

InConcert Allegro



# *Provisioning* Manual



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## *Installation Requirements and Process*

In order to install and configure InConcert Allegro we need to complete four steps:

- ▶ Acquire the necessary software and hardware for the servers and the individual agents' working stations
- ▶ Assign human resources
- ▶ Sign contracts with Telco services providers
- ▶ Configure the Virtual Call Center (VCC)

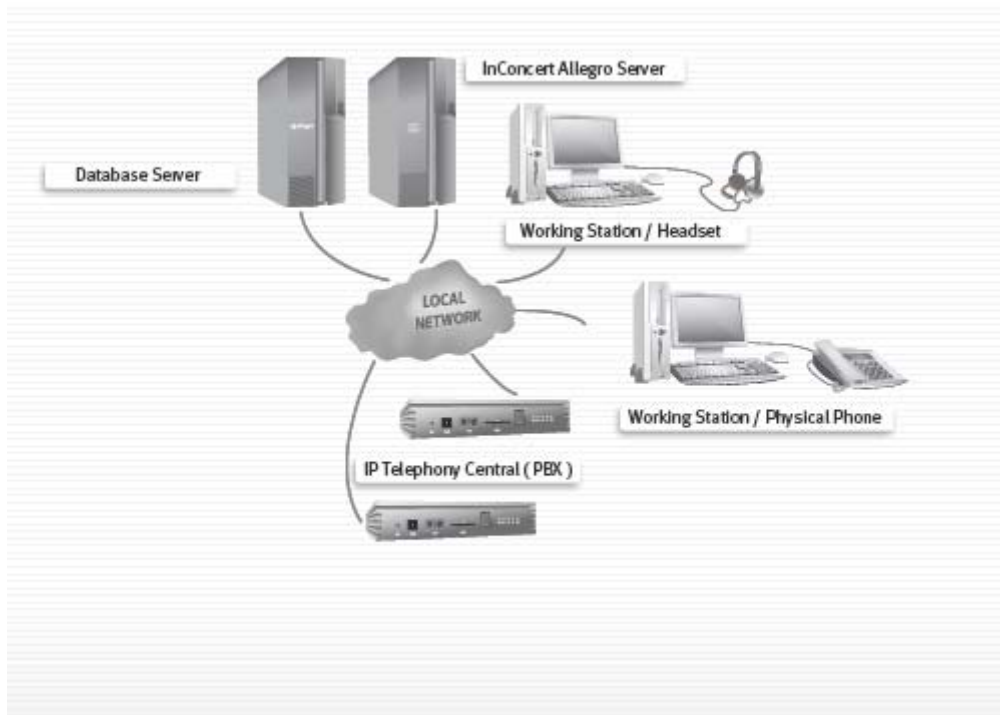
The first step is to set up the servers and the agent's working stations.

The main server will need an Operating System and the InConcert Allegro Software for servers.

In a typical installation the main servers are:

- ▶ Database Server
- ▶ InConcert Allegro Server that will host the different services necessary for the VCC
- ▶ IP Telephony Server

The agents' working stations will have the InConcert Client software installed. This software integrates an IP phone into the computer, so a headset is all that's needed to have a functional phone; however, the agent can also use a physical IP phone.

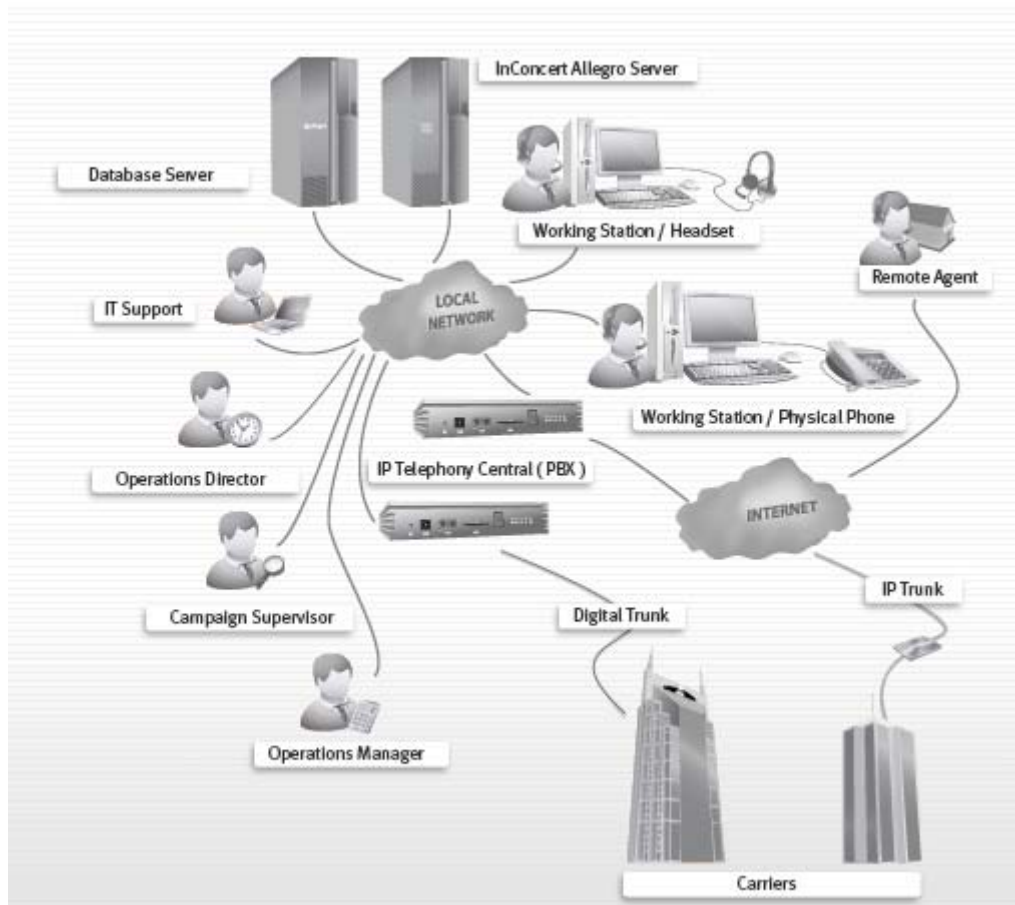


After the installation process, the administrator will define the human resources assigned for each role in the VCCs.

These roles are:

- ▶ IT help desk: manages infrastructure, resources and VCCs
- ▶ Operations Director: general management of the business, controls fulfillment of goals and contracts, looks after the overall efficiency of the business
- ▶ Operations Manager: has knowledge of the different campaigns being carried out in the VCC, performs daily monitoring tasks of the overall performance of the VCC
- ▶ Campaign Supervisor: is in charge of campaign performance follow-up, manages the agents' productivity, detects possible problems and issues
- ▶ Agent: carries out the campaign

Lastly, the administrator has to set up the connection with Carriers so that the whole network can have communication with the outside world via phone.



In order to proceed with the process of setting up VCCs for a client, the administrator has to configure and distribute the different resources.

To do this, go to the in concert server login screen, and login with:

- ▶ **Username:** admin
- ▶ **Password:** 1111

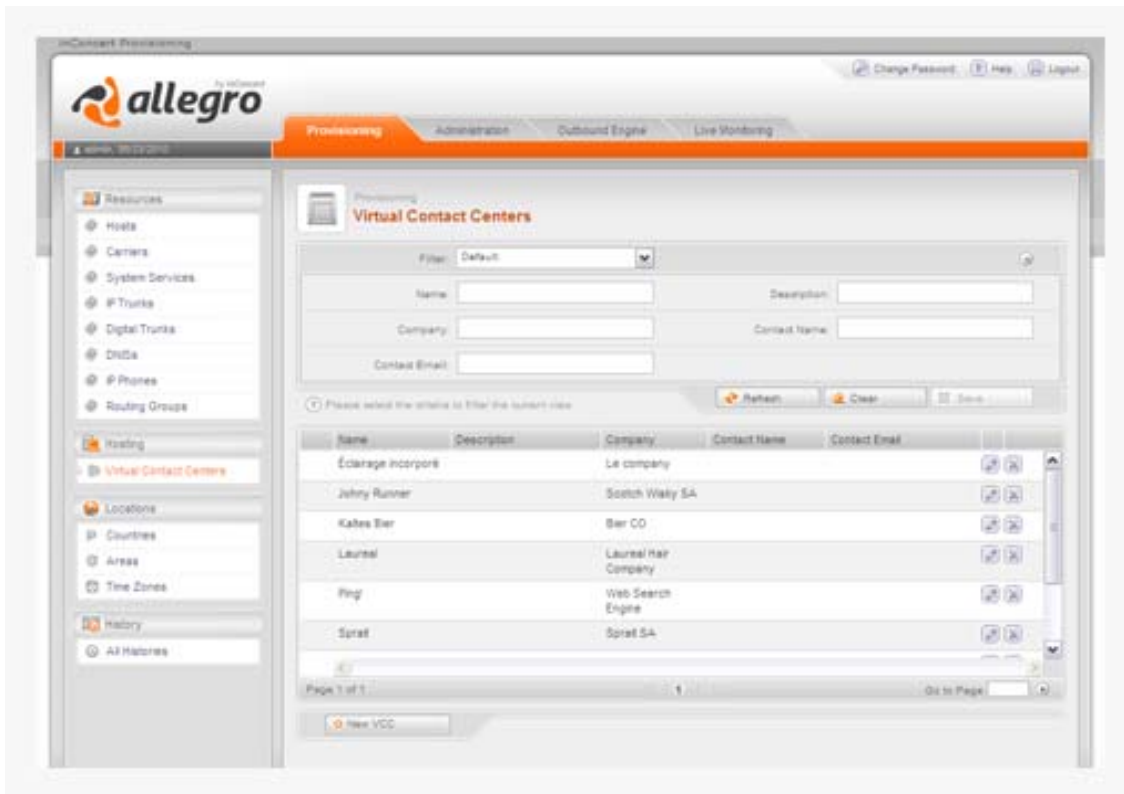


Once logged into the system, you will see a screen with different tabs and menus.

To the left the main menus are:

- ▶ Resources
- ▶ Hosting
- ▶ Location
- ▶ History

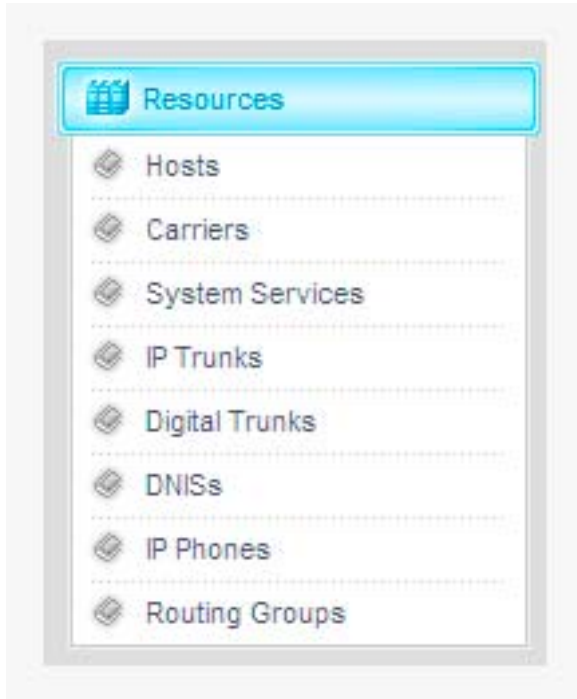
Each menu has its sub entries that must be configured before setting up a VCC.



## Resources menu

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The resources menu contains the resources that require configuration before setting up the VCCs.



As can be seen in the image to the left, the resources menu has 8 submenus that contain the resources to be configured before the administrator is ready to set up VCCs.

These submenus are:

- ▶ Hosts
- ▶ Carriers
- ▶ System Services
- ▶ IP Trunks
- ▶ Digital Trunks
- ▶ DNISs
- ▶ IP Phones
- ▶ Routing groups

We will analyze each of the submenus in detail. But before, we will see functions that repeat themselves in all of the subsequent menus:

### Filter



You can use this tool to define search parameters in order to identify the one or more previously set configurations for each menu.

After introducing the desired values in each field, click on the “Refresh” button to retrieve the desired data.

The “Clear” button resets all fields, whereas the “Save” button saves the parameters of the search for future reference.



The ***Edit*** button appears in all the menus, and can be used to edit the settings of each component.



The ***Delete*** button also appears in all the menus, and serves the purpose of deleting unwanted or misconfigured components.

## Host



In this menu, we can set the parameters for the hosting of the different servers that will be used for the VCCs.

Initially, the list of hosts is blank, so the administrator will have to create a new host by clicking the “New host” button in the lower part of the screen.

Once clicked, a screen with four fields for the configuration of the host will appear.

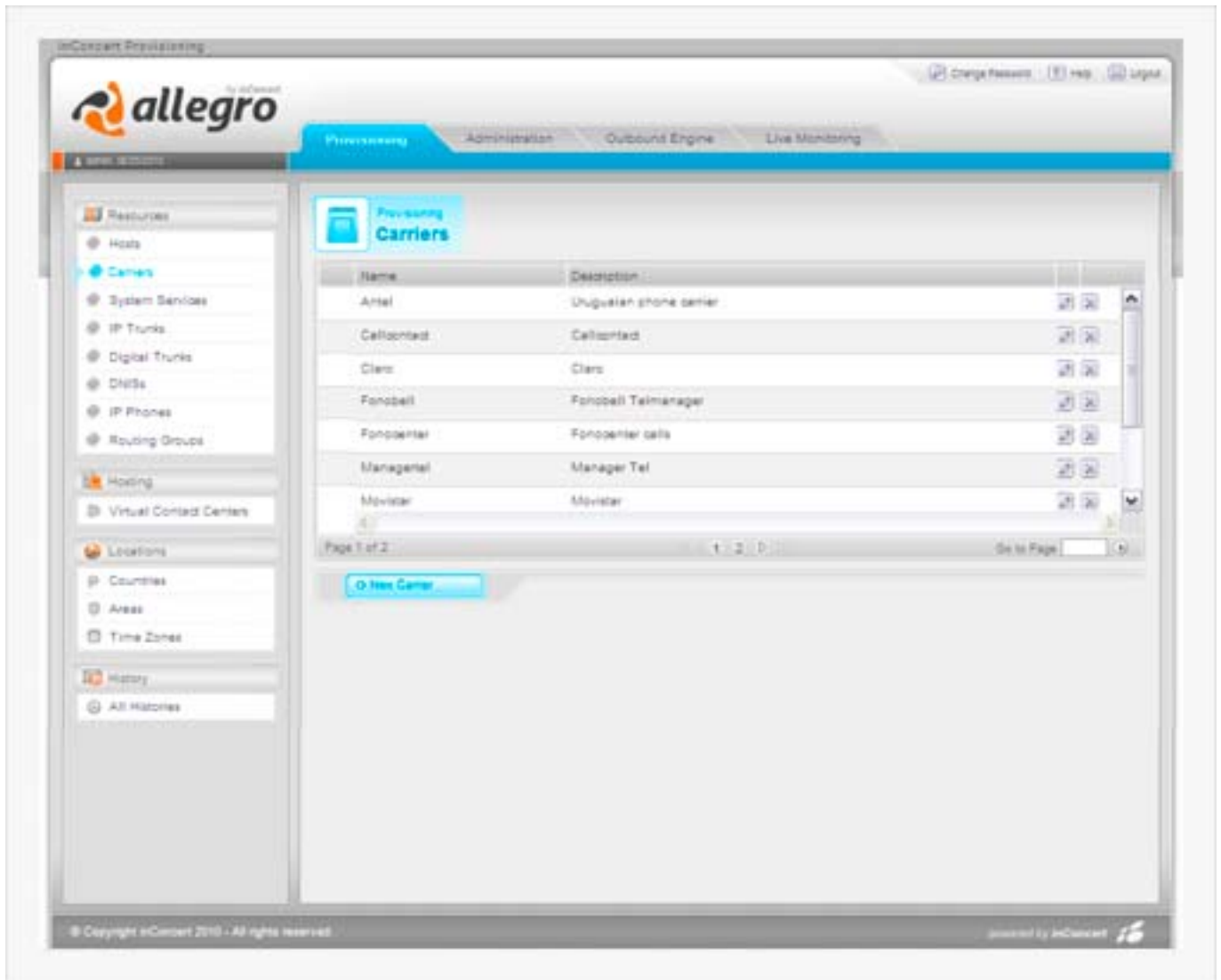


These four fields are:

- ▶ **Name:** the name that will identify the host you are creating. For example: Hosting station 125, or HOST\_192\_168\_20\_10. This field is mandatory.

- ▶ **Type:** describes the different types of servers that can be available, such as telephony server, database server, etc. This field is optional.
- ▶ **Description:** may contain a brief description of the host, like what is it used for, etc. For example: “Asterisk Server IBM” .This field is optional.
- ▶ **Address:** the IP address of the host. This field is mandatory.

## Carriers



The different carriers are the diverse TELCOservice providers available.

Initially, after clicking in the “Carriers” menu, the list is empty. To add a new carrier, click on the “New Carrier” button below the list.

After clicking the button a screen with two fields will appear.

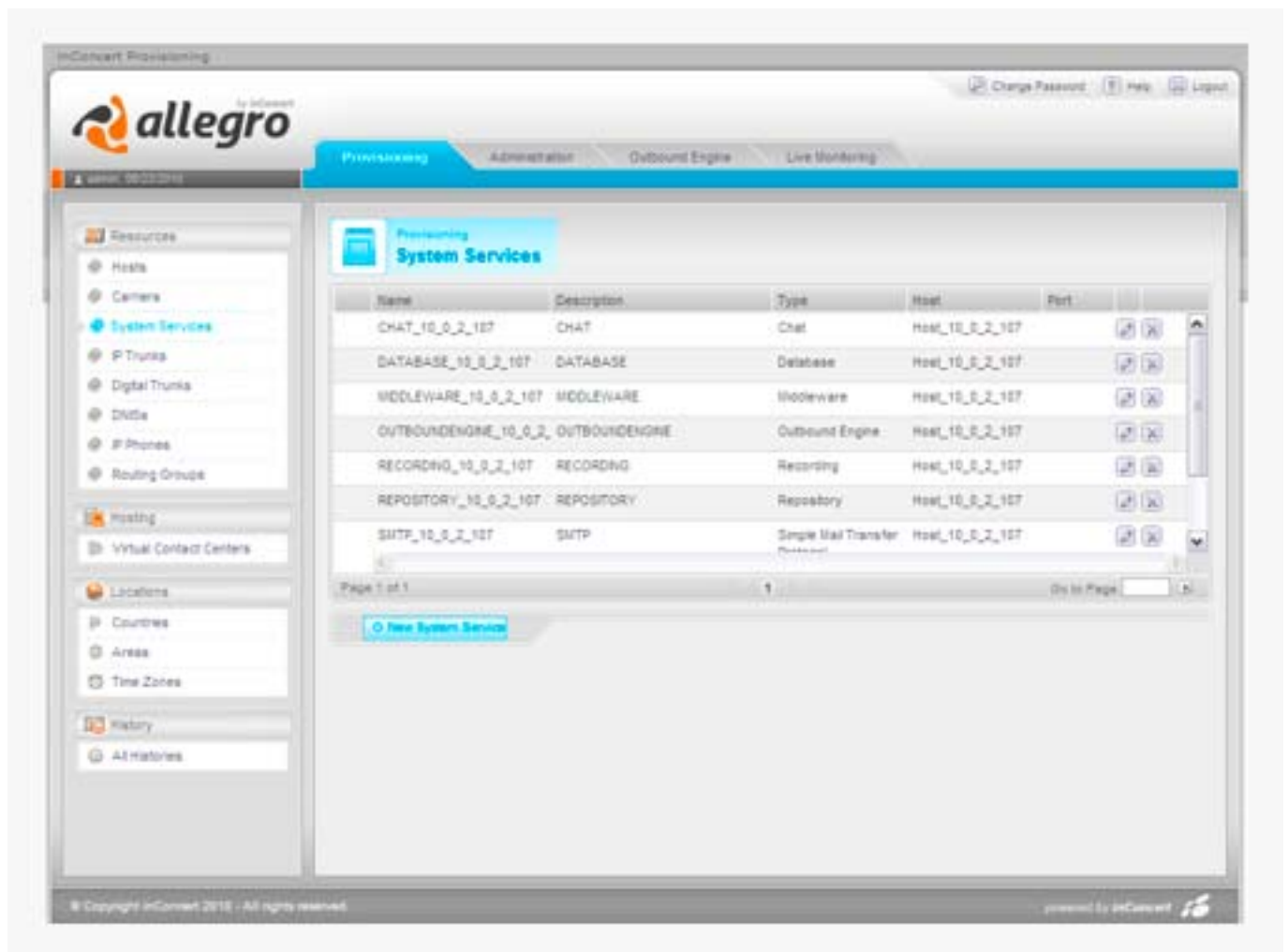
The image shows a web interface for adding a new telephony carrier. At the top, there is a blue header with a telephone icon and the text 'Provisioning New Telephony Carrier'. Below this is a form titled 'Telephony Carrier' with a red asterisk icon and the text 'Fields with an indication are required'. The form contains two input fields: 'Name' and 'Description'. The 'Name' field has a red asterisk next to its label, indicating it is required. At the bottom right of the form, there are two buttons: 'Save' (with a green checkmark icon) and 'Discard' (with a red X icon).

These two fields are:

- ▶ **Name:** indicates the name of the telephony carrier, for example: AT&T, Telefónica, etc. This field is mandatory.
- ▶ **Description:** may contain a brief description of the service. For example: “Local calls only”, “Mobile calls and long distance”, etc. This field is not mandatory

Once completed, click on the “Save” button to keep the changes; or on the “Discard” button to lose them.

## System Services



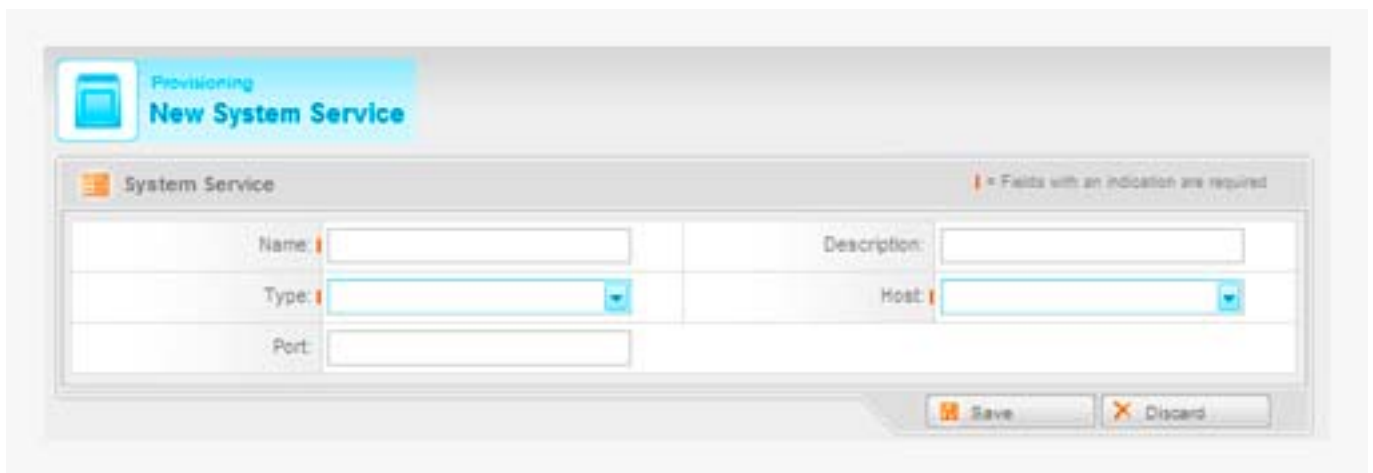
The system services list is already populated with all the different services an InConcert Allegro server has. The services are as follows:

- ▶ **Chat:** enables chat sessions between users logged into the system and with people or clients via WEB.
- ▶ **Database:** enables access to the database server.
- ▶ **Middleware:** is the basic message exchange service that exchanges messages between different processes and allows service integration.
- ▶ **Outbound Engine:** enables automated outbound calls.
- ▶ **Recording:** enables call recording processes.

- ▶ **Repository:** is the server where all the interactions and processes such as phone conversations, chat sessions, etc. are recorded.
- ▶ **SMTP:** enables e-mailing actions from the server.
- ▶ **Streaming:** allows interaction streaming for monitoring purposes.
- ▶ **Telephony:** it's the telephonic server used by the VCCs.

If there is another service the administrator needs to set up, it can be done by clicking on the **“New Service”** button below the aforementioned list.

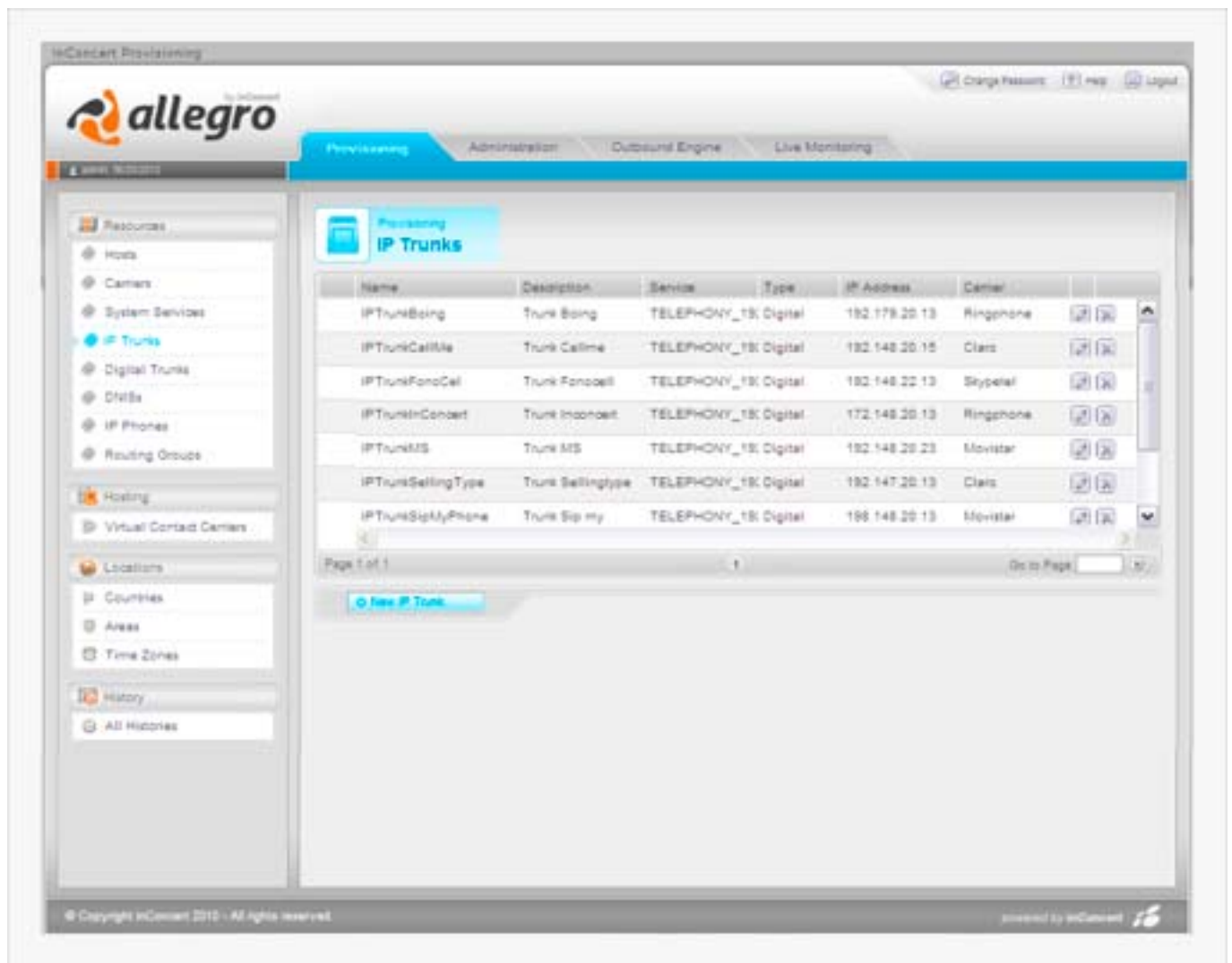
The new service screen will appear, allowing the creation of a new service. The service will necessarily have to be of the same type as the services listed above.



In the “Type” menu, the administrator can choose between the 9 types of services offered (Chat, Database, Middleware, Outbound Engine, Repository, SMTP, Streaming and Telephony).

The administrator also will have to choose a Host location for the service. This “Host” menu is populated by the Hosts that were already set up.

## IP Trunks



The IP Trunks screen shows a list of all the configured IP trunks available for selection for each VCC.

An IP Trunk refers to the use of an IP Network to carry voice traffic between two private branch exchanges (PBX) or voice switches.

If there aren't any IP trunks configured, then the administrator needs to configure one from scratch.

The screenshot shows a web-based provisioning interface for a 'New IP Trunk'. The form is titled 'IP Trunk' and includes a legend: 'Fields with an indication are required'. The form contains the following fields:

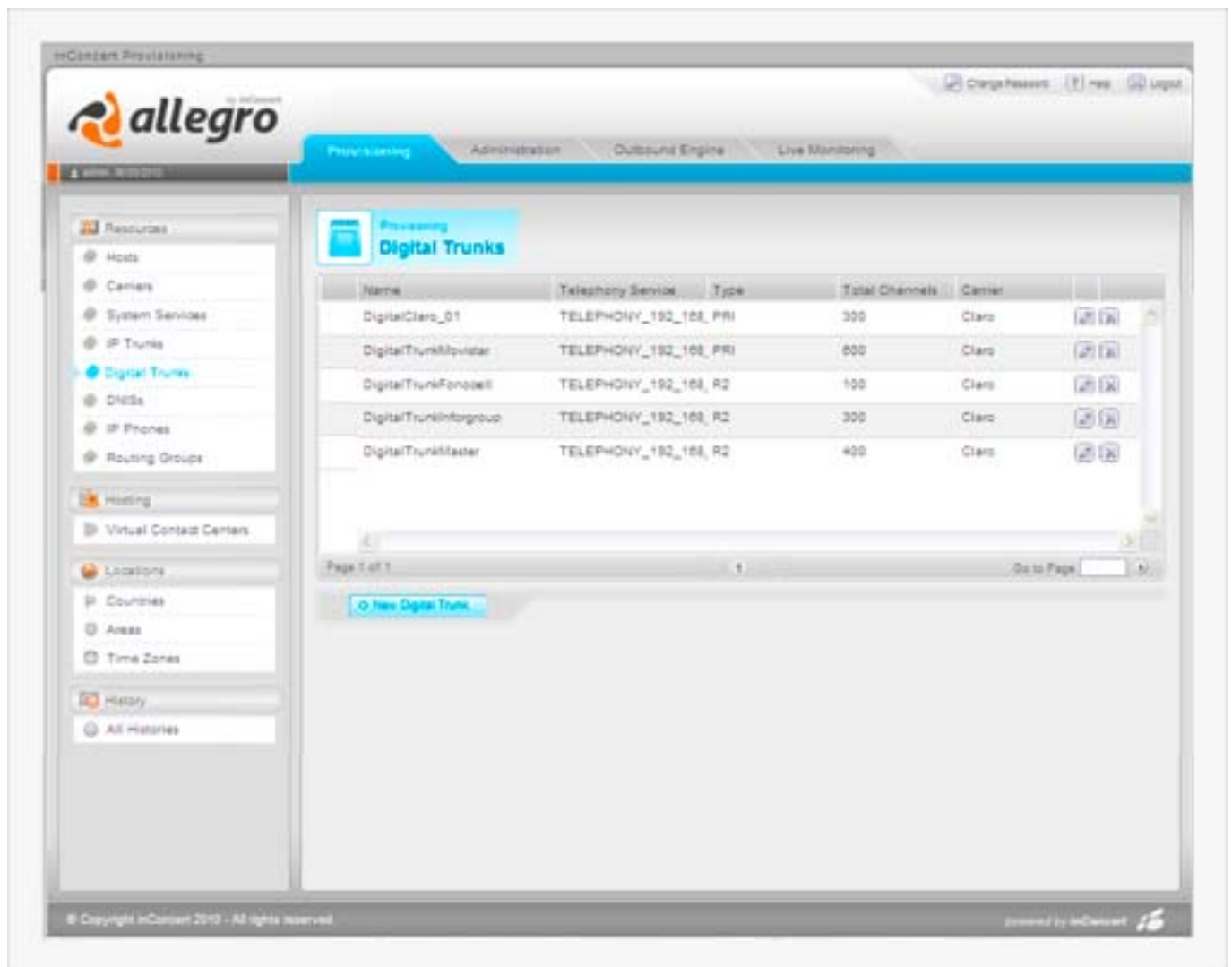
Name:	<input type="text"/>	Description:	<input type="text"/>
Telephony Service:	<input type="text" value="▼"/>	Trunk Type:	<input type="text" value="▼"/>
Host IP Address:	<input type="text"/>	Host Port:	<input type="text"/>
User:	<input type="text"/>	Password:	<input type="text"/>
Capacity:	<input type="text"/>	Carrier:	<input type="text" value="▼"/>

At the bottom right, there are two buttons: 'Save' and 'Discard'.

The fields required are:

- ▶ **Name:** name of the IP Trunk. This field is mandatory.
- ▶ **Description:** may contain details of the IP trunk, such as location, etc. This field is not mandatory.
- ▶ **Telephony Service:** the administrator needs to choose from a list of telephony services, which one will provide the lines for the IP trunk. The administrator needs to choose the server for which the trunk has been configured. This field is mandatory.
- ▶ **Trunk Type:** chooses from a list of different protocols, which one is associated to the IP trunk. The different protocols can include: SIP, IAX2, H323, etc. This field is mandatory.
- ▶ **Host IP address:** indicates the IP address of the host server for the IP trunk. This field is mandatory.
- ▶ **Host Port:** the administrator needs to indicate in which port the telephony server has the chosen protocol rightly configured. This field is mandatory.
- ▶ **User:** indicates the Username needed to communicate with the trunk, if needed.
- ▶ **Password:** assigns a password to the user.
- ▶ **Capacity:** Indicates the number of inbound/outbound simultaneous communications the trunk can support. This field is mandatory.
- ▶ **Carrier:** indicates the name of the carrier that provides the service for the IP trunk. This field is mandatory.

## Digital Trunks



The screenshot displays the Allegro Provisioning web interface. The top navigation bar includes the Allegro logo, the title 'Provisioning', and tabs for 'Administration', 'Outbound Engine', and 'Live Monitoring'. A left-hand sidebar contains a tree view of system components, with 'Digital Trunks' selected. The main content area features a table titled 'Provisioning Digital Trunks' with the following data:

Name	Telephony Service	Type	Total Channels	Carrier	
DigitalClaro_01	TELEPHONY_192_168_PRI		300	Claro	[Edit] [Delete]
DigitalTrunkIovistar	TELEPHONY_192_168_PRI		600	Claro	[Edit] [Delete]
DigitalTrunkFonosell	TELEPHONY_192_168_R2		100	Claro	[Edit] [Delete]
DigitalTrunkInfogroup	TELEPHONY_192_168_R2		300	Claro	[Edit] [Delete]
DigitalTrunkMaster	TELEPHONY_192_168_R2		400	Claro	[Edit] [Delete]

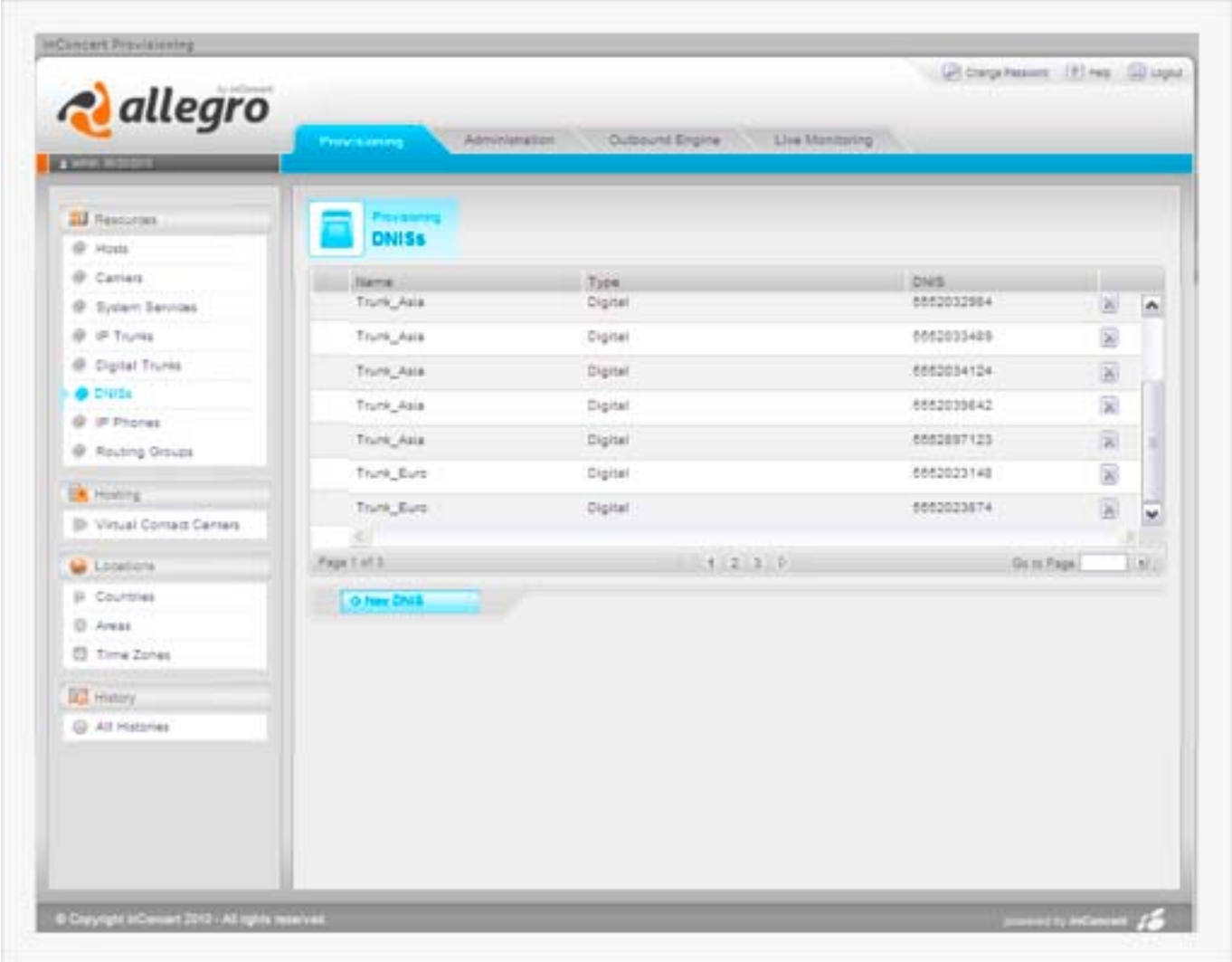
Below the table, there is a pagination control showing 'Page 1 of 1' and a 'Go to Page' input field. A '+ New Digital Trunk' button is located at the bottom of the table area. The footer of the interface contains the copyright notice '© Copyright inContact 2010 - All rights reserved' and the text 'Powered by inContact'.

A digital trunk is a group of channels configured against a telephony carrier. These channels can operate under different protocols, for example PRI, R2 and ISDN.

In order to configure a new Digital trunk, the administrator needs to define the following fields:

- ▶ **Name:** name of the IP Trunk. This field is mandatory.
- ▶ **Description:** may contain details of the IP trunk, such as location, etc. This field is not mandatory.
- ▶ **Telephony Service:** the administrator needs to choose from a list of telephony services, which one will provide the lines for the IP trunk. The administrator needs to choose the server for which the trunk has been configured. This field is mandatory.
- ▶ **Trunk Type:** chooses from a list of different technologies, which one is associated to the IP trunk. This field is mandatory.
- ▶ **Total Channels:** Indicates the number of inbound/outbound simultaneous communications the trunk can support. This field is mandatory.
- ▶ **Carrier:** indicates the name of the carrier that provides the service for the IP trunk. In this case, the administrator will use one of the carriers configured beforehand. This field is mandatory.

## DNISs



The screenshot displays the Allegro Provisioning web interface. The top navigation bar includes 'Provisioning', 'Administration', 'Outbound Engine', and 'Live Monitoring'. A left sidebar contains a tree view of system components, with 'DNISs' selected under the 'Resources' section. The main content area features a 'Provisioning DNISs' header and a table listing existing DNIS entries. The table has columns for 'Name', 'Type', and 'DNIS', with a delete icon in the final column. Below the table is a pagination control showing 'Page 1 of 3' and a 'Go to Page' field. A '+ New DNIS' button is located at the bottom of the table area. The footer contains copyright information for iConcert 2010 and a logo.

Name	Type	DNIS	
Trunk_Asia	Digital	8882032984	[X]
Trunk_Asia	Digital	8882033489	[X]
Trunk_Asia	Digital	8882034124	[X]
Trunk_Asia	Digital	8882039642	[X]
Trunk_Asia	Digital	8882897120	[X]
Trunk_Euro	Digital	8882023148	[X]
Trunk_Euro	Digital	8882023874	[X]

DNIS is an acronym for Dialing Number Identification Service. Different services of this kind may be provided by different carriers, and might be associated with different trunks. In the “Type” column we can read a description of the kind of trunk the service is associated to: digital or IP.

If the list on the DNIS menu is empty, then the administrator will have to create a DNIS, otherwise, the system will not be able to identify callers.

Provisioning  
New DNIS

DNIS Fields with an icon are required

Trunk Name:

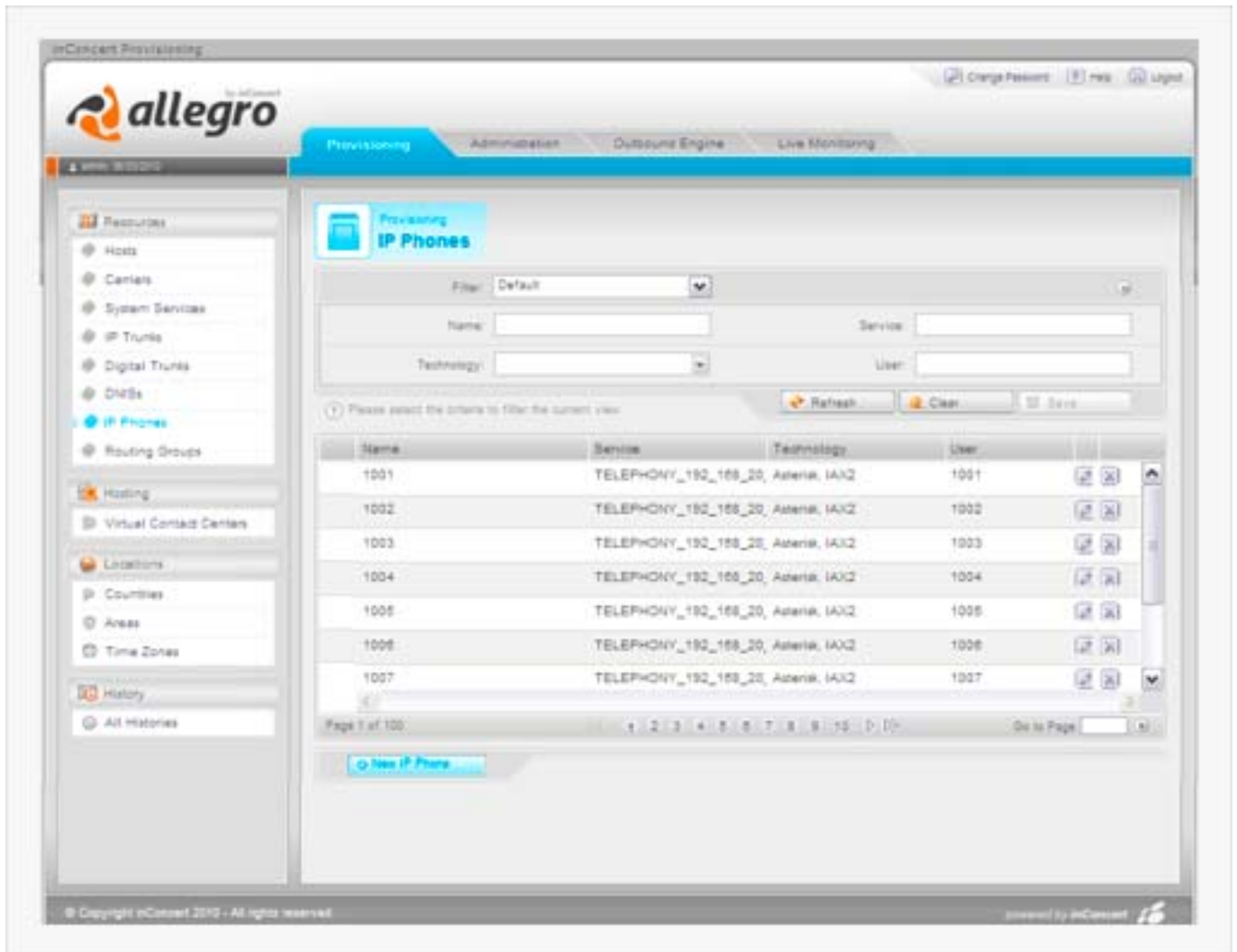
DNIS:

Save Discard

The fields required for the creation of a new DNIS are:

- ▶ **Trunk Name:** indicates to which trunk is the identification service associated. This field is mandatory.
- ▶ **DNIS:** indicates the number of contract with the DNIS service provider. Typically, the phone number associated to the service. This field is mandatory.

## IP Phones



IP phones are telephonic terminals associated to a telephony service. They can be either digital (software based) or physical (actual phones connected to the IP network).

The administrator needs to create all the IP Phones necessary in order to keep the VCC operational.

The screenshot shows a web-based provisioning interface for a new IP phone. The main title is 'Provisioning New IP Phone'. Below this, there's a sub-header 'IP Phone' and a note that 'Fields with an indicator are required'. The form consists of several rows of input fields:
 

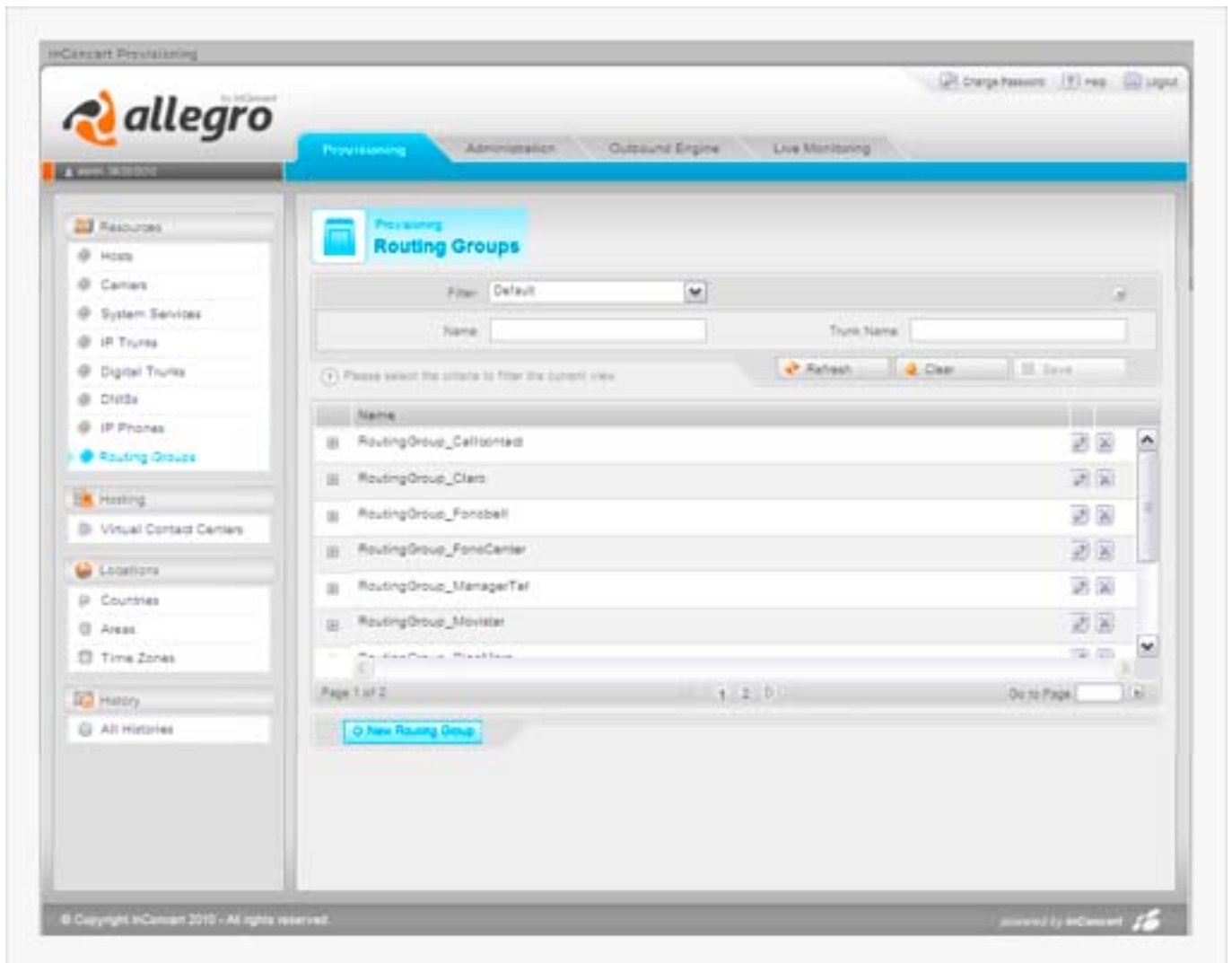
- Name:** A text input field with a red vertical bar on the left, indicating it is required.
- Telephony Service:** A dropdown menu with a red vertical bar on the left, indicating it is required.
- Technology:** A dropdown menu with a red vertical bar on the left, indicating it is required.
- User:** A text input field with a red vertical bar on the left, indicating it is required.
- Password:** A text input field without a red vertical bar, indicating it is optional.
- Codecs:** A section with four checkboxes: 'g711', 'g723', 'g729', and 'GSM'. The 'g711' checkbox is checked.

 At the bottom right of the form are two buttons: 'Save' and 'Discard'.

To create a new IP phone the administrator needs to set up the following fields:

- ▶ **Name:** a name to identify the terminal from other terminals. All names must be different. This field is mandatory.
- ▶ **Telephony Service:** choose the telephony service that will provide the line for the IP phone. This field is mandatory.
- ▶ **Technology:** denotes the name of the technology used in the Telephonic Central. This field is mandatory.
- ▶ **User:** label for the user associated with the IP phone line. This field is mandatory.
- ▶ **Password:** a password for the user associated with the IP phone. This field is not mandatory.
- ▶ **Codecs:** in this case the administrator needs to choose an audio codification system, such as GSM. In this case, all the checked boxes will represent an available codec for this phone. If the administrator does not check any box, the system assigns the g711 codec by default. This field is not mandatory.

## Routing Groups



Routing groups are Trunk groups used to make calls, either by the automatic dialer or by the agents themselves (manually). A routing group can have as many trunks as the administrator needs.

New Routing Group

Routing Group
Fields with an indication are required

Name:

Description:

**Available Trunks**

Name	Description	Trunk Type	Capacity	Carrier
IPTrunkInConcert	Trunk Inconcert	IP Address	300	Ringphone
IPTrunkMS	Trunk MS	IP Address	90	Movistar
IPTrunkSipMyPhone	Trunk Sip my phone	IP Address	600	Movistar
IPTrunkYagoo	Trunk Yagoo	IP Address	2000	Ringphone
DigitalClaro_01	DigitalTrunk_1	Digital	300	Claro
DigitalTrunkFonocell	DigitalTrunk_3	Digital	100	Claro
DigitalTrunkInforgroup	DigitalTrunk_4	Digital	300	Claro
DigitalTrunkMaster	DigitalTrunk_5	Digital	400	Claro

To include trunks in the routing group, drag them to the grid below.

**Assigned Trunks**

Name	Description	Trunk Type	Capacity	Carrier
DigitalTrunkMovistar	DigitalTrunk_2	Digital	600	Claro
IPTrunkSellingType	Trunk Sellingtype	IP Address	30	Claro
IPTrunkSkype	Trunk Skype	IP Address	200	Skypetel

To exclude trunks from the routing group, drag them to the grid above.

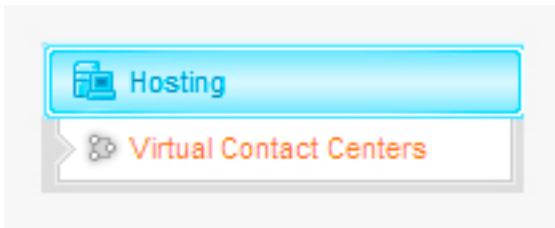
To create a new routing group, the administrator needs to drag the desired trunks from the above list to the below list.

After this process is completed, click on the “Save” button to save the changes made to the Routing Group.

Each routing group needs a name of its own.

## Hosting Menu-Setting up a Virtual Contact Center

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In the “Hosting” menu, there’s the “Virtual Contact Center” option. Here, the administrator can create or edit VCCs for different clients.

The administrator can set up several VCCs using the same group of resources.

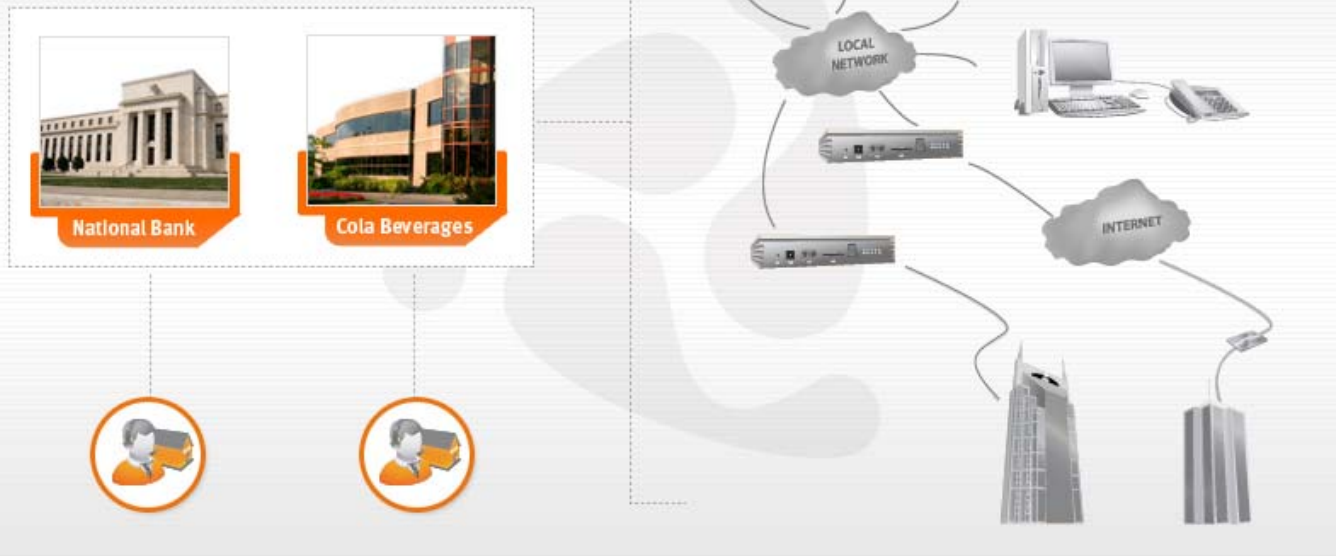
Each hosting infrastructure has a limited amount of resources that can be distributed among the different VCCs created. These resources are:

- ▶ Servers
- ▶ Telephonic Centrals
- ▶ IP trunks
- ▶ Digital Trunks
- ▶ DNIS services
- ▶ Licenses
  - ▶ Foragents
  - ▶ Forsupervisors
  - ▶ Number of telephonelines
  - ▶ IVR ports
  - ▶ RecordingPorts

The Licenses are limited among the servers, and therefore once they’ve been assigned to one VCC, they will not be available for another VCC. For example: if there’s a total of 500 agent licenses, and Coffee Machinery INC has set a VCC with 200 agents, there are 300 available agents’ licenses.

## Contact Center Virtualization using InConcert Allegro

- Each company has a complete installation available for use.



In the “New Virtual Contact Center” menu we will find the following tabs:

- ▶ Virtual Contact Center information
- ▶ DNIS Configuration
- ▶ Routing Groups
- ▶ IP Phones Configuration
- ▶ Virtual Contact Center System Services
- ▶ Assigned Licenses
- ▶ Virtual Contact Center History

inContact Provisioning

**allegro** by inContact

Change Password Help Logout

Provisioning Administration Outbound Engine Live Monitoring

Home Provisioning

Resources

- Hosts
- Centers
- System Services
- IP Trunks
- Digital Trunks
- DNISs
- IP Phones
- Routing Groups

Hosting

- Virtual Contact Centers**

Locations

- Countries
- Areas
- Time Zones

History

- All Histories

Provisioning

### Virtual Contact Centers

Filter: Default

Name:  Description:

Company:  Contact Name:

Contact Email:

Refresh Clear Save

Please select the criteria to filter the current view

Name	Description	Company	Contact Name	Contact Email
Beer Inc.	Beer Inc VCC			
Coke	Coke VCC			
InfoDB	InfoDB VCC			
MasterCredit	MasterCredit VCC			
MasterSelling	MasterSelling VCC			
Support Masters	Support Masters VCC			
TwoFactor	TwoFactor VCC			

Page 1 of 1 1 Go to Page

[New VCC](#)

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## Virtual Contact Center Information

This menu contains 11 fields that can be configured by the administrator.

The screenshot shows the 'New Virtual Contact Center' configuration page. The page title is 'Provisioning New Virtual Contact Center'. The main heading is 'Virtual Contact Center'. A legend indicates that fields with a red exclamation mark icon are required. The 'Virtual Contact Center Information' section contains the following fields:

Name:	<input type="text"/>	Description:	<input type="text"/>
Company:	<input type="text"/>	Company Address:	<input type="text"/>
Telephone 1:	<input type="text"/>	Telephone 2:	<input type="text"/>
Contact Name:	<input type="text"/>	Contact Email:	<input type="text"/>

The 'Operations Manager User Configuration' section contains the following fields:

User ID:	<input type="text"/>		
Password:	<input type="text"/>	Confirm Password:	<input type="text"/>

Other configuration options listed below are:

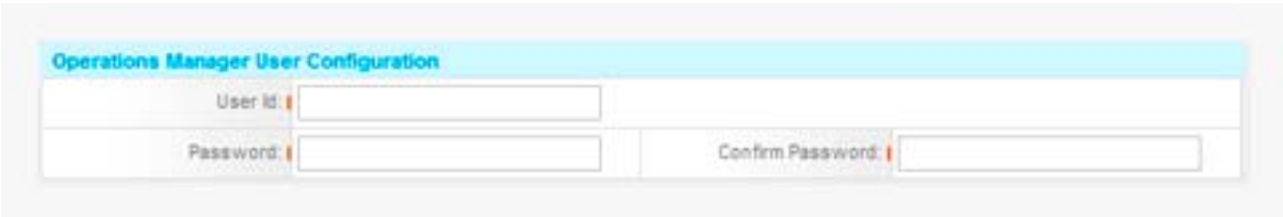
- DNS Configuration
- Routing Groups
- IP Phones Configuration
- Virtual Contact Center System Services
- Assigned Licenses
- Virtual Contact Center History

At the bottom right, there are 'Save' and 'Discard' buttons.

- ▶ **Name:** indicates the name of the VCC to be created. For example: MyVCC. This field is mandatory.
- ▶ **Company:** Indicates the name of the company hiring the VCC service. For example CoffeeMachine INC. This field is mandatory
- ▶ **Description:** may contain a brief description for the VCC. For example: “promotional campaign A”. This field is not mandatory
- ▶ **Telephone 1 and Telephone 2:** Company’s telephone numbers. These fields are not mandatory.

- ▶ **Contact Name:** Name of the person in the client company who's in charge of communications with the Contact Center Services provider. This field is not mandatory.
- ▶ **Contact E-mail:** e-mail address of the person in the company who's in charge of communications with InConcert. This field is not mandatory.

Below this panel, there's another panel: "Operations Manager User Configuration". The administrator needs to create a user for the Operations Manager of the VCC.



The fields in this panel are:

- ▶ **User ID:** provides the login name for the Operations Manager. For example: MJackson
- ▶ **Password:** is the password for the login screen
- ▶ **Confirm Password:** the administrator needs to retype the keyword

All the fields in this panel are mandatory.

## DNIS Configuration

Provisioning  
New Virtual Contact Center

Virtual Contact Center \* Fields with an indication are required

Virtual Contact Center Information

**DNIS Configuration**

Available DNIS

Name	Description	DNIS
Trunk_Inforgroup	Digital	5552033248
Trunk_Inforgroup	Digital	5552033487
Trunk_Inforgroup	Digital	5552034878
Trunk_Inforgroup	Digital	5552034884
Trunk_Inforgroup	Digital	5552037894
Trunk_Inforgroup	Digital	5552038712
Trunk_Inforgroup	Digital	5552039842
Trunk_Inforgroup	Digital	5552897124

To include DNIS in the virtual contact center, drag them to the grid below.

Assigned DNIS

Name	Description	DNIS
Trunk_Inforgroup	Digital	5552038914
Trunk_Euro	Digital	5552023148
Trunk_Asia	Digital	5552039842
Trunk_Asia	Digital	5552897123

To exclude DNIS from the virtual contact center, drag them to the grid above.

Routing Groups

IP Phones Configuration

The panel for DNIS configuration is composed by two lists:

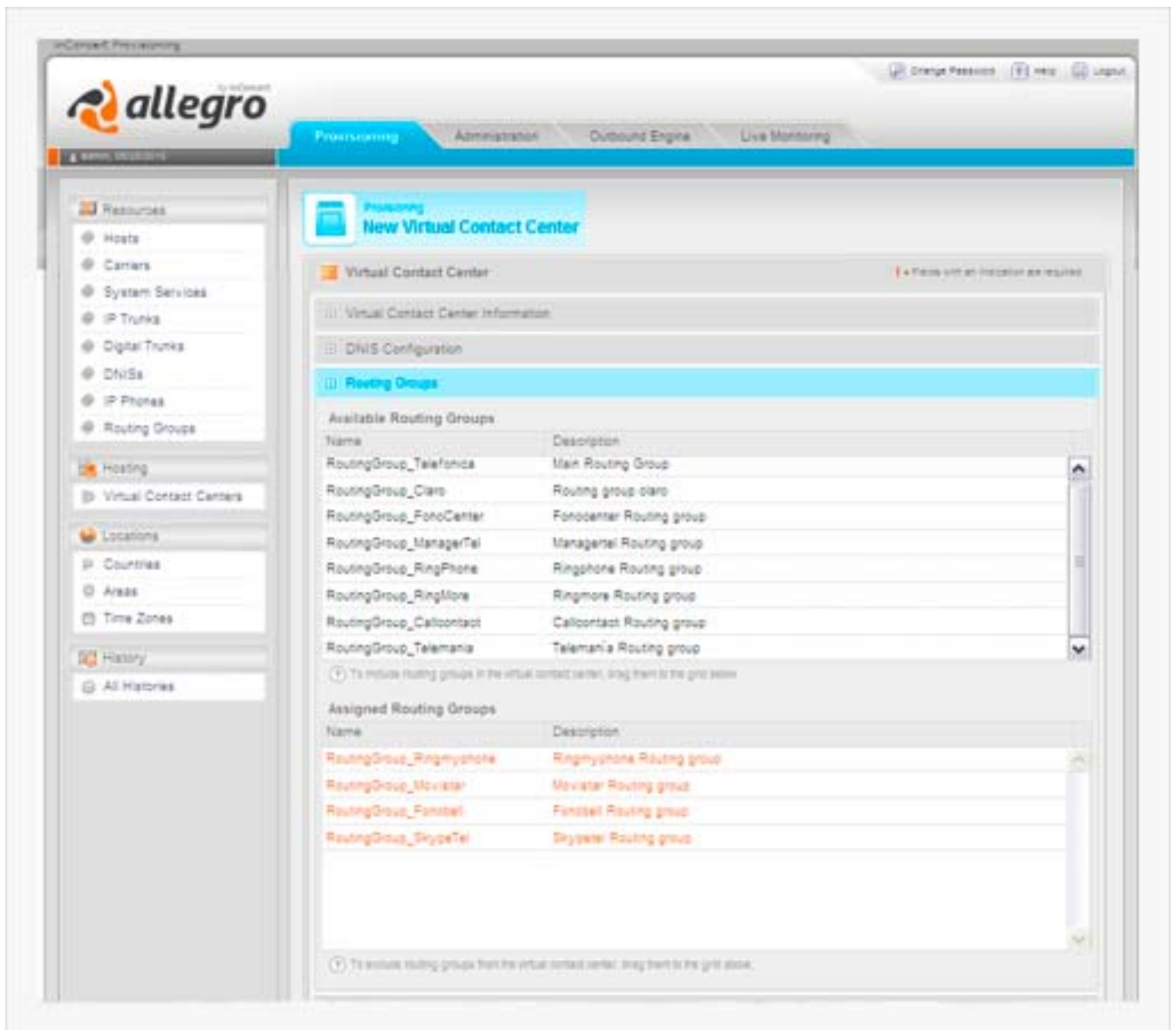
- ▶ List of Available DNIS

- ▶ List of Assigned DNIS

In order to assign a DNIS, the service needs to be correctly configured in the “Resources” menu.

Once a DNIS service is assigned to a VCC, the same DNIS service becomes unavailable for other VCCs.

## Routing Groups



The routing groups that were configured in the “Resources” menu, will appear in the lists of Available or Assigned Routing groups, depending on whether they were assigned to a VCC or not.

If you need a special Routing Group for the set-up of a particular VCC and it's not in the list, save your changes in the "Hosting" menu, and return to the "Resources" menu to configure the new Routing Group.

## IP Phones Configuration

The screenshot shows the Allegro provisioning interface. The left sidebar contains a navigation menu with categories: Resources, Hosting, Locations, and History. The main content area is titled 'New Virtual Contact Center' and includes sections for Virtual Contact Center information, DNS Configuration, Routing Groups, IP Phones Configuration, Virtual Contact Center System Services, Assigned Licenses, and Virtual Contact Center History. The 'IP Phones Configuration' section is highlighted and contains two tables.

**Available IP Phones**

Name	Service	Platform	Technology	User
1364	TELEPHONY_192_168_20_Asterisk		IAX2	1364
1365	TELEPHONY_192_168_20_Asterisk		IAX2	1365
1366	TELEPHONY_192_168_20_Asterisk		IAX2	1366
1367	TELEPHONY_192_168_20_Asterisk		IAX2	1367
1368	TELEPHONY_192_168_20_Asterisk		IAX2	1368
1369	TELEPHONY_192_168_20_Asterisk		IAX2	1369
1370	TELEPHONY_192_168_20_Asterisk		IAX2	1370
1371	TELEPHONY_192_168_20_Asterisk		IAX2	1371

To include IP phones in the virtual contact center, drag them to the grid below.

**Assigned IP Phones**

Name	Service	Platform	Technology	User
1360	TELEPHONY_192_168_20_Asterisk		IAX2	1360
1364	TELEPHONY_192_168_20_Asterisk		IAX2	1364
1302	TELEPHONY_192_168_20_Asterisk		IAX2	1302
1001	TELEPHONY_192_168_20_Asterisk		IAX2	1001
1004	TELEPHONY_192_168_20_Asterisk		IAX2	1004

To exclude IP phones from the virtual contact center, drag them to the grid above.

The IP Phones that were configured in the “Resources” menu, will appear in the lists of Available or Assigned IP Phones, depending on whether they were assigned to a VCC or not.

If you need more IP Phones for the set-up of a particular VCC, save your changes in the “Hosting” menu, and return to the “Resources” menu to configure the new IP Phones.

This step will be limited by the number of IP phones available by contract.



## Virtual Contact Center System Services

**Provisioning**  
**New Virtual Contact Center**

Virtual Contact Center Fields with an indication are required

- Virtual Contact Center Information
- DNIS Configuration
- Routing Groups
- IP Phones Configuration
- Virtual Contact Center System Services**

**Available Services**

Name	Description	Service Type	Address	Port
CHAT_10_0_2_107	CHAT	Chat	10.0.2.107	
DATABASE_10_0_2_107	DATABASE	Database	10.0.2.107	
MIDDLEWARE_10_0_2_107	MIDDLEWARE	Middleware	10.0.2.107	
OUTBOUNDENGINE_10_0_2_107	OUTBOUNDENGINE	Outbound Engine	10.0.2.107	
RECORDING_10_0_2_107	RECORDING	Recording	10.0.2.107	
REPOSITORY_10_0_2_107	REPOSITORY	Repository	10.0.2.107	
SMTP_10_0_2_107	SMTP	Simple Mail Transfer Protocol	10.0.2.107	
STREAMING_10_0_2_107	STREAMING	Streaming	10.0.2.107	

To include services in the virtual contact center, drag them to the grid below.

**Assigned Services**

Name	Description	Service Type	Address	Port
------	-------------	--------------	---------	------

To exclude services from the virtual contact center, drag them to the grid above.

At this stage, the administrator will choose which services will be available for each VCC. In this case, it is not necessary to add all the services to all the VCCs.

For example: if Freezing Flames Inc. wants to install a VCC to receive complaints from clients, then they won't need to perform outbound calls, and so their VCC won't need to use the Outbound Engine service.

## Assigned Licenses

Provisioning  
New Virtual Contact Center

Virtual Contact Center Fields with an indication are required

- Virtual Contact Center Information
- DNIS Configuration
- Routing Groups
- IP Phones Configuration
- Virtual Contact Center System Services
- Assigned Licenses**
- Virtual Contact Center History

Name	Available	Assigned
Maximum number of simultaneous Agents connected	300	0
Maximum number of simultaneous Application Designers connected	25	0
Maximum number of simultaneous Campaign Supervisors connected	100	0
Maximum number of simultaneous Interactive Voice Response (IVR) ports	300	0
Maximum number of simultaneous Outbound Engine ports	200	0
Maximum number of simultaneous Recording ports	200	0
Maximum number of simultaneous Scripting Engines	200	0
Maximum number of simultaneous Operations Managers connected	25	0

Cells with an indication are editable, please double click to modify value.

Save Discard

In this screen the administrator will assign the licenses for each VCC.

The number of available licenses depends on two factors:

- ▶ Number of licenses hired by the administrator of all the VCCs
- ▶ Number of already assigned licenses.

To assign licenses, double click on the number in the column “Assigned” and type in the number of each license to be assigned to any given VCC. The number of available licenses will decrease by the amount of assigned licenses in each field.

Example:

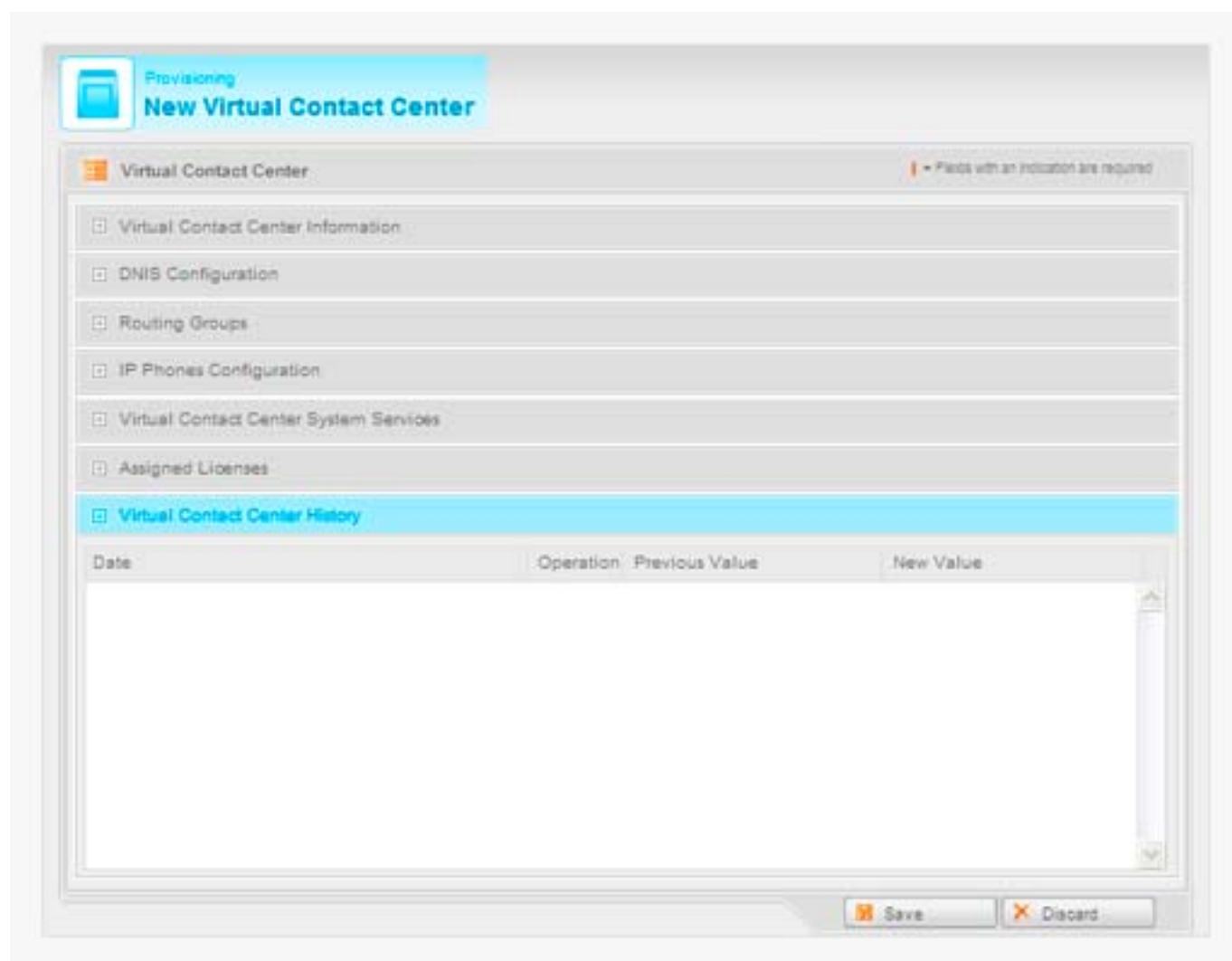
The initial available number of licenses for “Maximum Number of simultaneous Agents connected” is 300.

The administrator assigns 50 licenses to the Freezing Flames Inc. VCC.

After this operation, the number of available licenses for “Maximum Number of simultaneous Agents connected” is 250.

In this step, the relationship between the number of VCCs hosted in a given server and the size of those VCCs appears clear. The number of hosted VCCs will depend on the resource capacity of the host as well as on the requirements of each VCC for licenses.

## Virtual Contact Center History



The “Virtual Contact Center History” shows a list of changes to the VCC configuration.

For each change it shows:

- ▶ The date in which it took place
- ▶ What was the operation that changed
- ▶ Which was the state prior to the change
- ▶ The new state after the change

### **IMPORNANT NOTE**

In all the fields seen the administrator can click the “Save” button at any time to save the changes. If you click “Discard”, whichever changes you introduced to the configuration after the last save will be lost.

## Locations Menu



In the “Locations” menu we’ll find several options for the set-up of the different VCCs. Since several VCCs can be operational at the same time in different countries, this is an important step for the administrator.

In this menu we’ll find three sub-menus:

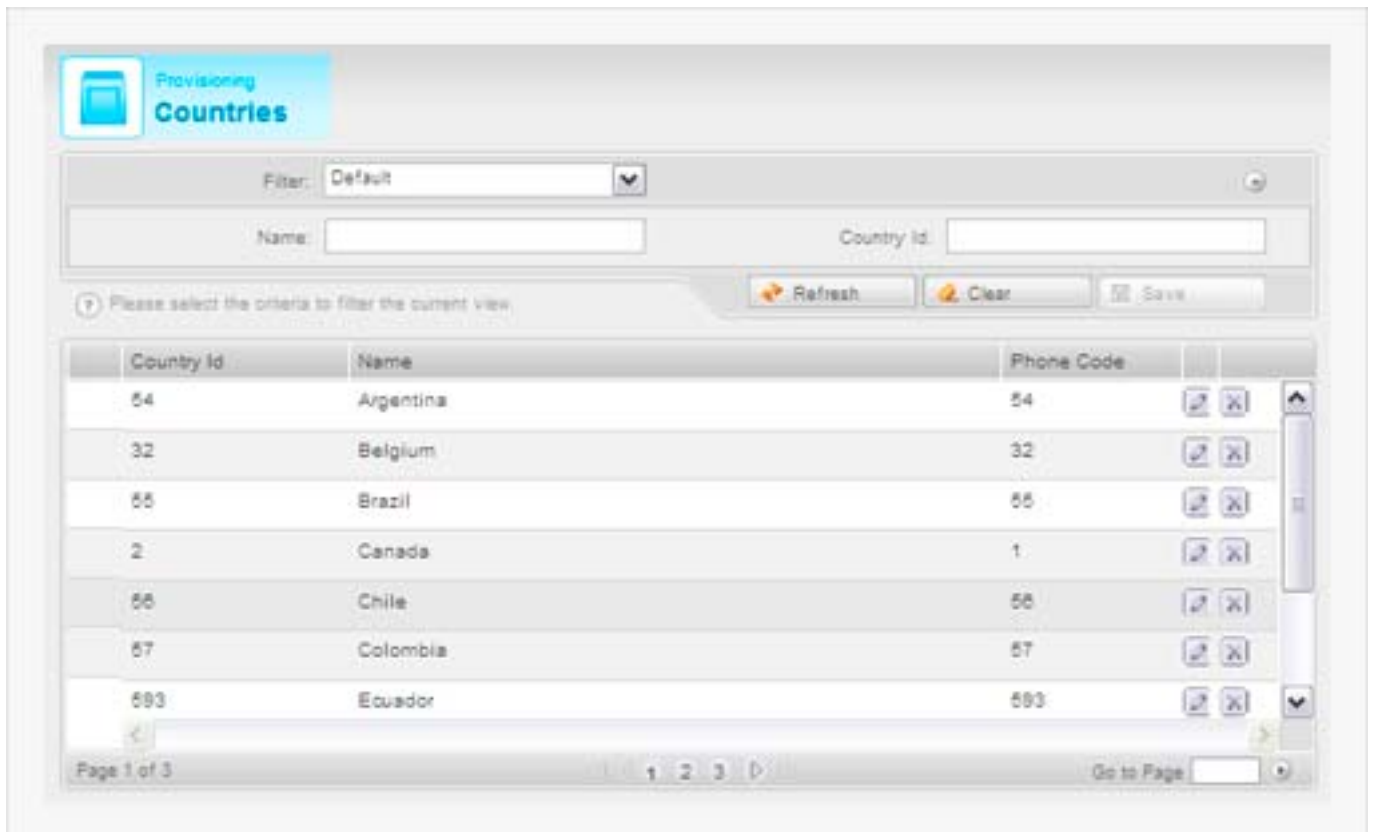
- ▶ Countries
- ▶ Areas
- ▶ Time zones

This configuration is of the utmost importance because it will allow pertinent communication processes.

The country and area configurations allow number recognition as well as they serve the purpose of outbound calls, directing them to the right country and area code.

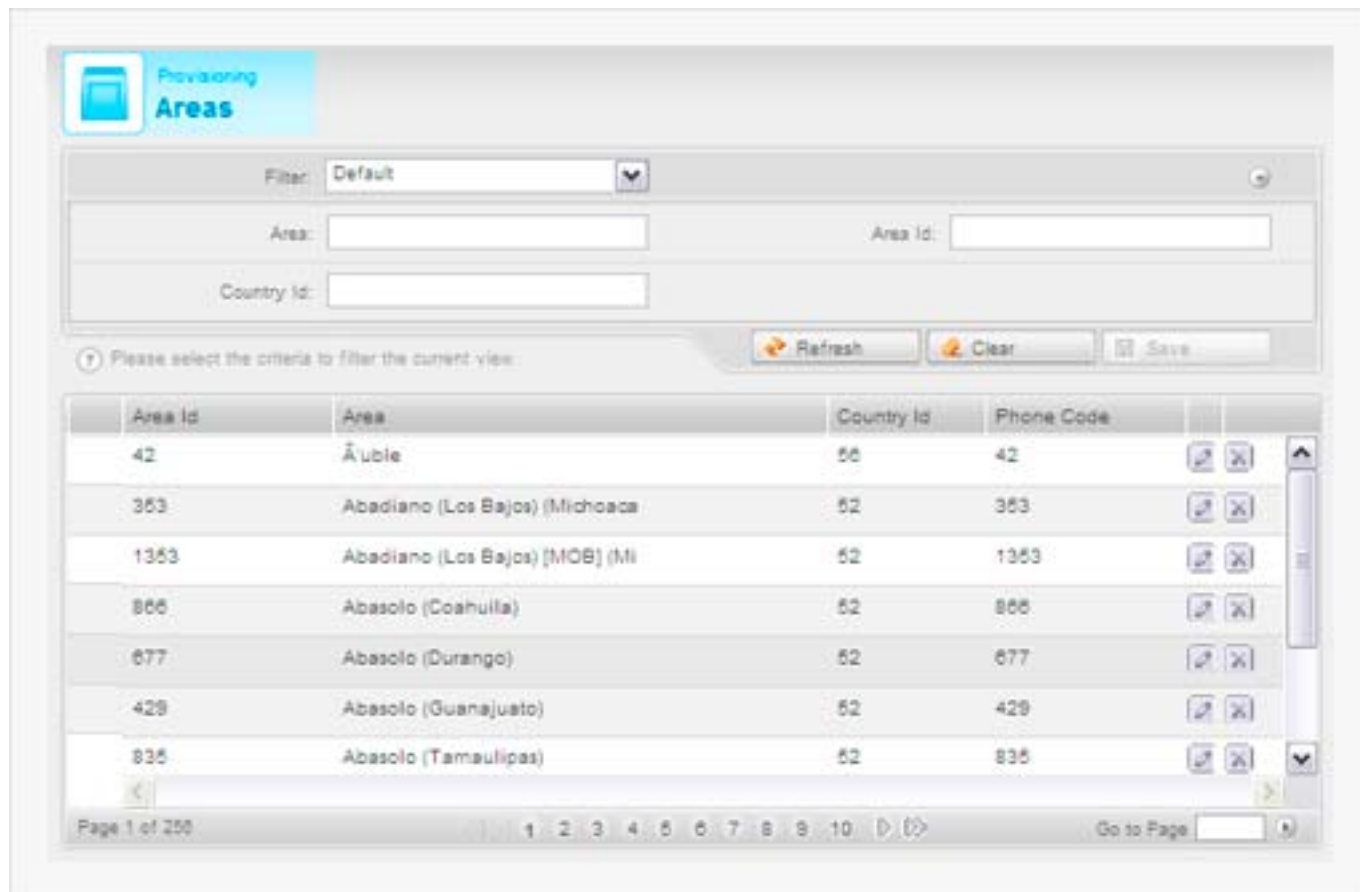
Also, the definition of different Time Zones allows the system and its operators (whether they are agents, supervisor or working under any other capacity) to carry out the different campaigns during the appropriate time window.

### Countries



Shows a list of all the available countries in which the VCC can operate.

## Areas

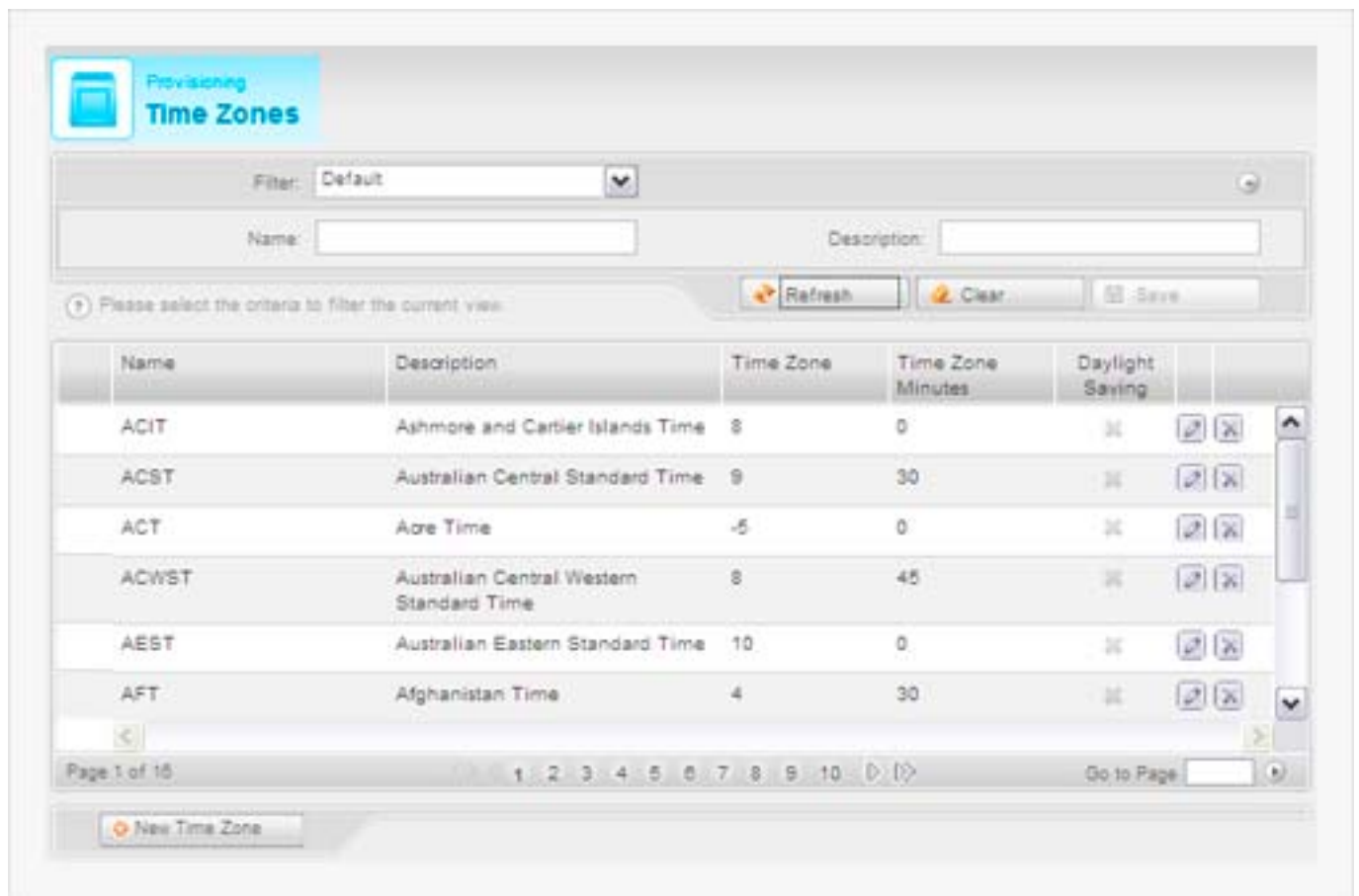


The screenshot displays the 'Provisioning Areas' interface. At the top left, there is a blue header with a mobile phone icon and the text 'Provisioning Areas'. Below this, there is a filter section with a dropdown menu set to 'Default'. There are two input fields: 'Area:' and 'Country id:'. To the right of these fields are 'Area id:' and 'Country id:' labels. Below the input fields, there are three buttons: 'Refresh', 'Clear', and 'Save'. A message below the buttons reads: 'Please select the criteria to filter the current view:'. The main part of the interface is a table with the following columns: 'Area Id', 'Area', 'Country Id', and 'Phone Code'. The table contains several rows of data, including 'Ábule', 'Abadiano (Los Bajos) (Michoaca)', 'Abadiano (Los Bajos) [MOB] (Mi)', 'Abasolo (Coahuilla)', 'Abasolo (Durango)', 'Abasolo (Guanaajuato)', and 'Abasolo (Tamaulipas)'. Each row has a 'Phone Code' and a set of edit/delete icons. At the bottom of the table, there is a pagination bar showing 'Page 1 of 250' and a 'Go to Page' field.

Area Id	Area	Country Id	Phone Code
42	Ábule	56	42
353	Abadiano (Los Bajos) (Michoaca)	52	353
1353	Abadiano (Los Bajos) [MOB] (Mi)	52	1353
866	Abasolo (Coahuilla)	52	866
677	Abasolo (Durango)	52	677
429	Abasolo (Guanaajuato)	52	429
835	Abasolo (Tamaulipas)	52	835

In this section the administrator will see the area for which the VCC will be operational.

## Time Zones



The screenshot displays the 'Provisioning Time Zones' interface. At the top, there is a header with a blue icon and the text 'Provisioning Time Zones'. Below the header, there is a filter dropdown set to 'Default', and input fields for 'Name' and 'Description'. A message states 'Please select the criteria to filter the current view:' followed by 'Refresh', 'Clear', and 'Save' buttons. The main content is a table with the following columns: Name, Description, Time Zone, Time Zone Minutes, and Daylight Saving. The table lists several time zones, including ACIT, ACST, ACT, ACWST, AEST, and AFT. Each row includes a 'Daylight Saving' column with a double-slash icon and a set of edit/delete icons. At the bottom, there is a pagination bar showing 'Page 1 of 15' and a 'Go to Page' field. A 'New Time Zone' button is located at the bottom left of the interface.

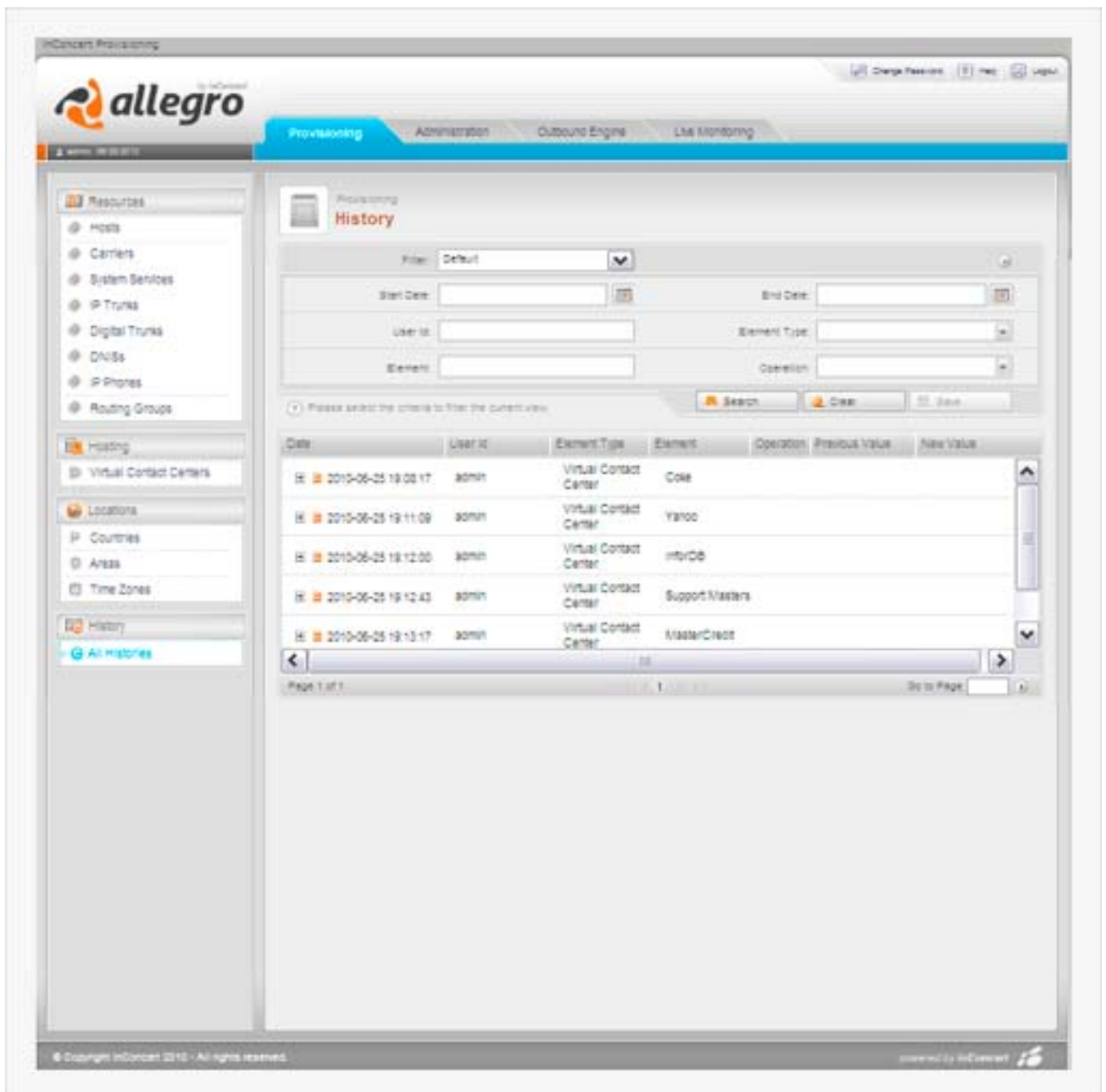
Name	Description	Time Zone	Time Zone Minutes	Daylight Saving
ACIT	Ashmore and Cartier Islands Time	8	0	⌘
ACST	Australian Central Standard Time	9	30	⌘
ACT	Aore Time	-5	0	⌘
ACWST	Australian Central Western Standard Time	8	45	⌘
AEST	Australian Eastern Standard Time	10	0	⌘
AFT	Afghanistan Time	4	30	⌘

List of all the Time Zones for which a VCC can be operational.

## History Menu



In the “History” menu, the administrator can see the changes introduced to all the VCCs.



The screenshot shows the Allegro Provisioning interface. The left sidebar contains a tree view with categories: Resources (Hosts, Carriers, System Services, IP Trunks, Digital Trunks, DNISs, IP Phones, Routing Groups), Hosting (Virtual Contact Centers), Locations (Countries, Areas, Time Zones), and History (All Histories). The main content area is titled 'History' and includes a filter section with a dropdown menu set to 'Default', and input fields for Start Date, End Date, User ID, Element Type, Element, and Operation. Below the filters is a table with the following data:

Date	User ID	Element Type	Element	Operation	Previous Value	New Value
2010-06-25 19:08:17	admin	Virtual Contact Center	Cola			
2010-06-25 19:11:09	admin	Virtual Contact Center	Varco			
2010-06-25 19:12:00	admin	Virtual Contact Center	intyDB			
2010-06-25 19:12:43	admin	Virtual Contact Center	Support Masters			
2010-06-25 19:13:17	admin	Virtual Contact Center	MasterCredit			

At the bottom of the page, there is a footer with the text: © Copyright InContact 2010 - All rights reserved. www.incontact.com

In this case, the history shows the following data:

- ▶ **Date:** day and time in which the change was introduced
- ▶ **User ID:** who introduced the change
- ▶ **Element Type:**typology of what was changed
- ▶ **Element:** Name of what was changed
- ▶ **Operation:** which procedure was carried out
- ▶ **Previous Value:** state of the variable prior to the change
- ▶ **New Value:** state of the variable after the change was introduced

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