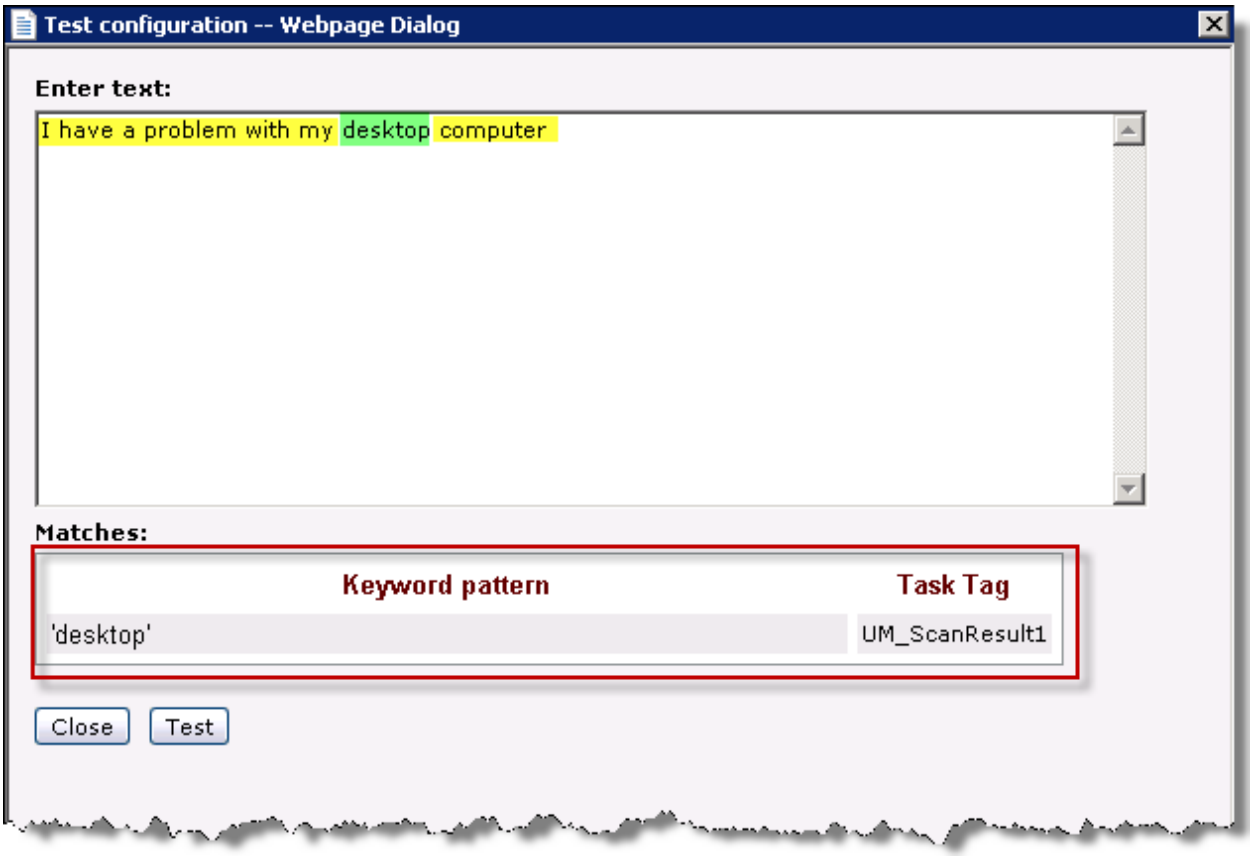
36. The Keyword can be tested. Click the **Test** button.



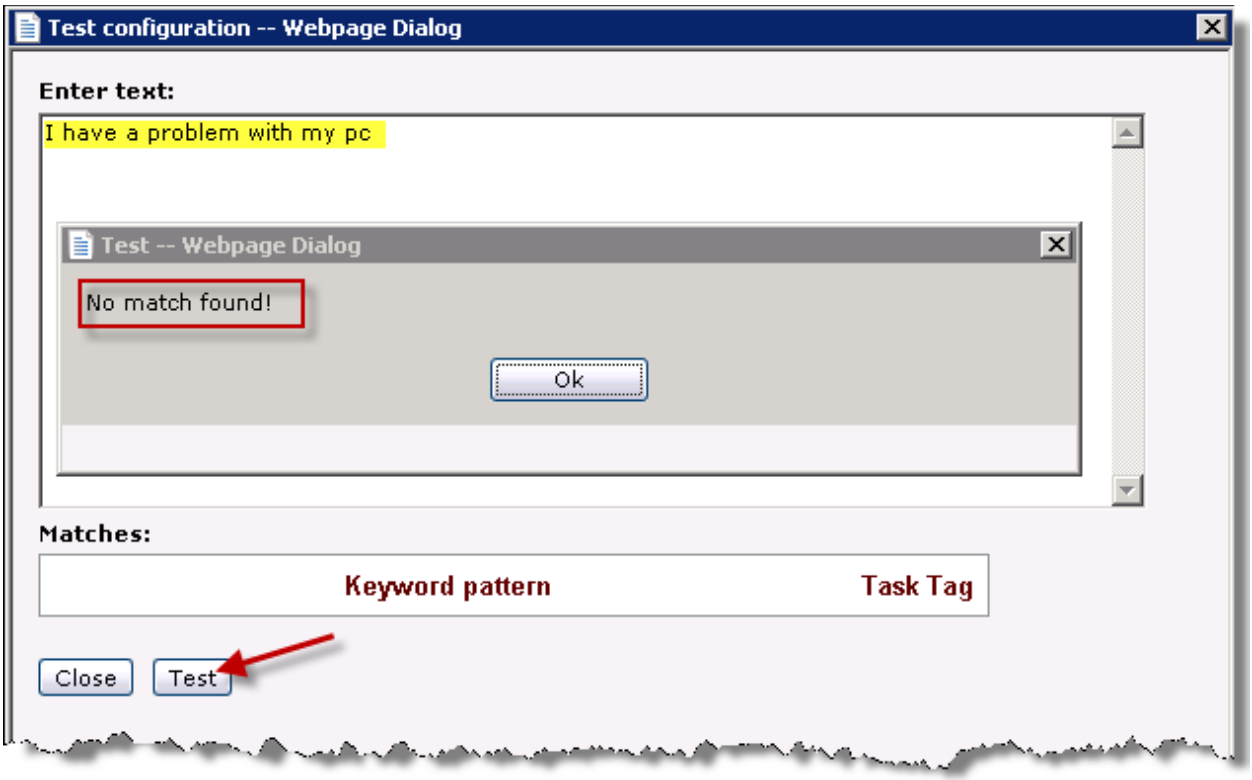
37. In the **Enter** text field enter a phrase containing the keyword. For example, **I have a problem with my Desktop computer** and then select the **Test** button.



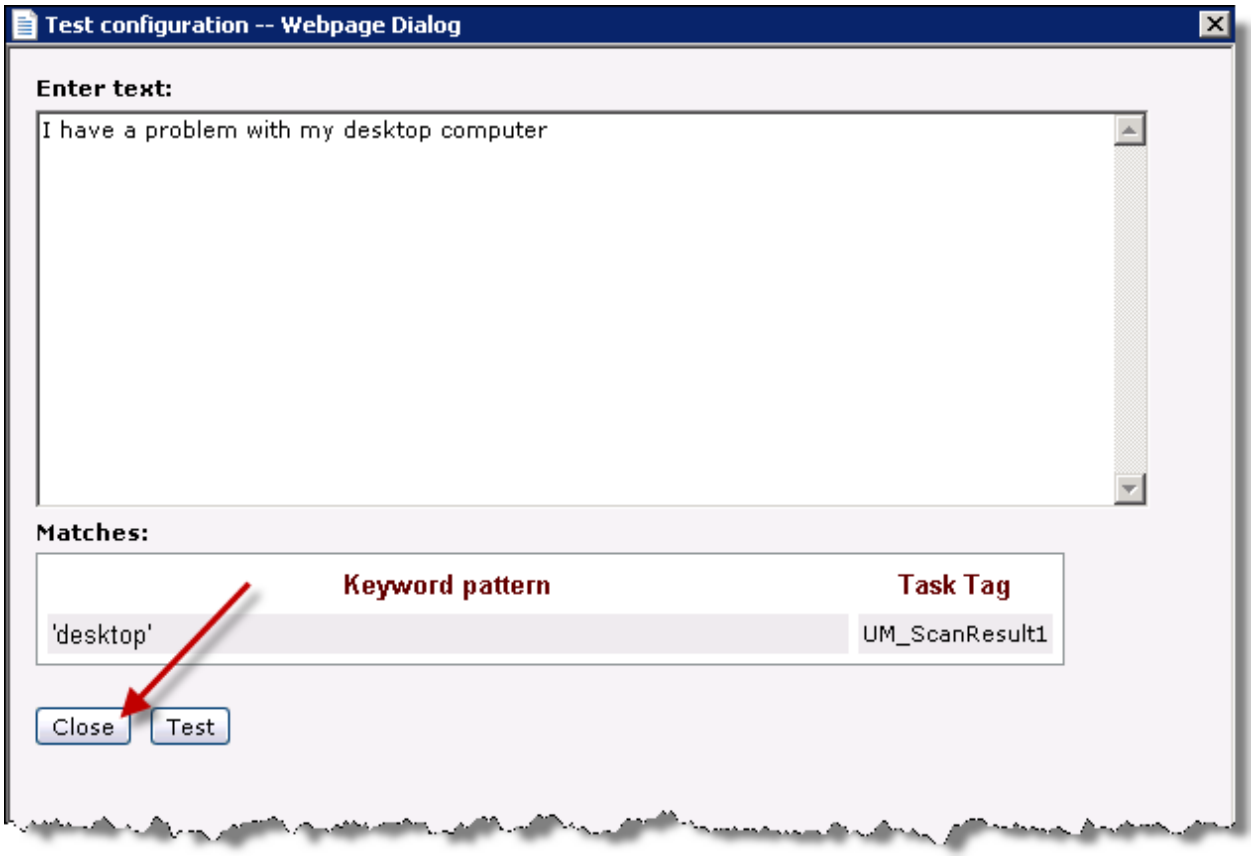
38. The matched Keyword text will be displayed in the **Matches:** panel.



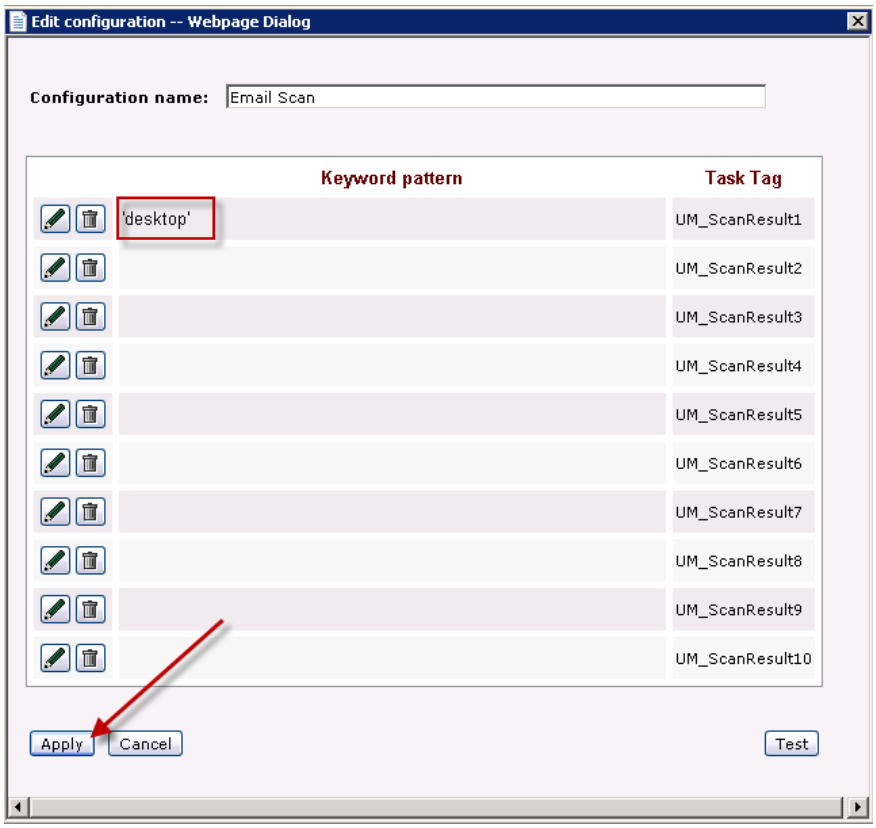
39. A notification box will be displayed if the text does not match the keyword.



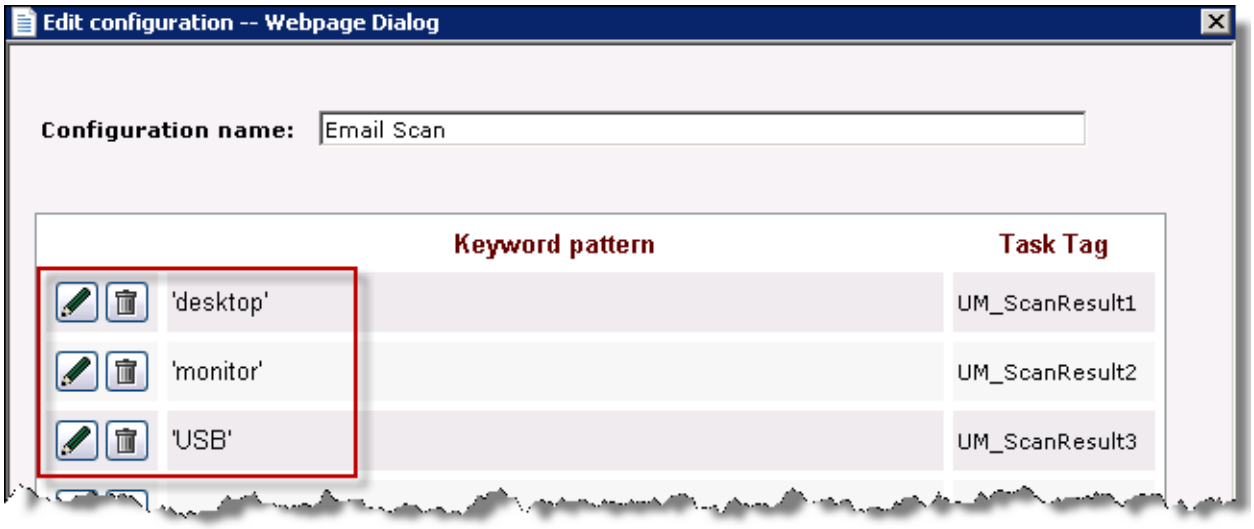
40. Click the **Close** button.

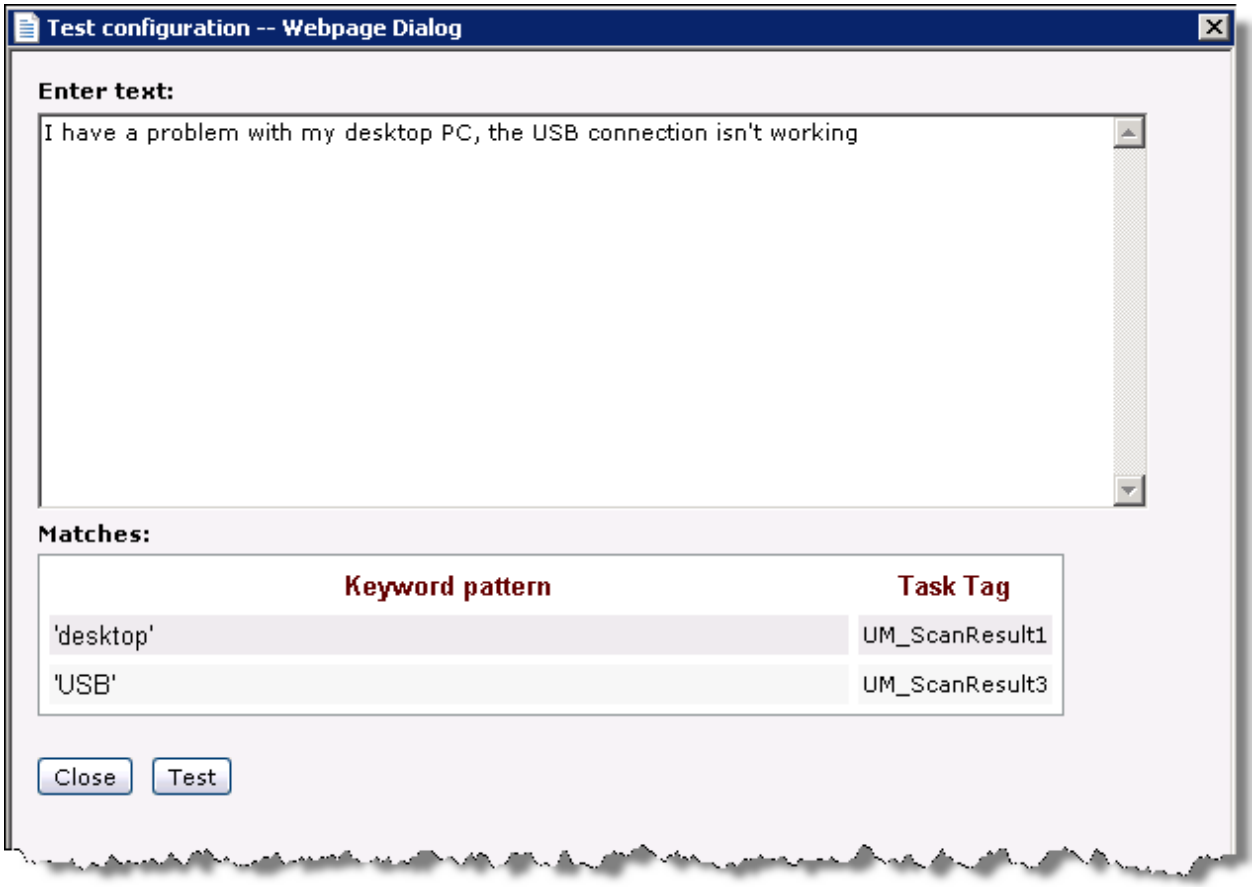


41. The configured Keyword is displayed. Click the **Apply** button.

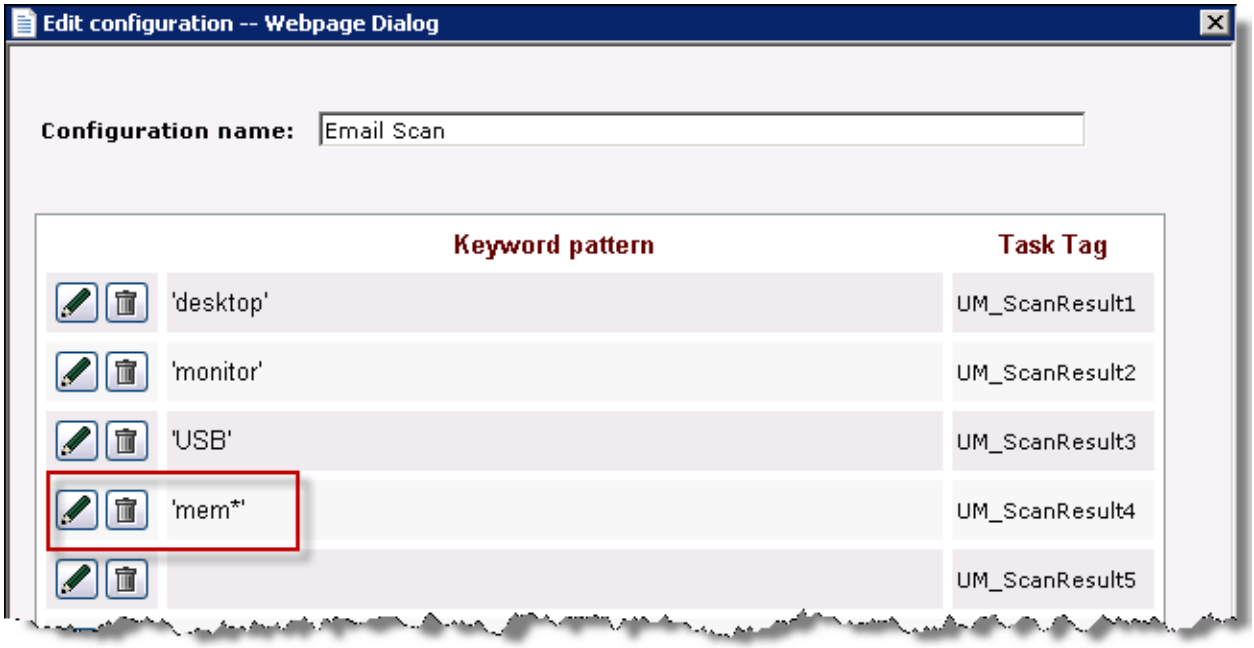


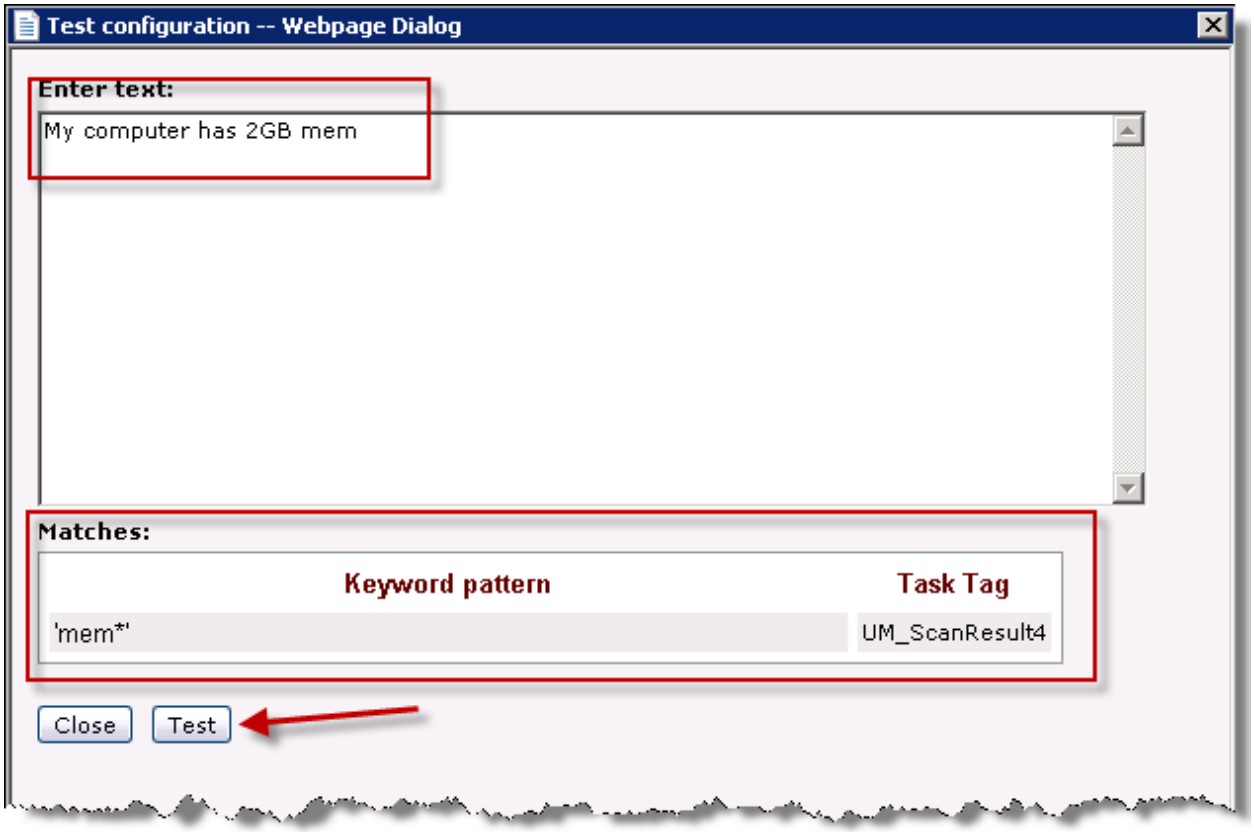
42. Additional keywords can be added as required.

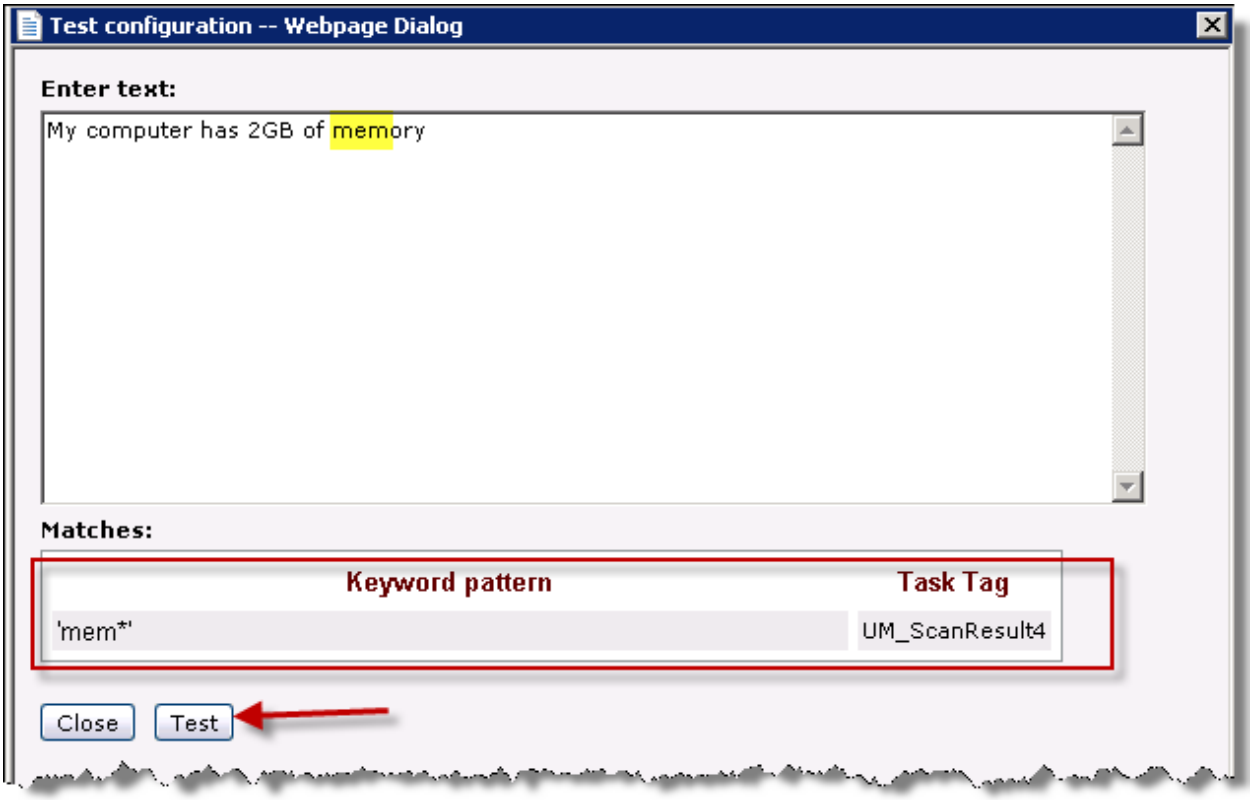




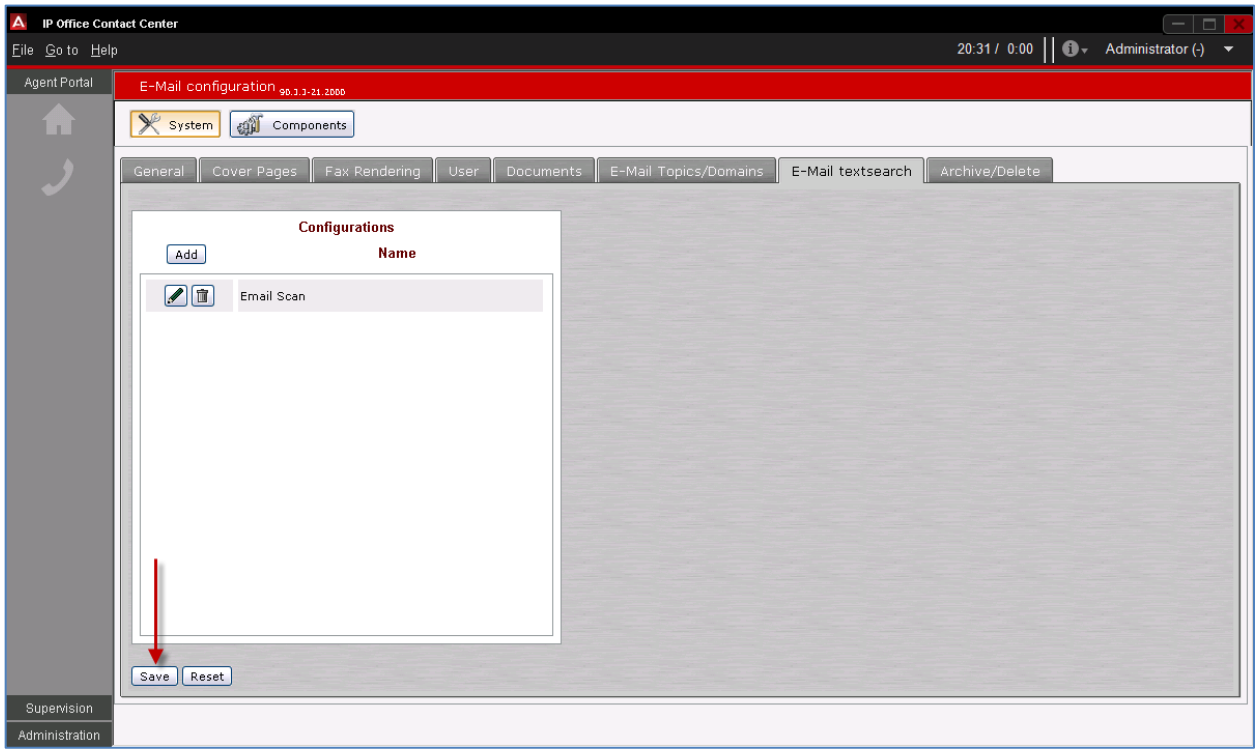
Partial words and phrases can also be added ending with a *. For example, mem* will recognize abbreviations relating to the word memory.


Edit configuration -- Webpage Dialog
Configuration name:
Email Scan
Keyword pattern
Task Tag
'desktop'
UM_ScanResult1
'monitor'
UM_ScanResult2
'USB'
UM_ScanResult3
'mem*'
UM_ScanResult4
UM_ScanResult5

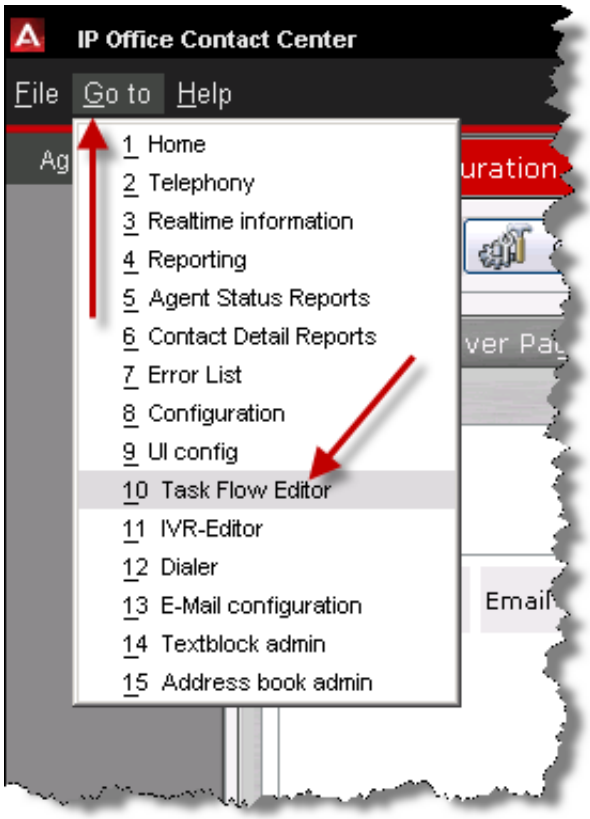

Test configuration -- Webpage Dialog
Enter text:
My computer has 2GB mem
Matches:
Keyword pattern
Task Tag
'mem*'
UM_ScanResult4
Close
Test



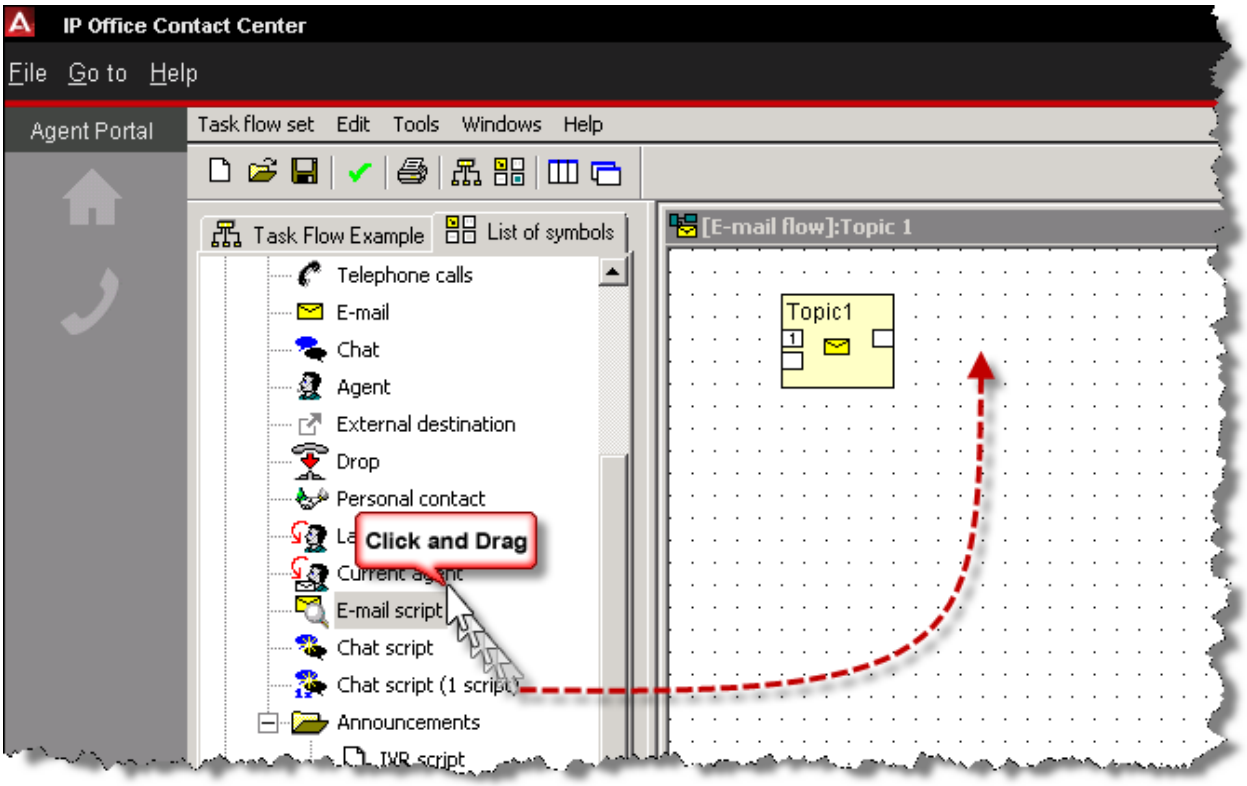
43. Click the **Save** button.



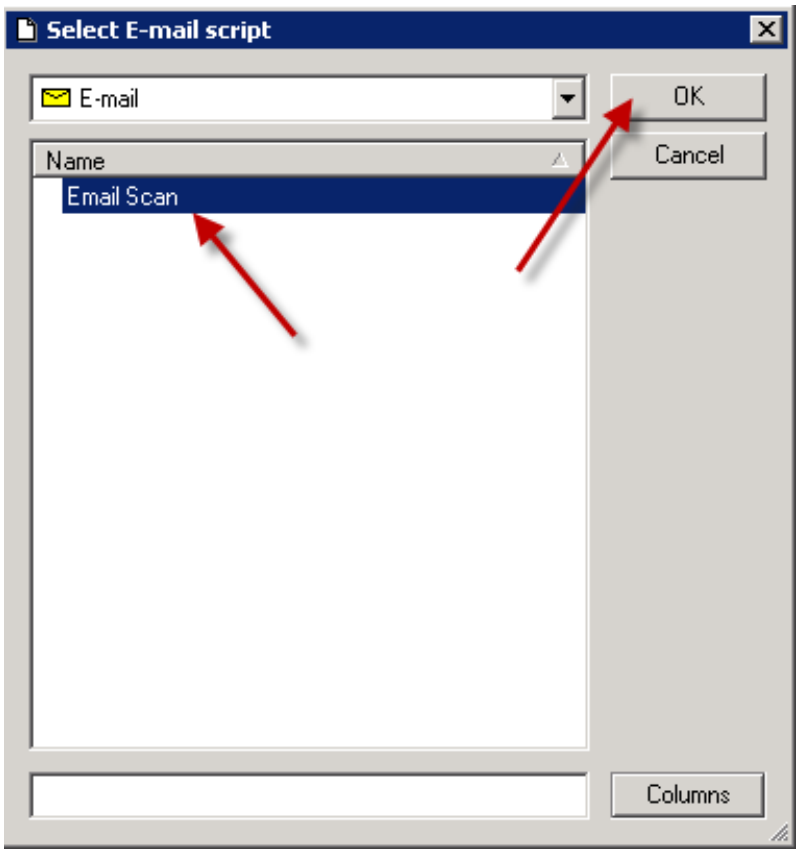
44. Return to the Email Flow. Click the **Go to** menu and then select the **Task Flow Editor**.



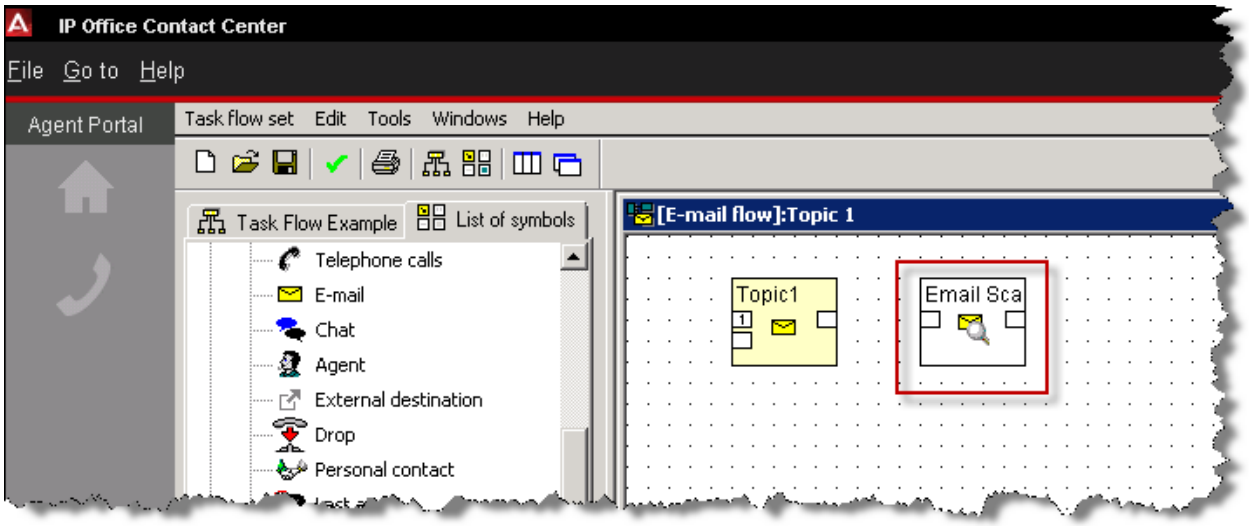
45. Drag the **E-mail script** into the Email flow working area.



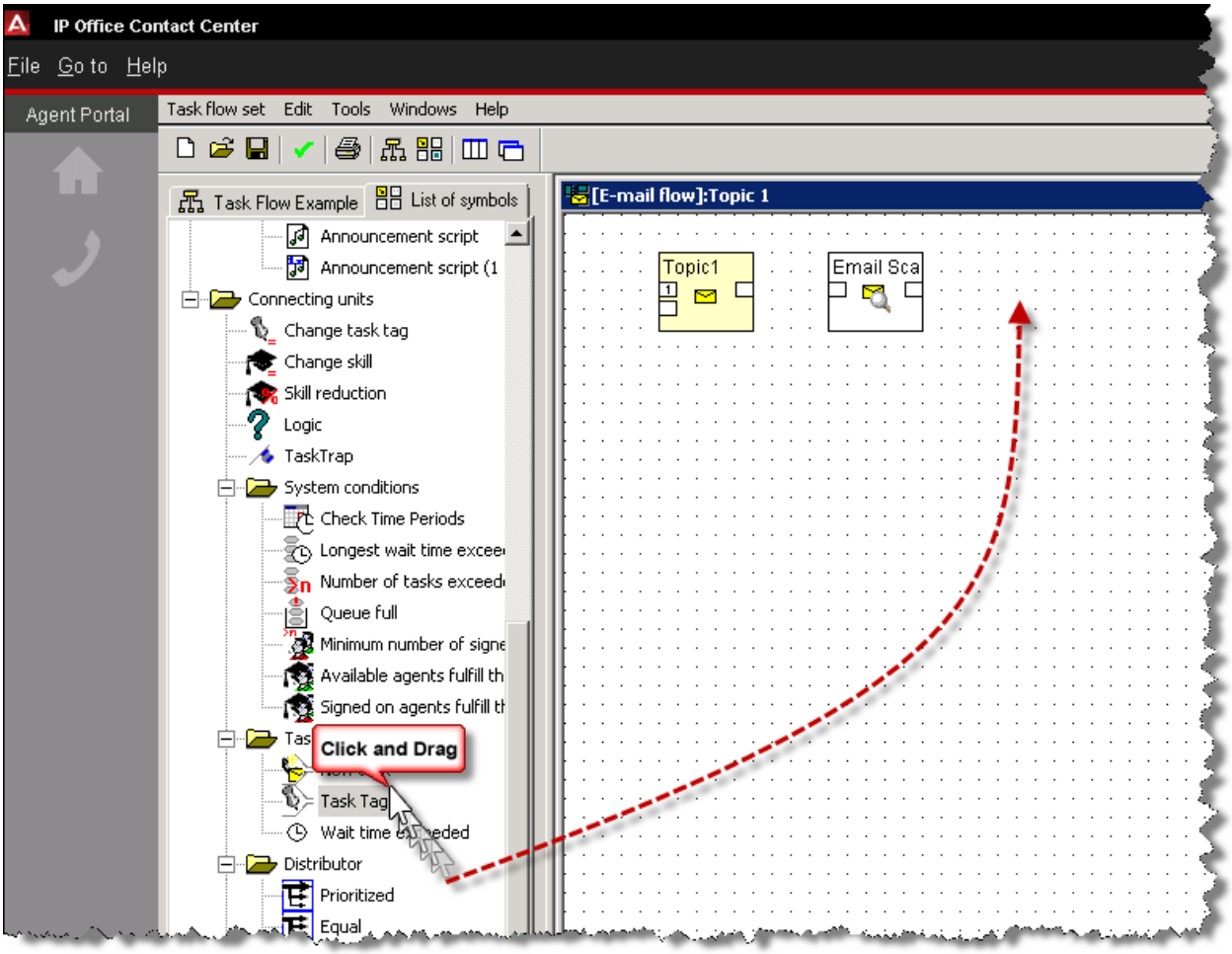
46. Select **Email Scan** and then select the **OK** button.



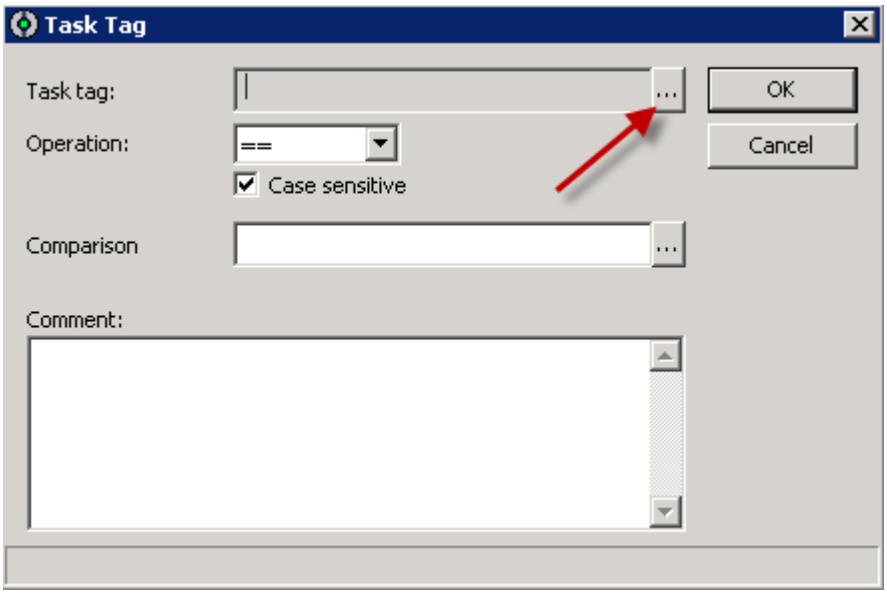
47. The configured element is displayed.



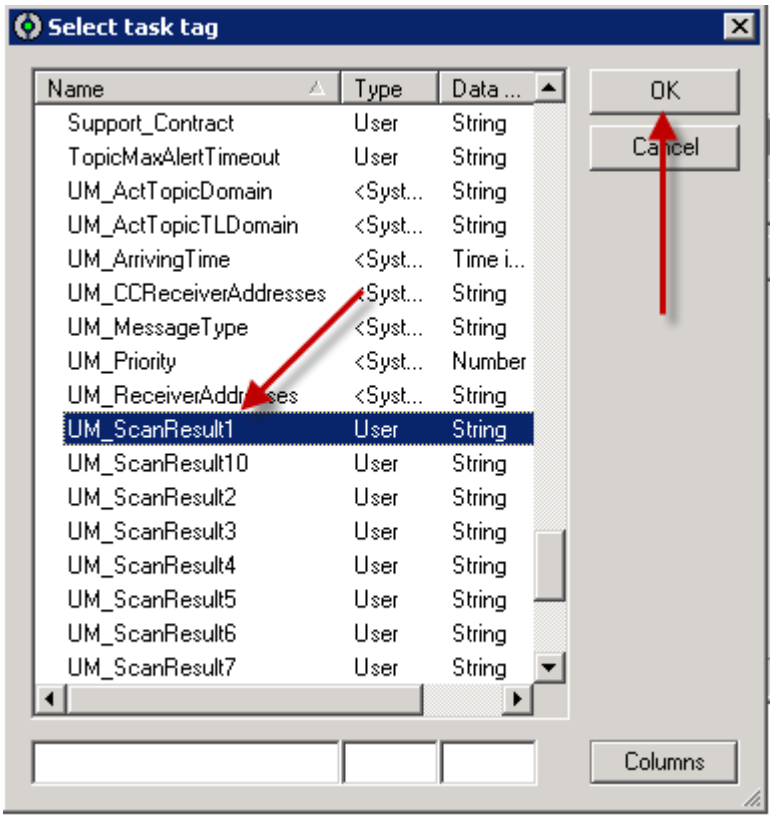
48. After the email has been checked for Keywords, we need to split the email path if any of the keywords were found. This can be achieved using a Task Tag element. Drag a **Task Tag** into the email flow working area.



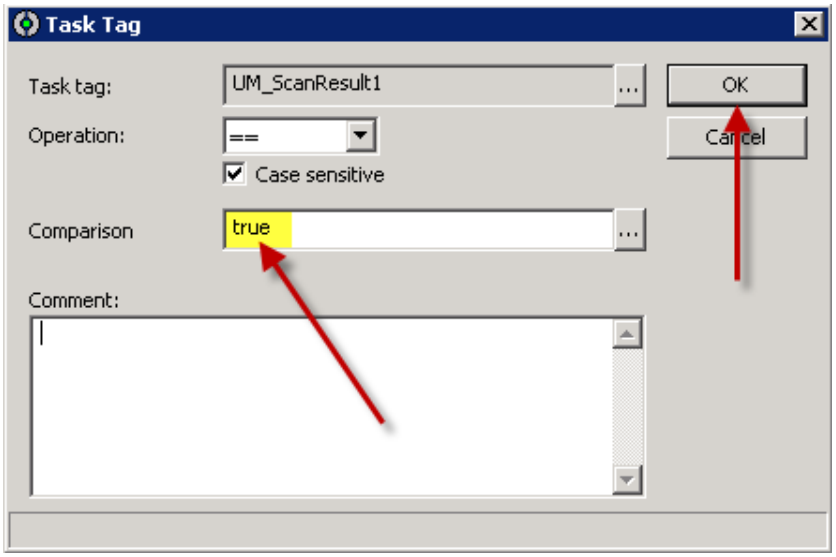
49. Click the browser button **…** adjacent to **Task tag**: field.



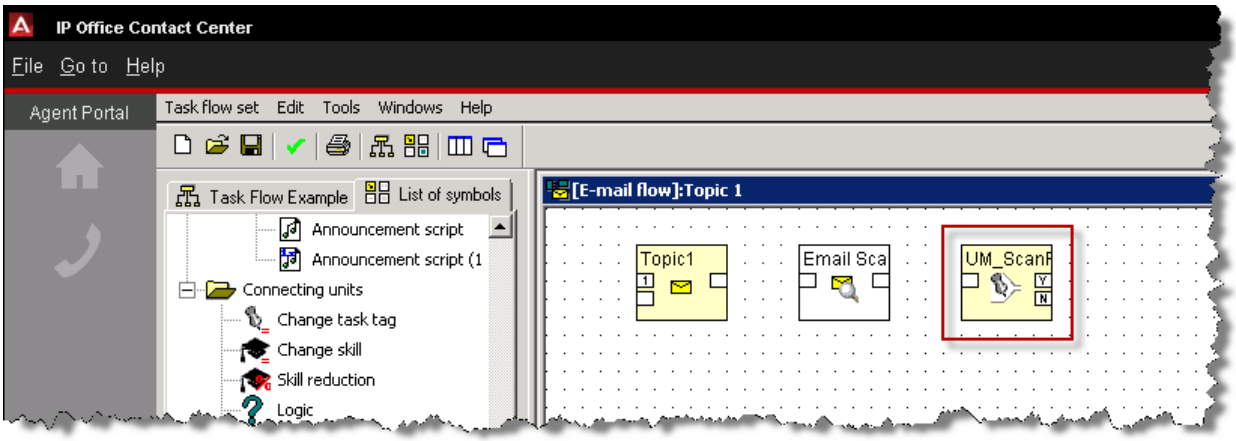
50. Click **UM_ScanResult1** and then click the **OK** button.



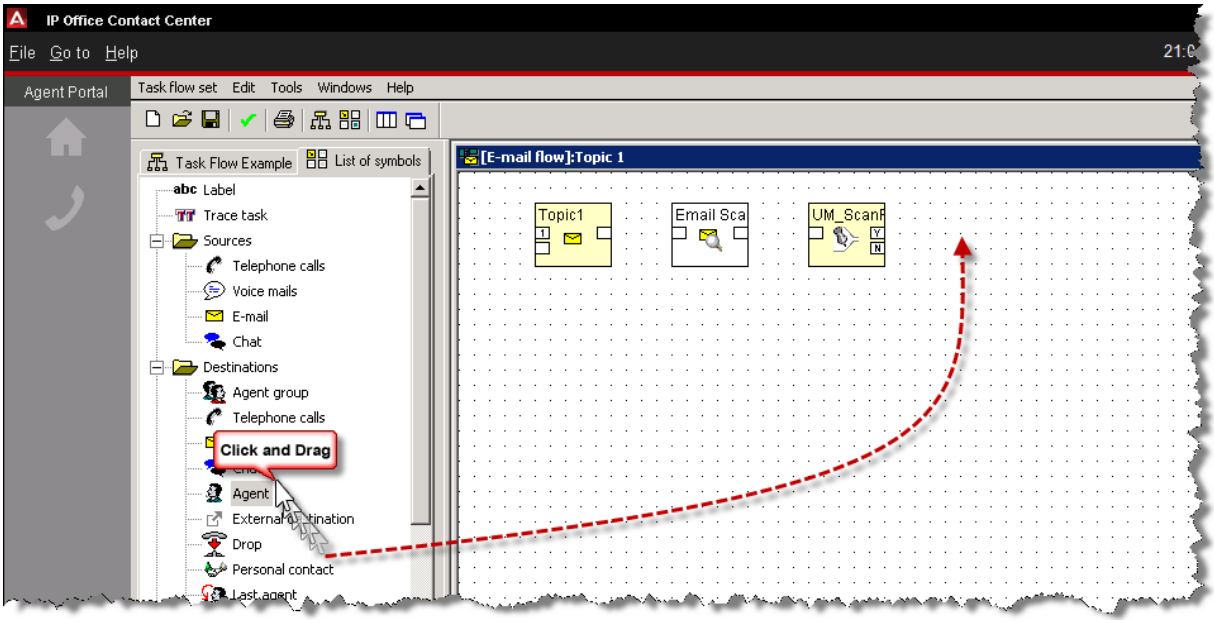
51. In the **Comparison** field type **true** and then select the **OK** button



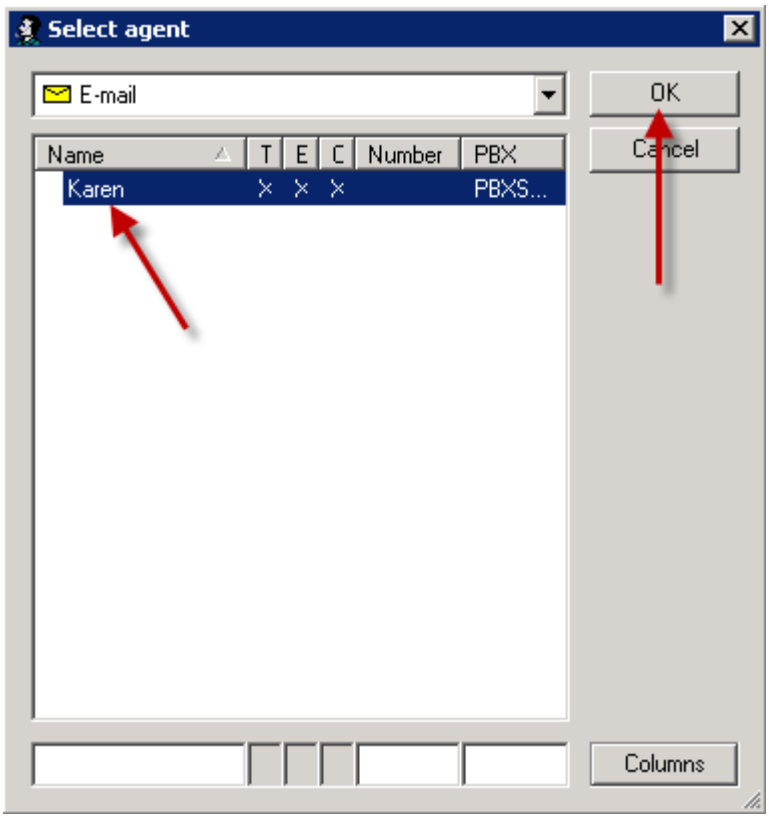
52. The configured element is displayed.



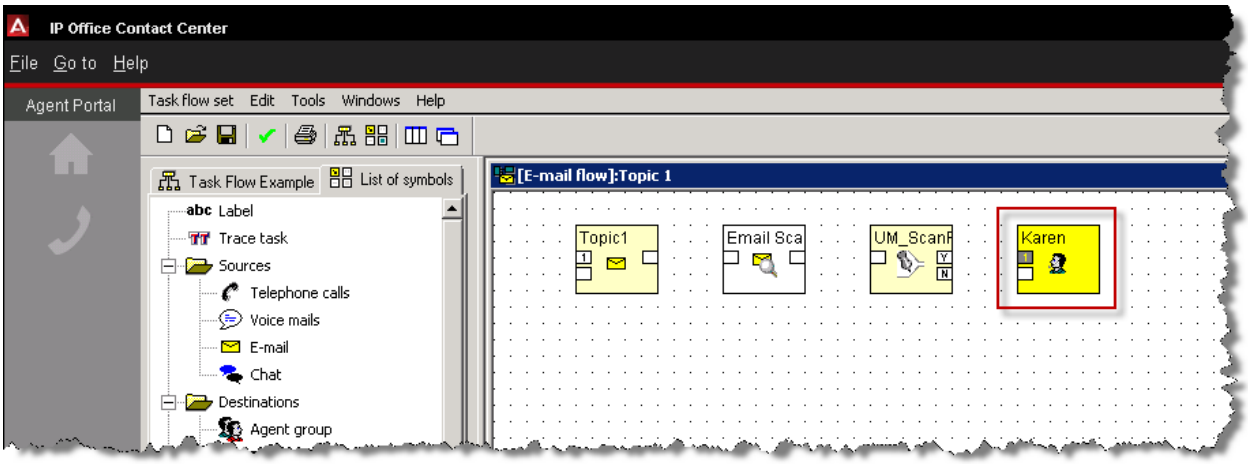
53. In this example, if the email contains a keyword it should be directed to agent Karen. This can be achieved using an **Agent** element. Drag the element into the Email flow working area.



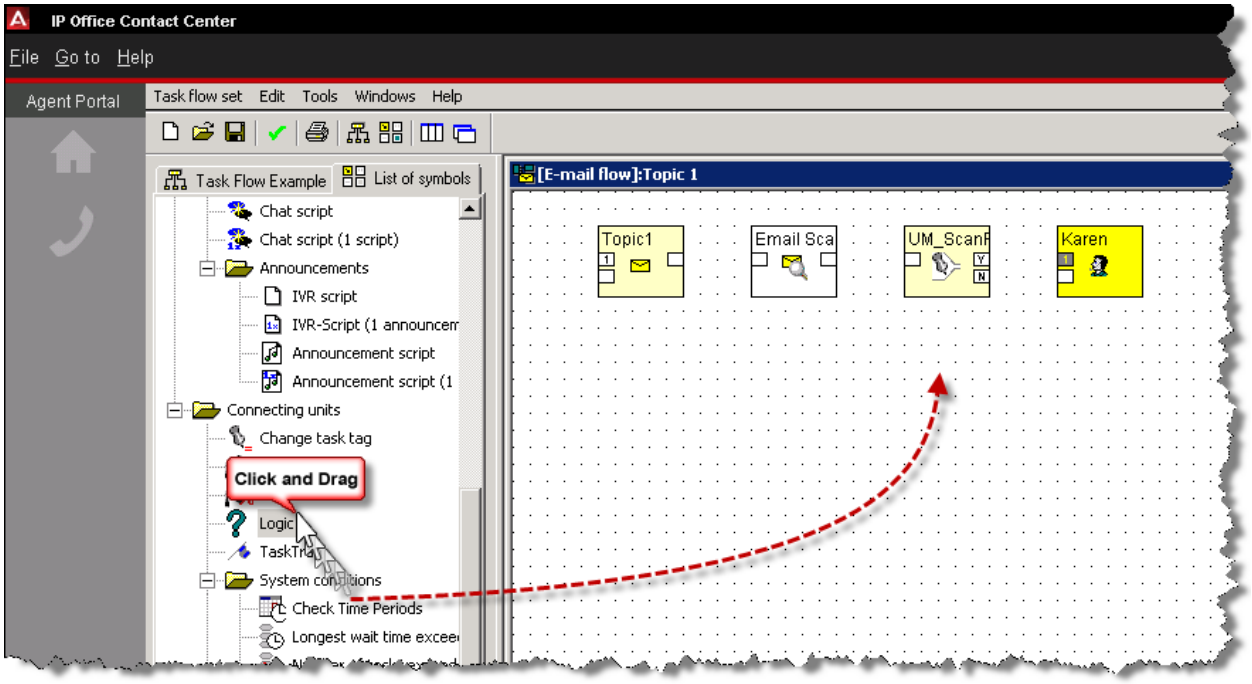
54. Click agent **Karen** and then select the **OK** button.



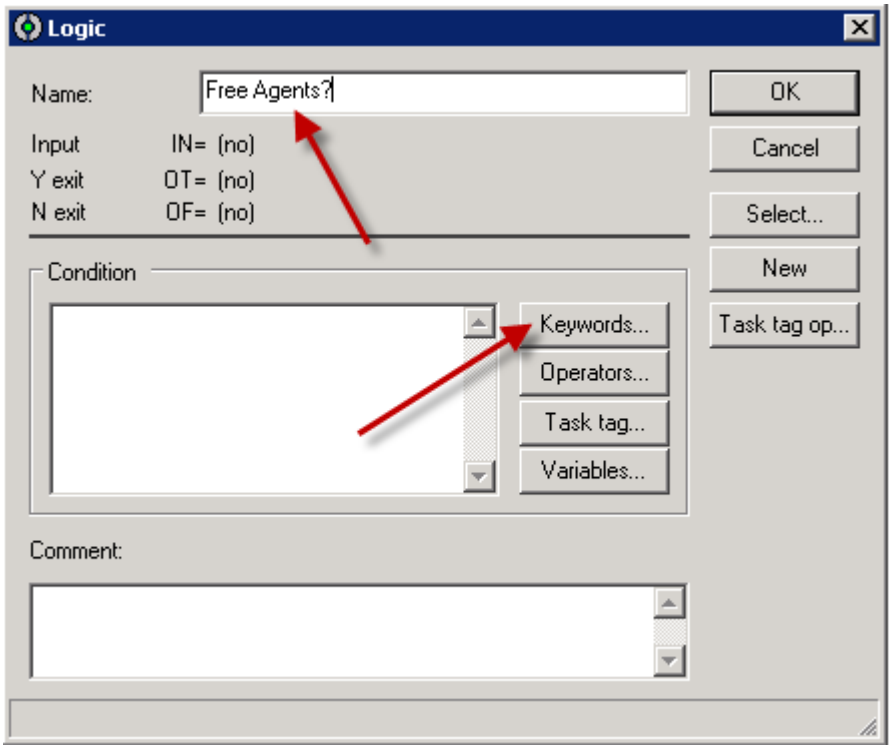
55. The configured element is displayed.



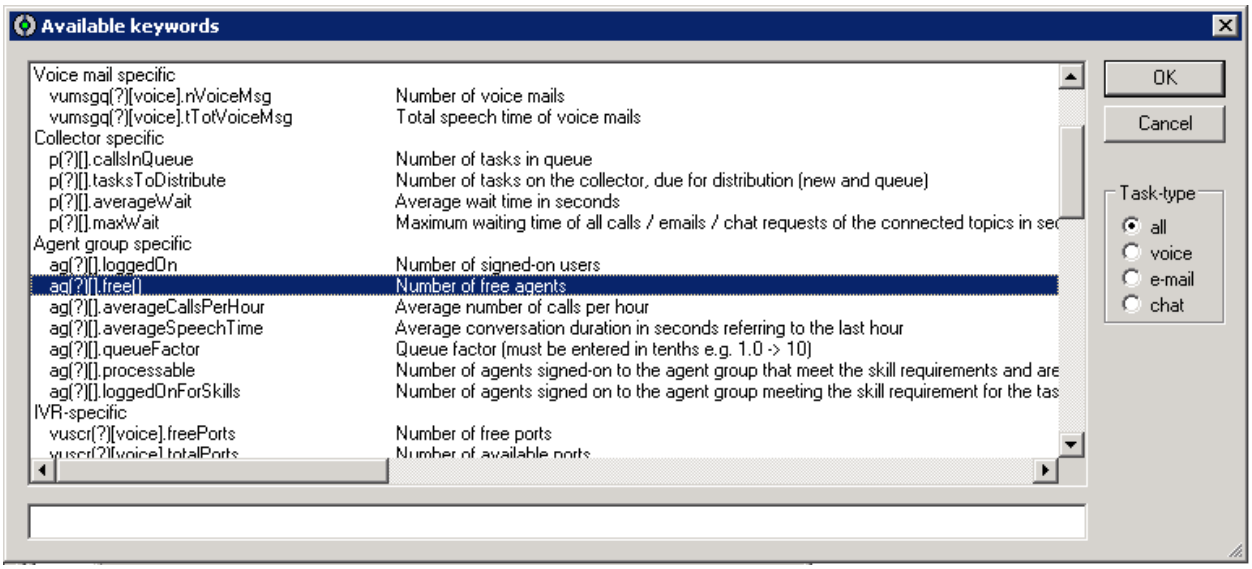
56. If the email does not contain a keyword, the system is required to check that an Agent is available before the email is distributed to the agent. This can be achieved using a **Logic** element. Drag the element into the Email flow working area.



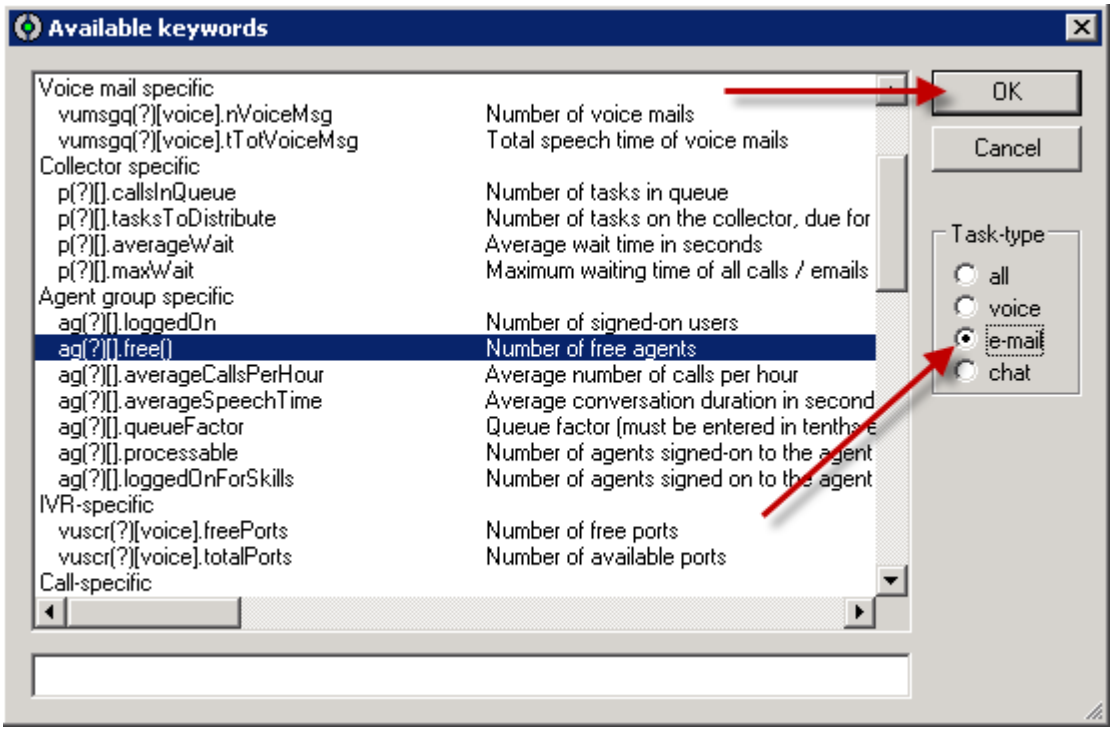
57. In the **Name** field type **Free Agents?** and then select the **Keywords** button.



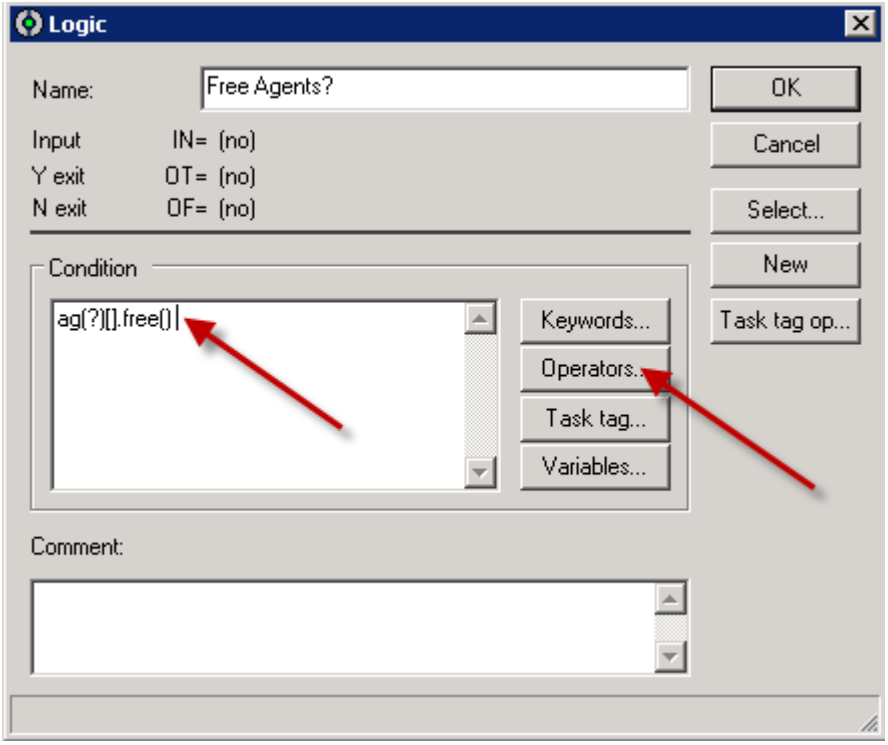
58. Click **Number of free agents**.



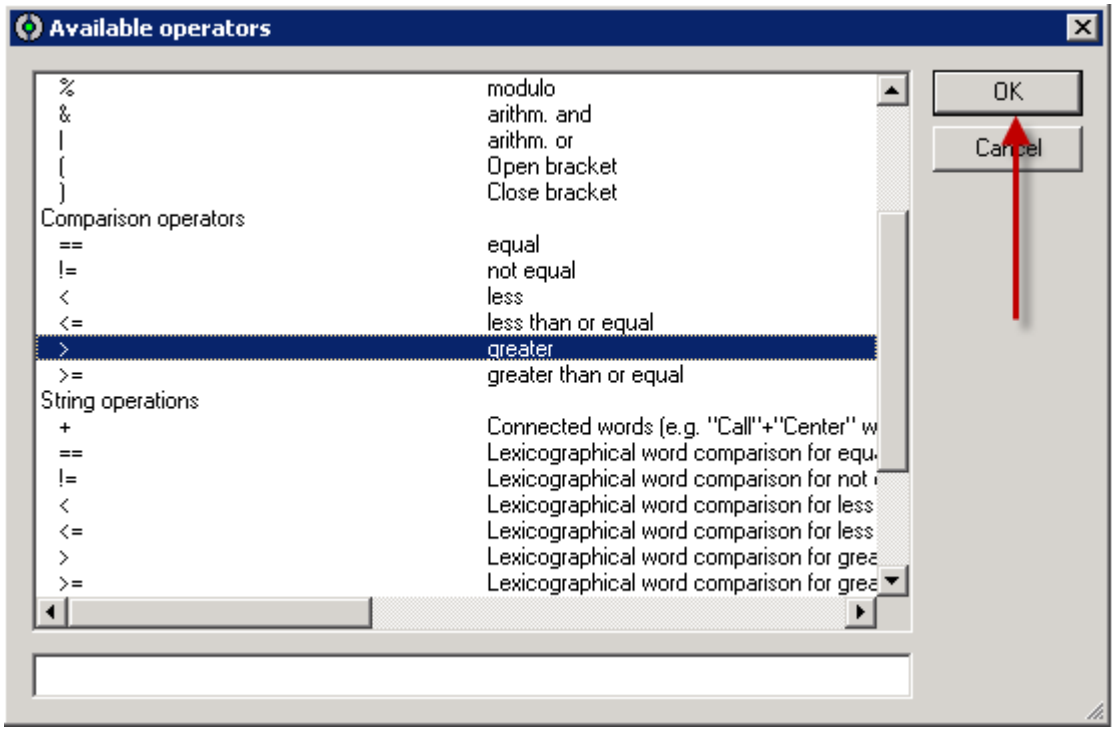
59. Click the **e-mail Task-type** radio button and then click the **OK** button.



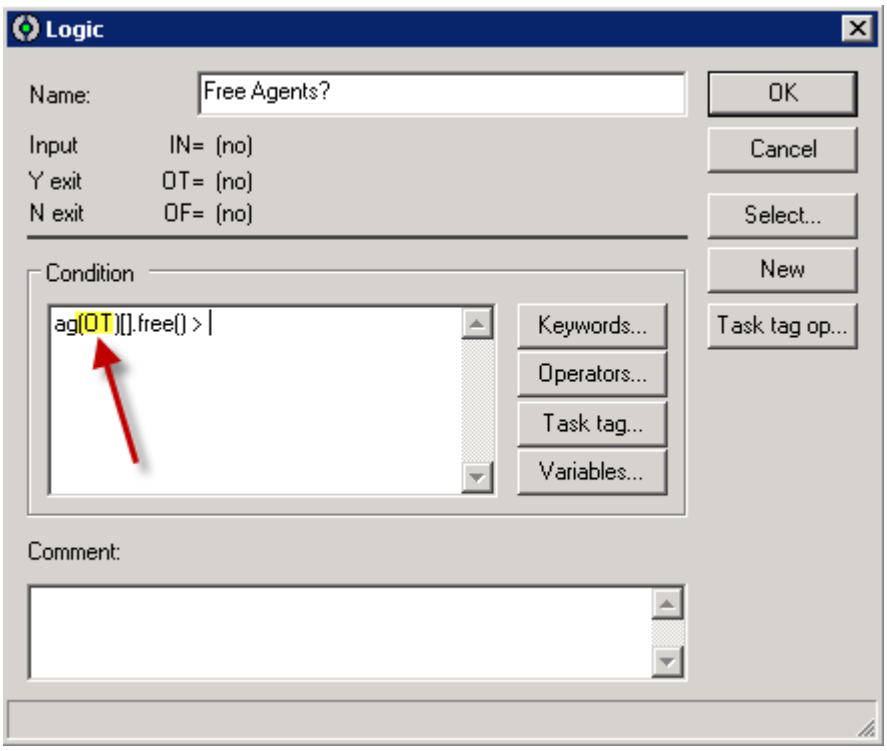
60. Click after the **Condition** text and then click the **Operators** button.



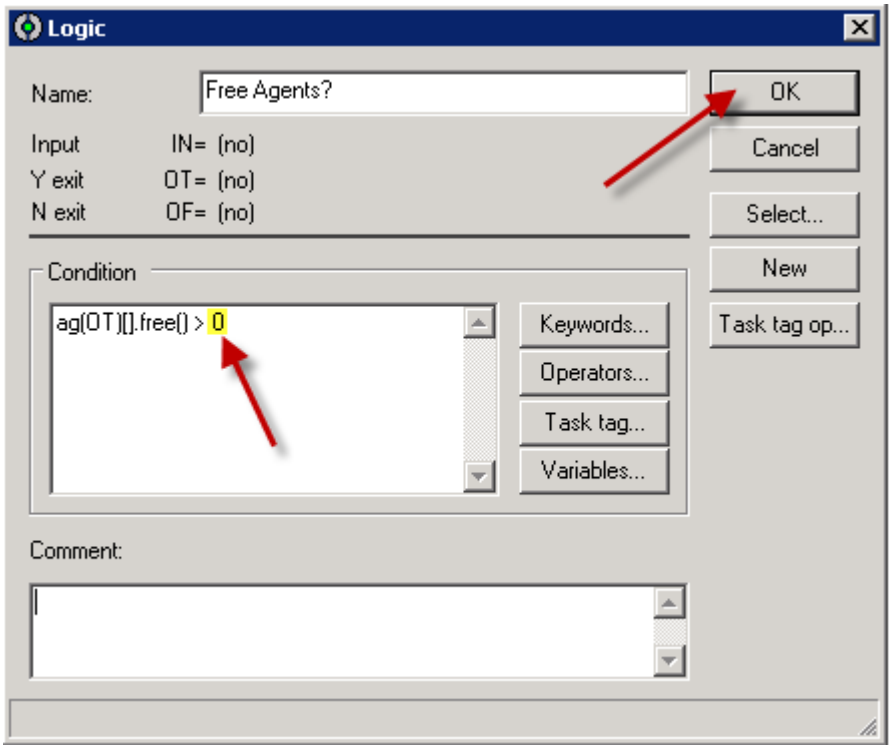
61. Select the **greater** operator and then select the **OK** button.



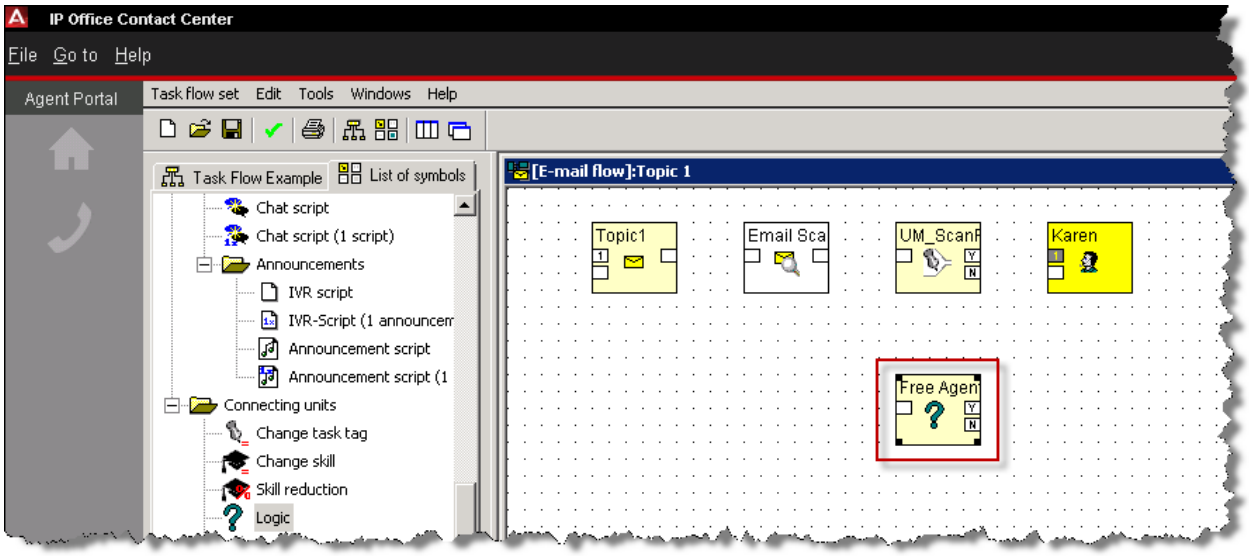
62. Change the ? to **OT**



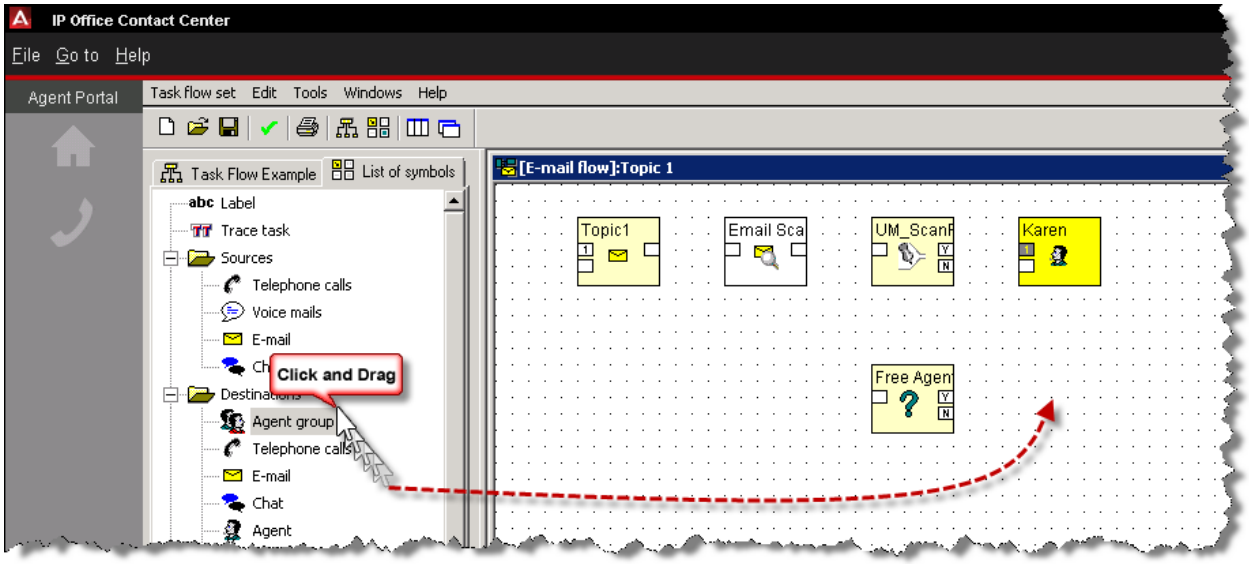
63. Place a **0** at the end of the Condition and then click the **OK** button.



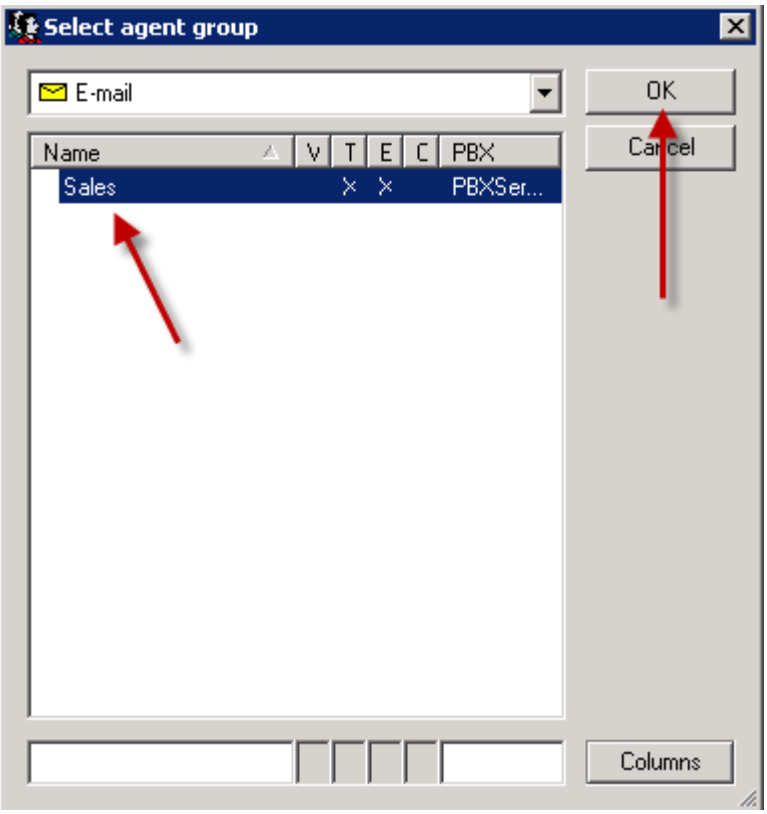
64. The configured element is displayed.



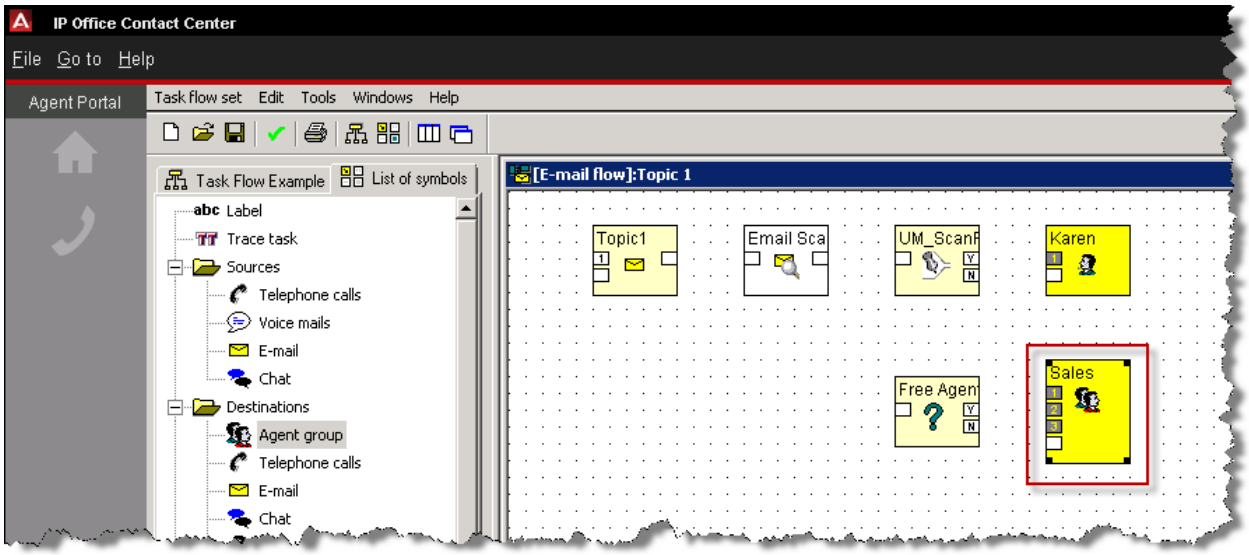
65. In this example, if there are no free email agents available to receive the email it will be directed to the Sales agent group. This can be achieved using an **Agent group** element. Drag the element into the E-mail flow working area.



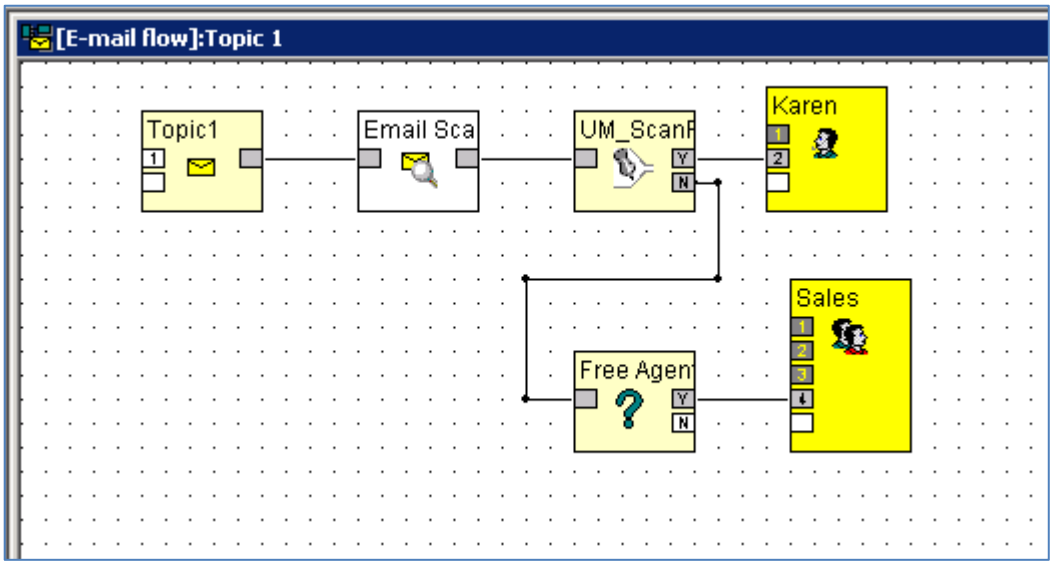
66. Select **Sales** and then click the **OK** button.



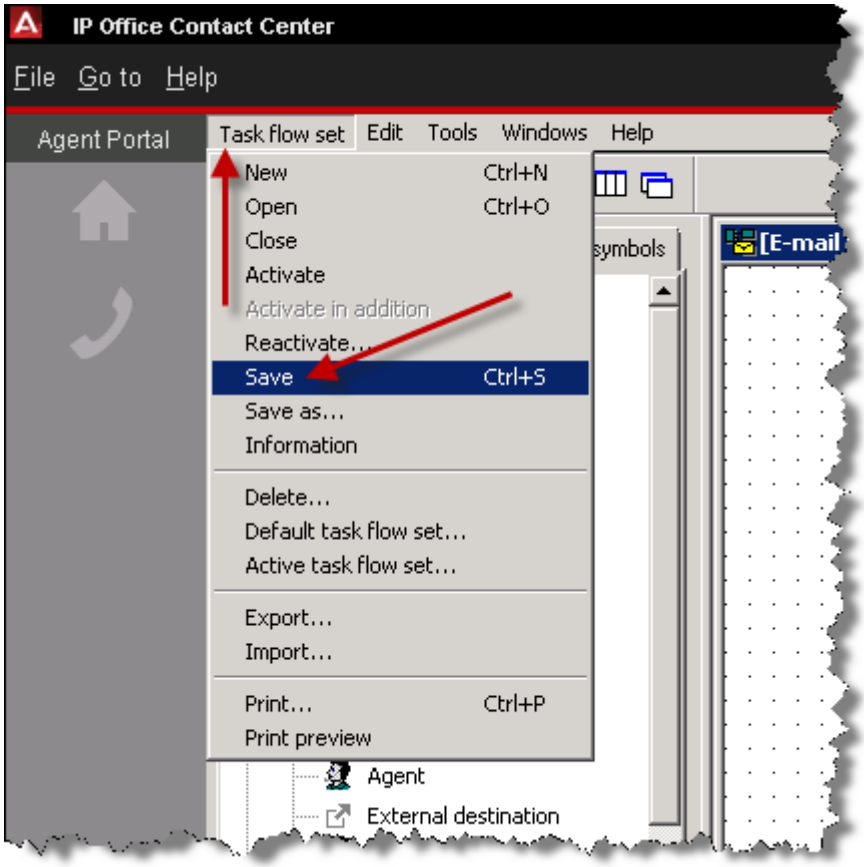
67. The configured element is displayed.



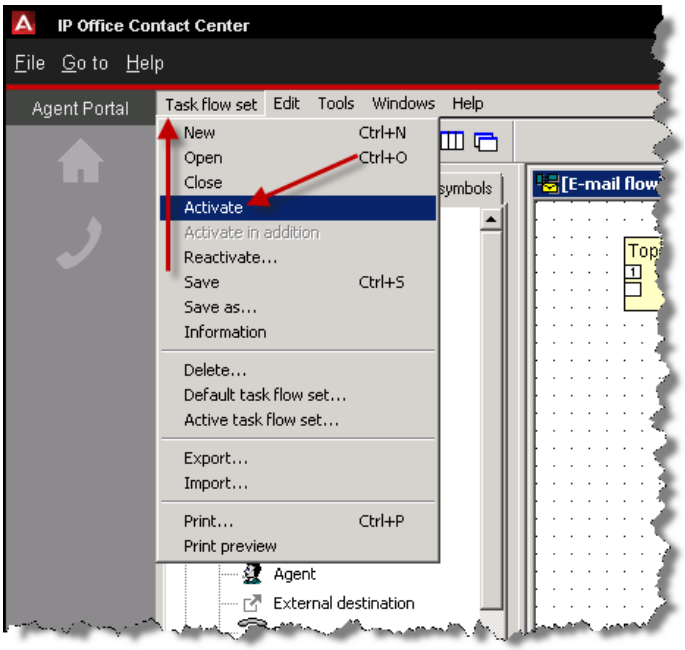
68. Connect the elements as illustrated below.



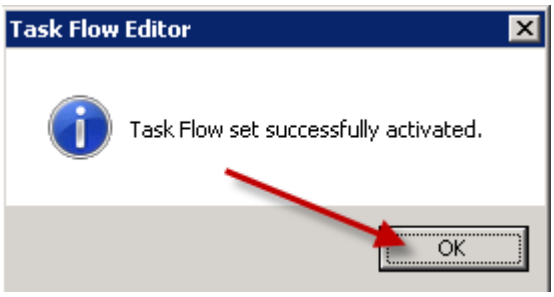
69. Click **Task flow set** and then click **Save**.



70. Click **Task flow set** and then click **Activate**.



71. When prompted click the **OK** button.



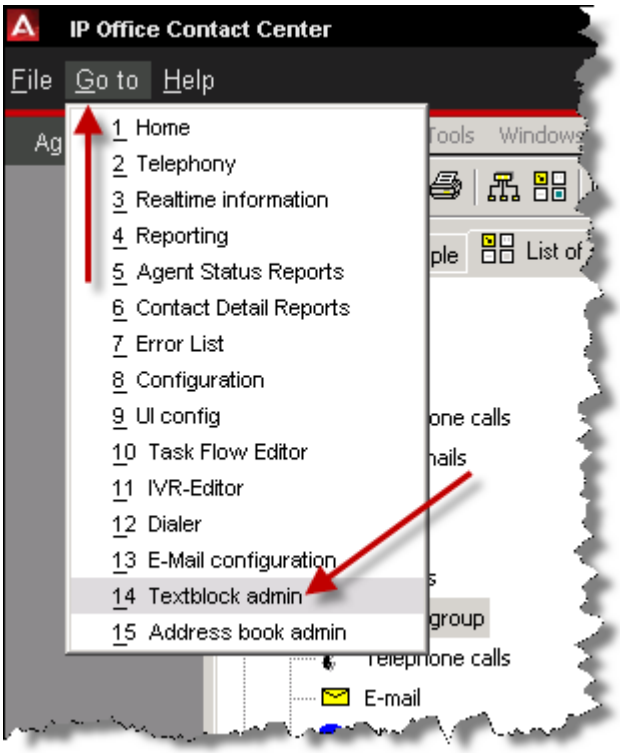
Text Blocks/Autoreply

Text blocks can be used to automate standard responses given by E-Mail, Topics & Agents in the course of answering customer emails. Text Blocks can be added to the response email or customized per email as required.

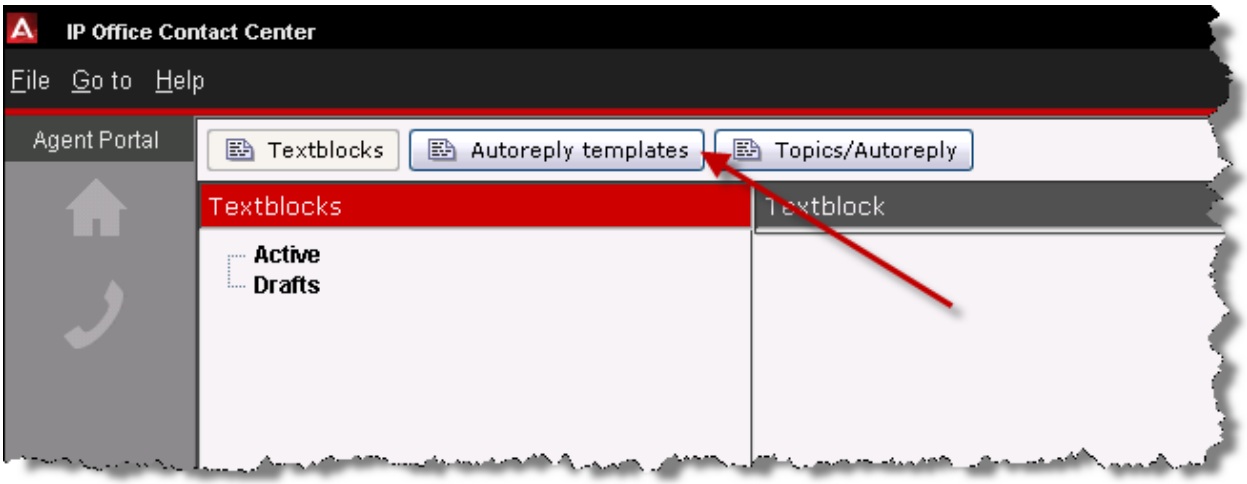
Auto reply templates can be used when an Incoming email arrives at a topic or when the email arrives at the Agent.

To configure a Text Blocks with an Auto Reply:

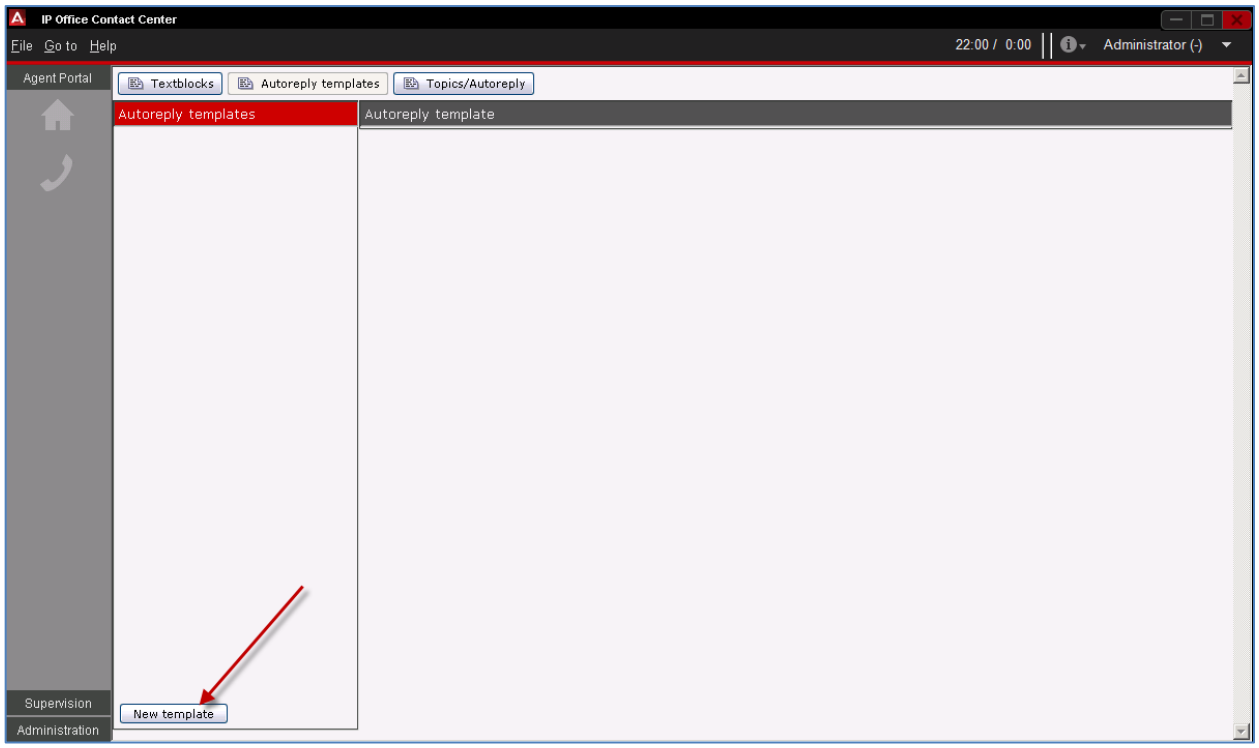
1. Click **Go to** from the menu and then select **Textblock admin**.



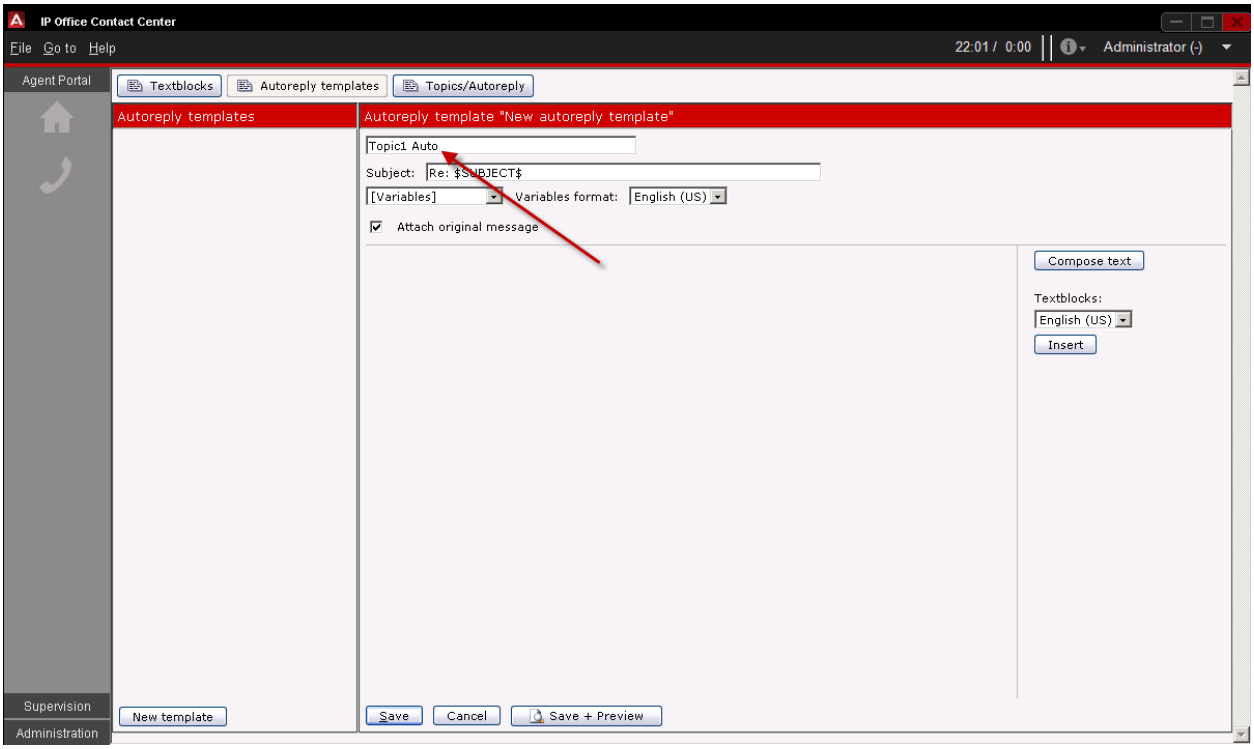
2. Click the **Autoreply templates** button.



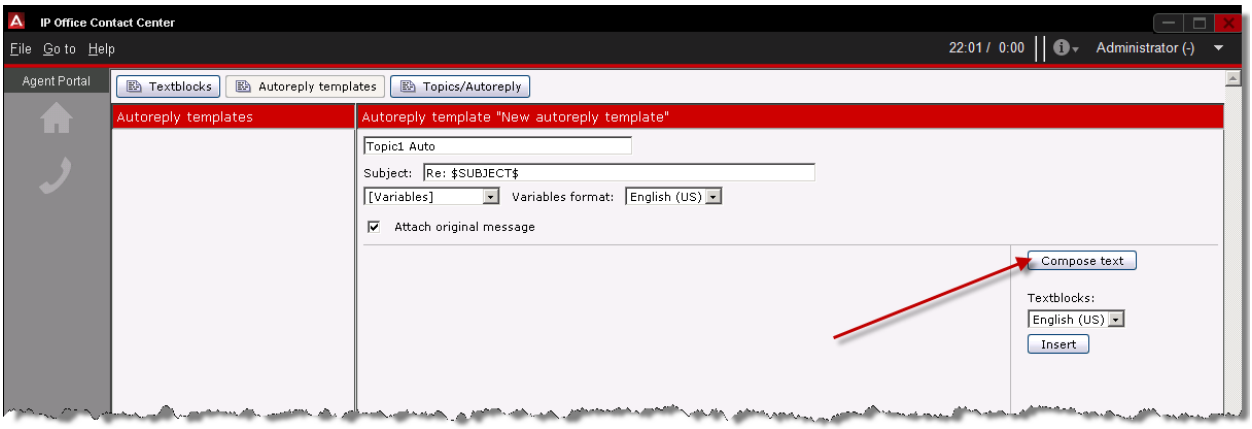
3. Click the **New template** button.



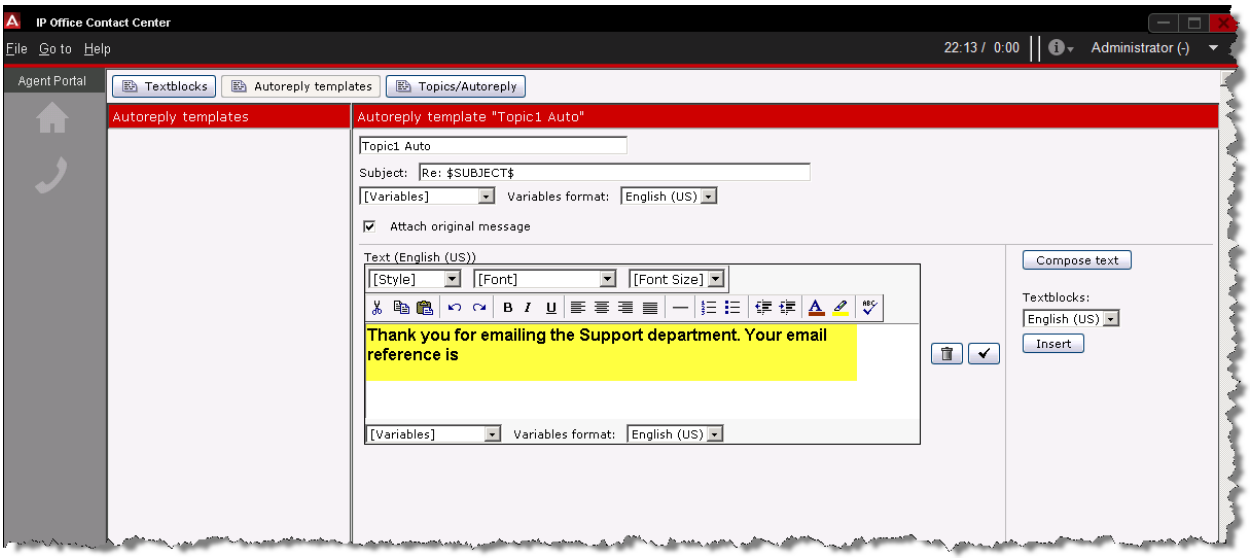
4. Change the name of the template to **Topic1 Auto.**



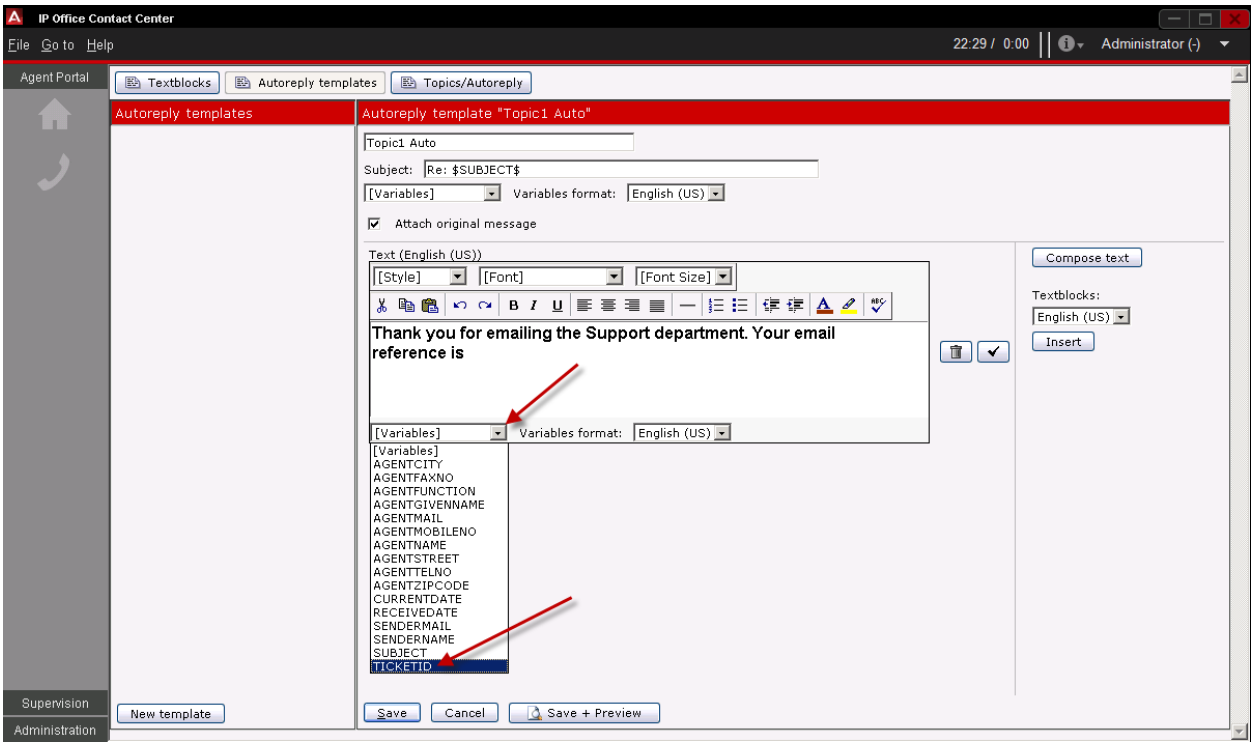
5. Click the **Compose text** button.



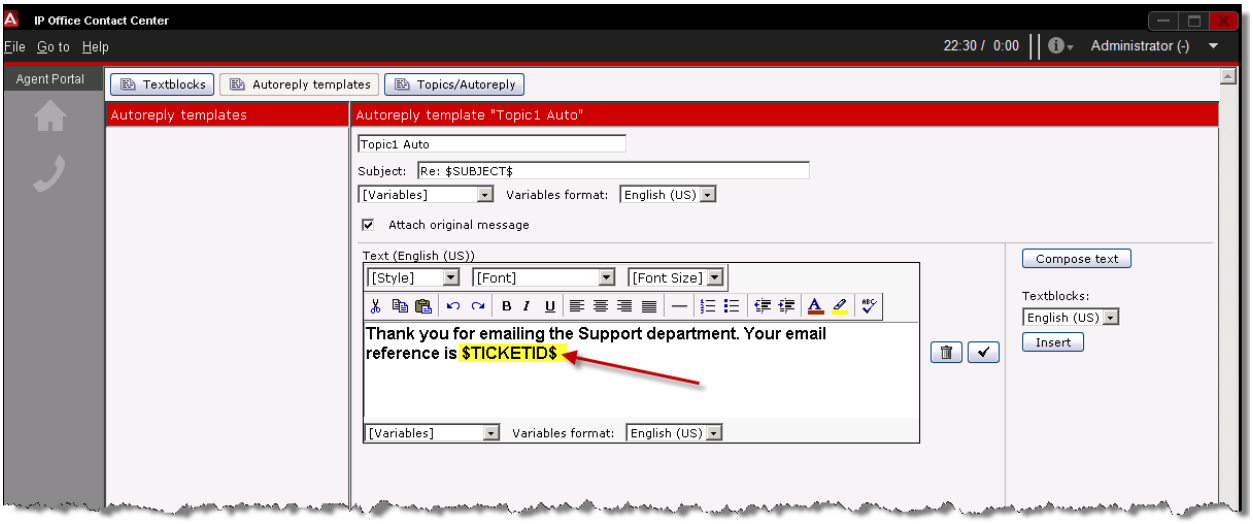
6. In the text field type **Thank you for emailing the Support department. Your email reference is**



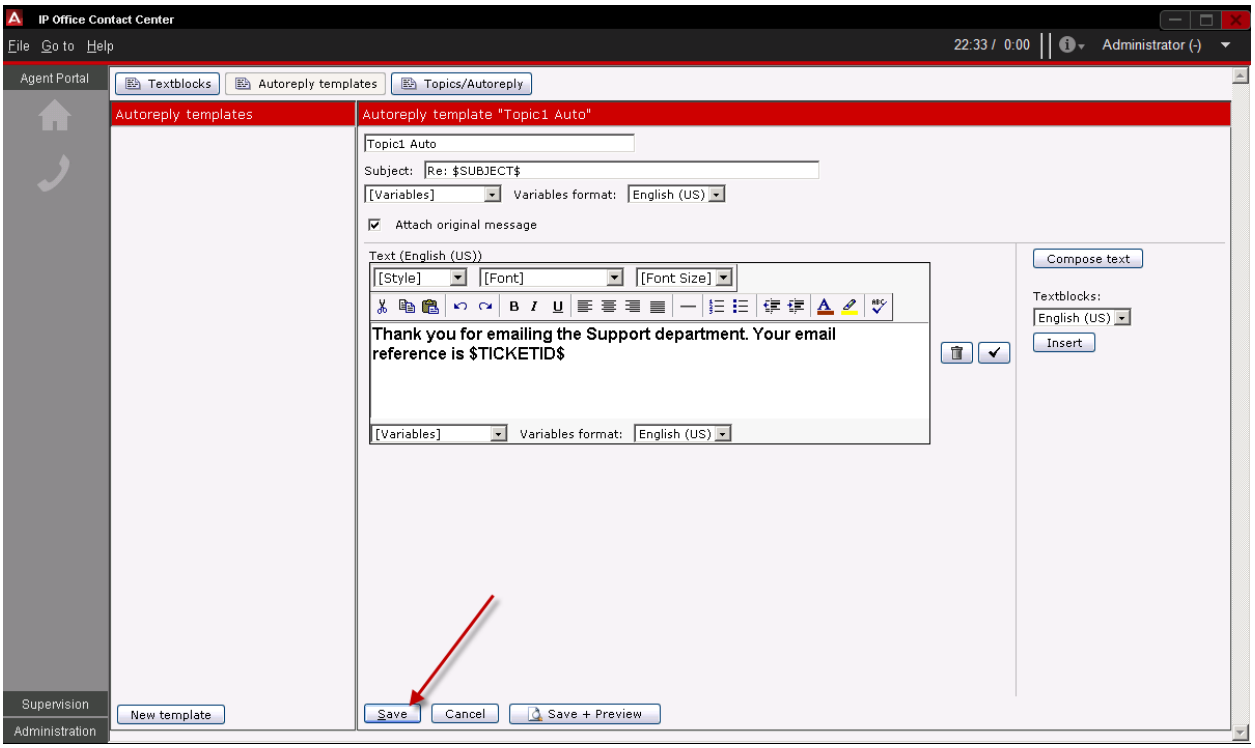
7. Click the **Variables** drop down box and select **TICKETID**.



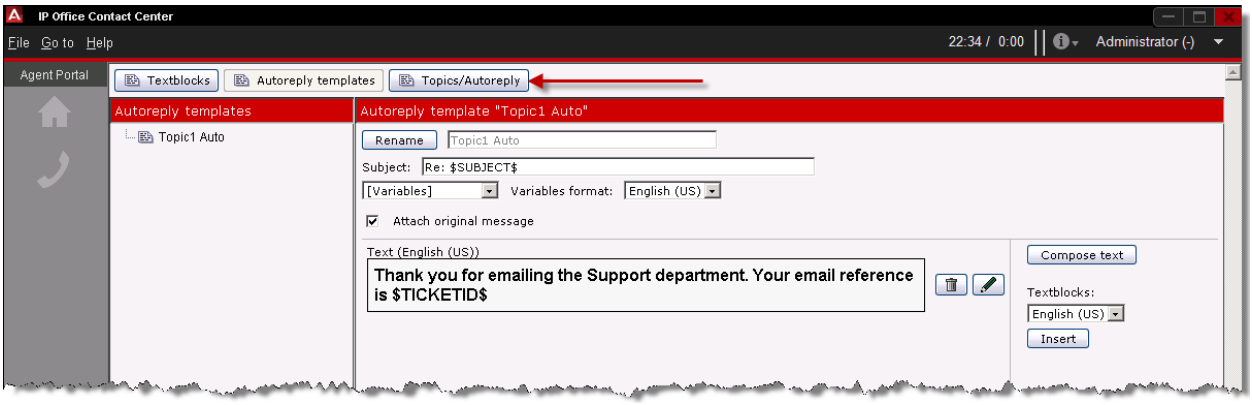
8. This will place a reference ID into the email, which can be searched in the Archive.



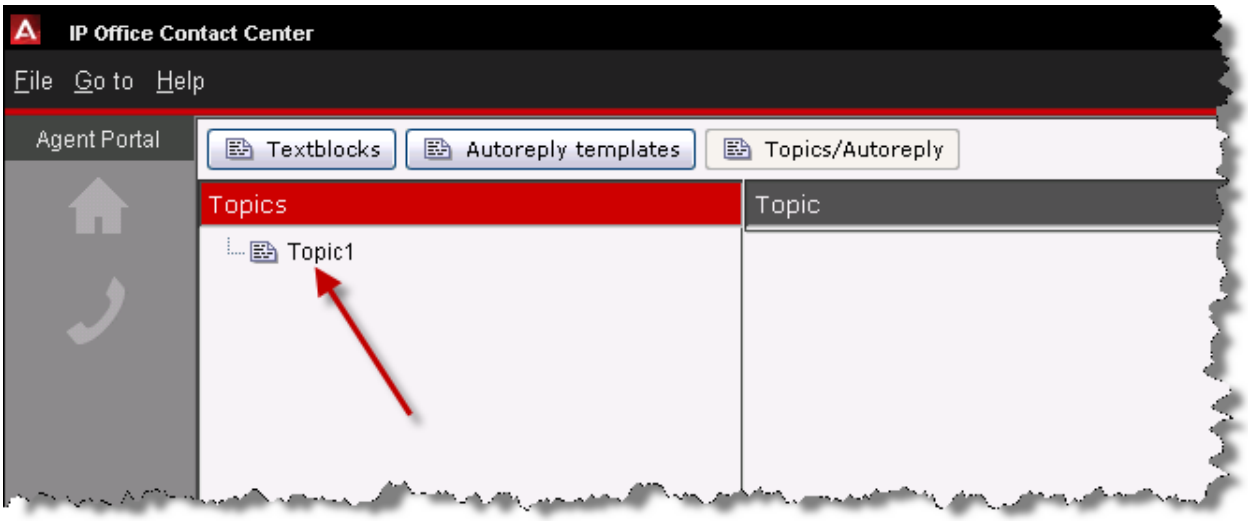
9. Click the **Save** button.



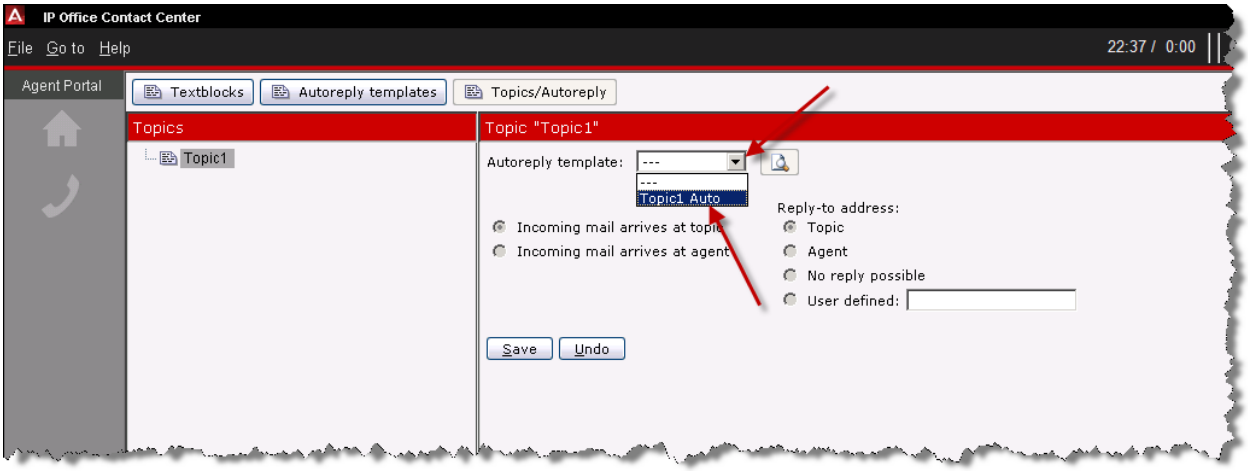
10. Click the **Topic/Autoreply** button.



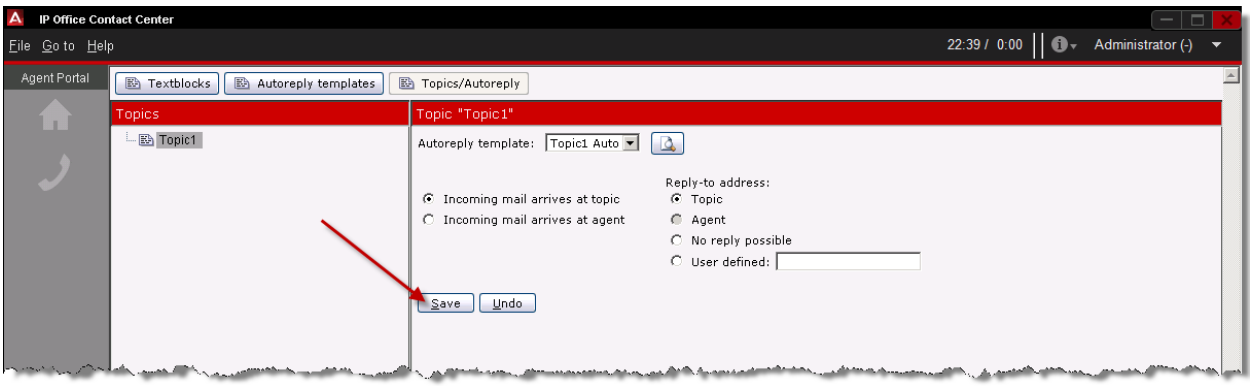
11. Click **Topic1**



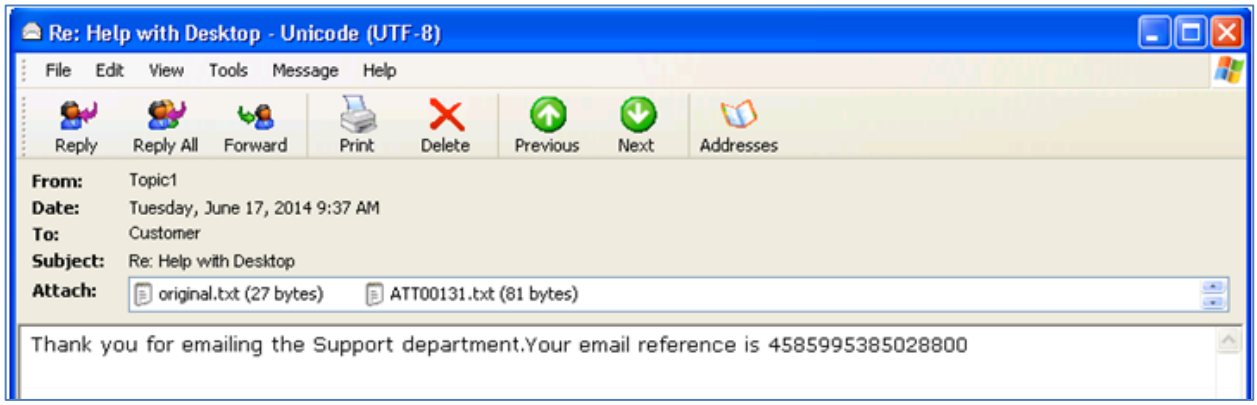
12. Click the **Autoreply template** drop down arrow and select **Topic1 Auto**.



13. Click the **Save** button.

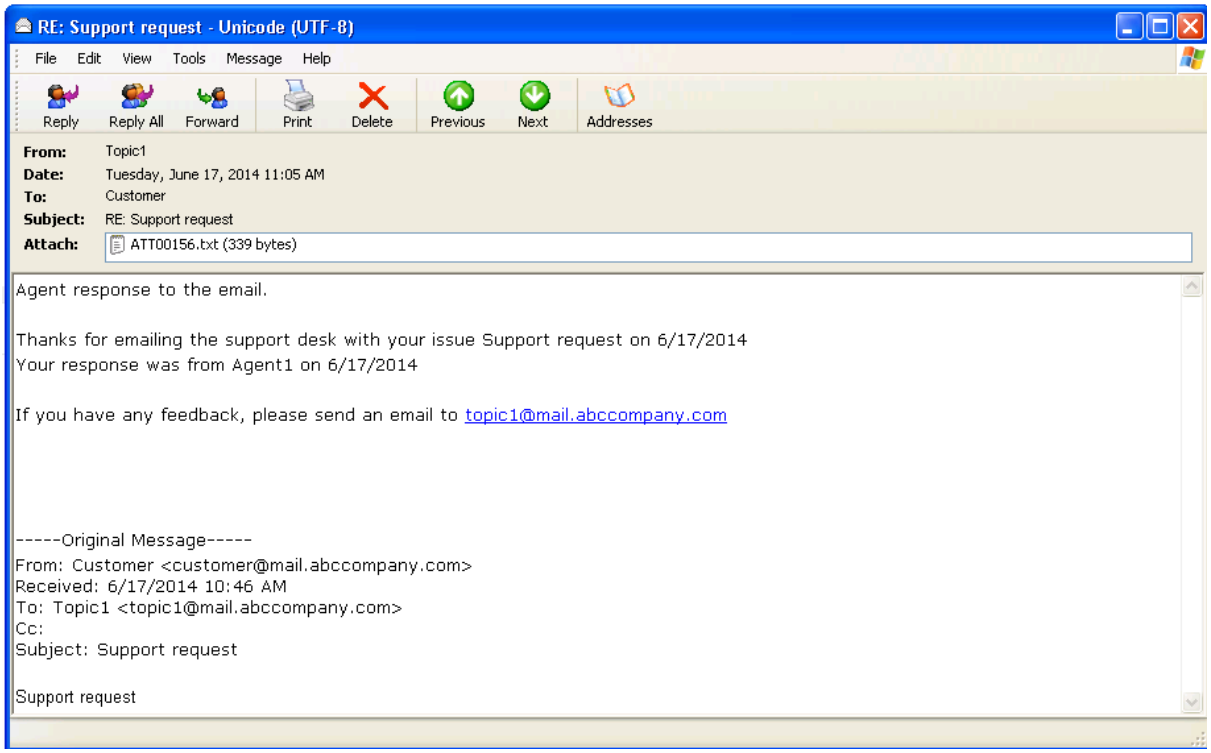


When an email is now sent to Topic1, the sender will automatically receive an email as illustrated below.

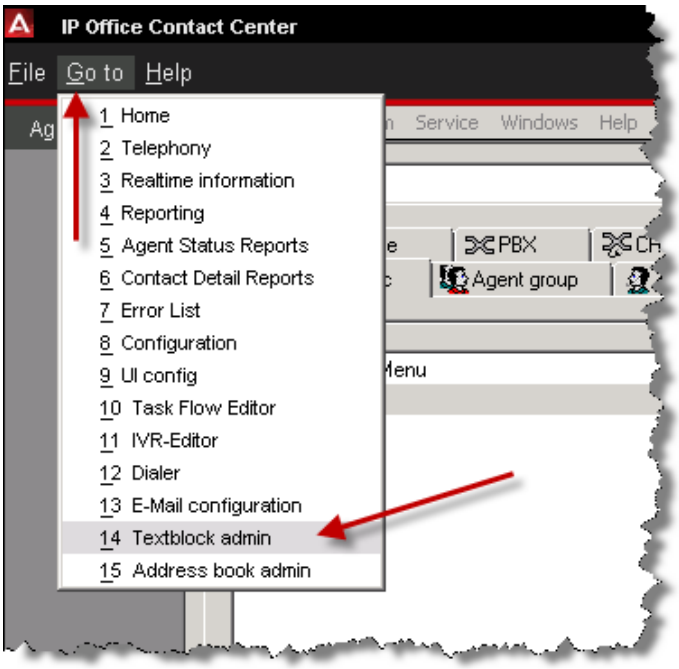


Textblocks

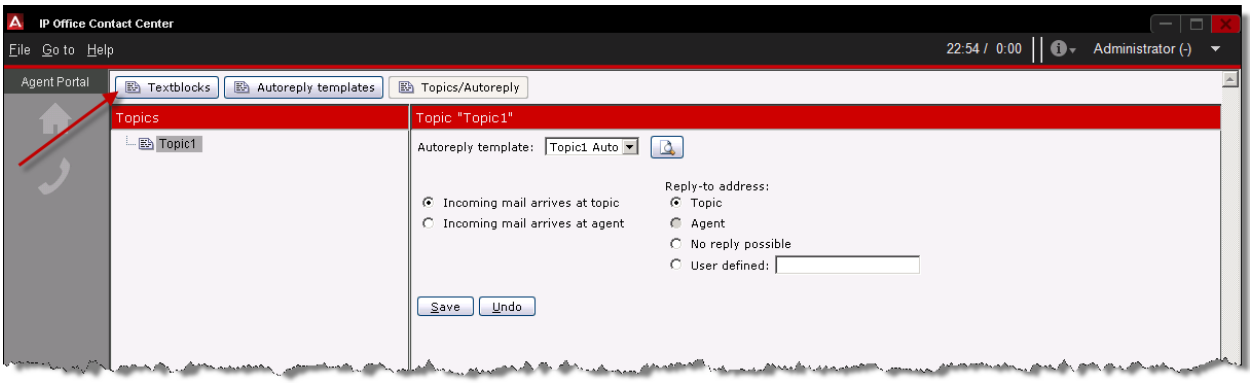
Textblock templates can be used to create standard blocks of text that can be added to email replies sent to customers. Templates can be used with Variables that can be altered by the Agent or entered automatically, before sending an email response.



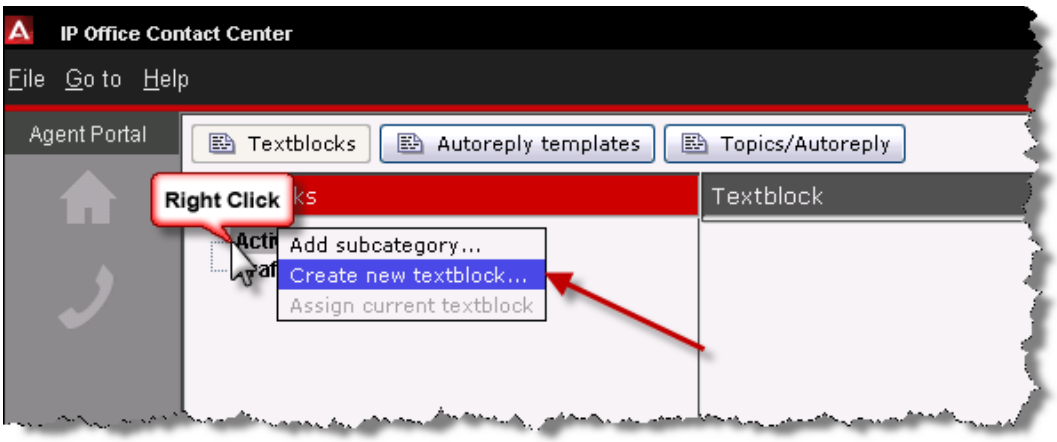
1. Click **Go to** and select **Textblock admin.**



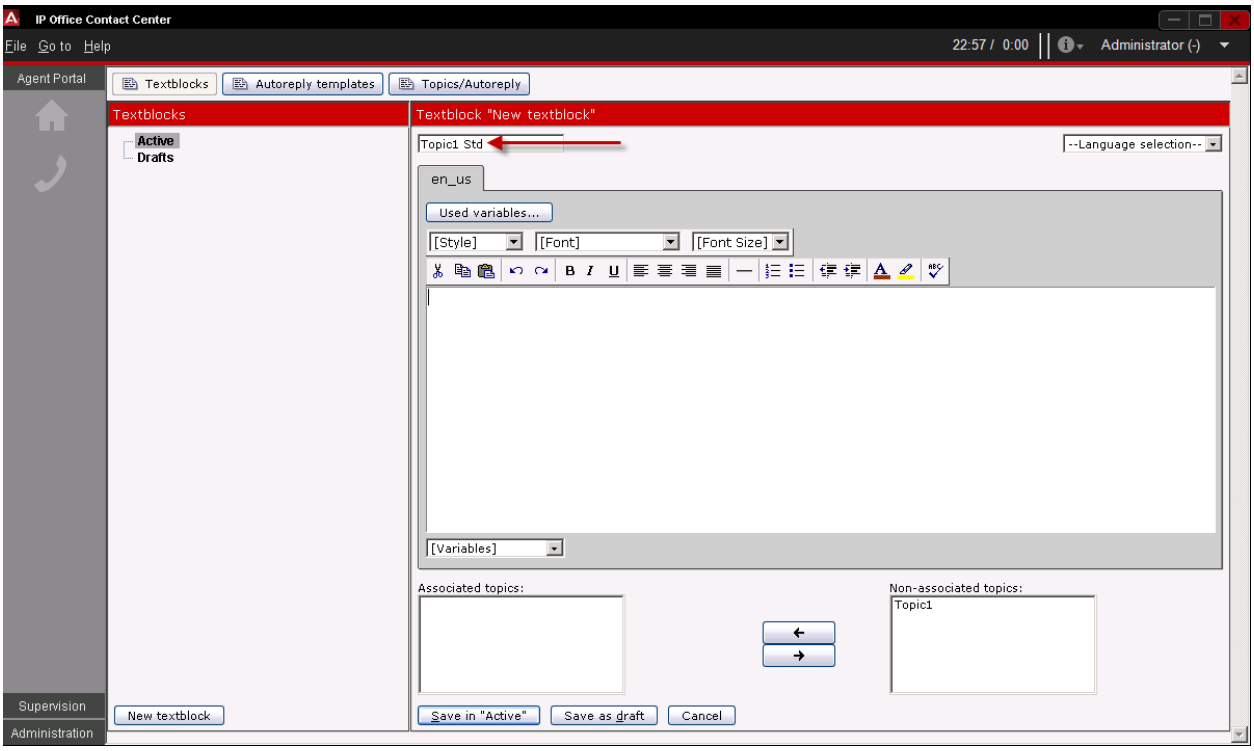
2. Click the **Textblocks** button.



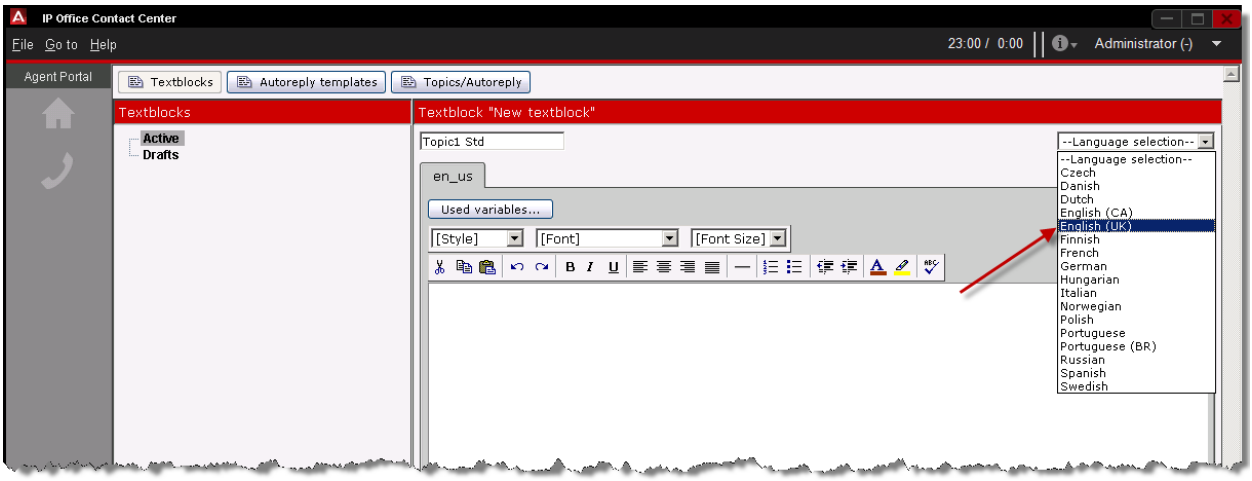
3. Right click on the **Active** link and select **Create new textblock…**



4. Enter a name for the Textblock in the **New textblock** field. For example, **Topic1 Std**.



5. From the **Language selection** drop down box select the required language. In this example, **English (UK)** has been selected.

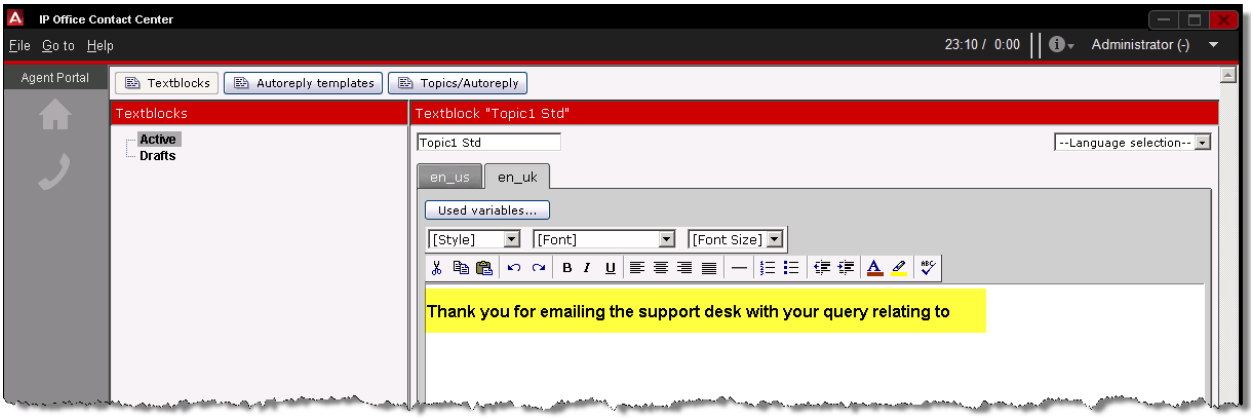


In this example, a text block will be added that will include a number of variables. The text block to be configured is as follows:

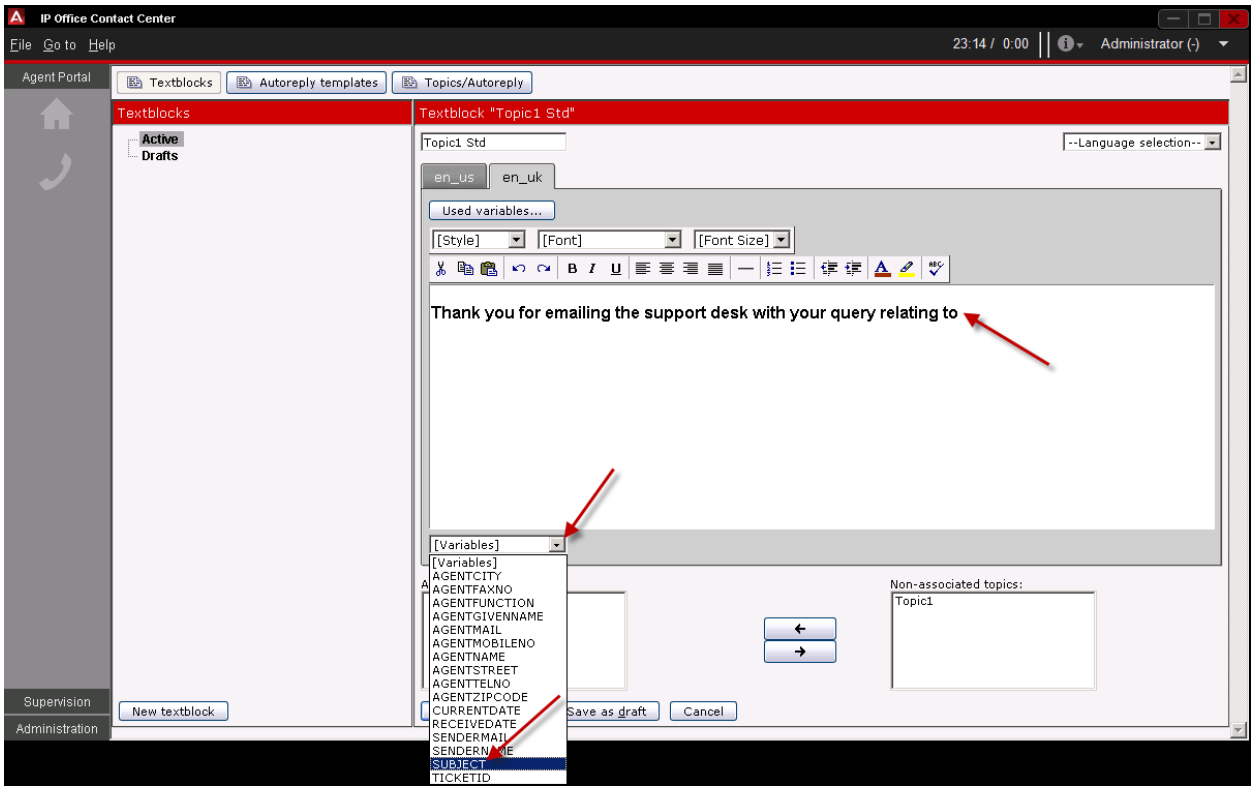
Thank you for emailing the support desk with your query relating to $SUBJECT$ received on $RECEIVEDATE$.

Your email response was from $AGENTNAME$ sent on $CURRENTDATE$

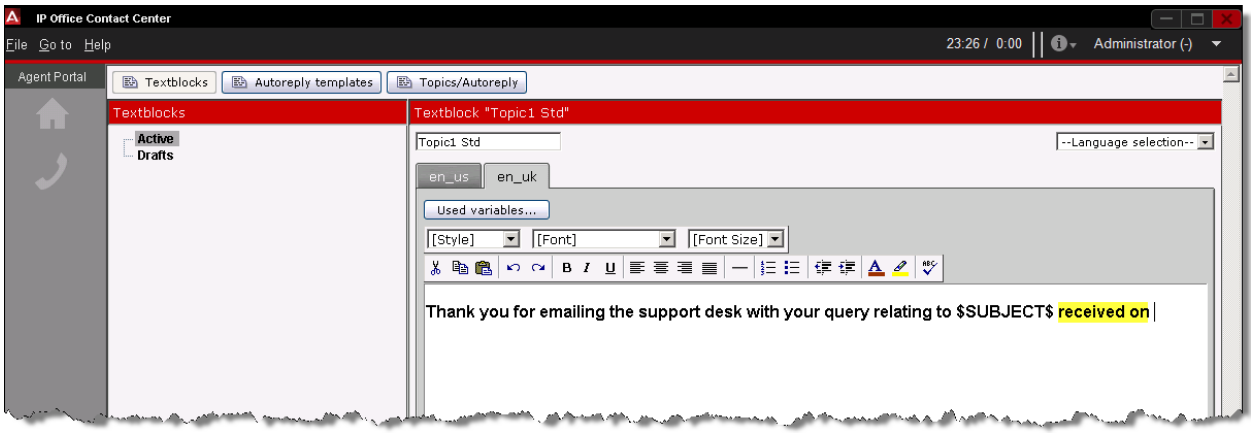
1. In the text window enter the standard text that can be added to email replies. For example, **Thank you for emailing the support desk with your query relating to**



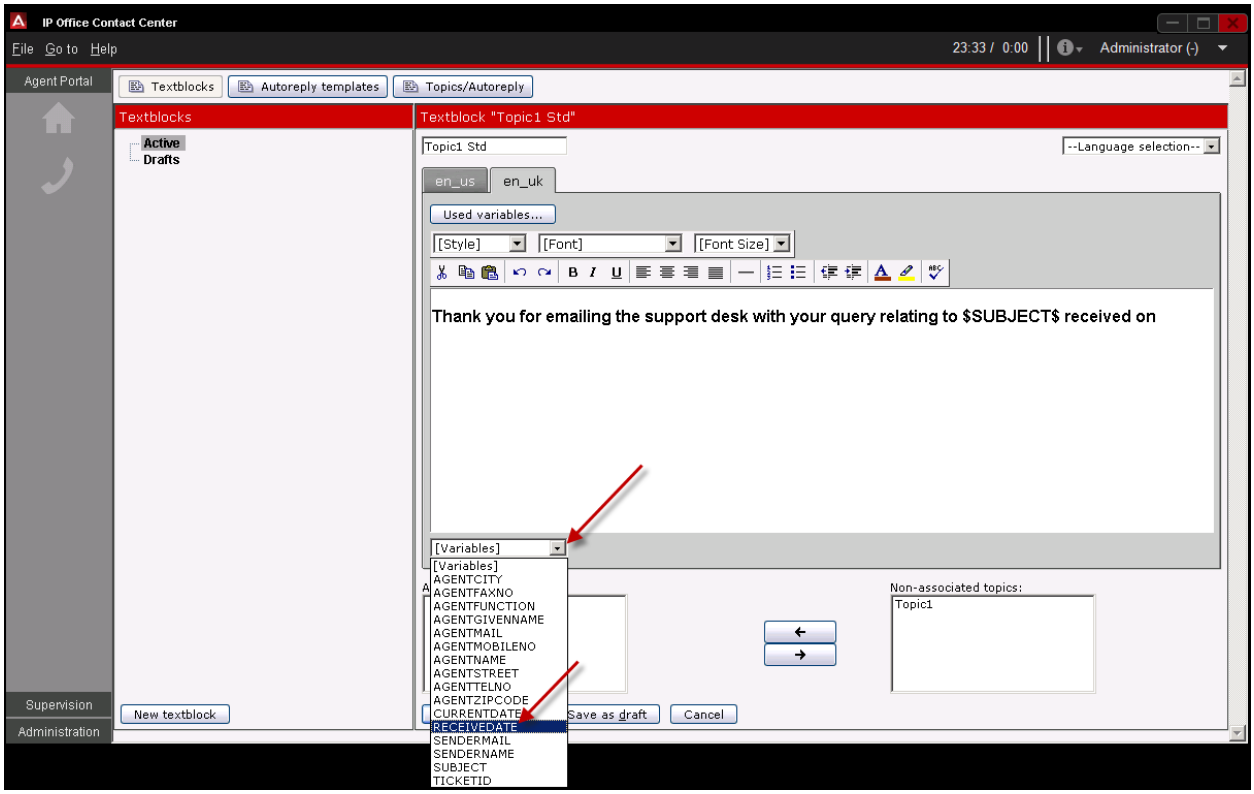
2. In this example, a variable will be added to reference a “Subject”. Click after the text block text, and then click the **Variables** drop down list. Select **Subject**.



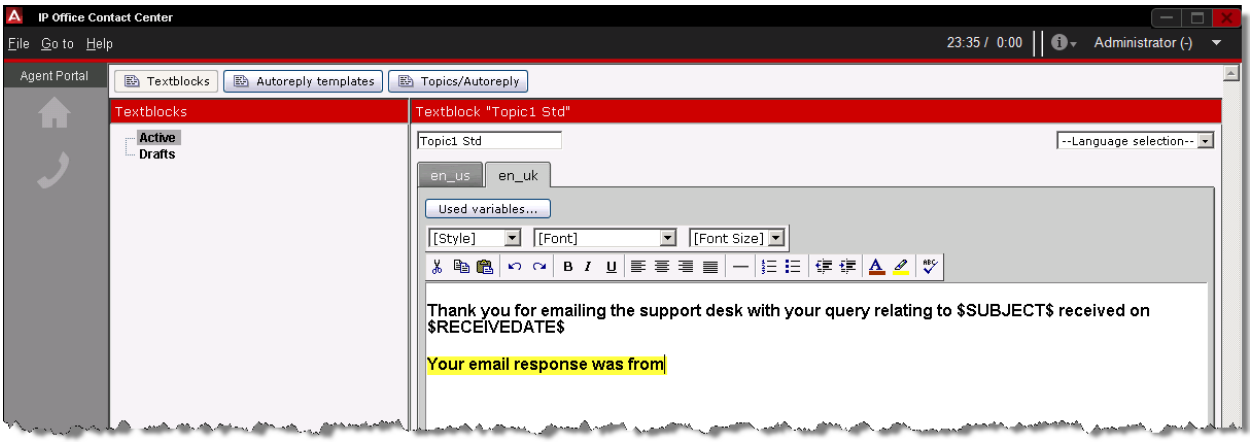
3. Continue the text block with any additional text. In this example, the words **received on** have been added.



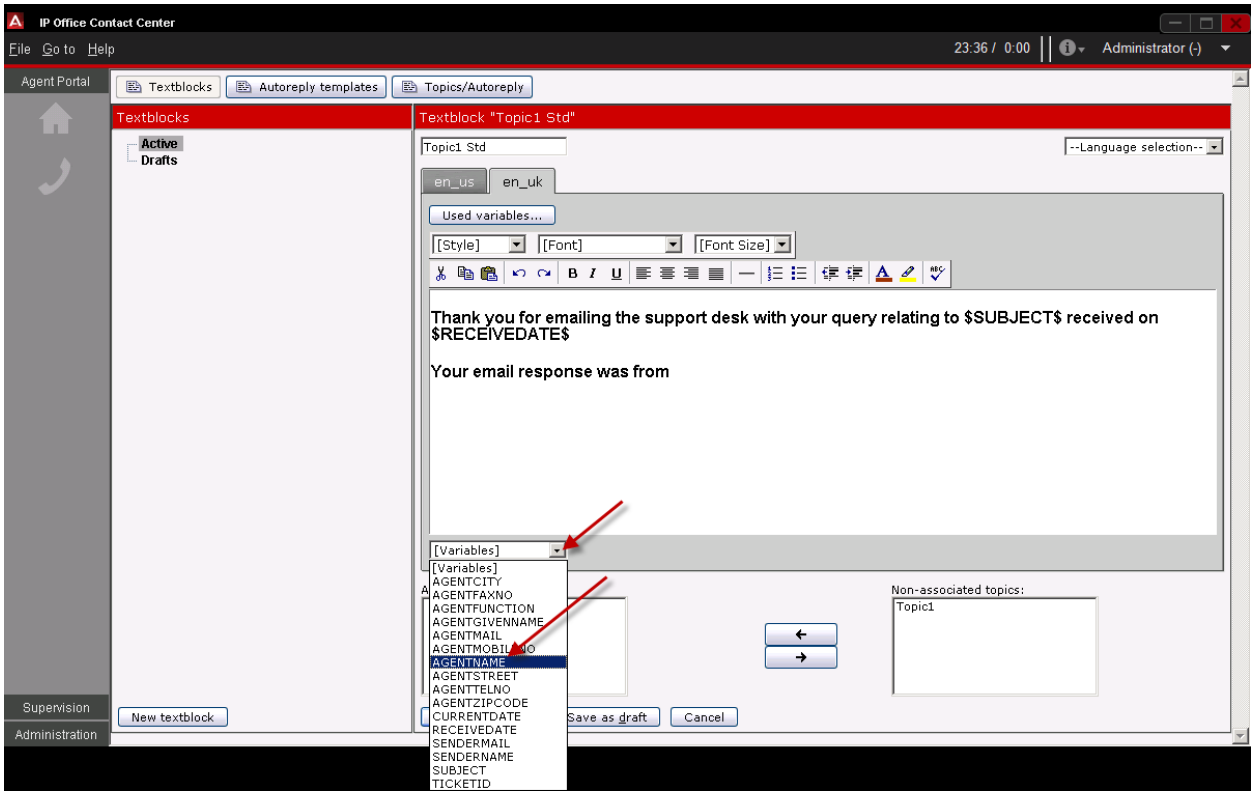
4. Click the **Variables** drop down box and select **RECEIVEDDATE.**

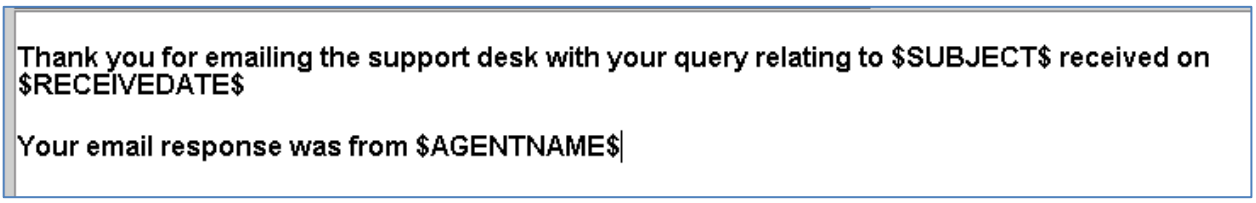


5. Continue the text with **Your email response was from**

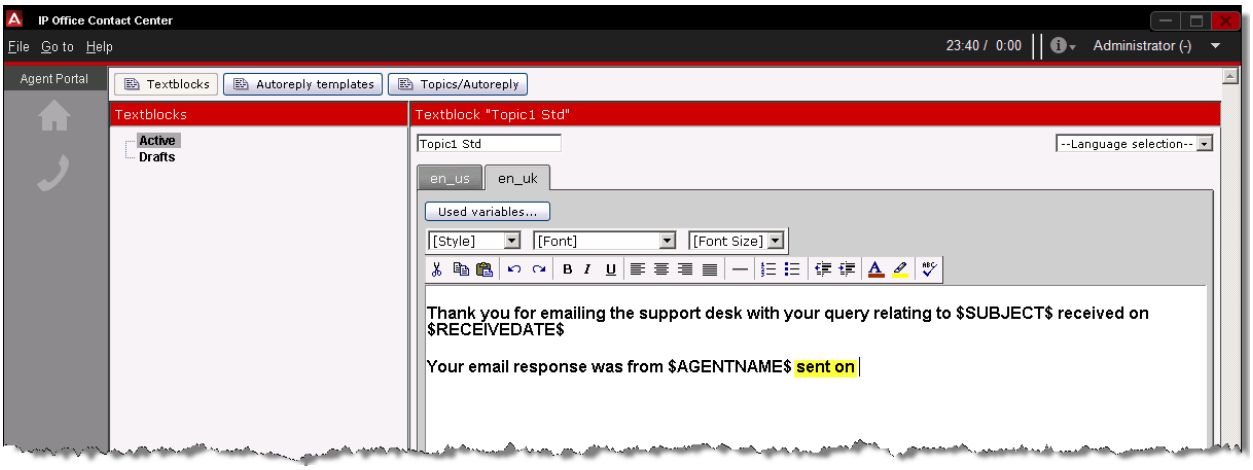


6. Click the Variables drop down box and select **AGENTSNAME.**

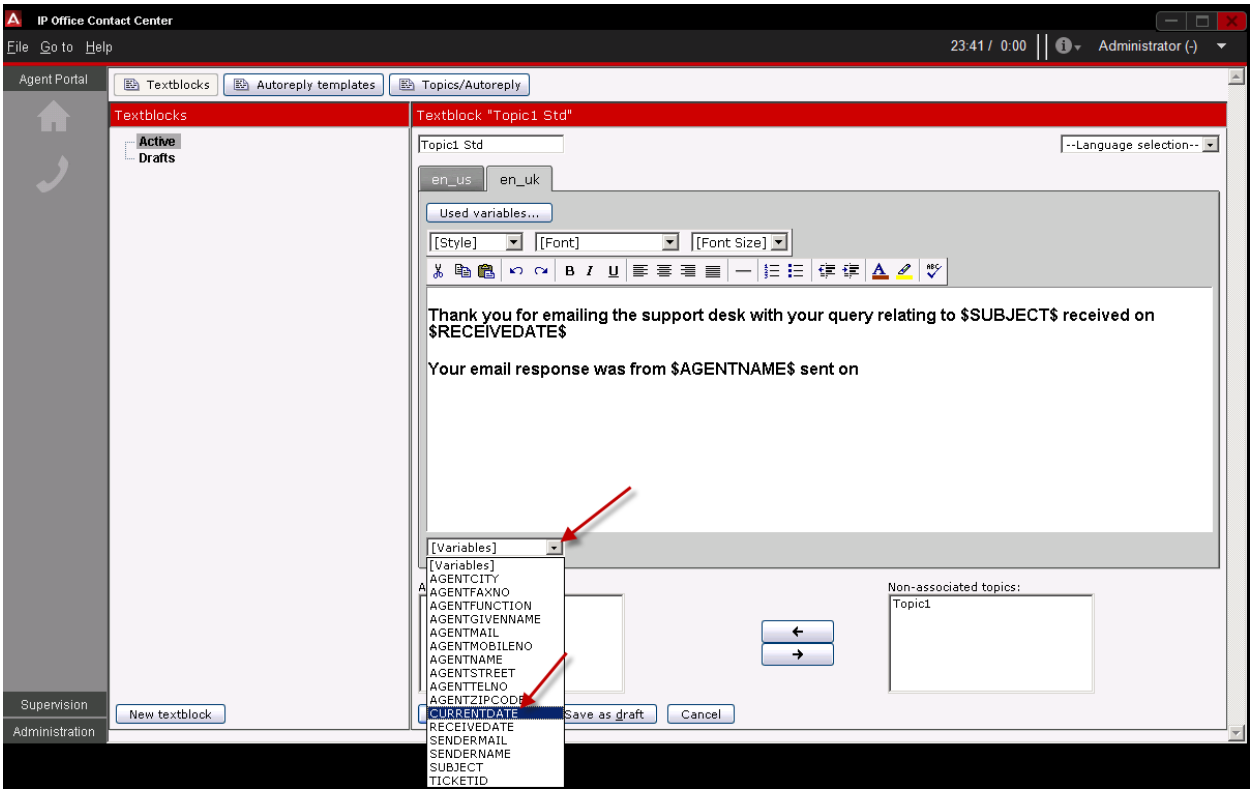


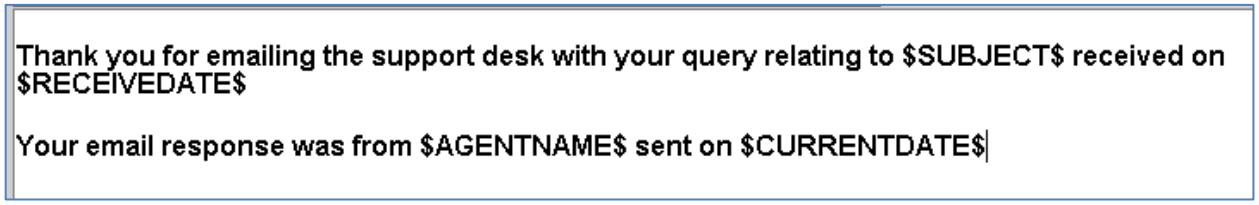


7. Continue the text with the words **sent on**.

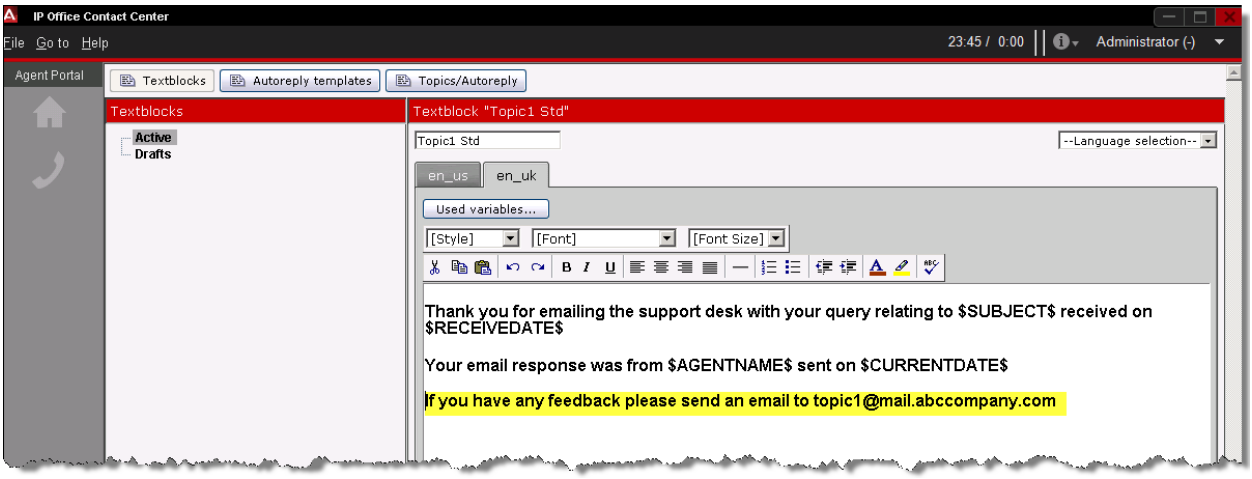


8. Click the **Variables** drop down list and select **CURRENTDATE.**

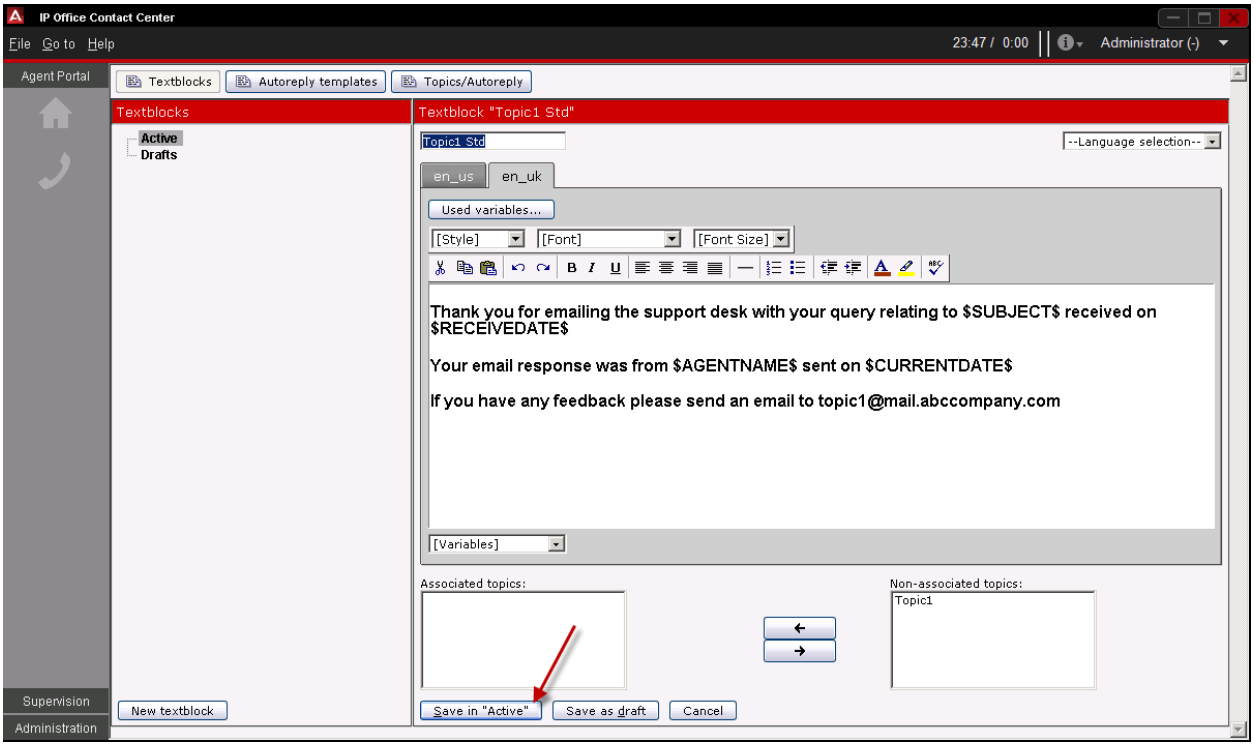




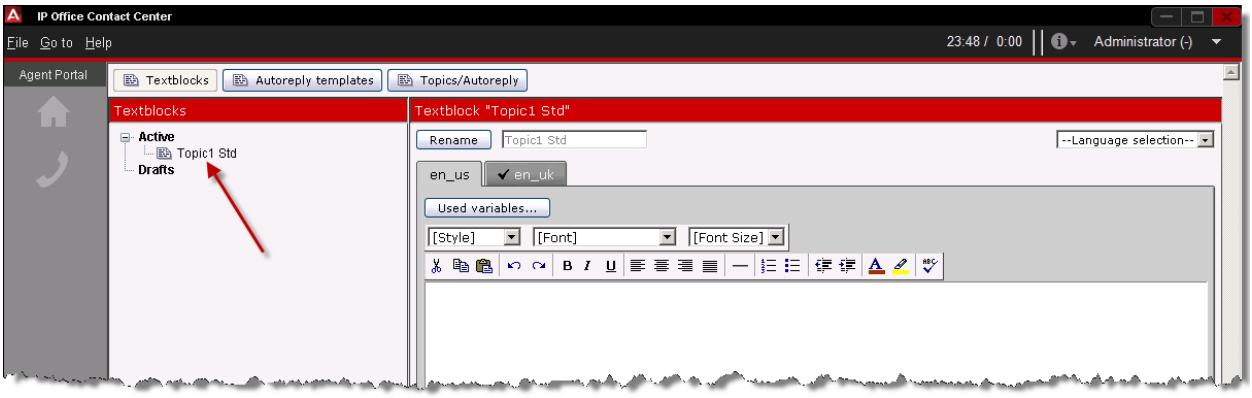
9. In this example, addition text has been added to state: **If you have any feedback please send an email to topic1@mail.abccompany.com**



10. Click the **Save in Active** button.

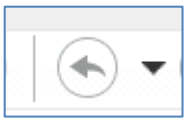


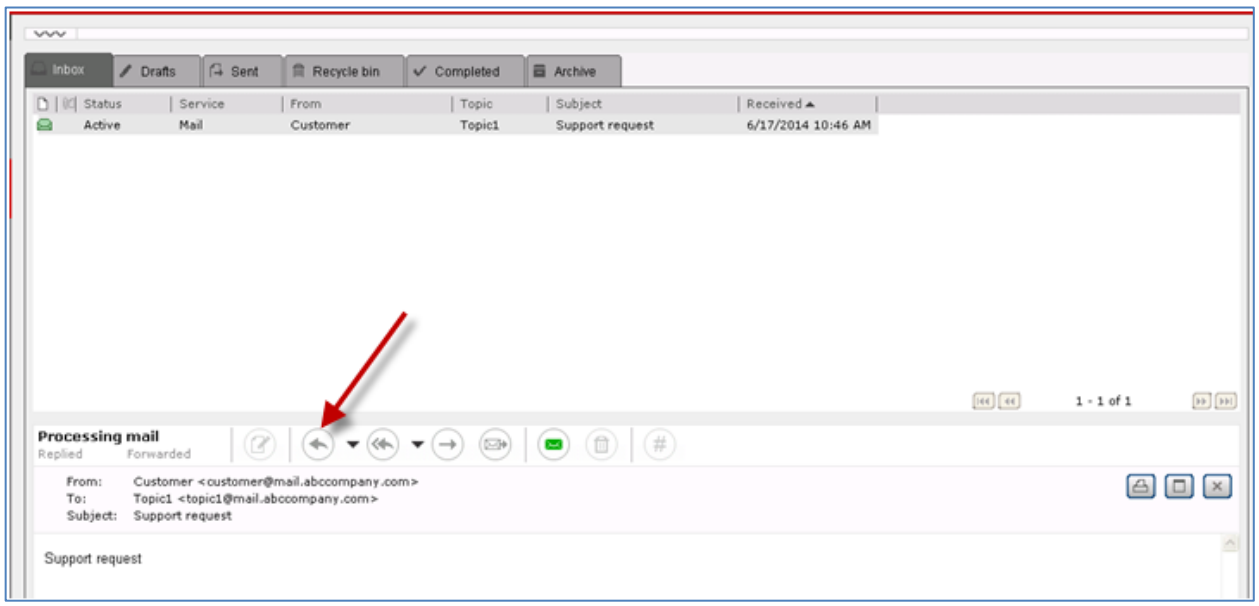
11. The new **Textblock** is displayed.



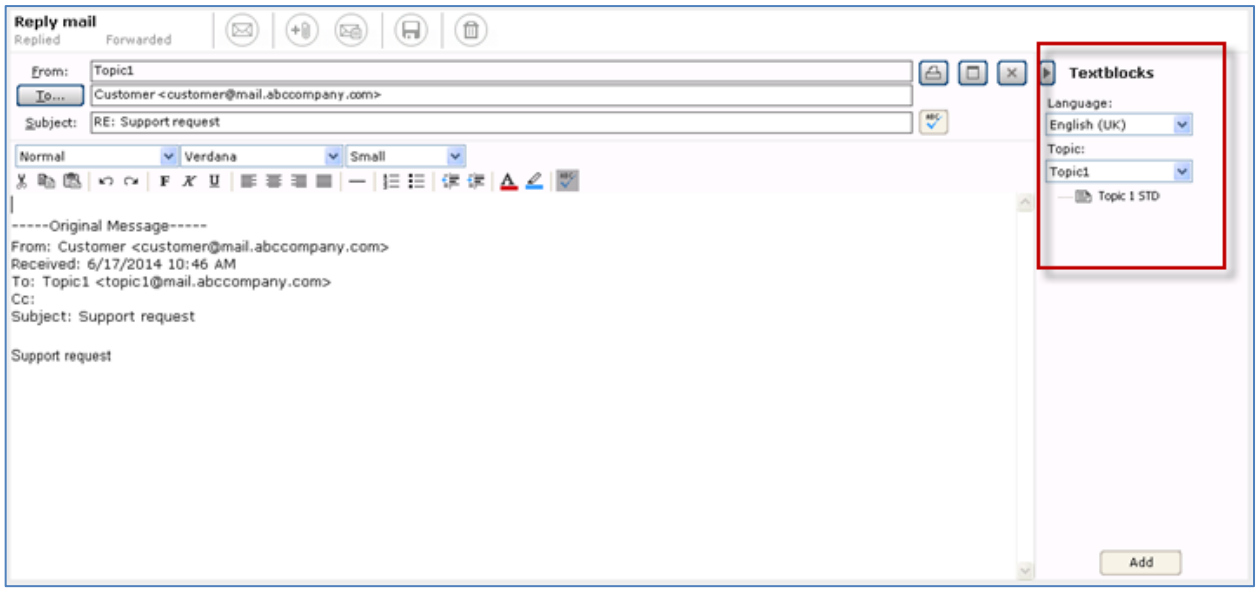
How to use a textblock

1. When an Agent receives an email they press the reply button on their user interface.

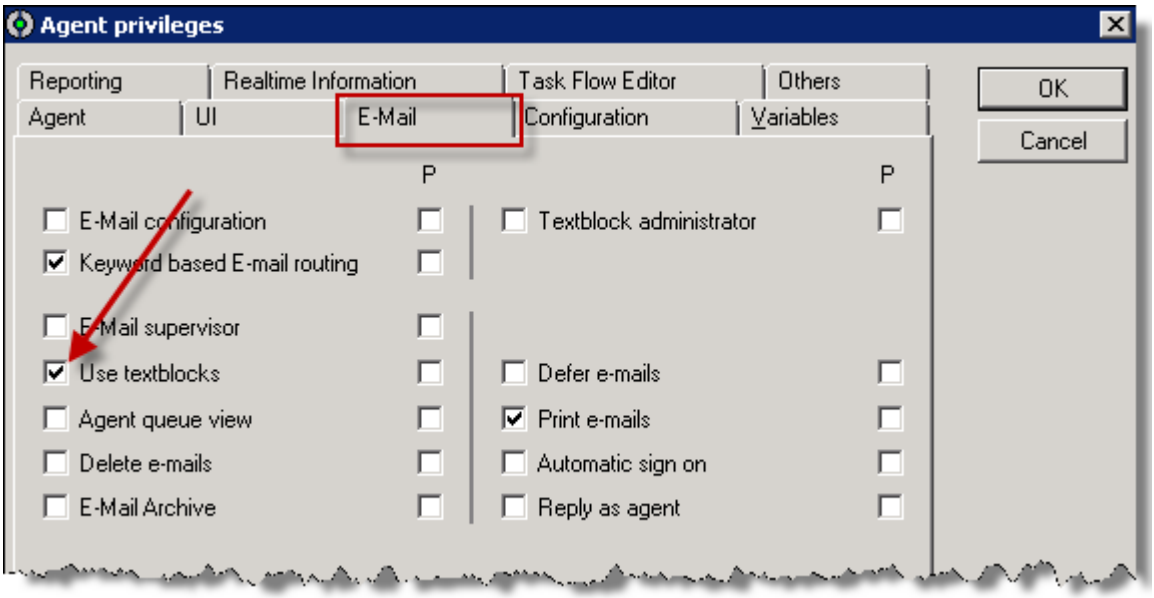




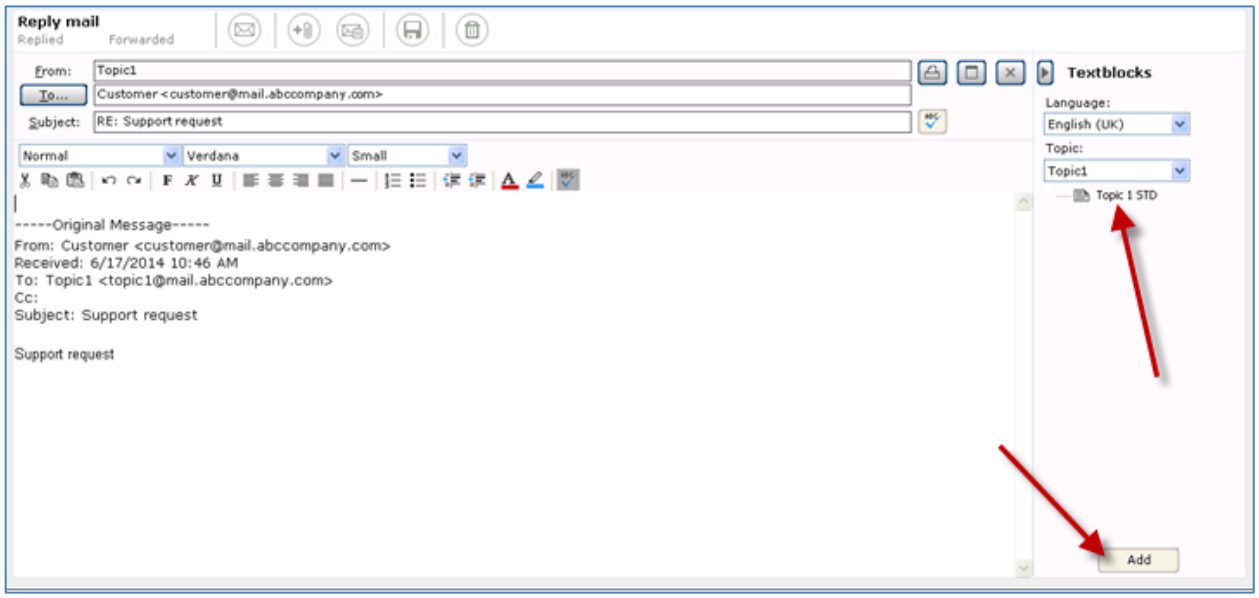
2. The Textblocks are displayed on the right hand side of the screen.



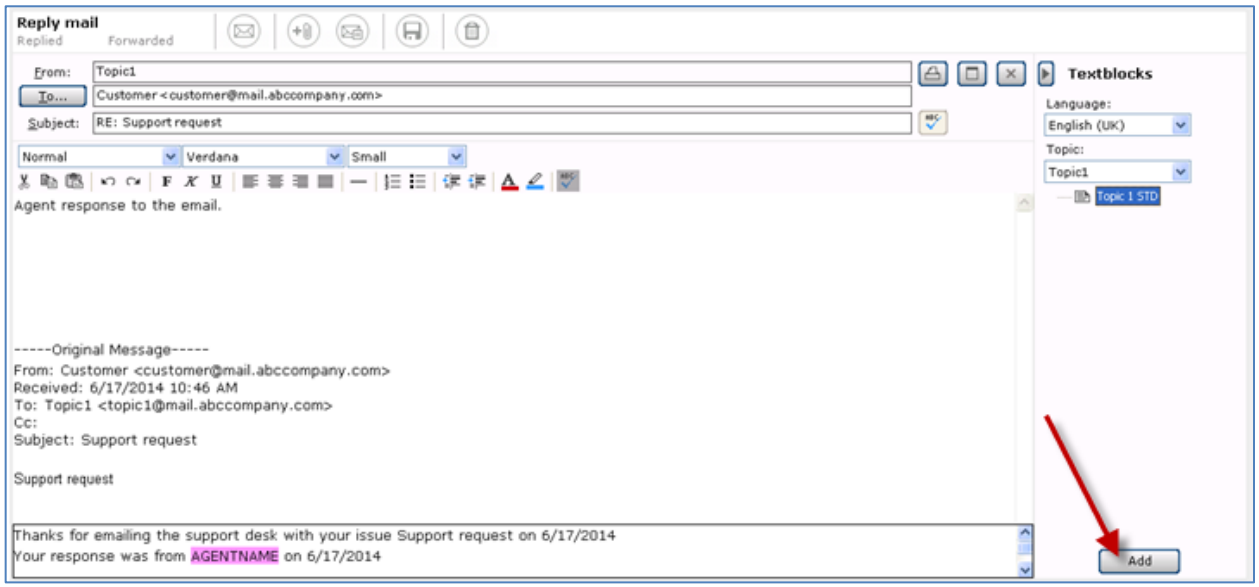
Note: The agent will require the **Use textblocks** privilege to use this feature



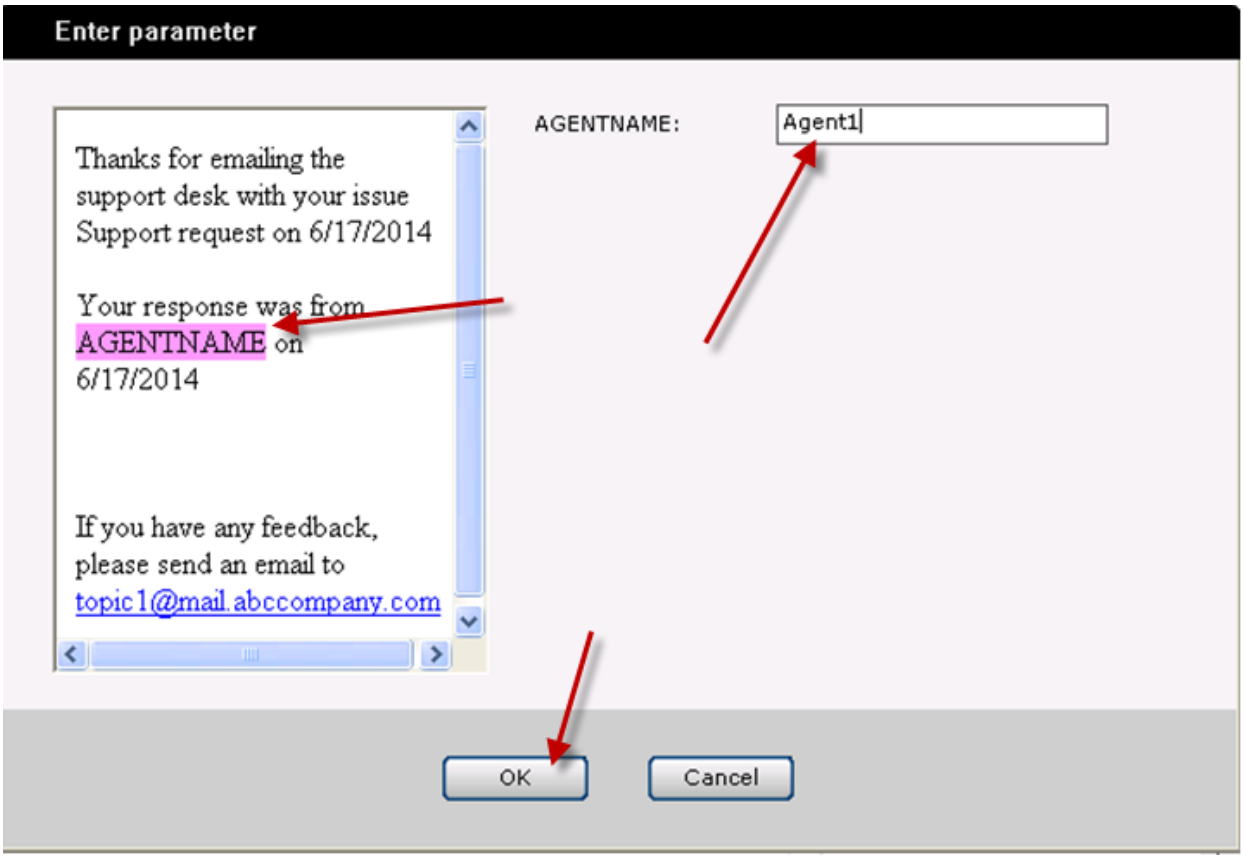
3. The agent can fill out the response before using the textblock or use a textblock for the response. Click the required Textblock and click the **Add** button.



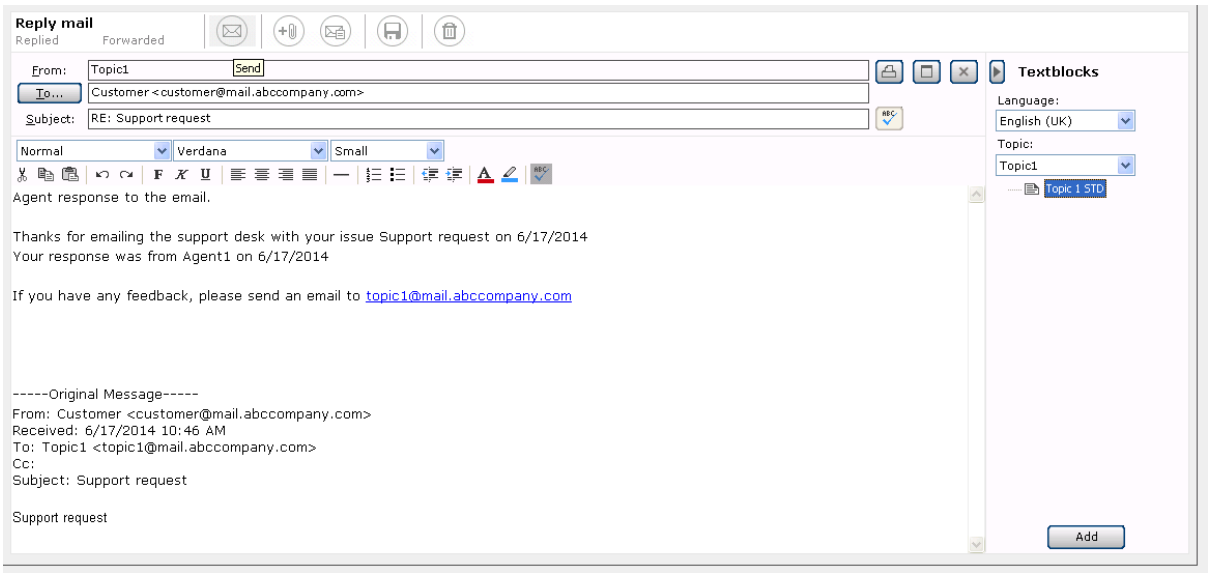
4. Click the **Add** button again.



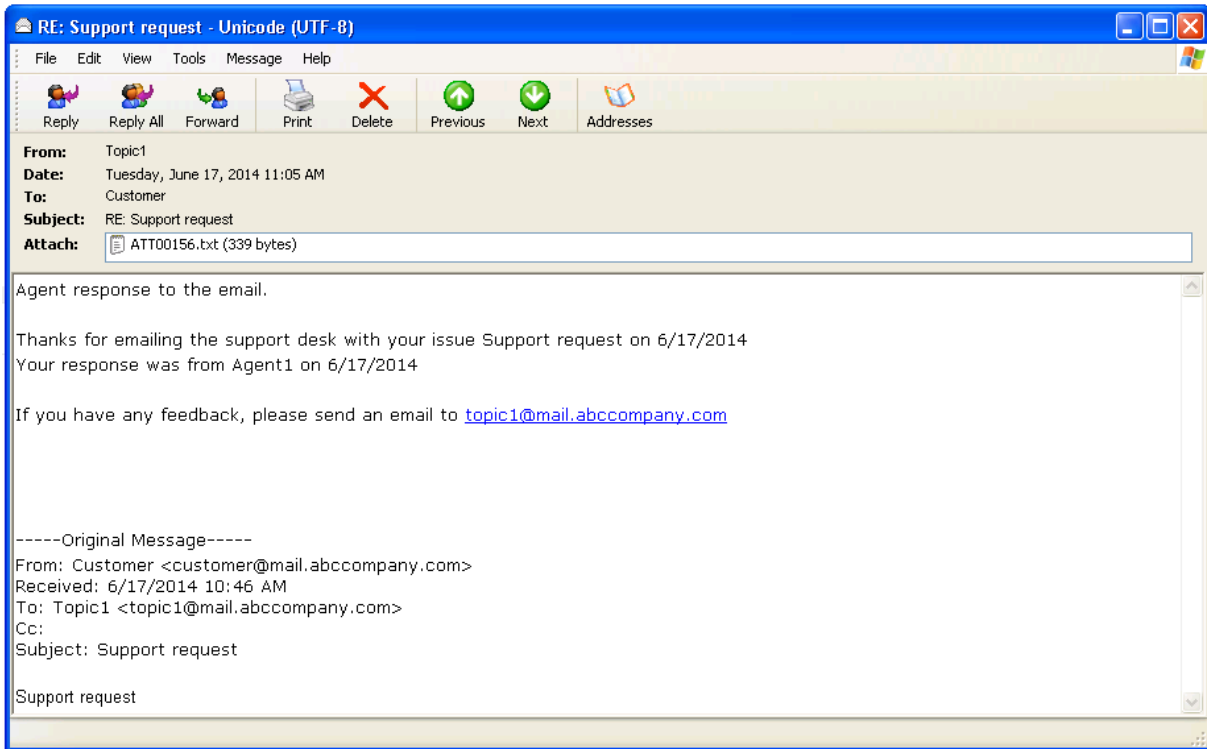
5. In the AGENTNAME field type the agents name and then click the **OK** button.



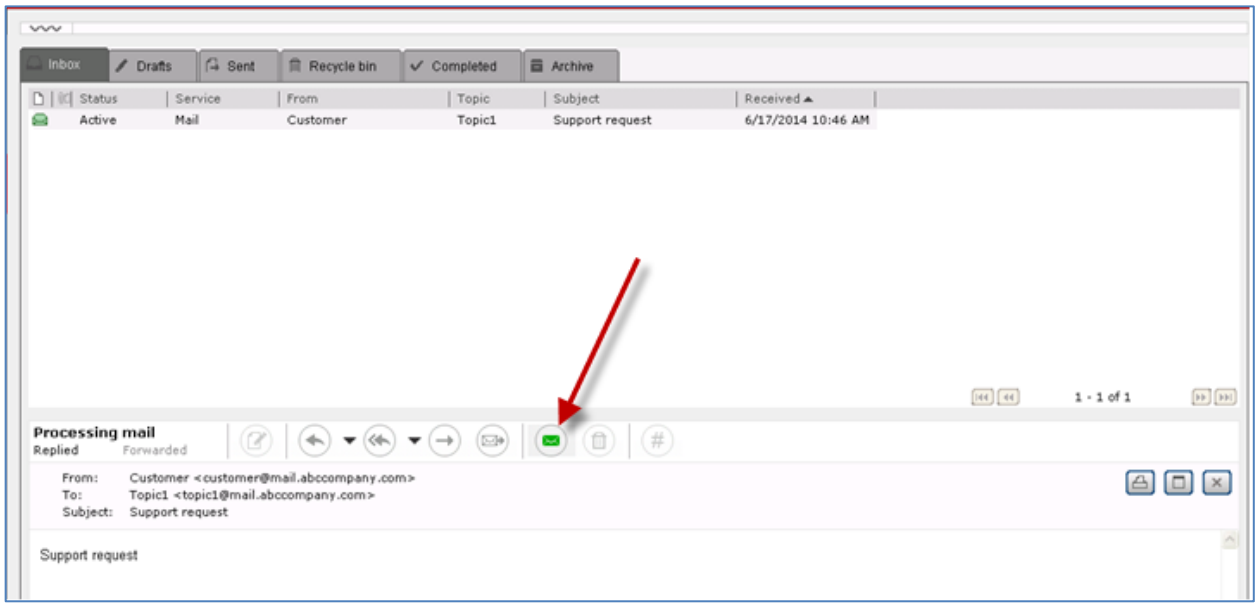
6. The Textblock is now inserted into the email response. Select the **Send** button to send the email to the customer.



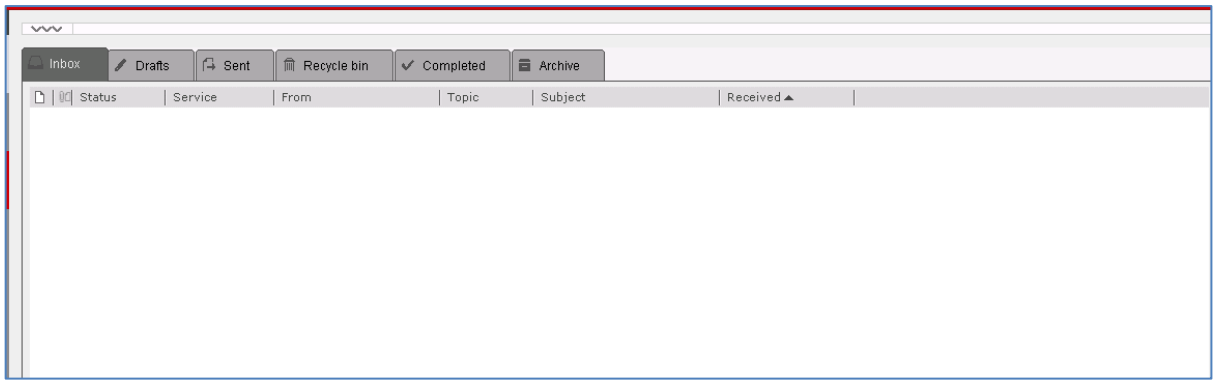
7. The customer receives the email.



8. The Agent can then click the **Complete** button to complete the Email.



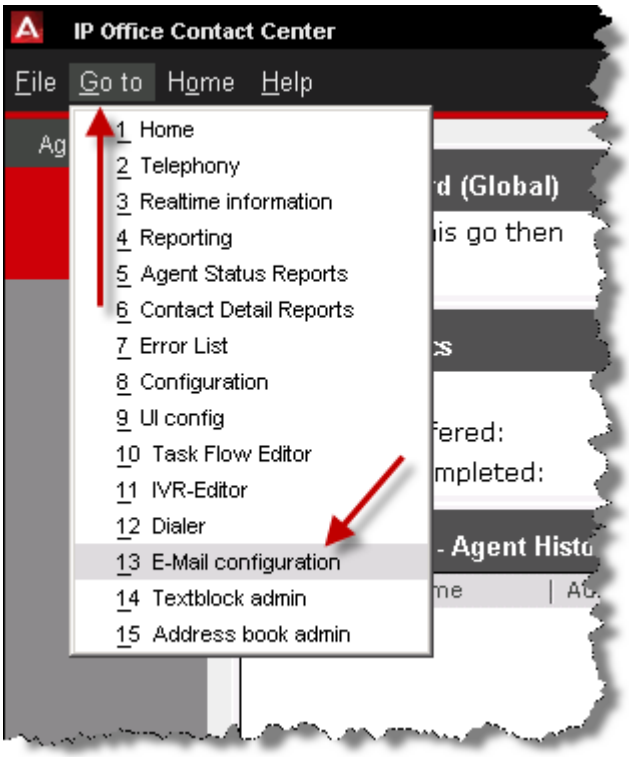
9. The email is now removed from the inbox.



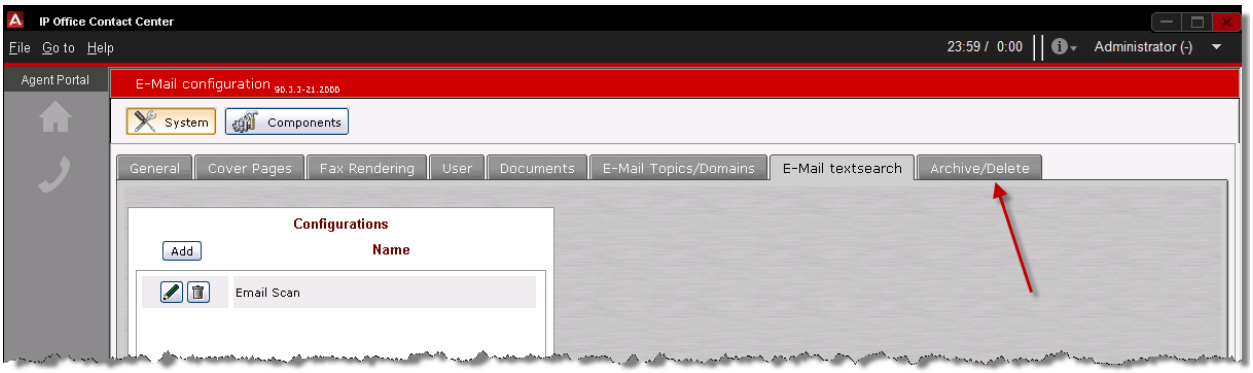
Archiving the Email Database

The email can be archived and removed from the c3k database by using an archive schedule.

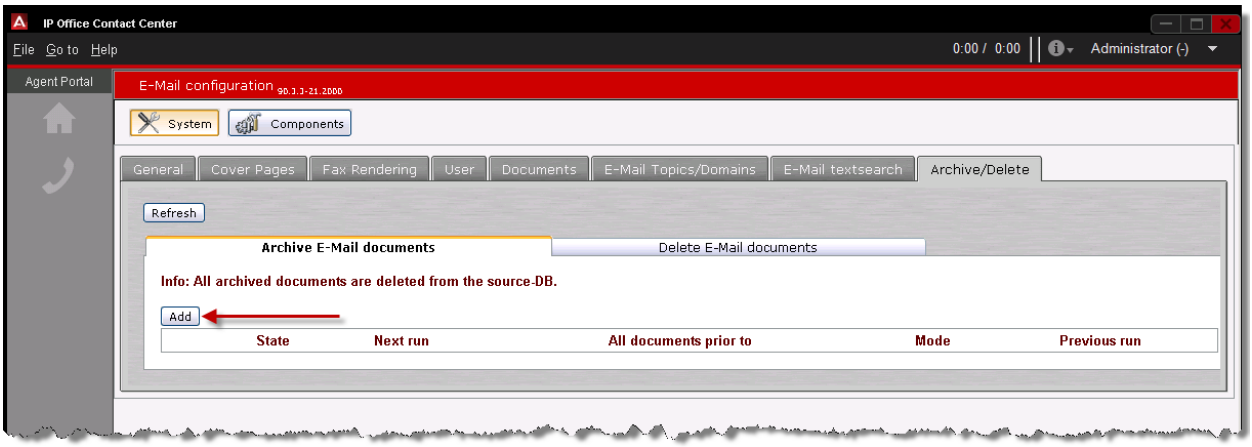
1. Click the **Go to** menu and then select **E-Mail configuration**.



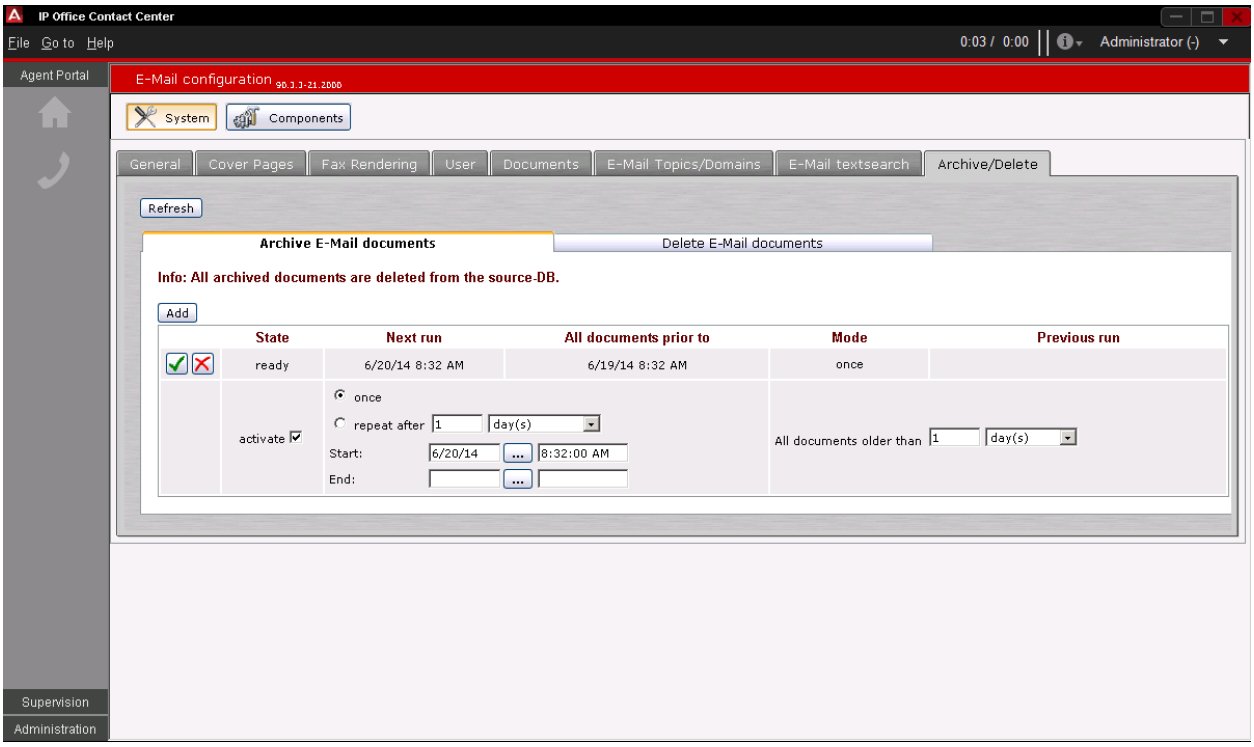
2. Click the **Archive/Delete** tab.



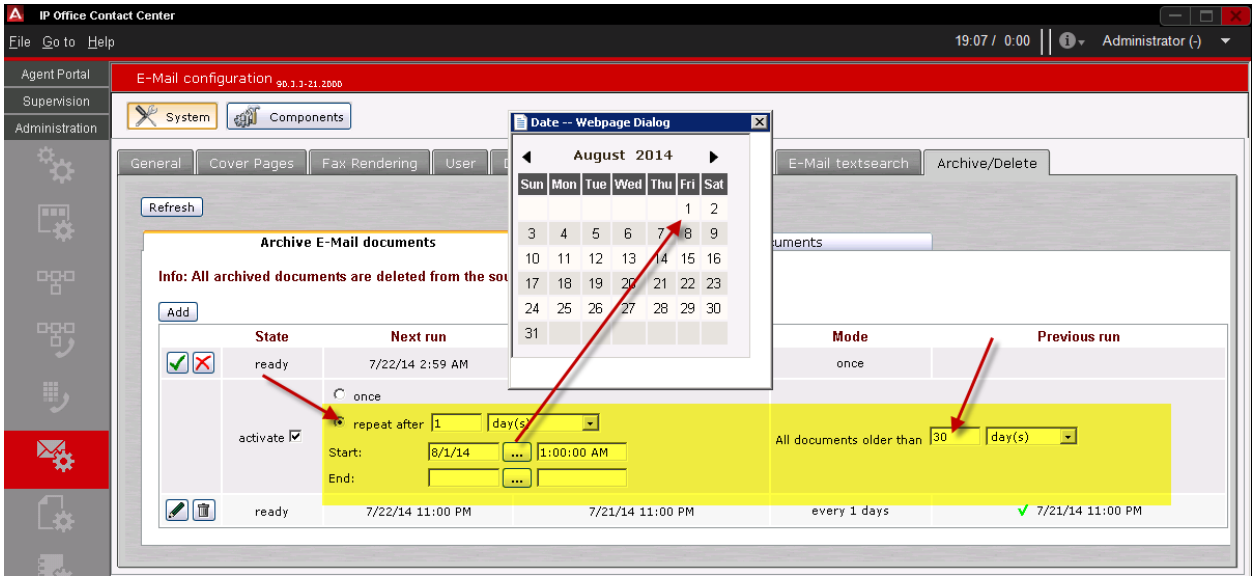
3. Click the **Add** button.



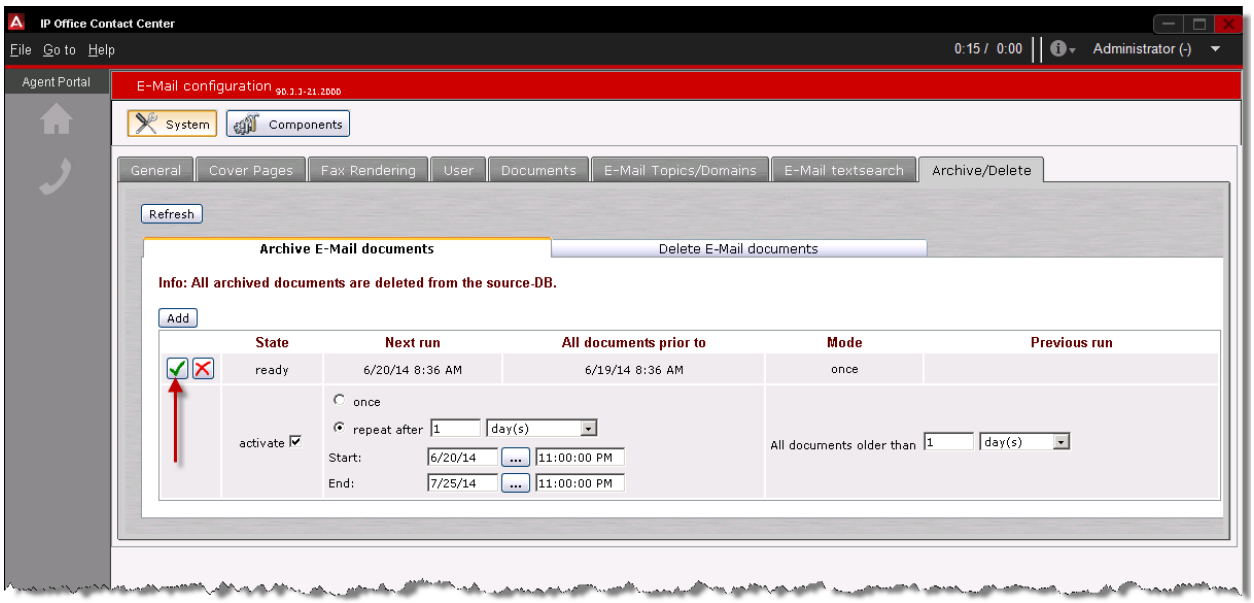
4. You can now create a single or reoccurring archive that will run after a defined period of minutes/hours/days/weeks or months.



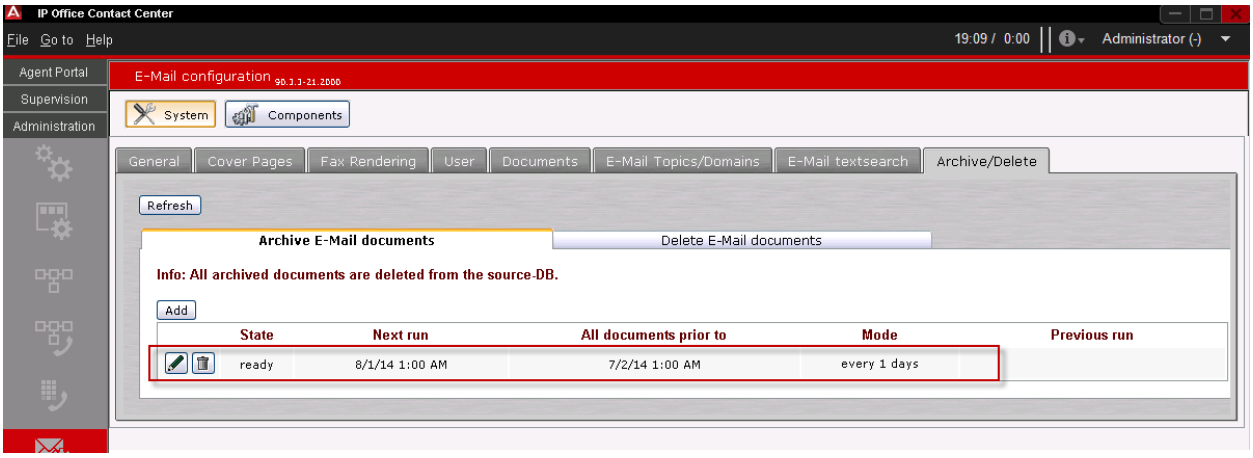
5. Enter the required time and date for the archive and click the **Add** button. In this example, an archive has been created that will repeat daily at 1am from the 1st July 2014 and will delete all documents older than 30days.



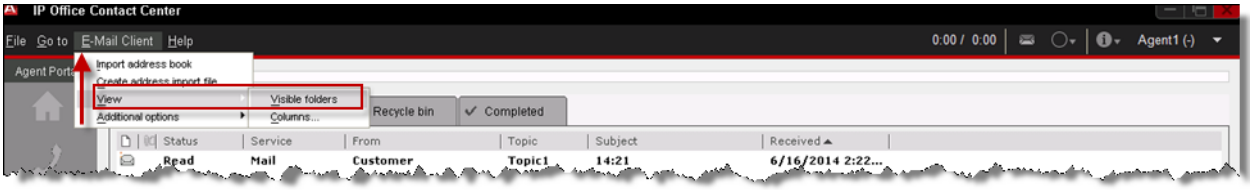
6. Click the green tick to add the schedule.



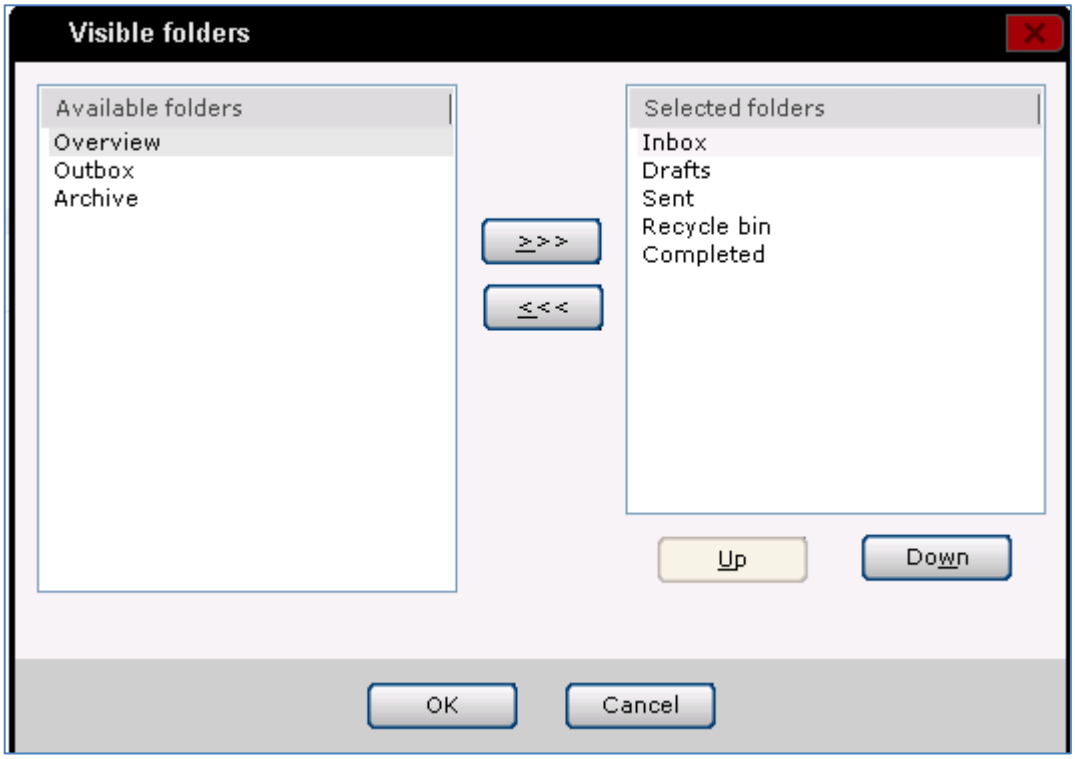
7. The archive schedule is displayed.



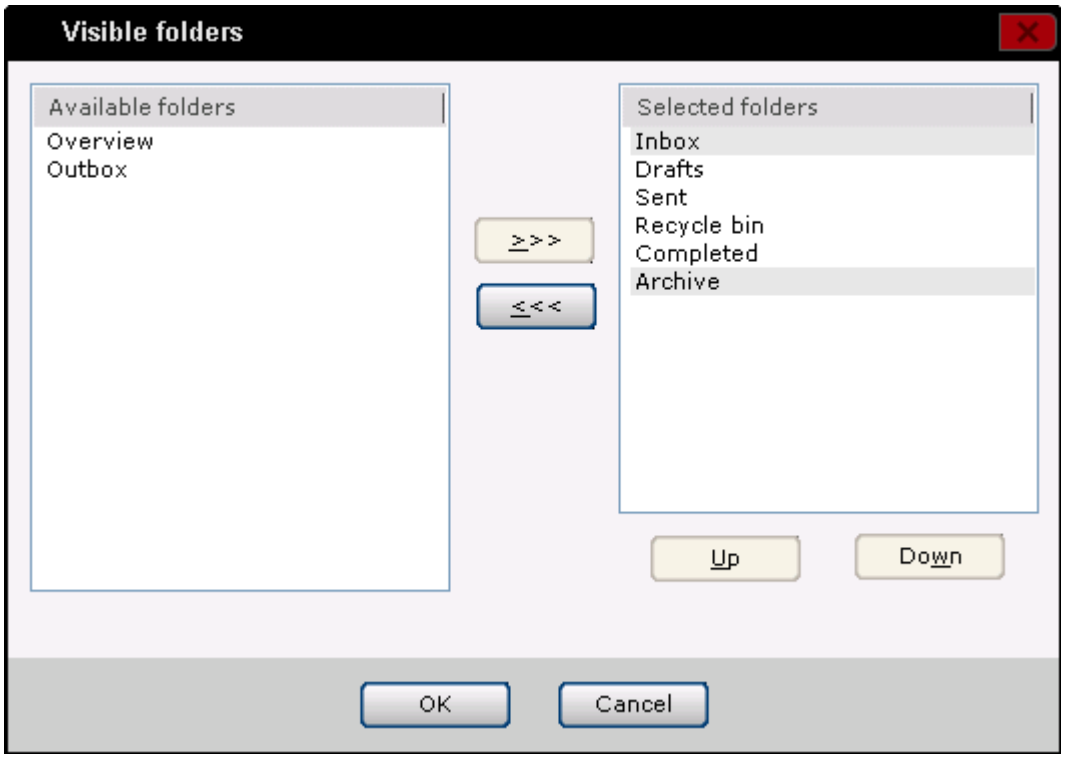
8. For a User to see the E-Mail Archive, when logged in as that user. Click **E-Mail client – View** and then select **Visible folders**.



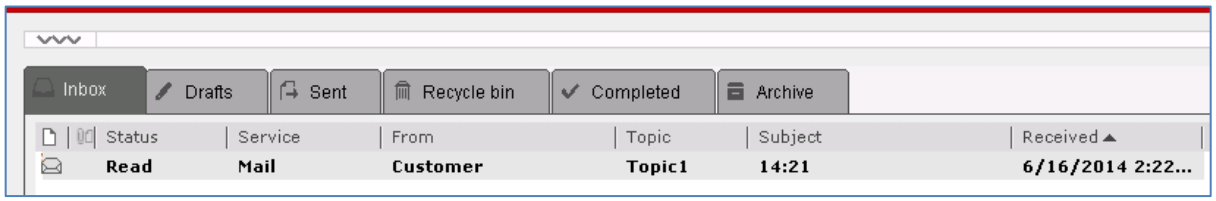
9. The default Visible folders are displayed.



10. Select the **Archive** folder and Click the **>>>** button to move the folder to the **Selected folders** view window and then click the **OK** button.



11. The Archive view will now be visible.

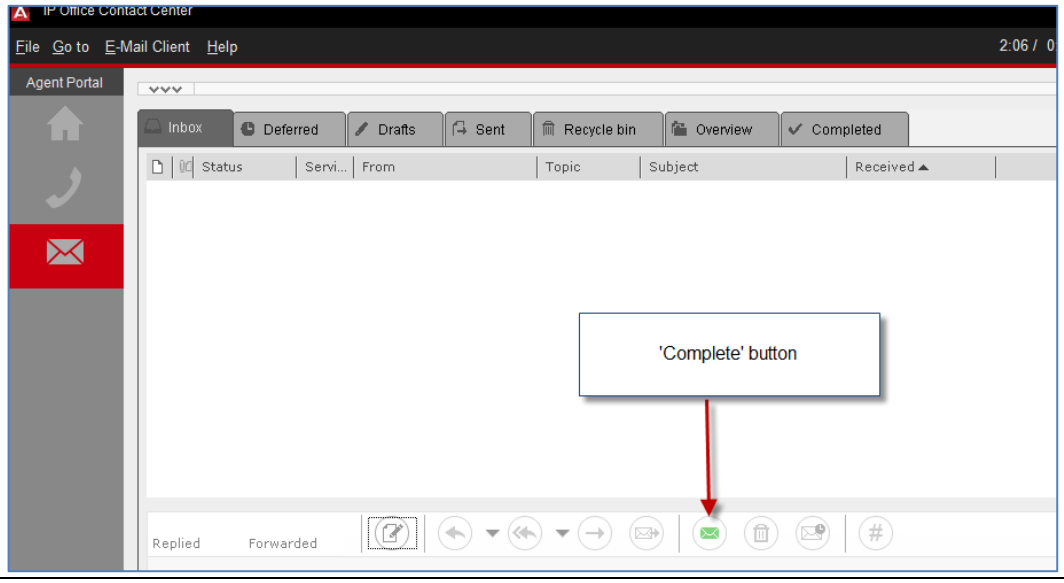


Agents Availability for Tasks

The call, email and chat matrix relating to the amount and type of activities that an agent can receive can be determined by selecting their **Availability for Tasks**.

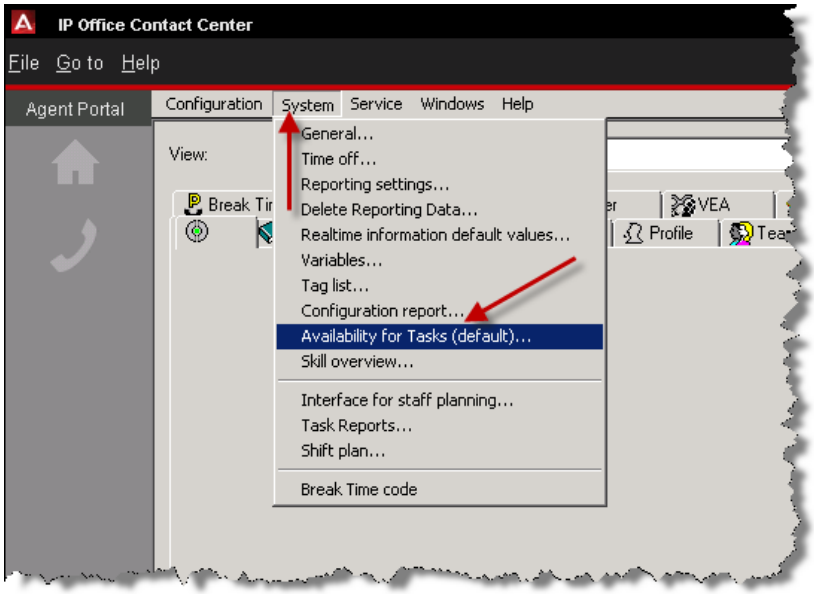
For example, it can be determined whether an agent can receive an email whilst handling a call.

Note: Depending on the agents **Availability for Tasks** settings, they may only receive new emails once they have completed an open email task by clicking the **Complete** button.

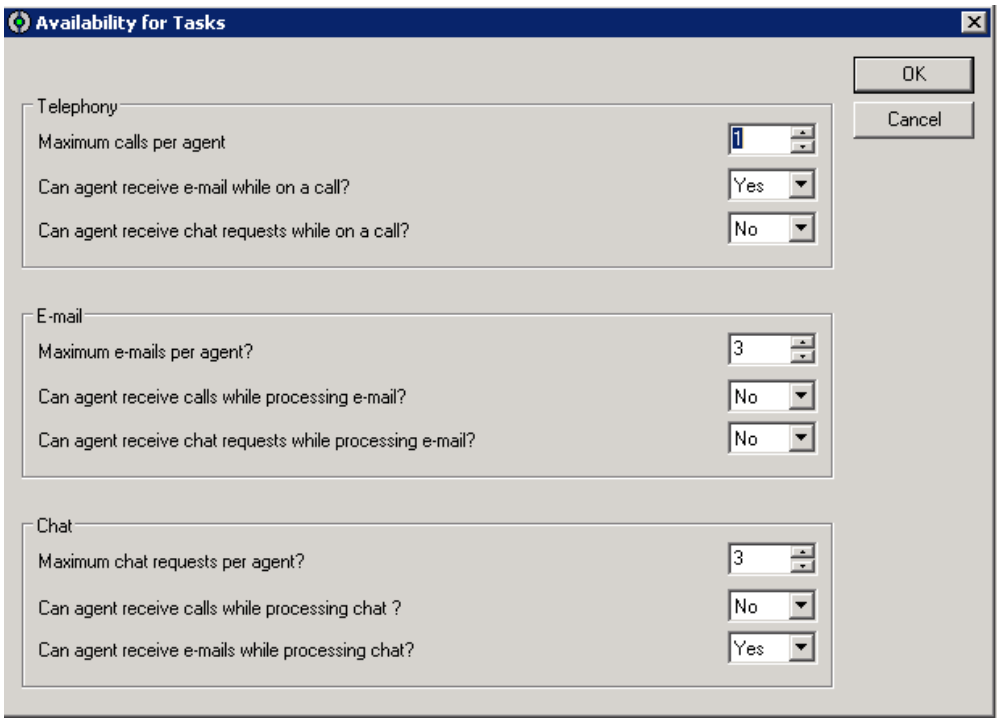


To determine Agents availability for Tasks:

1. From the **System** menu select **Availability for Tasks**.

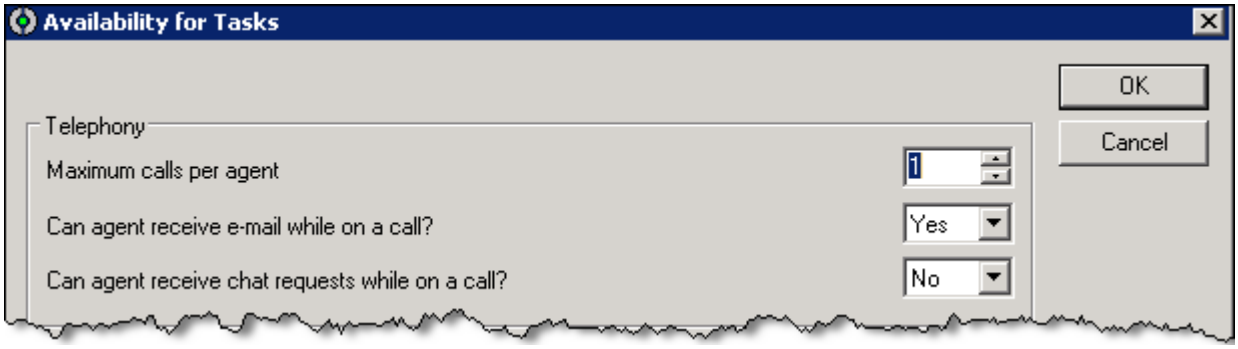


2. The Availability for Tasks window is displayed.

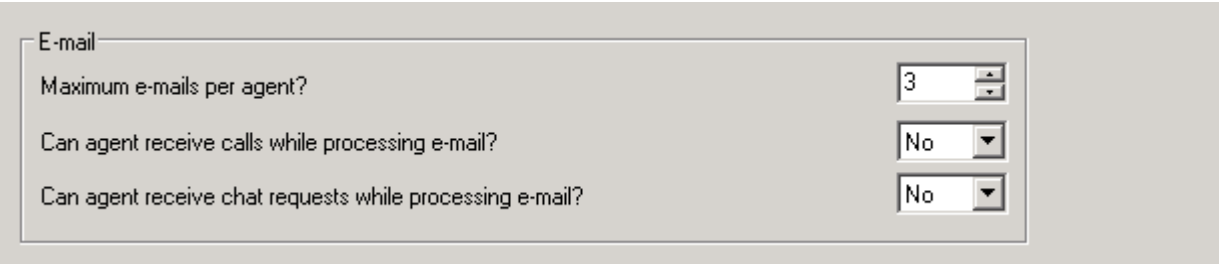


3. The window is segmented in to three sections, Telephony, Email and Chat.

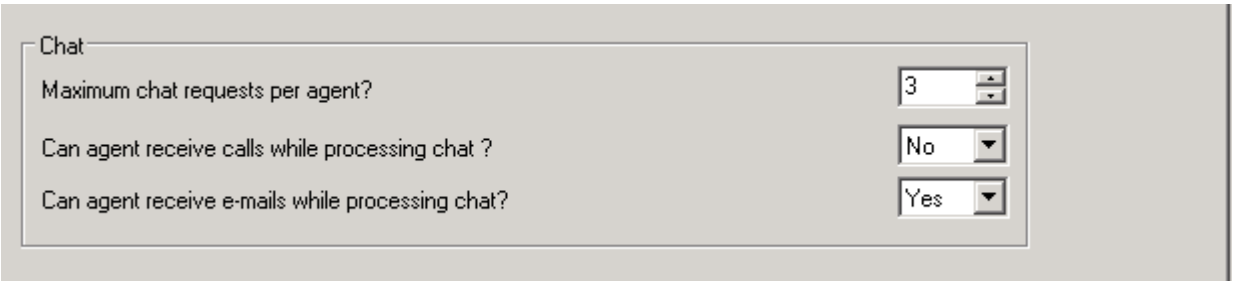
- Telephony Task Type
  - Maximum Calls per agent? – range 0 to 1.
  - Can an agent receive an email while on a call?
  - Can agent receive chat requests while on a call?



- Email Task Type
  - Maximum emails per agent? -range 0 to 100
  - Can agent receive calls while processing email?
  - Can agent receive chat request while processing email?



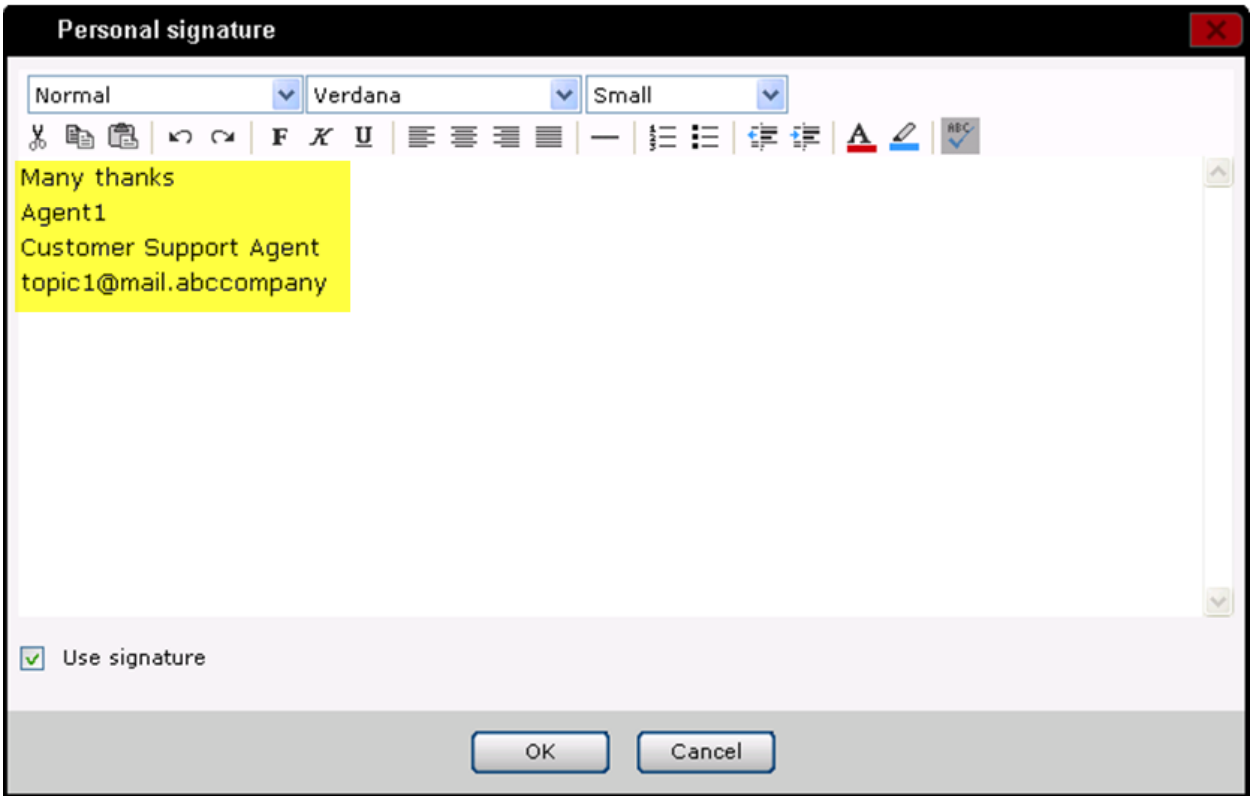
- Chat Task Type
  - Maximum chat request per agent? -range 0 to 100
  - Can agent receive calls while processing chat?
  - Can agent receive emails request while processing chat?



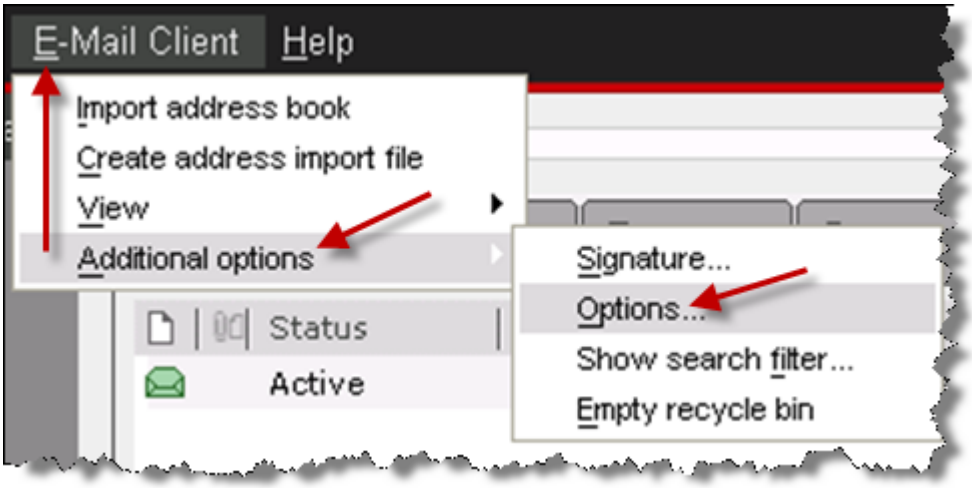
Email Personal Signature
Each individual agent can have a personal email signature.

1. From agents Email User Interface, select **Email Client** and click **Additional Options** followed by **Signature**.

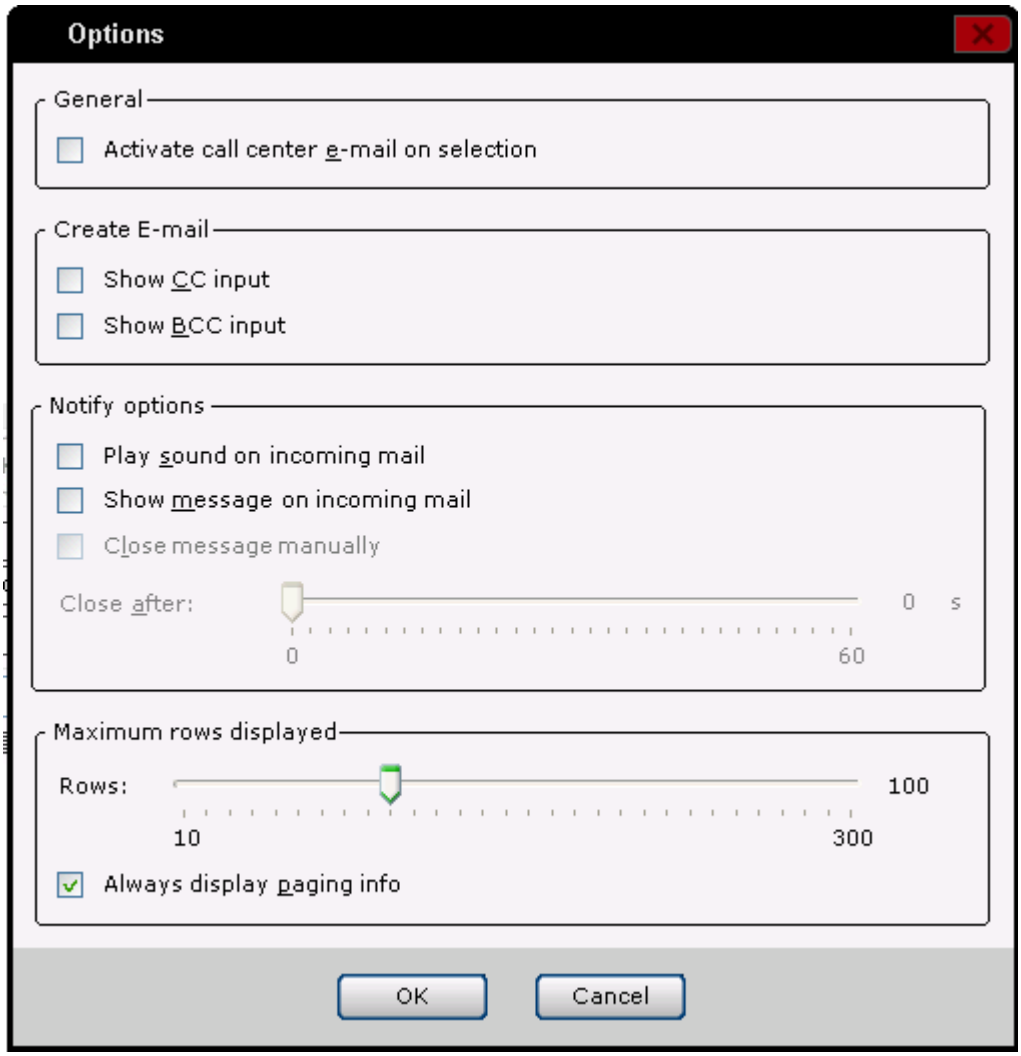
2. The agent's personal signature can be created. Enter the required text and click the OK button.



3. Additional Email options are available. Select **Email Client**, then **Additional options** followed by **Options**.



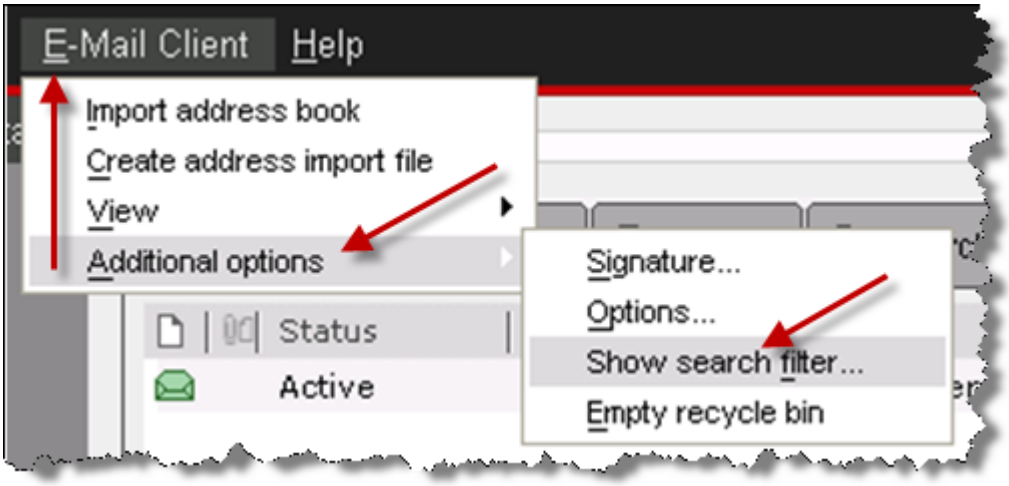
4. A number of options are available for selection.



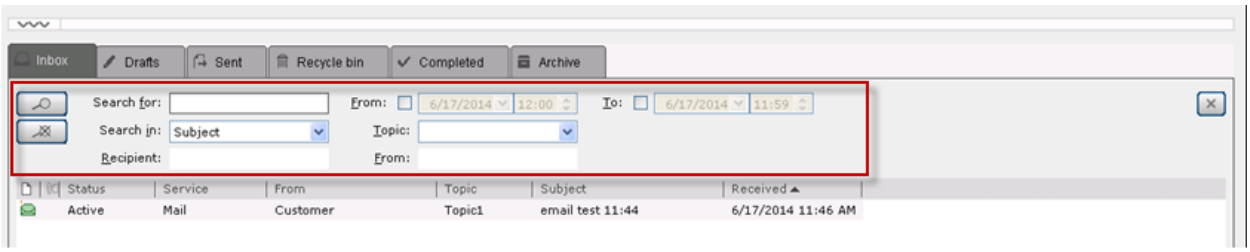
Show search filter

Agent search filters allow the Agent to filter the components folders to find a specific email.

1. Select **Email Client**, then **Additional Options** followed by **Show search filter**.

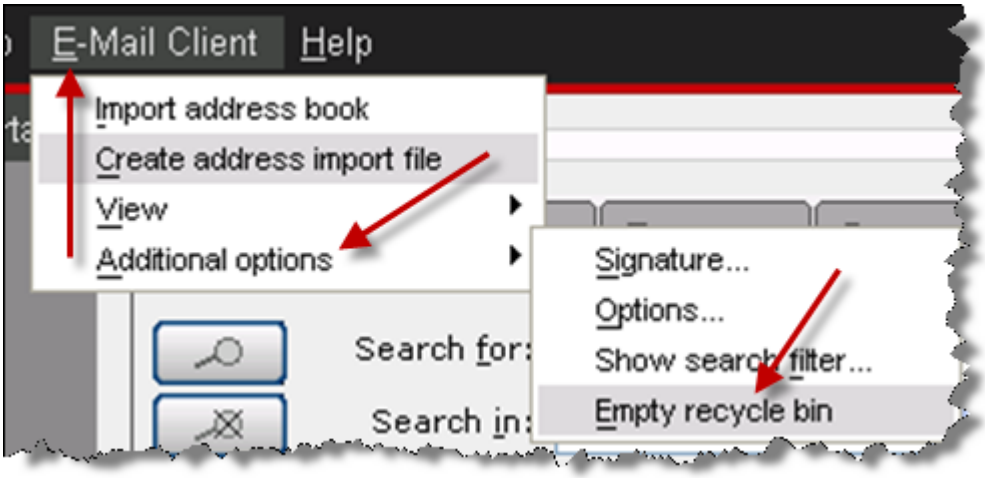


2. The search parameters are then available for use by the agent.



Recycle Bin

1. To empty the email recycle bin, select **Email Client**, then **Additional Options** followed by **Empty recycle bin**.



Avaya Documentation

- http://support.avaya.com/

Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Configuration Maps
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. http://www.iteluk.com/

ITEL IP Office 9.0 Task Based Guides

Initial Installation

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

Core Telephony

11. IP Office Telephony and Call Routing
12. IP Office Short Codes Summary
13. IP Office Hunt Group Setup and Operation
14. IP Office Conferencing
15. IP Office IP Telephony Guide
16. IP Office Computer Telephony Integration – 1st Party

Users, Telephone & Softphone Configuration

17. IP Office Configuring IP Office Phones and User Accounts
18. IP Office Call Handling
19. IP Office Configuring the IP Office Softphone

Auto Attendant & Voicemail

20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
21. IP Office Auto-Attendant Setup and Operation
22. IP Office Embedded Voicemail
23. IP Office Embedded Voicemail Flowchart

Voicemail Pro

24. IP Office Voicemail Pro Summary Guide
25. IP Office Voicemail Pro – Voicemail User Guide

One X Portal & IP Office Applications

26. IP Office One X Portal Guide
27. IP Office One X Mobile Preferred Implementation
28. IP Office Plug-in for Microsoft® Outlook®
29. IP Office MS Lync Plugin
30. IP Office Avaya Flare
31. IP Office One X Mobile Essential

Customer Call Reporter – CCR

32. IP Office Customer Call Reporter Configuration Guide
33. IP Office Customer Call Reporter Wallboard Guide

Contact Store & Receptionist Console

34. IP Office Contact Store
35. IP Office Receptionist Console

Maintenance

36. IP Office Backup and Restore
37. IP Office System Status Application
38. IP Office Upgrading from IP Office 8.1FP1 to 9.0