Technical Publications

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MX Release 14 Manual

Author: Zultys Technical Support Department

This document describes the new features that are introduced with MX Release 14 version 14.0.4.
MX Release 14.0.4 is supported on the MX-SE, MX-E, and MXvirtual products only.
Release 14.0.4 is NOT supported on the MX250 platform.

1 Contents

2 MX Remote Phonebook (ZIP 3 and ZIP 4 Phones)

2.1 Description

This feature allows the remote phonebook directory on ZIP 3 and ZIP 4 phones to be automatically populated and updated from the information entered in the MX Administrator program. This information includes user names, extensions, and speed dial information.

2.2 Operation

Once configured, the remote phonebook can be accessed as follows:

1. Press Directory softkey
2. Scroll to Remote Phonebook or press [2]
3. Press ENTER at System Directory

You may also re-configure the Directory softkey to directly access the remote phonebook.

2.3 Administration

The ZIP device profile must have the following parameters added via the Custom Configuration Data area located under the Advanced tab of each Device Profile.

For ZIP 33i / 35i / 37G devices:

```
[ RemotePhoneBook0 ]
URL = https://[MX_Address]:443/httpsphone/zip_phone_book.xml
Name = System Directory
```

For ZIP 33G / 36G / 47G devices:

```
remote_phonebook.data.1.url = https://[MX_Address]:443/httpsphone/zip_phone_book.xml
remote_phonebook.data.1.name = System Directory
```

where `[MX_Address]` is the IP address or FQDN of the MX system

Directory Softkey – Optionally, the Directory softkey may be reconfigured to directly access the Remote Phonebook by adding the relevant information to the Custom Configuration Data.

For ZIP 33i / 35i / 37G devices:

```
[ cfg:/phone/config/vpPhone/vpPhone.ini, reboot=0 ]
programablekey4.DKtype = 22
programablekey4.Line = 1
programablekey4.Value =
programablekey4.XMLPhoneBook = 0
programablekey4.Label = Directory
```

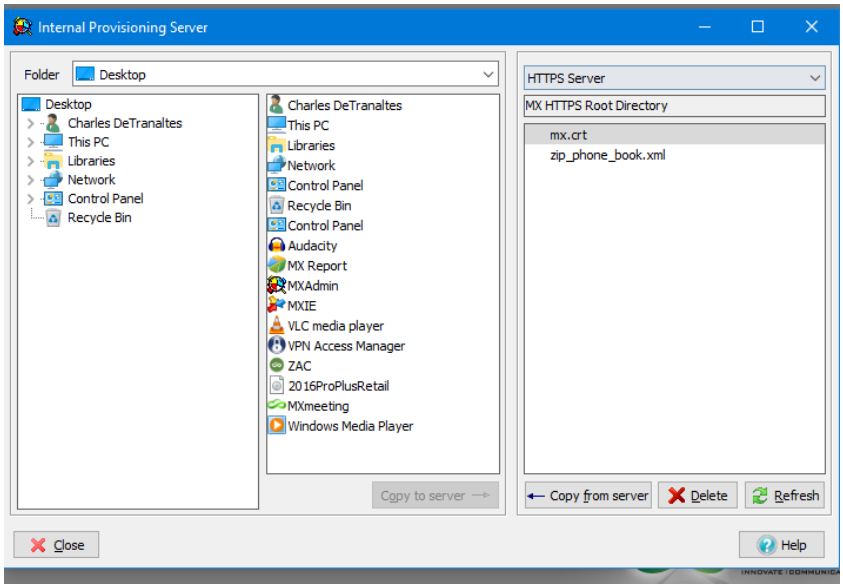
For ZIP 33G / 36G / 47G devices:

```
programablekey.4.type = 22
programablekey.4.line = 1
programablekey.4.value =
programablekey.4.xml_phonebook = 0
programablekey.4.label = Directory
programablekey.4.pickup_value =
```

Note: For ZIP 33G, the label should be set to `Dir`.

2.4 Conditions

- The file will be saved only in the httpsphone directory of provisioning server.



- The file is automatically regenerated whenever any related user or speed dial details are changed/added.

- **Phones must be able to establish a HTTPS connection with the MX system.** If a security certificate is installed on the MX system, then it must be valid.

3 Call Recording (specific trunk interface)

3.1 Description

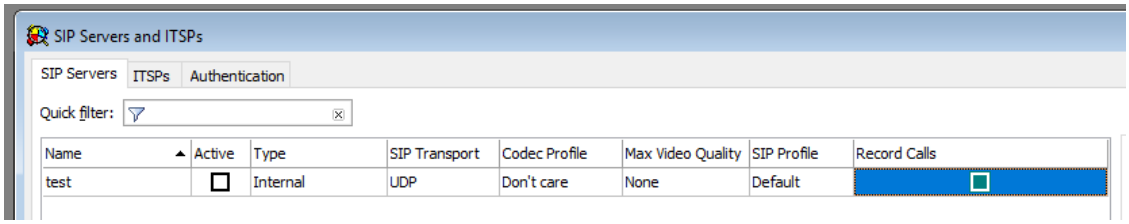
This feature provides a method to enable automatic call recording on a specific trunk interface. This allows the system to be configured so that only specific trunk interfaces are subject to call recording. A usage example may be that only external ISDN calls are recorded and no other calls (internal, ITSP) be subject to call recording. This feature allows such combinations to be configured.

3.2 Administration

There are several areas in MX Administrator that accommodate the recording at each interface level.

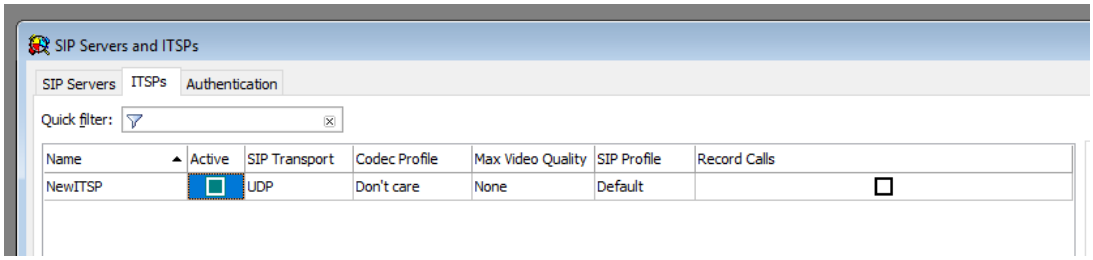
1) SIP Servers and ITSP\SIP Servers tab:

Records calls = enable/disable



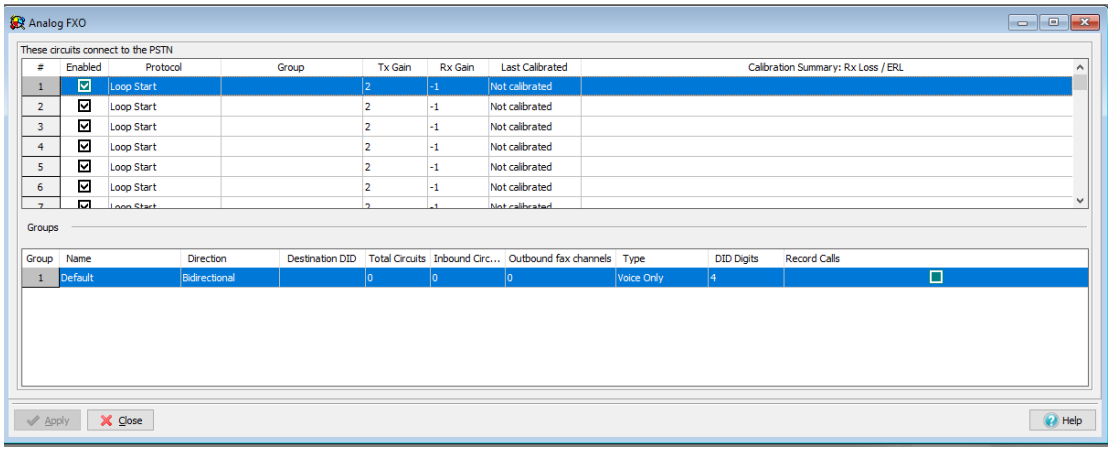
2) SIP Servers and ITSP\ITSP tab:

Records calls = enable/disable



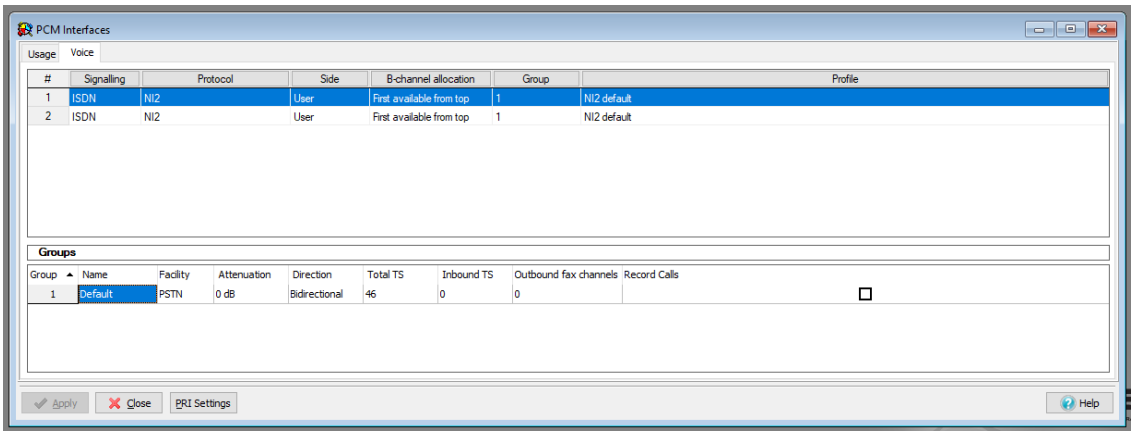
3) Analog FXO

Records calls = enable/disable



4) ISDN/PCM

Records calls = enable/disable

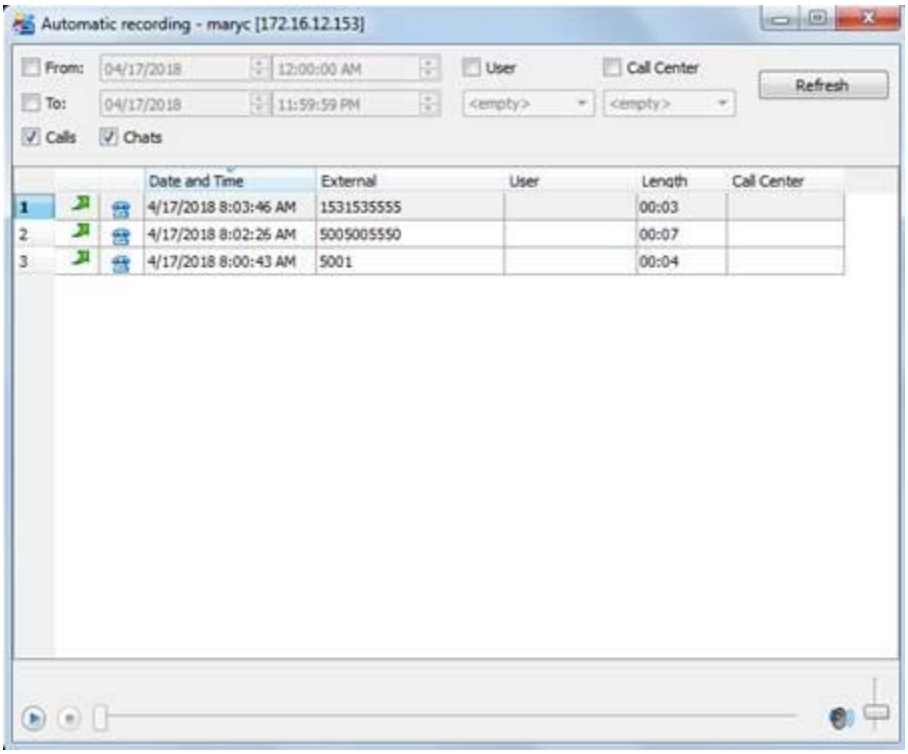


3.3 Automatic Call Recording.

Recordings are identified utilizing the itemized recordings 'External' field content when viewed from MXIE call recording viewer.

3.3.1 Inbound recorded call sessions:

- Inbound recorded sessions directed to user's User Role via Voice DID or other are identified by user ext#.
- Inbound session directed to a call group, providing a DID is assigned to the call group, will identify the recordings utilizing the call group DID, otherwise the MX 'Main phone number' is utilized for 'External' field content.



In the above example:

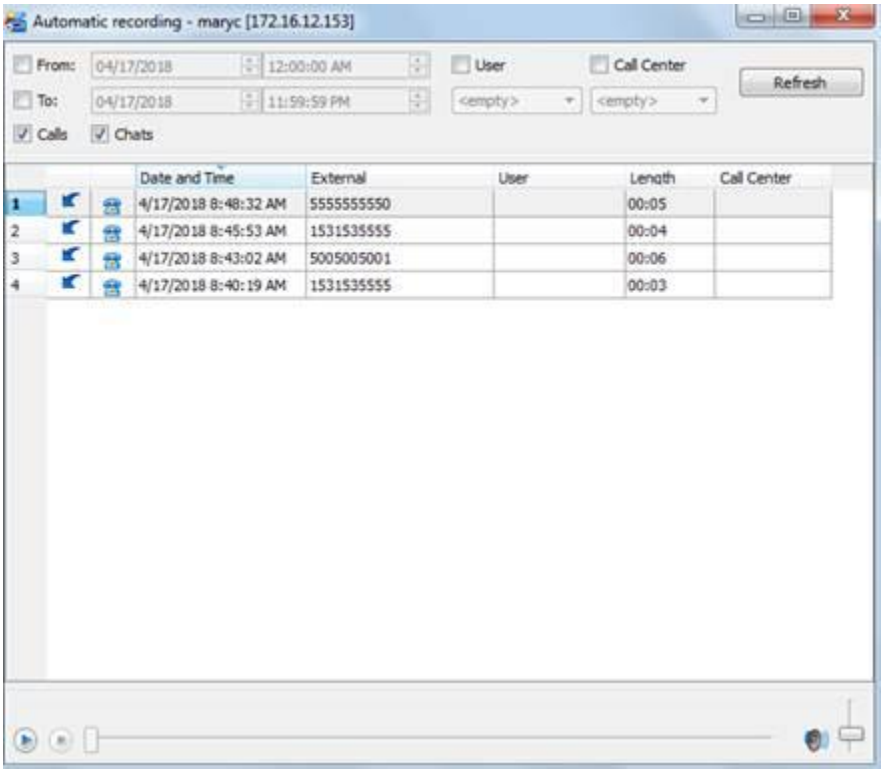
Recording 1: Inbound call to a call group with non-populated DID field, MX 'Main phone number' is 1531535555

Recording 2: Inbound call to a call group with assigned DID 5005005550

Recording 3: Inbound call to a user Voice DID 5005005001, user ext# is 5001

3.3.2 Outbound recorded call sessions:

Outbound recorded sessions are identified by CallerID identity of calling MX user or call group agent.



In the above example:

Recording 1: Outbound call by a call group agent (Agent Role), call group is assigned CallerID 5555555550

Recording 2: Outbound call by a call group agent (Agent Role), no CallerID assigned to call group, CallerID utilized is MX 'Main phone number' field content.

Recording 3: Outbound call by a user 5001(User Role), user is assigned CallerID 5005005001

Recording 4: Outbound call by a user 5001(User Role), no CallerID assigned to user, CallerID utilized is MX 'Main phone number' field content

3.4 Conditions

- For ITSP / SIP Trunk calls, RTP traffic must be configured to route through the SBC on the MX for call recording to function.

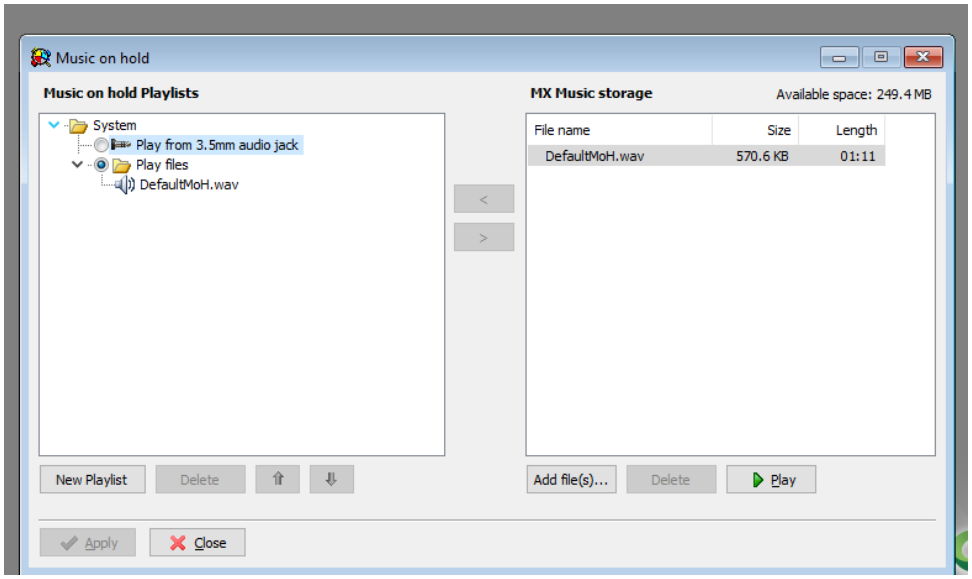
4 USB to 3.5mm Audio Support

This feature allows the MX-SE and MX-E systems to utilize a 3.5mm to USB audio adaptor as a Music on Hold source as well as a paging output source.

4.1 MX Administration

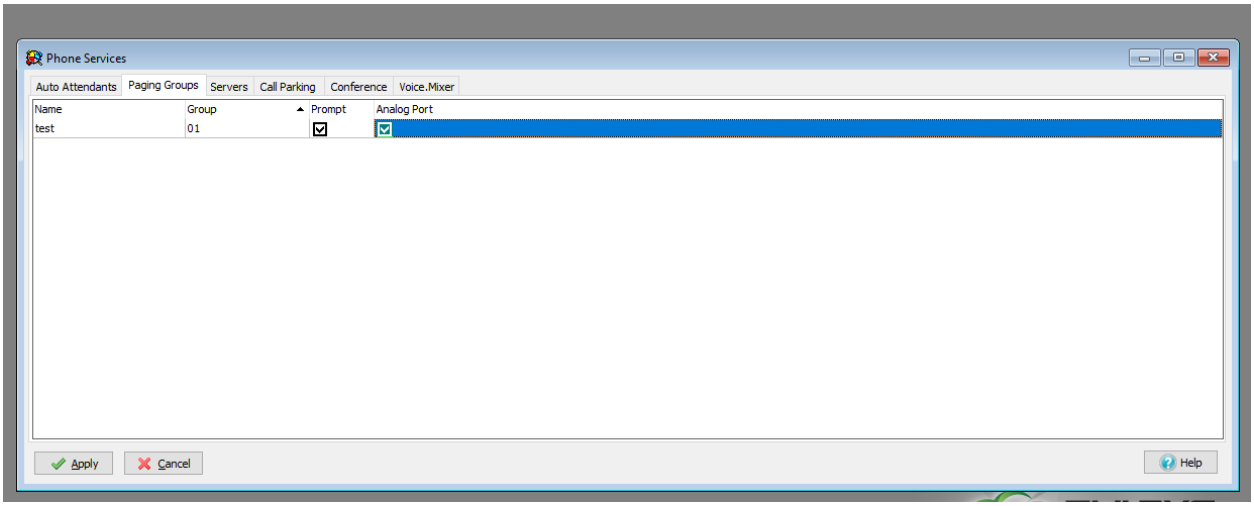
Music on Hold:

1. MX Administrator | Configure | Audio
2. Select “Play from 3.5mm audio jack” in the Music on hold Playlists area.
3. Select Apply



External Paging:

1. MX Administrator | Configure | Phone Services



2. Create a paging group and make sure Analog Port is selected.

4.2 USB Adapter

Port Color	Function
Green	Paging (output)
Pink	MoH (input)

4.3 Conditions

- Zultys only supports the 3.5mm/USB adaptor that is provided by Zultys. This device has been tested both electrically and mechanically to insure proper operation and audio levels.

- The audio levels are set to the same levels as the MX250 MoH input and page output. These levels are not configurable.

- Stereo output jack, 3.5mm. Mono microphone input jack, 3.5 mm. Compatible with headphones i.e. can drive low impedance loads. In general, it has the same parameters as the analog jacks on laptops.

5 MXnetwork support over Public IP Addresses

5.1 Description

This feature provides a mechanism for MX systems configured in an MXnetwork to utilize Public IP addresses for MXnetwork communications. This can eliminate the need for a Virtual Private Network as long as networking requirements are met.

5.2 MX Administration

No administration is required to utilize this feature. The MX system will use the IP address from the MXnetwork configuration as the destination of the RTP stream.

5.3 Conditions

- The MX system must be behind a firewall that is configured in transparent mode with 1:1 IP address translation.

6 Network Security Enhancements

6.1 Description

This feature provides two significant enhancements to the Network Security functions of MX systems.

The first enhancement is a source based 'Service Protection' firewall function. This allows system administrators to configure which MX network services are accessible based on the source address of network traffic received at the MX system. Previously the Service Protection functionality of MX was applied based on the destination address of network traffic received at the MX system.

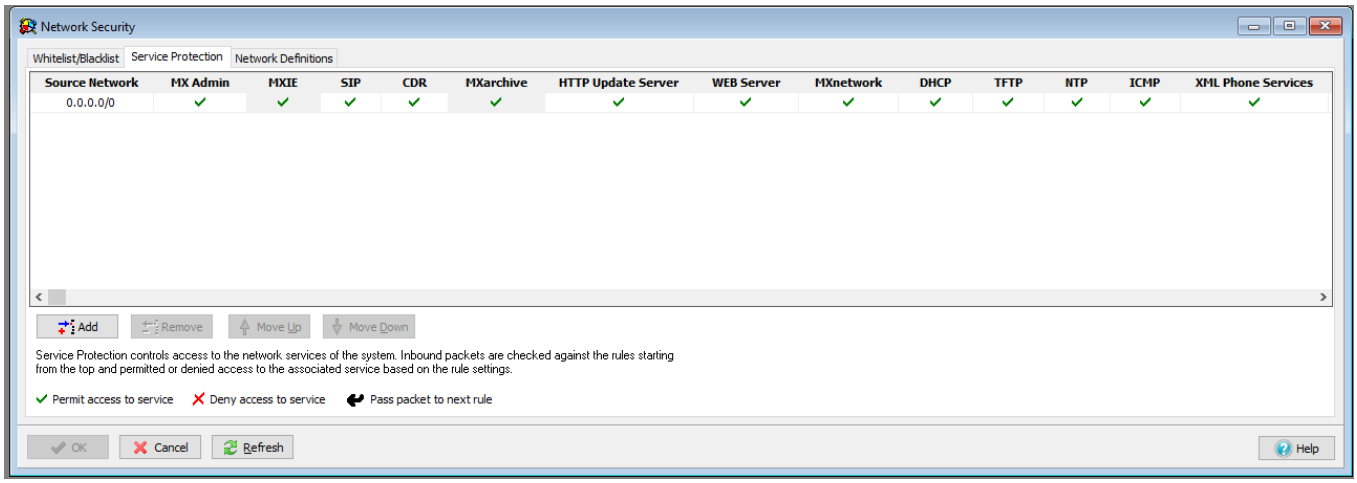
Scenarios such as enabling SIP only for Network A, enable all services for Network B, disable all services for Network C etc. are now possible with this feature.

The second enhancement is a Whitelist / Blacklist / Banned List function that allows for explicitly whitelisting known good networks, blacklisting bad networks and via advanced real-time analysis automatically banning addresses from which hacking attempts are detected.

Addresses that appear in the banned list can be moved to the whitelist or blacklist with a single click to make the selection permanent.

6.2 Administration

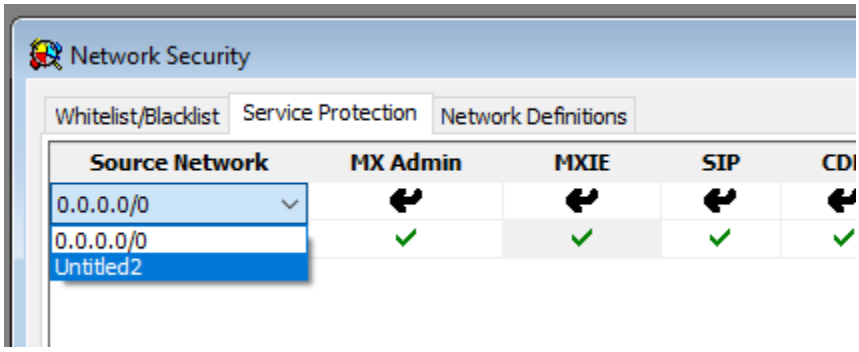
MX Administrator | Provision | Network Security | **Service Protection**



The default 0.0.0.0/0 fixed rule is effectively a catch-all, if the source address of a received packet does not match any rule above (or there are no extra rules), then the fixed rule will be applied to it. The Fixed rule will always appear at the bottom of the list of networks.

As you add source networks in the Network Definition tab, they will become available to add in this area.

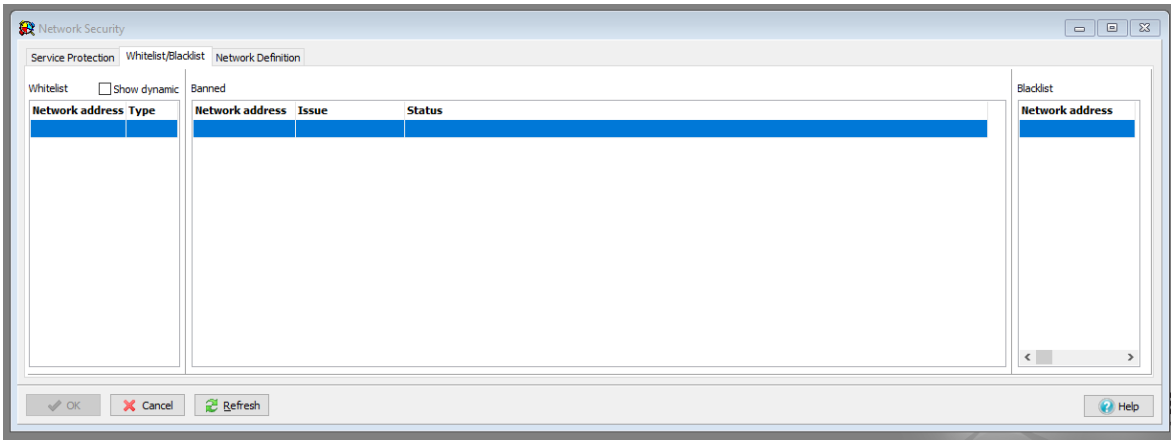
To add a defined network:



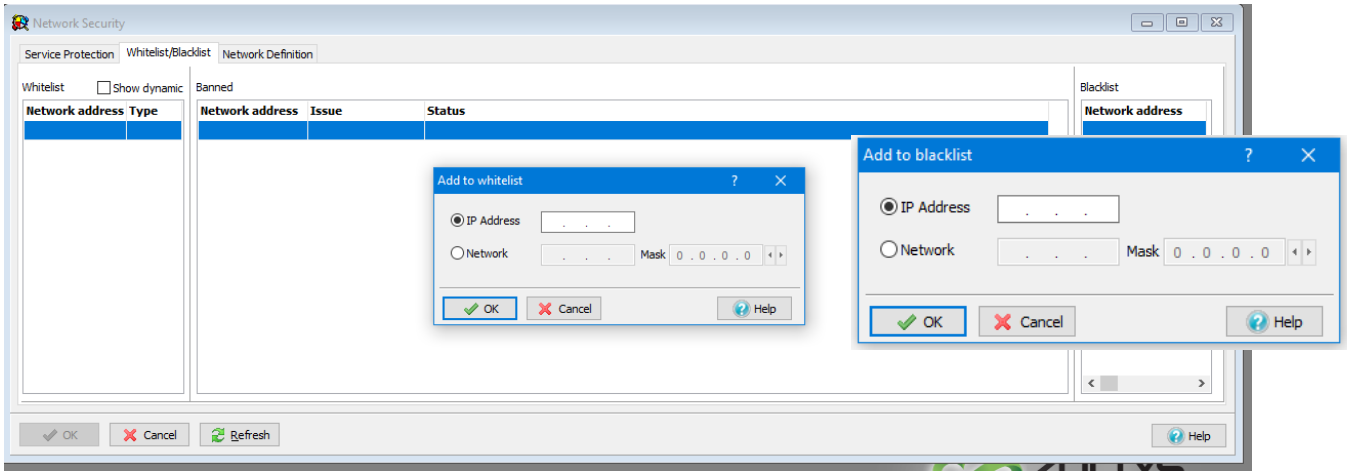
3. Click Add
4. Click on the Source Network item and select the dropdown
5. Select the desired network that was configured in the Network Definition tab.
6. Click Ok

7. You may now enable/disable MX services for that network. Clicking on a service will toggle the service allowed (check mark)/denied(x)/pass onto next rule (arrow).

MX Administrator | Provision | Network Security | **Whitelist/Blacklist**



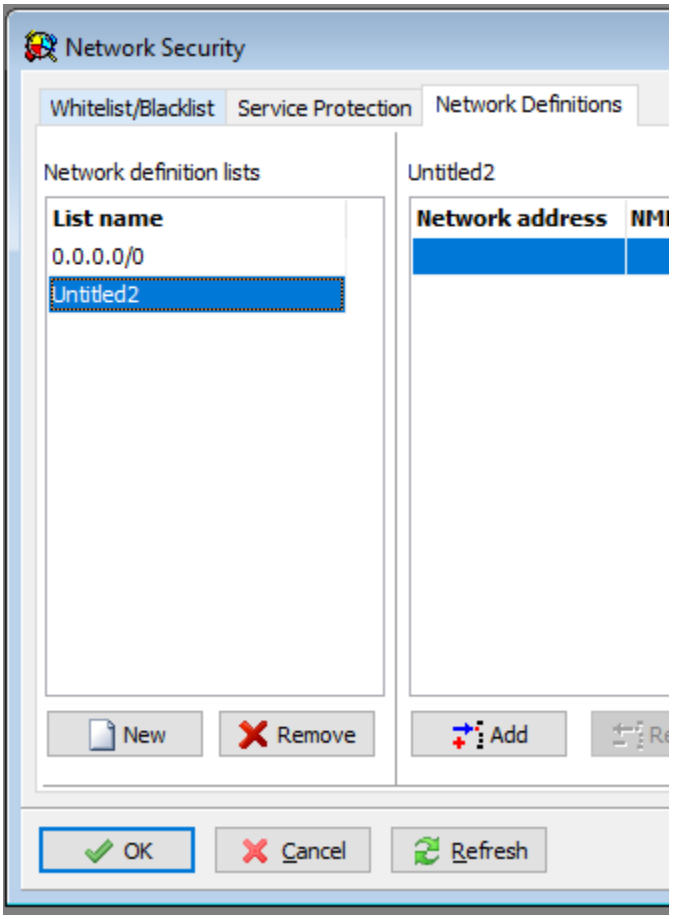
To add an entry from the whitelist or blacklist:



1. Right click on the desired area
2. Enter the IP address and/or network information
3. Click OK

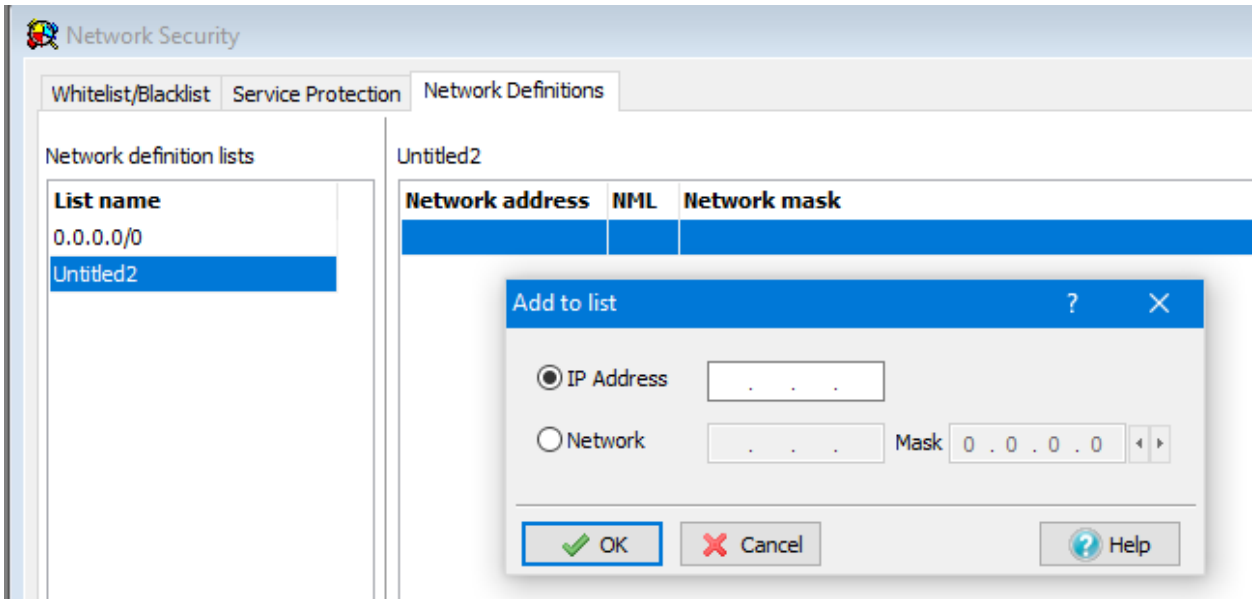
MX Administrator | Provision | Network Security | **Network Definition**

This area is where you define your source networks. Once defined, you can configure access to the various MX services for the network in the Service Protection area.



1. Click New
2. Enter the desired name of the network
3. Click OK
4. With the newly created network name highlighted, click the Add button

5. Enter the IP address or Network information. Multiple IP addresses / subnets may be defined in each Network definition list.
6. Click OK



6.3 Conditions

- The security mechanisms sit in front of the services running on the MX. This ensures that the blocked packets never get presented to the services running on the MX.

- The Banned List utilizes information gathered in real-time from all relevant services running on the MX to detect suspicious traffic and will auto-adjust to any new attack.

- The mechanism to automatically ban addresses also incorporates logic to identify slow, distributed attacks which are intended to get around protection mechanisms that are triggered based on a certain level of traffic or number of attempts within a short period of time.

- Care should be taken to ensure that administration access is not inadvertently blocked by inappropriate settings. If such a situation arises, access may be temporarily re-enabled via the LCD console on MX-SE and MX-E systems or via the virtual console on MX-Virtual systems. Contact Zultys technical support for assistance if required.

7 Web Based Superview

Superview Integrated Contact Center (ICC) group real time statistics can now be accessed via a web browser. Zultys' Superview is an addition to the existing *Group Statistics*, *Agent Statistics*, *Agent Monitor*, *Callback Monitor* and *Queue Monitor* windows available to the contact center supervisors. With Superview it is possible to monitor important real-time statistics for multiple groups at the same time in a single window from any web browser.

7.1 Requirements

- The contact center supervisor is configured as a Supervisor in one or more Integrated Contact Center (ICC) Call Groups.
- A valid security certificate is installed on the MX system.

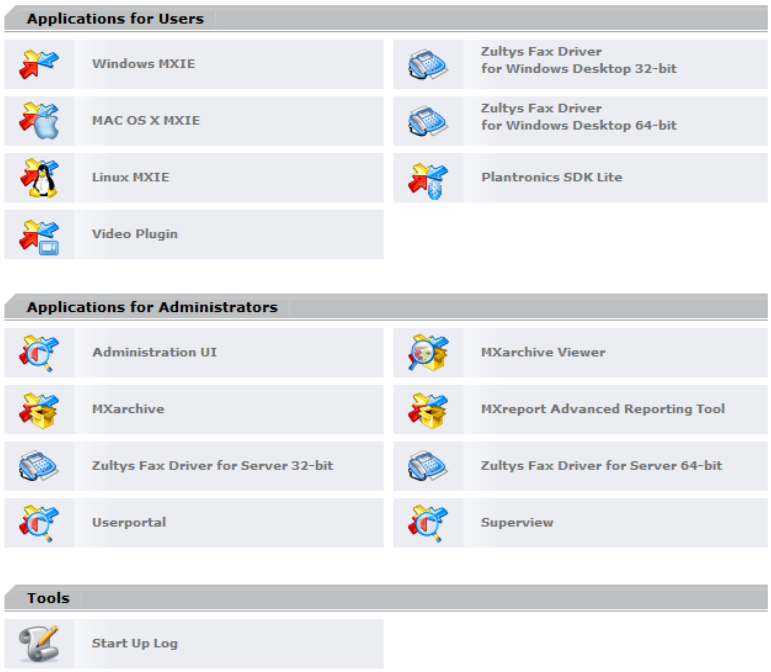
7.2 MX Administrator

Provision | System Settings | Web Services

You must enable Web Services for this feature to operate.

7.3 Operation

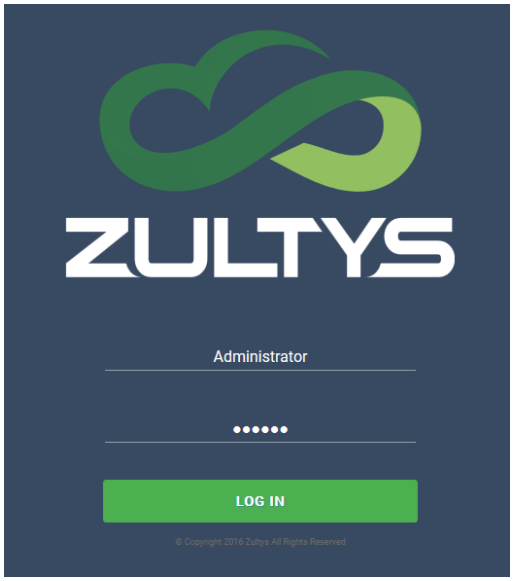
Navigate to the MX system landing page.



Click the Superview item from the list

Enter your username and password

Click Log In

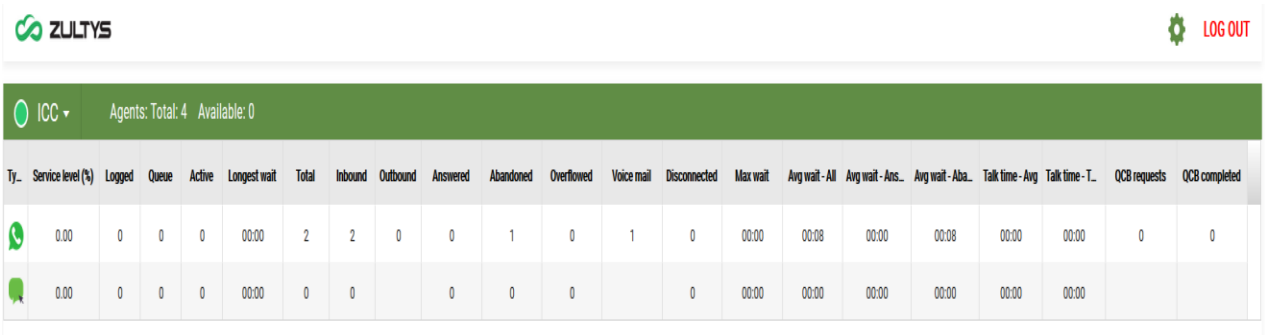


The Superview window is broken into sections for each call group with different display options available. For each individual group there are three separate sections with information for overall group status, agent status and queue status.

All of the data is collected by the MX system in real-time since the last reset. Data resets are scheduled in MX Administrator on a per group level. The default reset time is midnight. To change it, contact your system administrator or Zultys Authorized Channel Partner for further information.

7.3.1 Group Status

The first section in each contact center group displays the summary information about the group's current status:



Please note that not all parameters are enabled in this screen shot. Refer to the Settings section for the complete list of available parameters that can be displayed.

To select a group:

Click the group name 

in the upper left corner

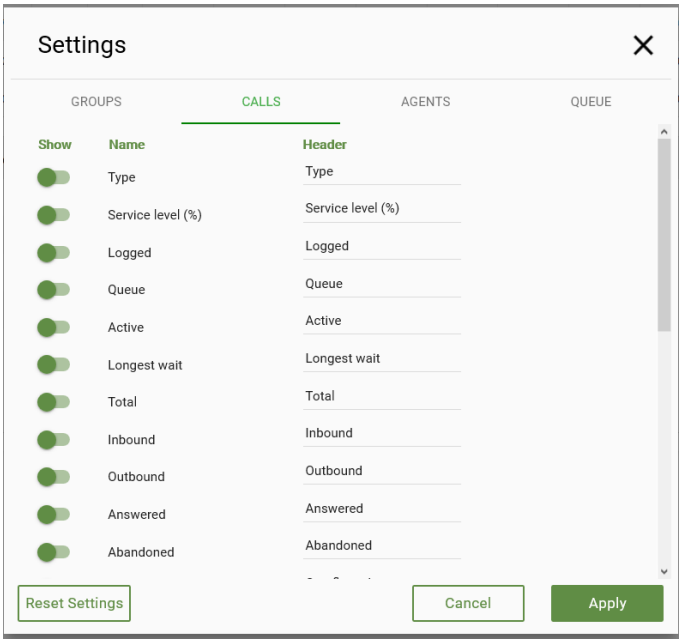
A list of all configured groups available to you as a Supervisor will appear

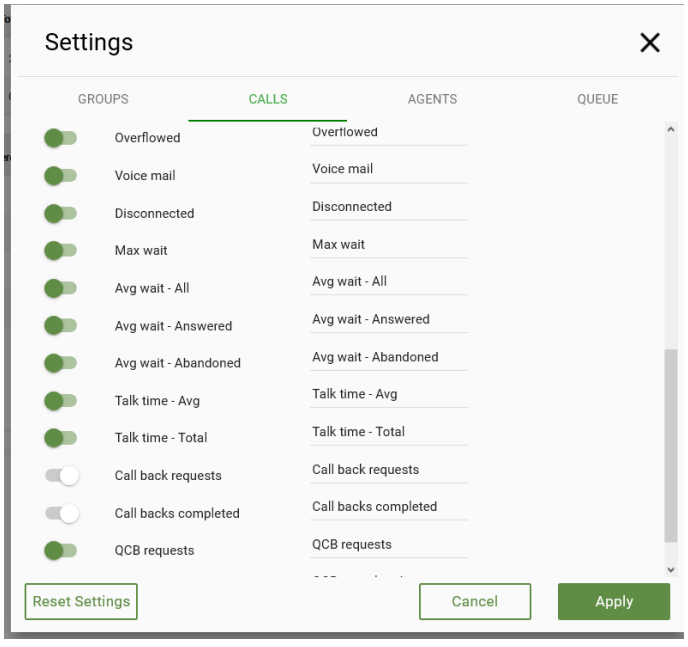
Select the desired group

To add/remove columns:

Click the Settings icon  in the upper right of the screen.

Select the CALLS menu item:





Enable/disable the desired parameters by using the slide control.

Click Apply when done. (You may also reset the parameters to default by clicking the Reset Settings button).

Column Header	Description
Total Agents	Total number of agents configured for the group.
Logged In	Number of agents currently logged into the group.
Available	Number of logged in agents who are currently Available.
Active	Number of calls currently connected to agents, including calls on hold.
Type	Type of session statistics, voice call or web chat.
Queue	Number of calls currently waiting in queue to be answered.
Longest Wait	The period of time the longest call in queue has been waiting to be answered. Only the currently active calls are counted.
Answered	The total number of calls that have been answered by the agents, this includes agents who are currently logged off.
Abandoned	The total number of calls for which the caller has abandoned the call before an agent has answered it.
Overflow	The total number of calls that have triggered a “Queue overflow routing” event. Conditions for Queue overflow are set in MXadministrator.
Voice Mail	The total number of calls that have overflowed to the group’s voice mail. Callback requests are also counted as voicemails.
Outbound	The total number of connected outbound group calls made by the agents.
Max Wait	The period of time that the longest waiting call has spent in queue before being answered by an agent.

Column Header	Description
Avg Wait – All	Average waiting time for all calls that have entered the queue. The average waiting time for all calls that have entered the queue, which includes answered calls and calls sent to voicemail.
Avg Wait – Answered	The average waiting time for calls in queue before being answered by the agents.
Avg Wait – Abandoned	The average waiting time for calls that were abandoned by the caller before being answered by an agent or overflowed from the queue.
Talk Time (Avg)	The average talk time for calls answered by the agents.
Talk Time (Total)	The total talk time for all calls answered by the agents.
Call Back Requests	The number of call back requests submitted by callers. *Note this is not Automatic Callback from Queue.*
Call Backs Completed	The number of call back requests successfully completed by the agents. *Note this is not Automatic Callback from Queue.*
QCB requests	The number of Automatic callback from queue requests that were made.
QCB completed	The number of Automatic callback from queue requests that were returned successfully by agents.

7.3.2 Agent Status

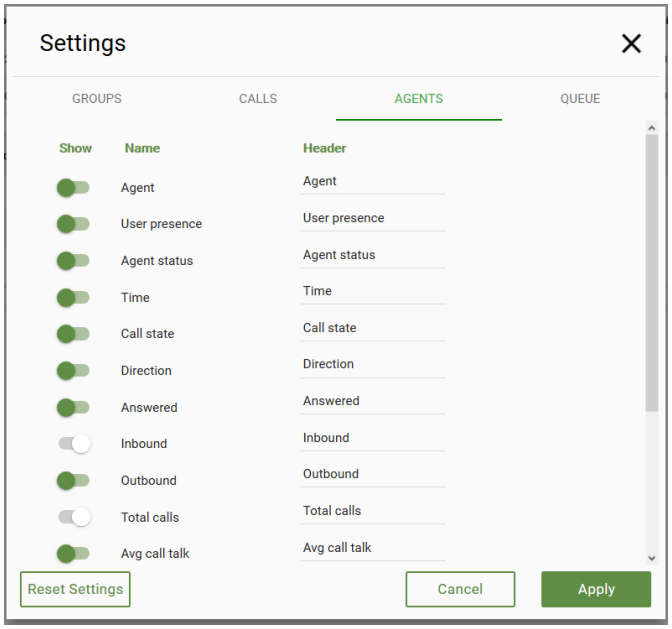
The second section in the Superview group window displays information about each agent's status in the call group:

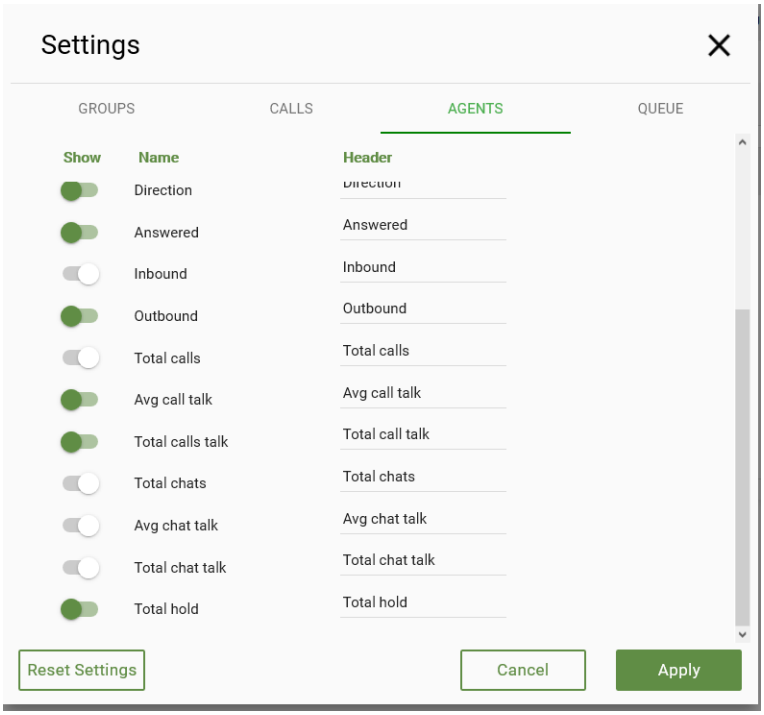
Agent	User presen...	Agent status	Time	Call state	Direction	Answered	Outbound	Avg call talk	Total call talk	Total hold
Lynn Berry	Logged Out	Logged Out	00:00			0	0	00:00	00:00	00:00
Charles detr...	Logged Out	Logged Out	00:00			0	0	00:00	00:00	00:00
Peter Norko	Logged Out	Logged Out	00:00			0	0	00:00	00:00	00:00

To add/remove columns:

Click the Settings icon  in the upper right of the screen.

Select the AGENTS menu item:





Enable/disable the desired parameters by using the slide control.

Click Apply when done. (You may also reset the parameters to default by clicking the Reset Settings button).

Column Header	Description
Agent	Name of agent.
User Presence*	The current User Presence of the agent. The possible states are: • ***Available*** • ***Not Available*** • ***Busy*** • ***At Lunch*** • ***In a Meeting*** • ***Be Right Back*** • Appear ***Offline***.
Agent Status*	The current Agent Status of the Agent. The possible states are: • ***Available*** • ***Not Available***

Column Header	Description
	• *Wrap Up, Active* – Agent is currently on an exclusive Automatic Call Distribution (ACD) or Integrated Contact Center (ICC) call • *Logged Out* • *On Phone* – Agent is on a personal call
Time	The period of time that the agent has been in the current state. This timer is reset when either the Agent Status or the User Presence changes.
Call State	The state of the current call. Possible states are: • *Ringing* • *Connected* • *On Hold* • *Waiting* (Outbound call is awaiting answer).
Direction	The direction of the current call: • *In* (Inbound) • *Out* (Outbound)
Answered	The number of calls answered by the agent.
Outbound	The number of outbound calls made today by the agent that reach connected state.
Total	The sum of "Calls Ans" plus "Calls Out" handled by the agent.
Avg Call Talk	The average talk time for calls handled by the agent.
Total Call Talk	The total talk time for calls handled by the agent.
Total Hold	The total hold time for calls handled by the agent.

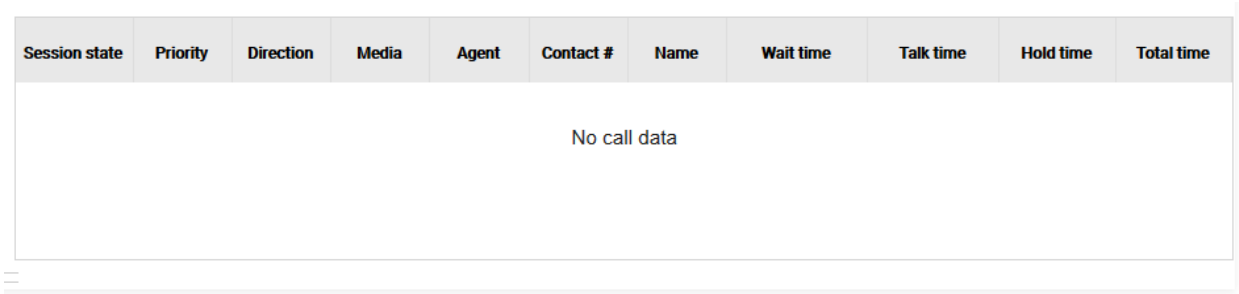
User Presence vs. Agent Status: Superview differentiates between the agent's personal MXIE status (User Presence) and their status as an agent of a call group (Agent Status).

- **User Presence** refers to the user's status as set in their personal MXIE client.

- **Agent Status** refers to the user's status within the selected call group. If an agent is a member of multiple call groups, but only signs into one of them, they will appear as Logged Out in other groups.
- An item that is displayed in grey indicates that the agent is not involved in an activity for the current call group. A mouse-over of the greyed field produces an information popup displaying either the group this call is for, or that it is Private.

7.3.3 Queue Status

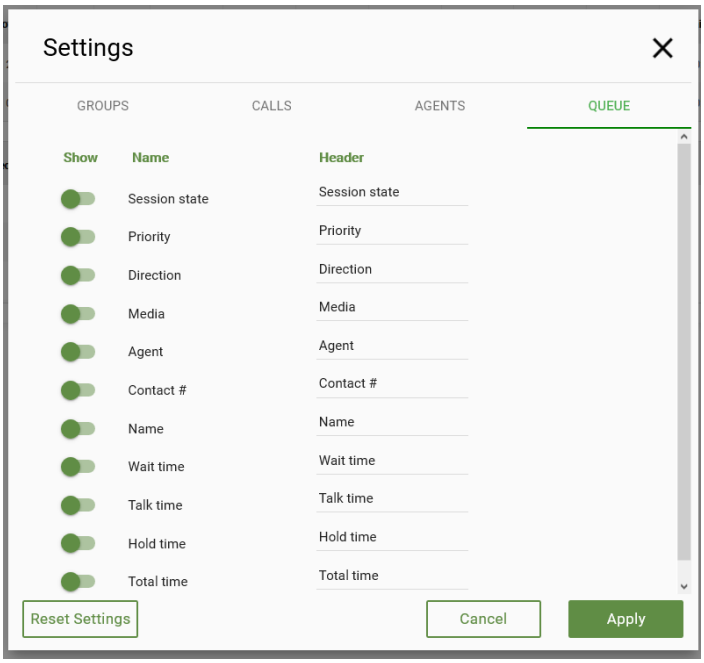
The third section in the Superview group window displays information on the group's queue status:



To add/remove columns:

Click the Settings icon  in the upper right of the screen.

Select the QUEUE menu item:



Enable/disable the desired parameters by using the slide control.

Click Apply when done. (You may also reset the parameters to default by clicking the Reset Settings button).

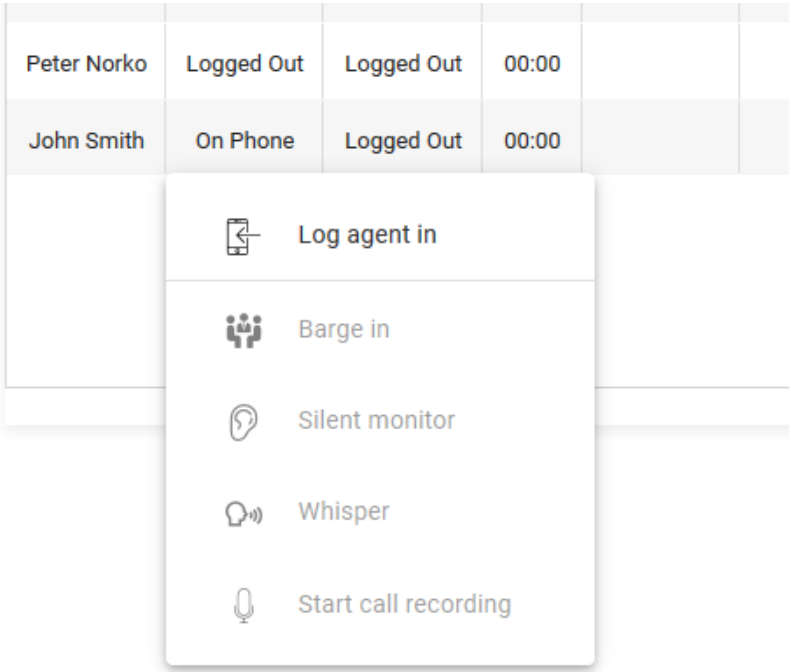
Column Header	Description
Session State	The current state of a call. The possible states are: • *Ringing* • *Connected* • *On Hold* • *Waiting* (Outbound call is awaiting answer)
Priority*	The priority value associated with the queued call.
Direction	The direction of the current call: • *In* (Inbound) • *Out* (Outbound)
Media	The type of session the Agent is on, voice or web chat
Agent	The name of the Agent handling the call.

Column Header	Description
Contact #	The phone number of the calling party for inbound calls, or the dialed number for outbound calls.
Name	The Caller ID for inbound calls. If the Caller ID matches a contact record in an address book, such as, in Microsoft Outlook, that contact's name will be displayed instead.
Wait Time	The period of time the call has been waiting in the queue.
Talk Time	The period of time that the agent has been talking on the call.
Hold Time**	The total period of time that this call has been placed on hold. When a call is retrieved from hold the timer is paused, if the call is placed on hold again the timer will resume.
Total Time	The total duration of the call, calculated as Wait time + Talk time + Hold time.

* The Call Priority function of the system allows a call to be assigned a Priority which promotes (or demotes) it in a queue. A 'Priority' of 0 to 5 impacts the priority of a call within its queue. A 'Priority' of 6 to 10 impacts the priority of a call across all queues that an agent is logged into. All calls by default are Priority 0, the lowest priority. The Priority value may be changed either by a supervisor through Superview or the Queue Monitor or via the automated attendant / IVR function of the system.

7.3.4 Controlling Agents

Clicking on an agent's information pops up a context menu allowing the supervisor to:

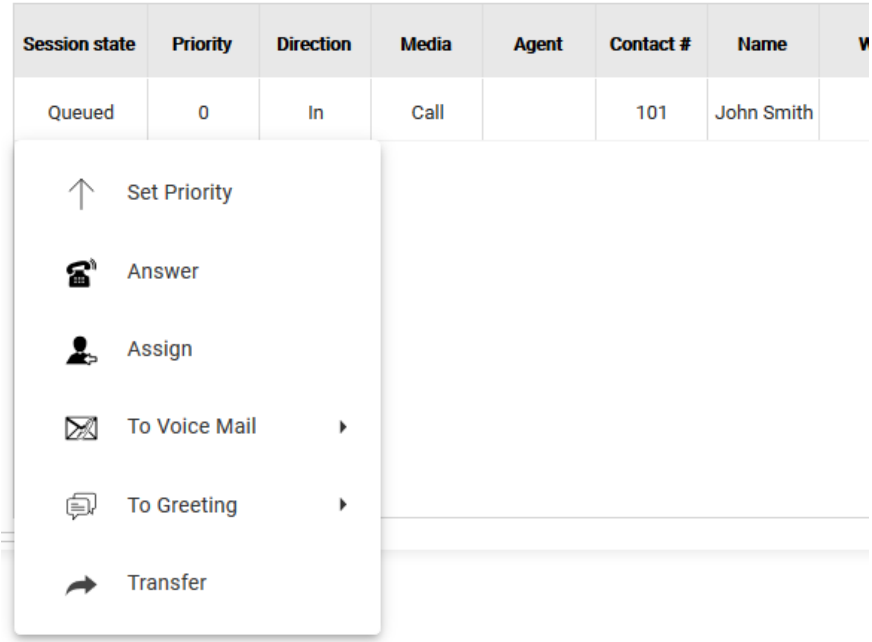


- **Log the agent out** – The Agent MUST be running MXIE/ZAC, and be logged into the group for this function to work.
- **Log the agent in** – The Agent MUST be running MXIE/ZAC and be logged out of the group for this function to work.
- **Barge in on the call** – Barge in requires that the agent is using a Zultys ZIP5xi, ZIP3, or ZIP 4 IP phone or the MXIE/ZAC softphone.
- **Silently monitor the call** – Allows the supervisor to listen to the Agents call without the agent or external party knowing. Silent monitor requires that the agent is using a Zultys ZIP5xi, ZIP3, or ZIP 4 IP phone or the MXIE/ZAC softphone.

- **Whisper** – Allows the supervisor to speak with the agent such that only the agent hears the whisper conversation. Whisper requires that the agent is using a Zultys ZIP5xi, ZIP3, or ZIP 4 IP phone or the MXIE/ZAC softphone.
- **Record the call** – Availability of the call recording option is determined by system configuration.

7.3.5 Controlling Queues

Clicking on a call waiting in a queue, displays a context menu allowing the supervisor to:



- Set the call's priority (0–10)
- Answer the call
- Assign the call to an agent
- Send the call to voicemail and select a specific greeting to use

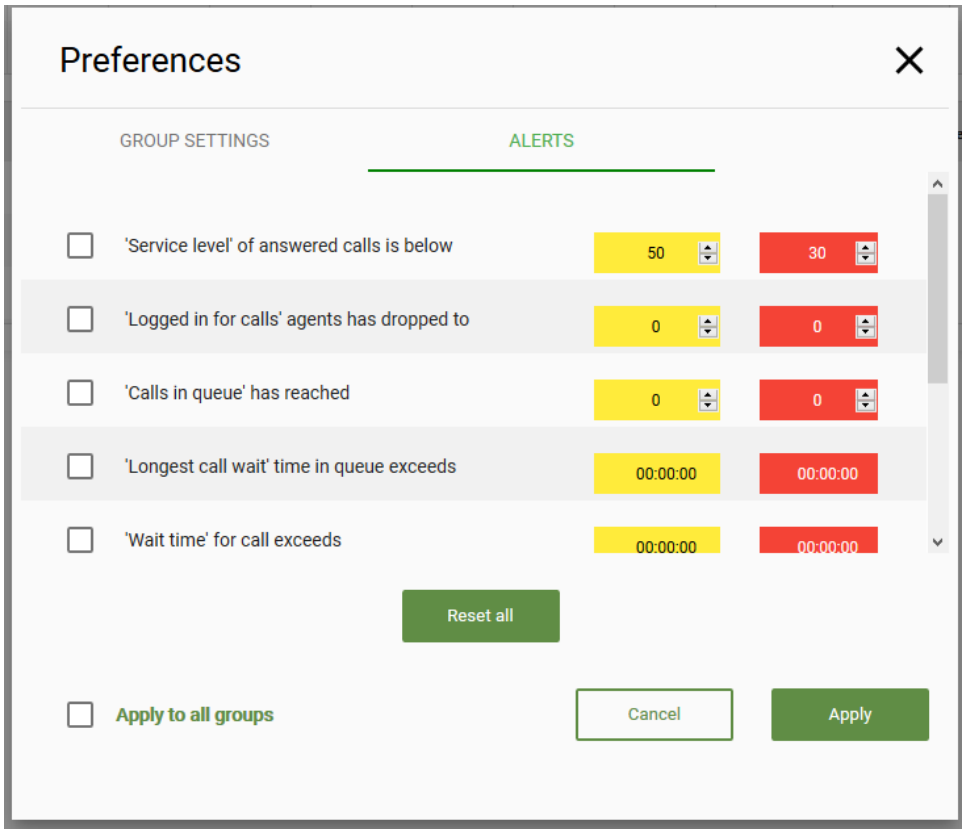
- Transfer the call to another extension or phone number

7.4 Alerts

Superview provides the ability to trigger alerts when various conditions are met or exceeded ensuring supervisors are able to quickly respond to changing conditions in the contact center. Yellow and Red alert levels may be set which result in a change in the cell background when triggered.

Each supervisor can create a specific set of alerts for each of the groups they are monitoring.

7.4.1 Configuring Alerts



1. Click the drop-down menu icon in a group's header to display the Preferences menu.

2. Click on Alerts.

3. Under the Alerts tab, select the appropriate Group from the ‘Show Alerts for’ list.

4. Activate each individual alert by clicking the Enable checkbox.

5. Enter the value that will trigger a colored alert in the Yellow and Red columns.

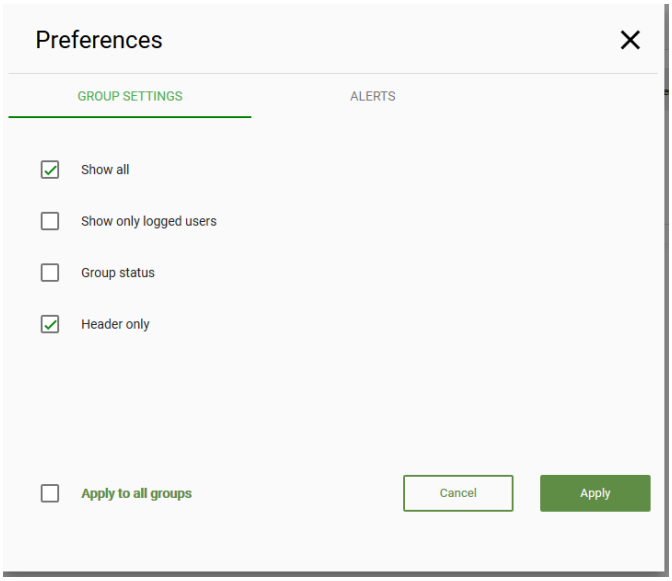
6. If the same alert parameters apply to all the groups, click ‘Apply to All Groups’. Otherwise, enter alert parameters for other groups as required.

7. Click Apply.

Alert triggers and parameters are unique to each supervisor and their computer. If the supervisor logs into another computer the settings will not follow.

7.4.2 Group Preferences

Clicking on the desired group icon will display the Group Preferences menu.



8 Automatic Callback from Queue reports (MXreport)

8.1 Description

This feature provides the capability to now report on statistics of the Automatic Callback (ACB) from Queue feature. This enhancement also requires that MXreport version 3.2.0.1(or greater) be utilized to obtain the information from the MX system.

The following statistics can now be viewed in MXreport 3.2.0.1(or greater):

Total number of Automatic callback requests

Total number of Automatic Callback requests handled

Total number of Automatic Callback requests handled by agent but far end did not answer

8.2 Administration

None required

8.3 Conditions

- The MX system must be at version 14.0.4(or greater) and the MXreport version must be 3.2.0.1(or greater) to obtain these statistics.
- Call Center, CDR, and MXAdmin report statistics are available for the Automatic Callback from Queue feature.

8.4 Report Samples

8.4.1 ACB request in CDR report

Time	CallId	Caller Type	Caller Name	Called #	Recipient Type	Recipient Service Name	Agent	Date and Time	Duration	Answered	Action	ACD Result
1:55	113730	User	a0002 a0002	5101	Advanced ACD	icc_qcb		07.03.2018 1:55	0:00:11	Unanswered	Transfer	Transferred
1:55	113730	User	a0002 a0002	5101	Advanced ACD	icc_qcb		07.03.2018 1:55	0:00:05	Unanswered	Transfer	Transferred
1:55	113730	User	a0002 a0002	5101	Auto Attendant	AA-default		07.03.2018 1:55	0:00:06	Unanswered	Transfer	
1:55	113730	User	a0002 a0002	5101	Advanced ACD	icc_qcb		07.03.2018 1:55	0:00:00	Unanswered	ACB request	ACB requested

Action: ACB request
ACD result: ACB requested

ACB attempt:

Time	CallId	Caller Type	Caller Name	Called #	Recipient Type	Recipient Name	Agent	Date and Time	Duration	Answered	Action	ACD Result
Date : 03.03.2018												
1:46	88272	Advanced ACD	N/A	0001	Advanced ACD	icc_qcb/a0001 a0001	0001 (a0001 a0001)	03.03.2018 1:46	0:00:13	Answered	ACB handled	ACB completed
1:46	88272	Advanced ACD	N/A	0001	Advanced ACD	icc_qcb/a0001 a0001	0001 (a0001 a0001)	03.03.2018 1:46	0:00:03	Answered	ACB handled	
1:46	88272	Advanced ACD	icc_qcb / a0001 a0001	0001	User	a0002 a0002	0002 (a0002 a0002)	03.03.2018 1:46	0:00:10	Answered	ACB success	ACB completed

Action: ACB handled, ACB success
ACD result: ACB completed

In addition, ACB callback could look like this:

Time	CallId	Caller Type	Caller Name	Called #	Recipient Type	Recipient Name	Agent	Date and Time	Duration	Answered	Action	ACD Result
Date : 06.03.2018												
5:47	88344	User	a0002 a0002	5101	Advanced ACD	N/A	0001 (a0001 a0001)	06.03.2018 5:47	0:00:28	Answered	Transfer	Transferred
5:47	88344	User	a0002 a0002	5101	Advanced ACD	N/A		06.03.2018 5:47	0:00:02	Unanswered	Transfer	Transferred
5:47	88344	Advanced ACD	N/A	5101	Advanced ACD	icc_qcb/a0001 a0001	0001 (a0001 a0001)	06.03.2018 5:47	0:00:02	Unanswered	End of Call	
5:47	88344	User	a0002 a0002	5101	Auto Attendant	AA-default		06.03.2018 5:47	0:00:06	Unanswered	Transfer	
5:47	88344	User	a0002 a0002	5101	Advanced ACD	N/A		06.03.2018 5:47	0:00:00	Unanswered	ACB request	ACB requested
5:47	88344	Advanced ACD	N/A	5101	Advanced ACD	icc_qcb/a0001 a0001	0001 (a0001 a0001)	06.03.2018 5:47	0:00:07	Answered	ACB handled	
5:48	88344	Advanced ACD	icc_qcb / a0001 a0001	5101	User	a0002 a0002	0002 (a0002 a0002)	06.03.2018 5:47	0:00:13	Answered	ACB success	ACB completed

8.4.2 ACB request in ICC report

ICC report contains new fields: “ACB requests” (group level), “ACB completed” (agent level).

“Callbacks Completed” field for regular callbacks has also been added.

	Service Level	Call Count			Answered	Abandoned	Overflowed	To VoiceMail	Disconnected	Callback Requests		Callback Completed	ACB Requests		ACB Completed
		In	Out	Total	Σ	Σ	Σ	Σ	Σ	Σ	%		Σ	%	
Grand Total	0,01%	11,185	2	11,187	1	1	3	11,180	0	2	0,02%	1	3	0,03%	1
Date : 06.03.2018	0,01%	11,185	2	11,187	1	1	3	11,180	0	2	0,02%	1	3	0,03%	1
Group Name : icc_callbacks	0,00%	6	1	7	0	1	0	5	0	2	33,33%	1	0	0,00%	0
0001 (a0001 a0001)	0,00%	0	1	1	0							1			0
No Recipient	0,00%	6	0	6	0							0			0
Group Name : icc_qcb	0,00%	3	1	4	0	0	3	0	0	0	0,00%	0	3	100,00%	1
0001 (a0001 a0001)	0,00%	0	1	1	0							0			1
No Recipient	0,00%	3	0	3	0							0			0

8.4.3 ACB requests in MXAdmin report

Automatic Call Back Number – Detailed

Displays information about each ACB request, including the result of the request, received by all agents in the specified groups. Data is grouped by ACD group name, ACD agent, date, and time.

ACD Group Name: The name of the ACD group.

Agent: The user name of the ACD agent.

Date: The date that the call was started.

Time: The time that the call was started.

Call Back Number: The number that was dialed by the ACD agent in response to the ACB request.

Duration: The total talk and hold time of a call.

Call Back Result: The result of the call back attempt.

Agent Totals: Displays the summation of all data fields for the agent.

ACD Group Totals: Displays the summation of all data fields for the ACD group.

System Totals: Displays the summation of all data fields for all ACD groups.

Automatic Call Back Number – Detailed

Displays information about each ACB request, including the result of the request, in the order in which it was processed.

Request Time:

Call Time:

Call Back Number: The number that was dialed by the ACD agent in response to the ACB request.

Agent: The user name of the ACD agent.

Duration: The total talk and hold time of a call.

Call Back Result: The result of the call back attempt.

The **Automatic Call Back Number – Summary**

Displays the number of ACB requests relative to the total number of calls received by the ACD group. Data is grouped by ACD group name and date.

ACD Group Name (heading): The name and extension of the ACD group.

Date: The date record.

Total Calls: The total number of calls that were presented to the ACD group.

Total ACB Requests: The total number of ACB requests.

% ACB Requests: The percentage of ACB request compared to the total number of call presented to the ACD group.

ACD Group Totals: Displays the summation of all data fields for the ACD group.

System Totals: Displays the summation of all data fields for all ACD groups.

Automatic Call Back Status – Detailed

Displays the daily Automatic Call Back status that is generated from the ACB request for each ACD agent.

ACD Group Name: Displays the name of the ACD group.

Agent: The user name of the ACD agent.

Date: The date record.

Requests: The total number of ACB requests.

Calls: The total number of calls that were used for an ACB request.

Unhandled: The number of ACB requests that have not been processed by agents.

Presented: The number of ACB requests that have been presented to agent but not handled.

Handled: The number of ACB requests that have been handled by agent (completed).

Success: The number of completed ACB requests.

Success %: The percentage of completed ACB requests.

Agent Totals: Display the summation of all data fields for the agent.

ACD Group Totals: Displays the summation of all data fields for the ACD group.

System Totals: Displays the summation of all data fields for all ACD groups.

Automatic Call Back Status – Summary

Displays the daily Automatic Call Back status that is generated from the ACB request for each ACD group.

ACD Group Name: Displays the name of the ACD group.

Date: The date record

Calls: The total number of call back attempts.

Unhandled: The number of ACB requests that have not been processed by agents.

Presented: The number of ACB requests that have been presented to agent but not handled.

Handled: The number of ACB requests that have been handled by agent (completed).

Success: The number of completed ACB requests.

Success %: The percentage of completed ACB requests.

ACD Group Totals: Displays the summation of all data fields for the ACD group.

System Totals: Displays the summation of all data fields for all ACD groups.

A successful completion of an ACB callback would result in the following counts:

Inbound – 1

Outbound – 1

Total – 2

Answered – 0

Overflowed – 0

ACB request – 1

ACB complete – 1

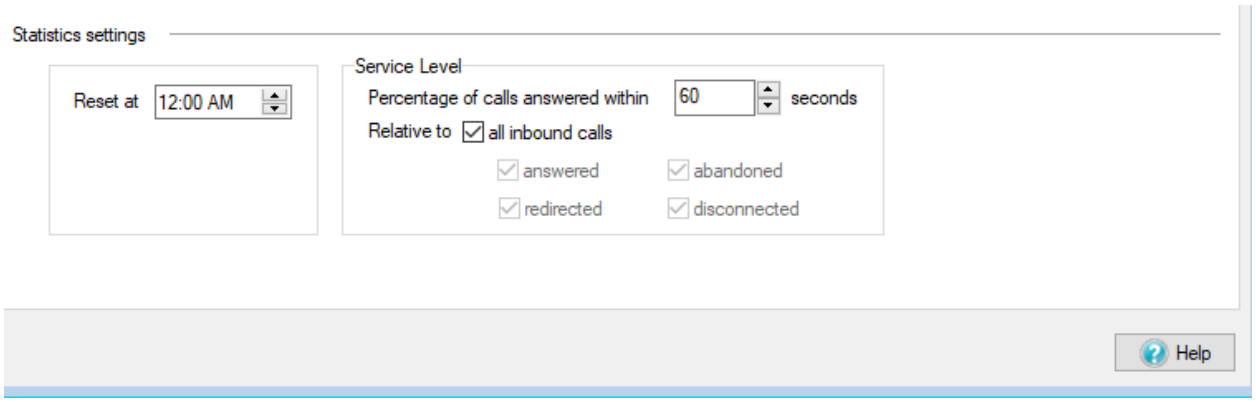
9 Service Level and Statistics reset for ICC groups

9.1 Description

This feature provides a method to set the time the ICC statistics are reset. The Service Level of the group can also be configured here. This service level is utilized by the Web Based SuperView program to provide the group service level.

9.2 Administration

MX Administrator | Operator and Call Groups | ICC type | General tab



1. Select the desired reset time using the arrows or typing in directly. The default is 12AM.
2. Select the desired Service Level parameters.
3. Click Apply

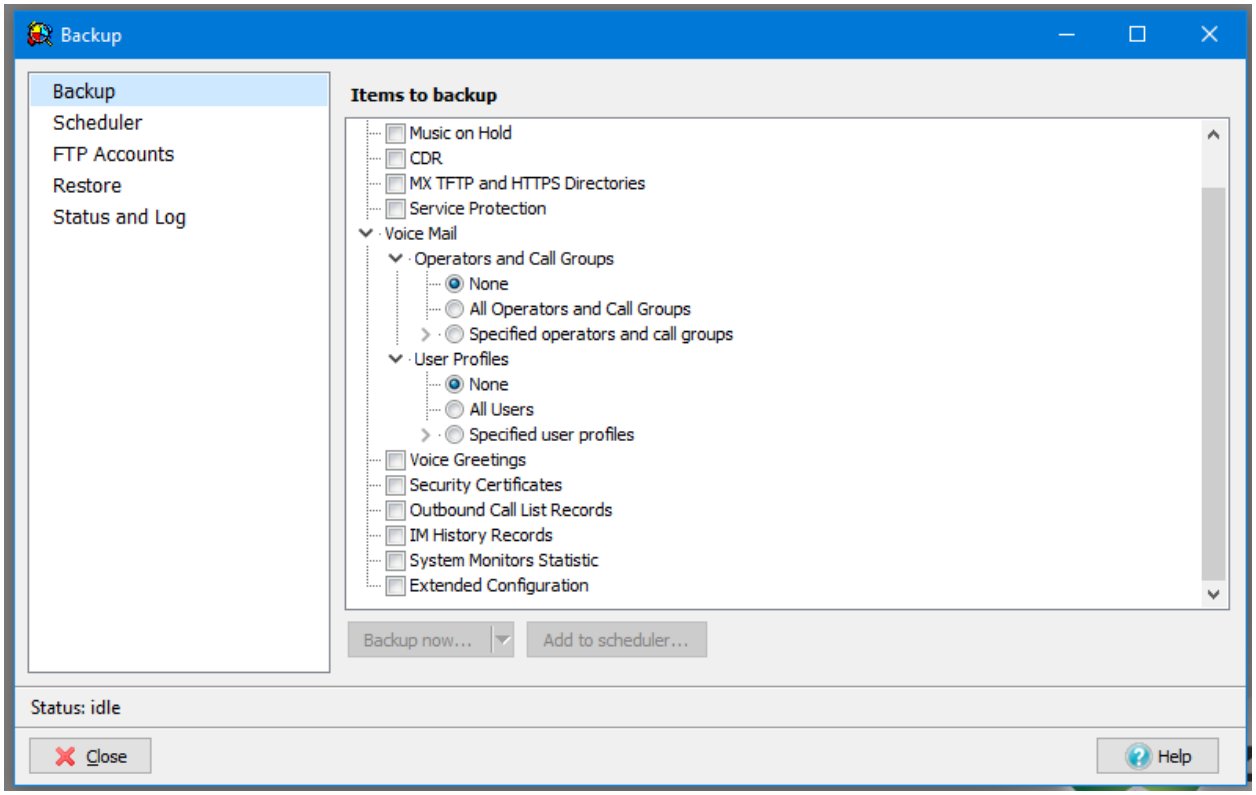
10 Backup

10.1 Description

A new field has been added to the Backup menu. This item is labeled Extended Configuration. This item contains the parameters of groups (profiles) for supervisors in the Web Based Superview.

10.2 Administration

MX Administrator | Maintenance | Backup



You may now select Extended Configuration to be included in the backup.

11 Externally Managed Dial Plans

11.1 Description

This feature provides a method to utilize an externally managed dial plan that the MX can access for call routing. These plans are in addition to the MX dial plan and can be utilized for large dial plan requirements. The external dial plan can be created in a simple text editor and is formatted in a specific manner that the MX can read.

The dialplan can be loaded manually from a local source or the MX can be configured to utilize an HTTP web server to obtain this file from.

11.2 Creating the External dial plan file

The content and syntax of the external dialplan file can be created in a simple text editor. The content and syntax are as follows:

10000

0001

Dial plan name

Rule name, pattern, destination:transformation

In the example above:

10000 = version number

This must be included in the file and cannot exceed 30 alphanumeric characters. A line feed should come after the version number.
When you make any changes to the file the version number should be updated.

0001 = syntax version number

This is a future use field. Please always utilize 0001 for now. A line feed should come after the syntax version number.

Dial plan name = The desired dial plan name

This must be included in the file and cannot exceed 30 alphanumeric characters. A line feed should come after the dial plan name.

Rule name = the rule name of the dialplan

This cannot exceed 30 alphanumeric characters. A comma should be added after the rule name.

Pattern = the expected dial pattern

The actual digits dialed by the caller. A comma should be added after the pattern.

destination = The route (line or trunk) used to send the call. A colon should be added after the destination. The destination type should be specified first. In the case of ITSPs, followed the itsp type with a period and then the itsp name. Destination trunk types are: **ext did fxo tdm bri itsp node**

transformation = How the number should be altered (delete the 1st digit 9).

You may have multiple destinations simply separate them with a comma.

In cases where no transformation is required, the rule would look like:

000001

0001

Dial plan name

Rule name, pattern, destination:

Example with sample rule names/patterns/destinations:

10000

0001

Itsp_1

inbound_800,800@,itsp.old_800_process:DDD@

DIDs,408325@,did:XXXXXX@

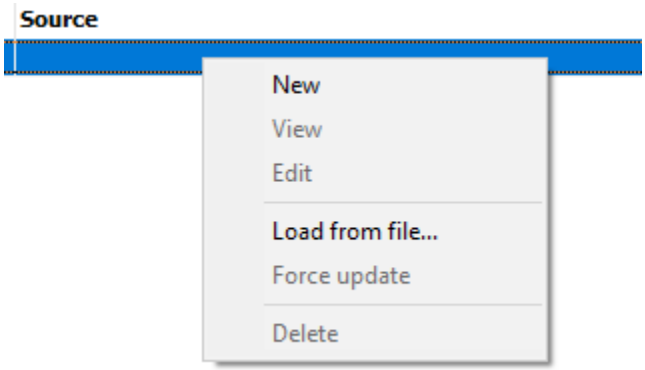
out_pstn, 9XXXXXXX, tdm1:D@

11.3Administration

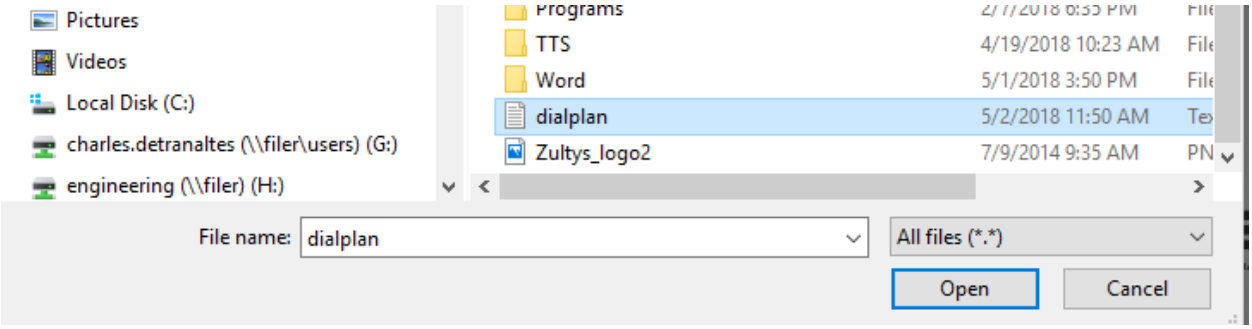
Configure | Dial Plan | Externally managed tab

11.3.1 To load from a file:

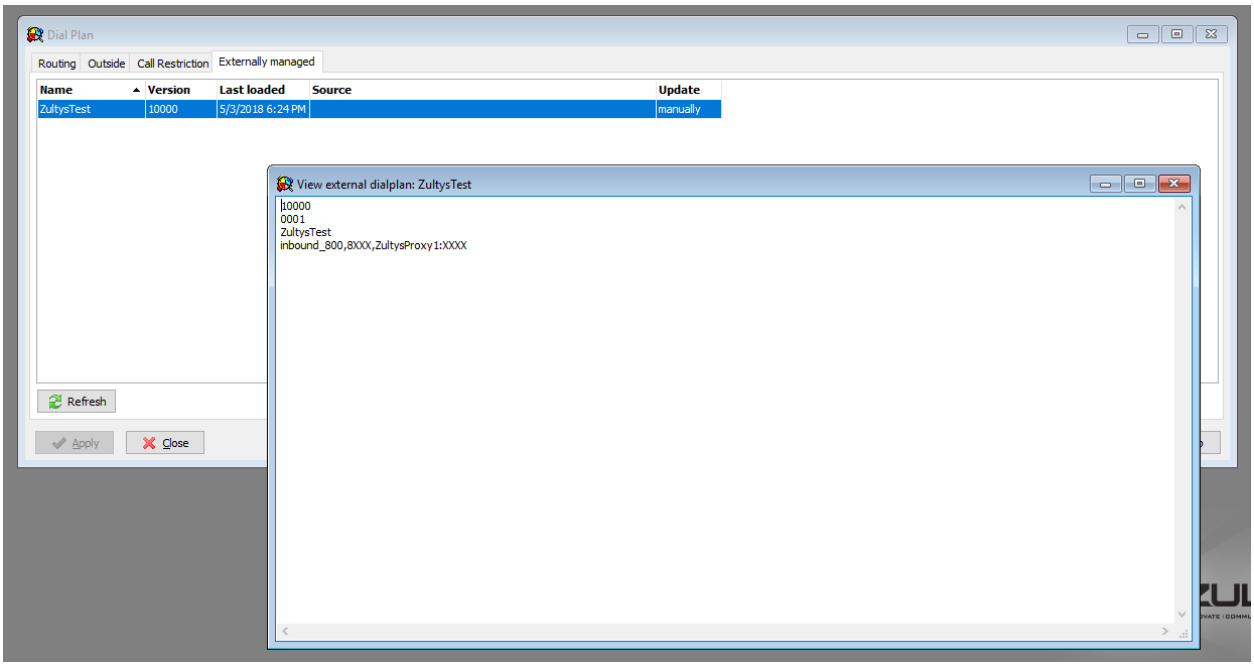
1. Save the dialplan file in a place that is accessible by MX Administrator.
2. Right click on an entry.



3. Select Load from file
4. Navigate to the location where the file is located

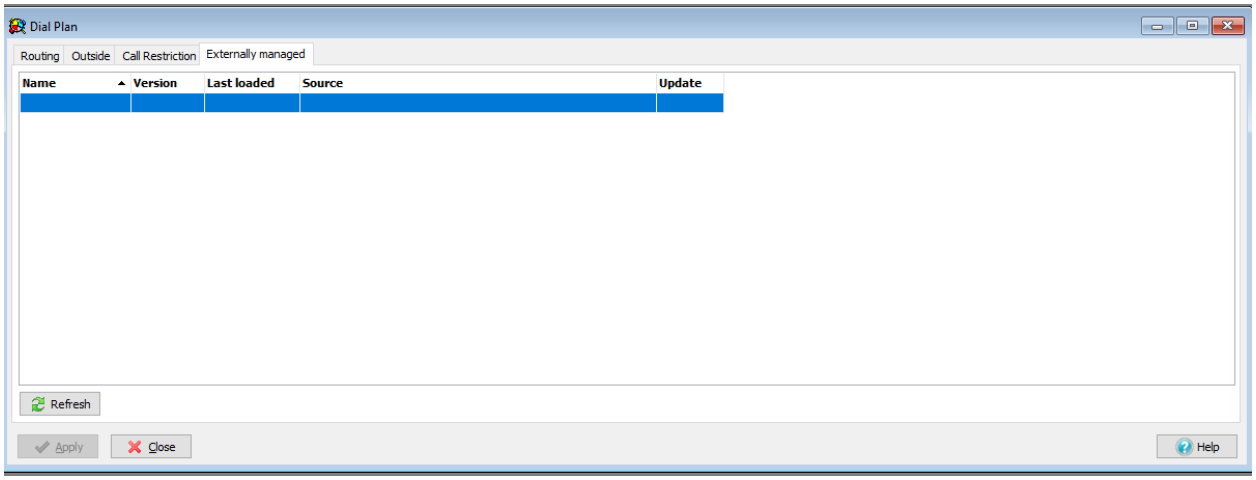


5. Double click or select Open to load the dialplan
6. To verify the dial plan is loaded, right click and select view:



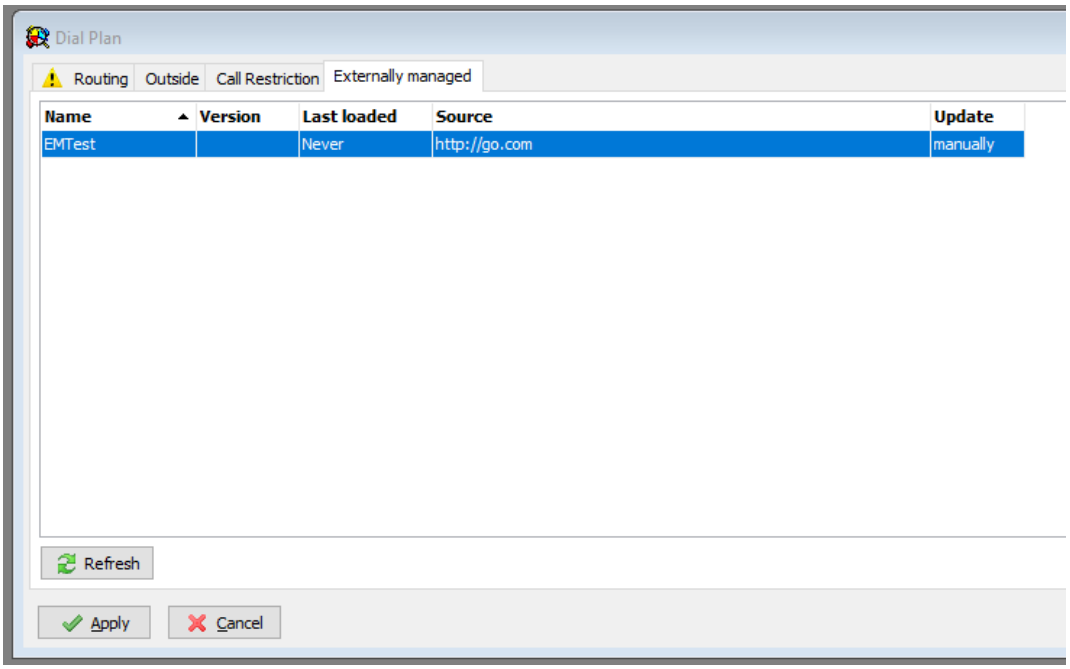
11.3.2 To load a dial plan from an HTTP server:

It is recommended that the technician be familiar with web server programming and HTTP command/responses prior to utilizing this function.

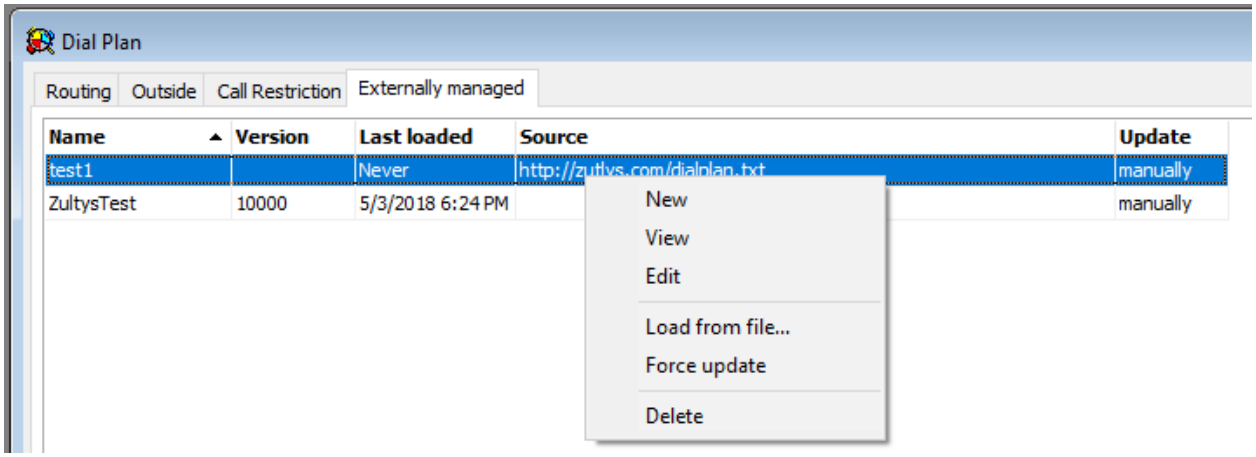


1. Right click on an entry.
2. Select New

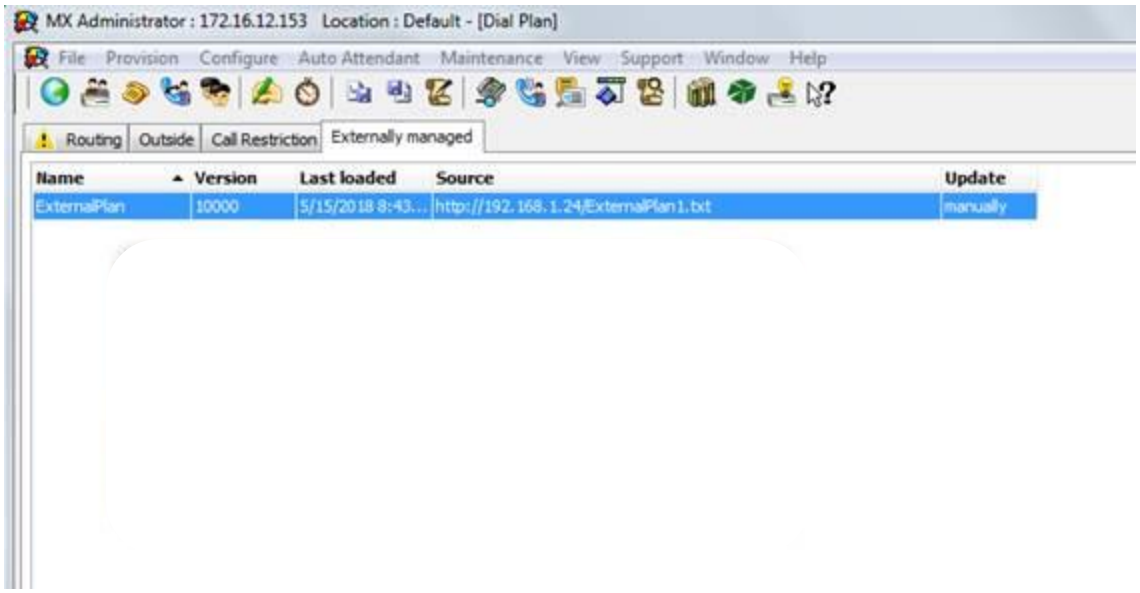
3. Enter a name for the plan
4. Select the Update frequency (manually/1 min/5 min/60 min)
5. Enter the external HTTP server source URL/IP where the file is located as well as the dialplan filename
6. Click OK



Right click the created entry and select Force update.



The file will load and now include the version and last loaded date.

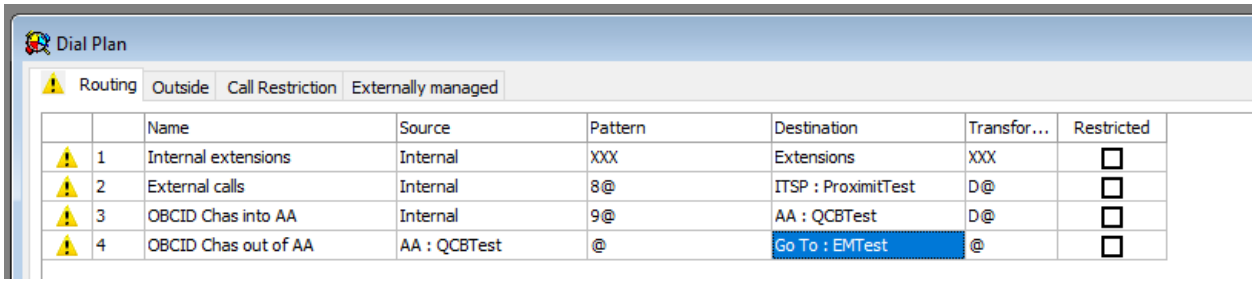


The MX will send the following command to the HTTP server when a manual or schedule update occurs:

GET /Dialplan file/version

It is recommended to incorporate logic in the HTTP server to read the version number that the MX sends. If the web server has a more recent version, only then should the HTTP server send an updated file in response to the GET request.

To utilize an externally managed dial plan you must enter the name of the plan you created in the destination field of a dial plan entry.



11.4Conditions

- The Transformation field can be empty. No transformation is performed in this case and the number is passed as is.

- Dial Plan syntax is case insensitive.

- The pattern verification rules for the externally managed dial plan are the same as the existing MX dial plan.

- If the dial plan contains syntax errors, MX will not load the dial plan and the current dial plan will be maintained.

- The MX will only update the external dialplan file if the version number has changed in the filename. Example, if MX presents a version number 10000 and the server/file is 10001, the MX will update the dial pan.

- Each line in the text file must have a line feed (LF) /n

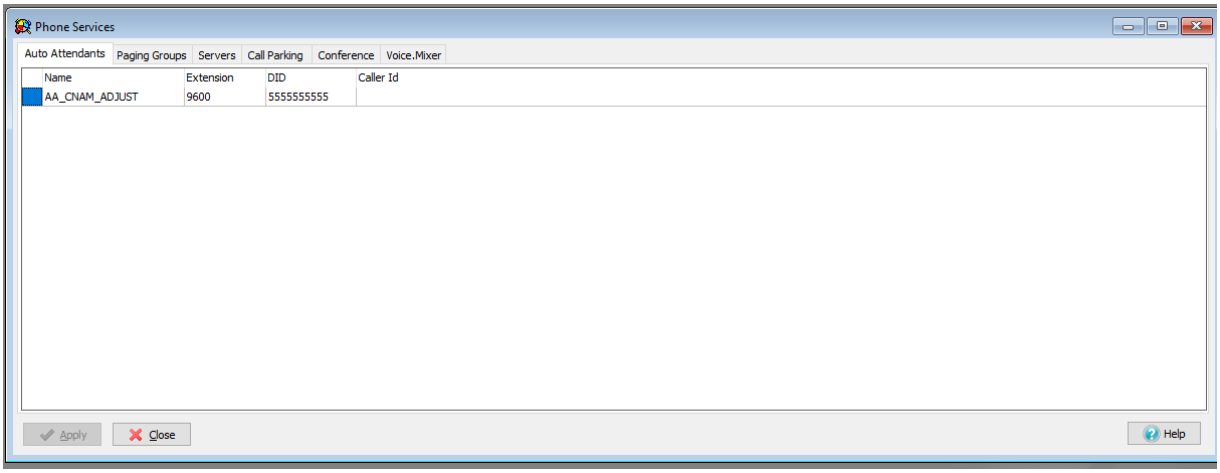
12 Override CallerID Name from CAD variable

This feature allows outbound calls to force a Caller Name (Display header) set in the CAD variable FORCED_CALLER_NAME when routing outbound calls via an Auto Attendant.

12.1 MX Administrator

Configure>Phone Services> Auto Attendant:

Create the Auto Attendant in the Phone services area.



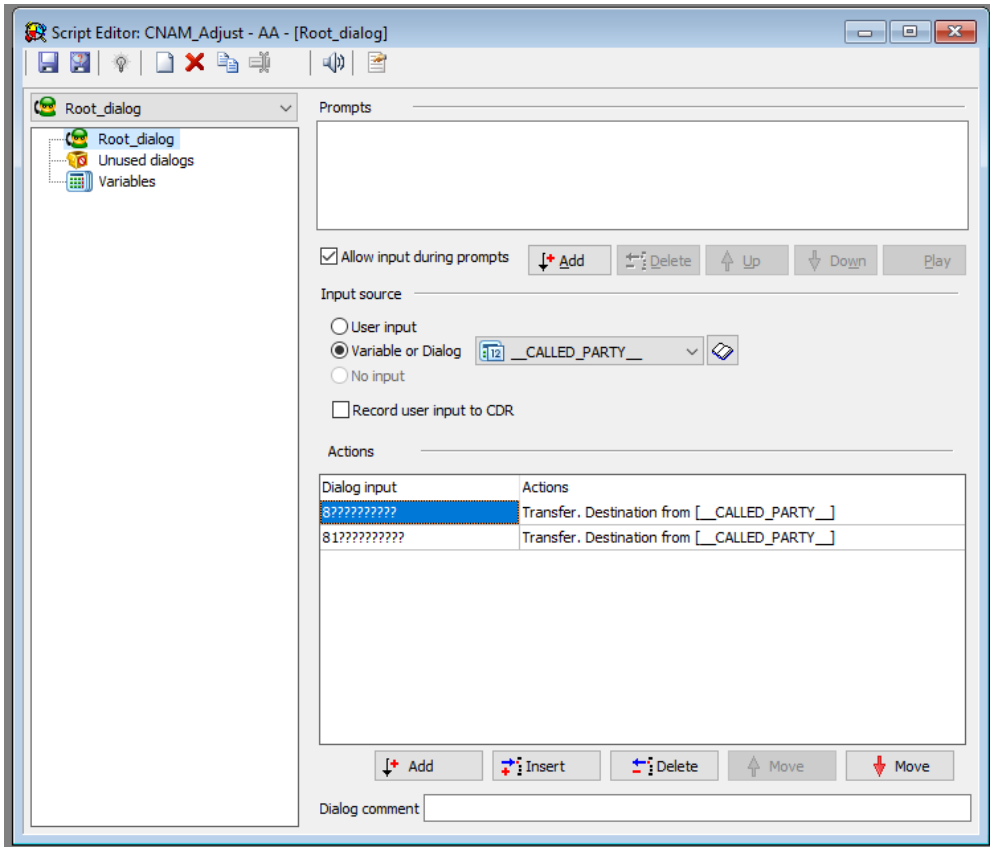
MX Administrator>Auto Attendant>Auto Attendant and IVR Scripts

Create a new script:

In the root dialog ensure that the dialog inputs reflect what a user dials to place external calls. This should match your dial plan entries.
In our example we created a dial plan where users dial prefix 8 followed by a 10 digit number or prefix 8, 1, and then a 10 digit number.

Select the Input Source to Variable or dialog

Select the __CALLED_PARTY__ variable

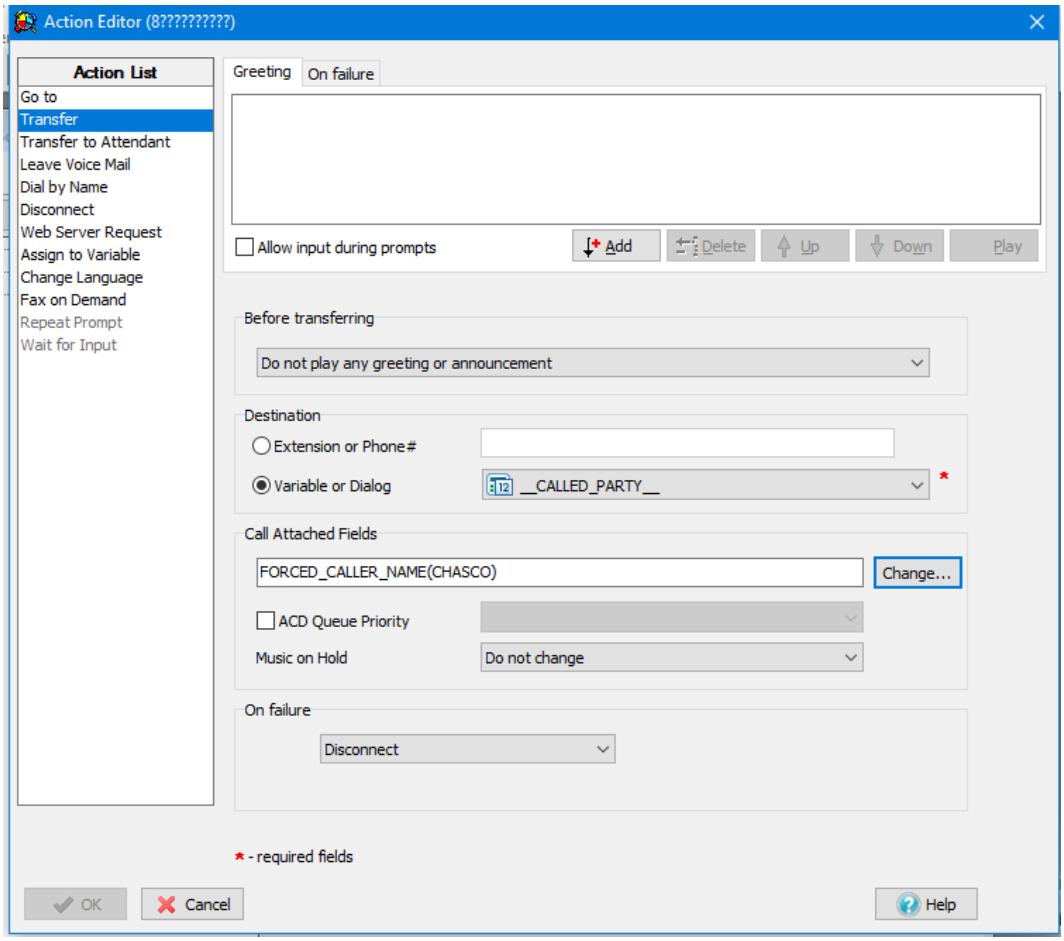


Create Dialog input that matches each outbound dial plan entry for which you want Caller Name to be modified.

For each entry, select the following Action to perform:

Action=Transfer

Destination=Variable or Dialog __CALED_PARTY__

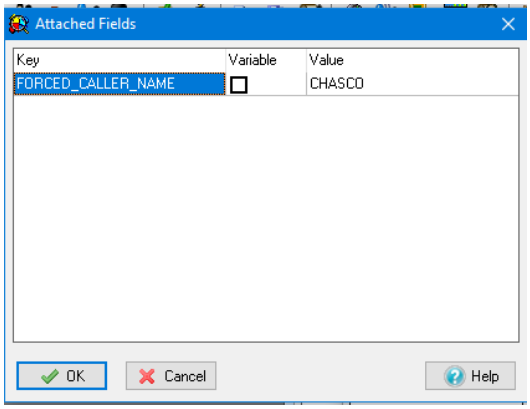


In the Call Attached Fields click the Change button.

Create the CAD field:

Key=FORCED_CALLER_NAME

Value=desired name to output

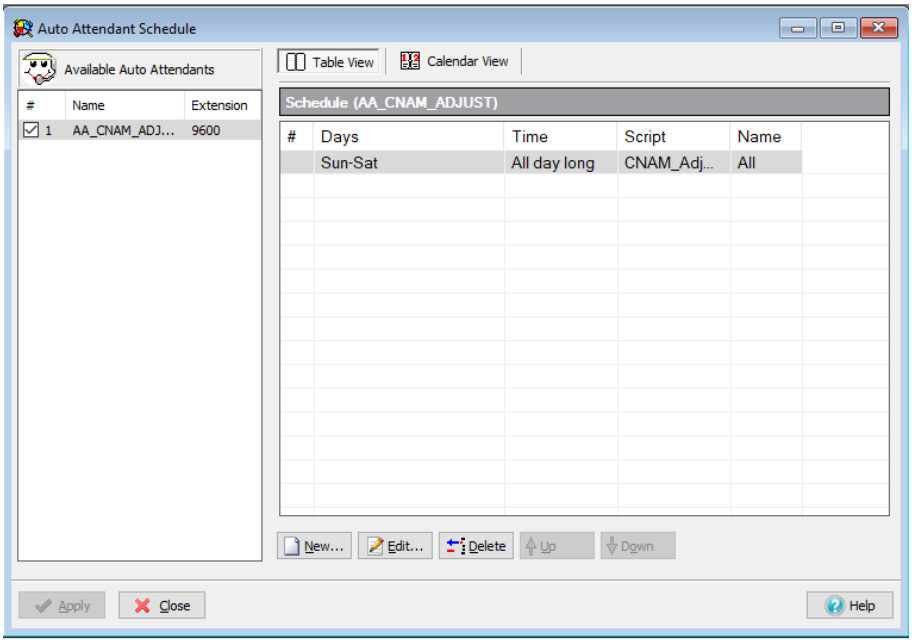


Click OK

Auto Attendant Schedule:

Set the newly created Auto Attendant script to run during the desired timeframes. Our example shows 24x7 7 days a week.

Do not enable the schedule yet. Make sure it is disabled and click Apply.



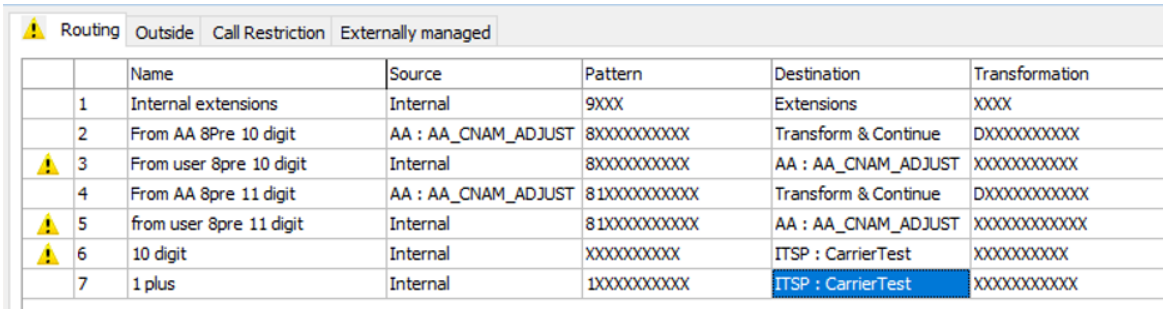
Configure>Dial Plan

Configure the dial plan to route external calls you want to have the name change from internal sources.

Please note that the AA script entry in the Source field should precede the Internal Source field for each external pattern you want.

In our example, 8 prefix + 10 digits Source = AA script precedes the internal user dialing 8 + 10 digits.

Our example also includes a 8 prefix + 11 digits (1+) Source=AA script followed by the internal user dialing 8 prefix 1 + 10 digits.



Routing | Outside | Call Restriction | Externally managed

		Name	Source	Pattern	Destination	Transformation
	1	Internal extensions	Internal	9XXX	Extensions	XXXX
	2	From AA 8Pre 10 digit	AA : AA_CNAM_ADJUST	8XXXXXXXXXX	Transform & Continue	DXXXXXXXXXX
⚠	3	From user 8pre 10 digit	Internal	8XXXXXXXXXX	AA : AA_CNAM_ADJUST	XXXXXXXXXX
	4	From AA 8pre 11 digit	AA : AA_CNAM_ADJUST	81XXXXXXXXX	Transform & Continue	DXXXXXXXXXX
⚠	5	from user 8pre 11 digit	Internal	81XXXXXXXXX	AA : AA_CNAM_ADJUST	XXXXXXXXXX
⚠	6	10 digit	Internal	XXXXXXXXX	ITSP : CarrierTest	XXXXXXXXX
	7	1 plus	Internal	1XXXXXXXXX	ITSP : CarrierTest	XXXXXXXXXX

Save the Dial plan when completed.

Auto Attendant Schedule:

Enable the newly created script in the Auto Attendant Schedule area.

12.2Conditions

- Caller name may still be overridden by specific ITSP setting behaviors.