# Multimedia Call Center

# Set Up and Operation Guide

**NØRTEL**
**NETWORKS** ™

# Multimedia Call Center Set Up and Operation Guide

# Contents

# Chapter 1
# About Multimedia Call Center

This guide assists a Call Center administrator with installing and configuring Multimedia Call Center for Nortel Networks Business Communications Manager 2.5.

In this document the server that Multimedia Call Center is installed on is referred to as "voicebutton.<domain>"
where:

- <domain> is the domain name of the business, for example nortelnetworks.com
- "voicebutton" is the host name of the server within the domain.

The server is usually called "voicebutton", although any unique hostname within the domain is acceptable.

## Overview of Multimedia Call Center

With Multimedia Call Center agents and callers can have multimedia calls that include:

- speaking over a Public Switched Telephone Network (PSTN) voice connection
- text chatting
- exchanging and viewing web pages
- viewing screen captures sent by an agent

## How Multimedia Call Center works for callers

When callers on a website click a voice button html image the "Call setup page for first-time callers" on page 28 appears for first-time callers, or the "Call setup page for subsequent callers" on page 29 appears for subsequent callers.

In the call setup page callers specify their calling preferences. Callers can access the media types based on their needs and resources. Callers with separate data and PSTN voice lines can have a PSTN voice call while they view, receive or even send web pages to agents. For information on Multimedia Call Center call types see "Multimedia Call Center call types" on page 7.

After a caller specifies their preferences, the voice button call enters the Call Center. Based on the rules created by the Call Center Administrator, the request for an agent is sent to the appropriate skillset. If an agent is not immediately available, the caller can receive periodic html messages (web refresh). The Call Center Administrator programs these messages. The messages can thank callers for their interest, inform them that there are no agents currently available, and tell them that they will be connected to the first available agent.

When the call is answered by an agent, the "The Multimedia Call Center caller interface" on page 6 appears in the upper frame of the caller's web browser.

## The Multimedia Call Center caller interface

Opens the text chat interface

Shows the url of the currently displayed web page

Ends the call

Displays the caller's preferences in the lower frame of the browser. Callers can update their preferences.

Shows the agent's name and the caller's phone number

Sends a web page to the agent
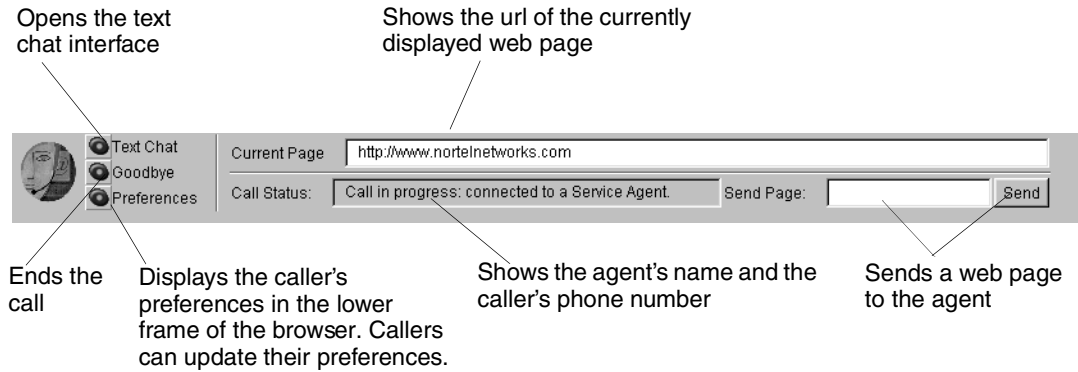
# How Multimedia Call Center works for agents

Multimedia Call Center agents communicate with callers through the Multimedia Call Center agent interface that appears in the top of their web browser.

## The Multimedia Call Center agent interface

Initiates a text chat with the caller

Opens online Help

Ends the session

Contains a preset list of web pages

Sends a web page from the list

Shows the web page pushed to the caller

Takes a screen capture of a web page, window, desktop, etc.

Changes the list of web pages

Blocks a caller

Shows the name and phone number the caller set in the Caller Preferences page

Shows the url of the web page the caller clicked the voice button on

Sends the caller the web page the agent clicked the link for

Displays in the Agent's browser the web page the caller clicked the voice button on

# Multimedia Call Center call types

## PSTN voice and data calls

Callers with a PSTN voice connection and a data connection, and callers with only a data connection can have a multimedia session with a Multimedia Call Center agent.

PSTN voice and data calls use agent-centric routing.

| | |
|---|---|
| **Agent-centric call** | After a caller clicks voice button the Call Center phones the caller when an agent is available. The Call Center then connects the call to the agent. |

### How an agent-centric PSTN voice and data call works

For this type of call, the caller has a separate PSTN voice and internet connection, and is not using their telephone.

**1**  The caller clicks the voice button icon on a web page.

**2**  The call setup page "Call setup page for first-time callers" on page 28 appears for first-time callers. If the caller is not a first-time caller, step 4 occurs.

**3**  The caller enters their phone number and area code. The caller can specify that their call is:
- by browser only (a text chat with an agent)
- by phone and browser (a PSTN voice call and text chat with an agent)

**4**  A request for an agent is sent over the IP network to the call center.

**5**  While the caller is waiting web refresh html pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement.

**6**  When a Multimedia Call Center agent becomes available, the caller's phone rings.

**7**  The caller answers the call.

**8**  The Call Center routes the PSTN voice portion of the call to the Multimedia Call Center agent. The agent's set rings and displays "www" to signify that the call is a voice button call.

**9**  The agent answers the call on their set and the agent's and the caller's audio path are connected, and the agent and caller's web pages are synchronized. "The Multimedia Call Center agent interface" on page 6 appears in the agent's browser and the "The Multimedia Call Center caller interface" on page 6 appears in the caller's browser.

**10**  The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller. Text chat is controlled by the monitor parameter.

## Data only call

For this type of call, the caller needs an Internet connection. A data only call can include text chat and pushed web pages.

### How a data only call works

**1**    The caller clicks the voice button icon on a web page.

**2**    While the caller is waiting web refresh html pages are displayed in their browser that correspond to the announcement they would hear if they were on a PSTN voice call. A new web page can be pushed for every Call Center announcement along with information such as the number of agents in the skillset and the number of calls in the skillset. For a full list of CGI parameters see the *Multimedia Call Center Web Developer Guide*.

**3**    When a Multimedia Call Center agent is available "The Multimedia Call Center agent interface" on page 6 appears in the agent's browser and notifies the agent that they have a call.

**4**    "The Multimedia Call Center caller interface" on page 6 appears in the caller's browser.

**5**    The agent pushes appropriate web pages to the caller. The agent can have a text chat session with the caller.

# Using CallPilot Manager to set up Multimedia Call Center

You set up Multimedia Call Center using CallPilot Manager, the web-based administration tool. You access CallPilot Manager on a web browser from a computer on your network.

### System requirements

Before you use CallPilot Manager to set up Multimedia Call Center,  you must have your Business Communications Manager 2.5 system configured and Professional Call Center enabled. For how to enable a software authorization code, refer to "Enabling a Software Authorization Code" on page 11.

### Computer requirements

The computer you use to run CallPilot Manager must have:

*   WinNT or Windows workstation running P133 or later CPU (or compatible)
*   64 MB RAM, 10 MB disk space
*   Minimum screen resolution of 1024 X 768 pixels

### Browser requirements

To use CallPilot Manager you must have:

*   Java Virtual Machine 5.0 (build 5.0.0.3188 or later)
*   either Microsoft Internet Explorer 4.0 or later, or Netscape Communicator 4.0.5 or later, but not Netscape 6.0

If you use Netscape Communicator, set the following parameters:

*   Enable Java: on
*   Cached document comparison: every time
*   If you use Netscape Communicator version 4.77 and not all the Call Center settings shown in this guide appear in your browser, refresh the browser by clicking the View menu and clicking Reload. If you still cannot view the settings, upgrade your browser.

If you use Microsoft Internet Explorer, set the following parameters:

*   Check for newer versions: every visit to the page
*   Java JIT compiler enabled: on

For more information about these settings, refer to your web browser online Help.

For more information about using CallPilot Manager or Nortel Networks Call Center, refer to the *CallPilot Manager Set Up and Operation Guide* and the *Nortel Networks Call Center Set Up and Operation Guide*.

# Chapter 2
# Setting up Multimedia Call Center

## About setting up Multimedia Call Center

Setting up Multimedia Call Center involves:

- Enabling a Software Authorization Code
- Setting Multimedia Call Center parameters
- Assigning routing to Multimedia Call Center calls
- Assigning an outgoing line to a line pool
- Creating a Multimedia Call Center dial plan
- Understanding how Multimedia Call Center calls work with Intelligent Overflow rules

## Enabling a Software Authorization Code

You enable Multimedia Call Center by enable the Multimedia Call Center software authorization code on the Business Communications Manager 2.5 Unified Manager. You must have Professional Call Center installed before you can set up Multimedia Call Center.

### To enable a software authorization code

1   Point your web browser to the URL
    http://voicebutton.<domain>:6800
    where <domain> is the domain name of Business Communications Manager 2.5.
    The Business Communications Manager 2.5 Unified Manager screen appears.

2   Click the **Configure** button.
    The Login screen appears.

3   In the **User ID** box type your user ID.
    The default user ID is *supervisor*.

4   In the **Password** box type your password.
    The default password is *visor*.

5   Click the **Login** button.
    The Unified Manager screen appears.

6   Click the **System** key.

7   Click the **Licensing** heading.
    The Licensing Setting screen appears.

8   On the **Configuration** menu click **Add a Keycode**.
    The Applied Keycodes screen appears.

9   In the **Keycode** box type the number of the keycode you want to enable.

10  Click the **Save** button.

11  Do not log off Business Communications Manager 2.5.
    Go to "Setting Multimedia Call Center parameters" on page 12.

# Setting Multimedia Call Center parameters

You must set the system name, public host name, signature, and how long the log files are kept.

### To set Multimedia Call Center parameters

**1** On the Unified Manager, click the **Services** key.

**2** Click the **Voice Button** heading.
The Voice Button screen appears.

**3** On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.



**4** In the **User Name** box type your user name.
The default user name is *supervisor*.

**5** In the **Password** box type your password.
The default password is *visor*.

**6** Click the **OK** button.
The System Administration page appears.

**7**    Under the **Other Administrative Functions** heading, click the **View Params** button.
The System Parameters page appears.

## System Parameters

"System name" is the name of the BCM. "Public hostname" is the fully-qualified
domain name (FQDN) of the publicly-accessible system (either the BCM itself, or a
dedicated Internet proxy server).

System name: [                    ]

Public hostname: [                    ]

"Signature" is used on VB web pages to identify the product.

Signature: [Nortel Networks Internet \]

**Keep log files for** [20 ▼] **days.**

[ Update Params ]

**8**    In the **System name** box type the host name of your Business Communications 2.5 system.

**9**    In the **Public host name** box type the appropriate public host name for your system. Ask your
network administrator how your system is set up.

•    If you have no firewall, or you use Business Communications Manager 2.5 as the firewall,
enter the external IP address of your Business Communications Manager system.

•    If you use a dedicated firewall/proxy server, enter its external IP address.

**10**  In the **Signature** box enter the signature you want to use. The signature is a tag that appears on
Unified Manager pages for Multimedia Call Center. The default signature is Nortel Networks
Internet Voice Button. You can change the signature.

**11**  From the **Keep log files for** list box, select how long you want to keep log files. The default is
20 days.

**12**  Click the **Update Params** button.
A message appears that the parameters are updated.

## Voice Button Message

**Nortel Networks Internet Voice Button**

Updated server params.
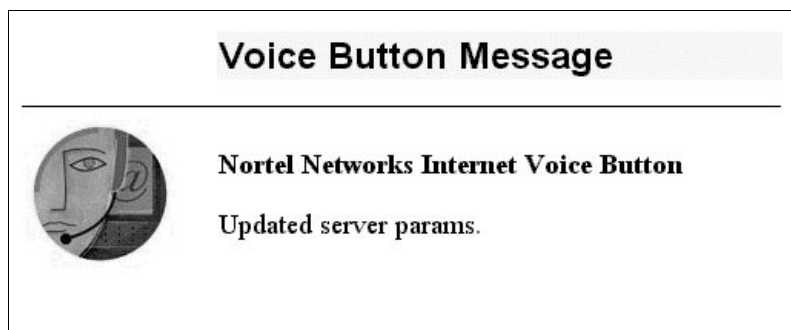
**13**  Do not log off Business Communications Manager 2.5.
Go to "Assigning routing to Multimedia Call Center calls" on page 14.

# Assigning routing to Multimedia Call Center calls

You must assign how Multimedia Call Center calls are routed. The callback number information for a Multimedia Call Center call can be used to move the call to another skillset or change the call's priority within the skillset. The multimedia callback number is processed by the CLID column.

➜ **Note:** The skillset defined in the html tag is used unless there is an overriding rule in the CLID/DNIS table.

### To assign routing to Multimedia Call Center calls

**1** On the Unified Manager, click the **Services** key.

**2** Click the **Voice Mail** heading.
The Voice Mail screen appears.

**3** On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.

**4** In the **Password** box type your system administrator password.

**5** Click the **Submit** button.
The CallPilot Manager screen appears.

**6** Click the **Call Center** heading.

**7** Click the **CLID/DNIS Routing Table** link.
The Intelligent CLID/DNIS Routing page appears.

**8** Click the **Add** button to assign how Multimedia Call Center calls are routed.
The CLID/DNIS Setup page appears.

**9** Select how you want Multimedia Call Center calls to be routed:

- If you want Intelligent CLID/DNIS routing to apply to Multimedia Call Center calls, select the **Voice Button** check box and do not enter information in the Line or DNIS boxes.

- Select the action and call priority.

- Click the **Submit** button.
  The Intelligent CLID/DNIS Routing page appears.
  The routing rule you created appears in this table.

**10** Do not log off CallPilot Manager.
Go to "Assigning a callback route for Multimedia Call Center" on page 16 and assign a callback route.

A sample Multimedia Call Center rule appears in the CLID/DNIS Routing table shown below. A dash ("-") denotes that CLID/ANI or DNIS routing is ignored. The DNIS column always displays a dash beside Multimedia Call Center rules.

## Intelligent CLID/DNIS Routing

| Line | CLID/ANI | DNIS | Action | Commands | |
|---|---|---|---|---|---|
| - | 416* | | Skillset 2, Priority 2 | Change | Delete |
| - | | 1800* | Priority 15 | Change | Delete |
| 181 | | | Priority 20 | Change | Delete |
| Voice Button | | | Skillset 1 | Change | Delete |
| | | | | Add | |

# Assigning a callback route for Multimedia Call Center

A callback route must be set up for Call Center to connect to the caller's phone. You can program the callback route on a per skillset basis by programming the skillset mailbox, or on a system-wide basis by using the system administration mailbox.

The callback route is determined as follows:

- If you program a skillset to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.

- If you do not program a skillset to have a callback route, but you program the system administration mailbox to have a callback route associated with it, Multimedia Call Center uses the callback route that you have programmed.

- If you do not program a skillset or the system administrator mailbox to have a callback route, Multimedia Call Center uses Pool A.

### To assign a callback route for a skillset or the system administrator mailbox

**1** On CallPilot Manager, click the **Mailbox Administration** heading.
The Mailbox List page appears.

**2** Click the **Change** link for the mailbox that you want to assign a callback route to, either the system administrator mailbox or the skillset mailbox.

**3** Select an Outdial Type and, if necessary, set the line or pool number to the values you want to use for the Outdial route. For more information on Outdial route, refer to the *CallPilot Manager Set Up and Operation Guide*.

# Assigning an outgoing line to a line pool

You must assign an outgoing line to a line pool so that Multimedia Call Center accepts callback calls. In this example, a line is assigned to Pool A.

## To assign an outgoing line to a line pool

**1** On a telset, enter ⌨ 9 8 5 to display theVoice Mail DN.

**2** Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

**3** Click the **Configure** button.
The Login screen appears.

**4** In the **User ID** box type your user ID.
The default user ID is *supervisor.*

**5** In the **Password** box type your password.
The default password is *visor.*

**6** Click the **Login** button.
The Unified Manager screen appears.

**7** Click the **Services** key.

**8** Click the **Telephony Services** key.

**9** Click the **Terminals & Sets** key.

**10** Click the key for the Voice Mail DN.

**11** Click the **Line access** heading.

**12** From the **Prime Line** list box select **Pool A**.

**13** Click the **Services** key.

**14** Click the **Telephony Services** key.

**15** Click the **General Settings** key.

**16** Click the **Access Codes** key.

**17** Click the **Line pool codes** key.

**18** Click the **Pool A** heading.
The Pool A screen appears.

**19** Make sure that Access code is set to **9**.

**20** Click the **Services** key.

**21** Click the **Telephony Services** key.

**22** Click the **Lines** key.

**23** Click the key for the number of the line you want to use for outdialing.

**24** Click the **Trunk/line data** heading.

**25** Make sure that **Pool A** is selected in the **Line type** list box.

# Creating a Multimedia Call Center dial plan

You can create a callback dial plan that restricts Multimedia Call Center from calling certain numbers. When you create a dial plan you add restrictions to the lines that Business Communications Manager 2.5 uses for callback.

You add the restrictions to the Voice Mail main DN. You can display theVoice Mail main DN by entering  ✆ 9 8 5  on a set.

---

→ **Note:** If you add a restriction to the Voice Mail DN you also restrict all outcalling calls, including external transfers from CCR Trees, Off-premise Message Notification and Outbound Transfers.

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### To add a restriction to the Business Communications Manager system

1   Point your web browser to the URL
    http://voicebutton.<domain>:6800
    where <domain> is the domain name of Business Communications Manager 2.5.
    The Business Communications Manager 2.5 Unified Manager screen appears.

2   Click the **Configure** button.
    The Login screen appears.

3   In the **User ID** box type your user ID.
    The default user ID is *supervisor*.

4   In the **Password** box type your password.
    The default password is *visor*.

5   Click the **Login** button.
    The Unified Manager screen appears.

6   Click the **Services** key.

7   Click the **Telephony Services** key.

8   Click the **Restriction Filters** key.

9   Click the key for the filter you want to add a restriction to.

10  Click the **Restriction** heading.

11  Click the **Add** button.
    The Add Restrictions property sheet appears.

12  In the **Digits** box, type the digits you want to restrict.

13  Click the **Services** key.

14  Click the **Telephony Services** key.

15  Click the **Terminals and Sets** key.

16  Click the key for the Voice Mail DN.

17  Click the **Restrictions** key.

---

**18**  Click the **Set Restrictions** key.

**19**  Click the **Schedules** key.

**20**  Click the **Normal** heading.

**21**  In the **Use filter** box type the filter number.

For more information on programming dialing plans and filters refer to the "Configuring Business Communications Manager 2.5 Services" section of the *Business Communications Manager 2.5 Programming Operations Guide*.

# Understanding how Multimedia Call Center calls work with Intelligent Overflow rules

Some Intelligent Overflow Rules apply only to a call that is connected to the caller with a PSTN line. Agent-centric calls are not connected over the PSTN network until an agent comes free.

Before an agent-centric call is connected to an agent, these actions do not apply:

- Move to Skillset Mailbox
- Move to external or internal DN

Some Intelligent Overflow Rules apply even if the call is an agent-centric Multimedia Call Center call without a PTSN connection.

Rules with these actions apply to all calls:

- Overflow to other skillsets
- Move to another skillset
- Change priority of call

# Chapter 3
# Multimedia Call Center agents

## Setting up Multimedia Call Center agents

Setting up Multimedia Call Center agents involves:

* Enabling Multimedia Call Center agents
* Adding Multimedia Call Center agents to the Call Center
* Installing Multimedia Call Center software on an agent's computer
* Configuring an agent's server settings

## Enabling Multimedia Call Center agents

With the Nortel Networks Call Center Software Authorization Code you can enable your all Call Center agents as Multimedia Call Center agents. If you need more agents, you can purchase additional Agent Software Authorization Codes that enable an additional 1, 4, 8, 16, 32 agents.

### To enable Multimedia Call Center agents

**1**   Follow the steps in "Enabling a Software Authorization Code" on page 11 to apply the Call Center Agent Software Authorization Code for the number of agents you want to enable.

**2**   Do not log off Business Communications Manager 2.5.
Follow the steps in "Adding Multimedia Call Center agents to the Call Center" on page 22 to add Multimedia Call Center agents to Call Center.

### Requirements for agents using Multimedia Call Center

To use Multimedia Call Center, agents must have:

* Internet Explorer 5.5
* any of these operating systems: Windows 95B, Windows 98SE, Windows NT4 SP5 (or later), Windows 2000 or Windows ME
* a Pentium II processor at 233MHz, minimum (Pentium III at 500MHz or higher recommended)
* 64 MB of RAM, minimum (128 MB or higher recommended)
*  30 MB of free hard drive space
* a network and an Internet connection

# Adding Multimedia Call Center agents to the Call Center

### To add Multimedia Call Center agents to the Call Center

**1** On the Unified Manager, click the **Services** key.

**2** Click the **Voice Mail** heading.
The Voice Mail screen appears.

**3** On the **Tools** menu click **CallPilot Manager Admin**.
The Administration Login screen appears.

**4** In the **Password** box type the system administrator password.

**5** Click the **Submit** button.
The CallPilot Manager Main page appears.

**6** Click the **Call Center** heading.

**7** Click the **Agent List** link.
The Agent List page appears.

**8** Add a new Multimedia Call Center agent to the Call Center or change a Call Center agent's settings:

• If the agent has been added to Call Center and you want to enable them as a Multimedia Call Center agent, click the **Change** link for the agent.
The Change Agent page appears.

• If the agent has not been added to Call Center and you want to add a new agent as a Multimedia Call Center agent, click the **Add** button.
The Add Agent page appears.



**9** From the **Accepted Call Types** list box select whether the agent takes voice button calls or Call Center and voice button calls:

• select **Voice Button** if you want the agent to take voice button calls

• select **Both** if you want the agent to take voice button and Call Center calls.

**10** Click the **Submit** button.

# Installing Multimedia Call Center software on an agent's computer

You must install and configure the Multimedia Call Center software on the computer of each Multimedia Call Center agent.

### To install Multimedia Call Center software on an agent's computer

**1** On the agent's computer, point the web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.
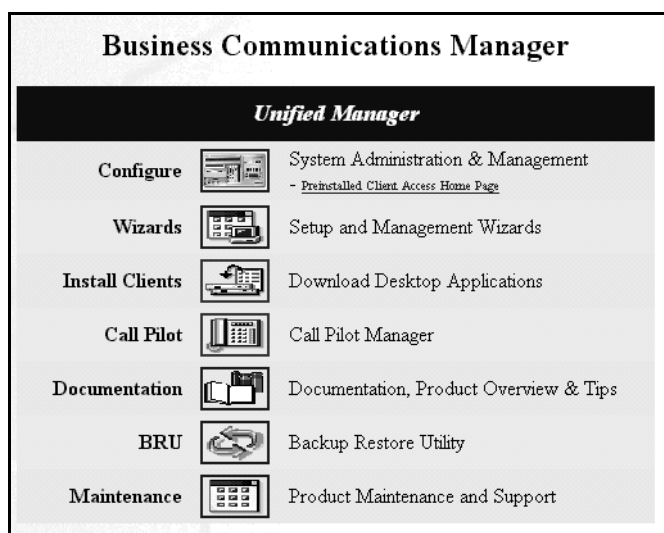


**2** Click the **Install Clients** button.
The Download Desktop applications page appears.

**3** In the left frame, click the **Voice Button** link.

**4** Click the **Java Runtime Environment (JRE)** link.
The File Download dialog box appears.

5   Click the **Save this program to disk** option and then click the **OK** button.
    The Save As dialog box appears.

6   Navigate to where you want to download the file to and click the **Save** button.

7   Locate the downloaded file and double-click the icon to install Java Runtime Environment.

8   On the **Download Desktop Applications** page, click the **Download Voice Button** button.
    The File Download dialog box appears.

9   Click the **Save this program to disk** option and then click the **OK** button.
    The Save As dialog box appears.

10  Navigate to where you want to download the file to and click the **Save** button.

11  Locate the downloaded file and double-click it to unzip it and install the Agent Notification
    software on the agent's computer. We recommend you install the software in C:\Program
    Files\Nortel Networks\Voice Button Agent Notification.

## Configuring Multimedia Call Center on a Windows 95 system

Download this patch for each Multimedia Call Center agent who uses the Windows 95 operating
system on their computer. This patch upgrades the agent's WinSock32 to version 4.10.1656.

### To download the patch

1   On the agent's computer point the web browser to the Microsoft website at
    http://www.microsoft.com

2   Search for **Windows Socket 2 Update**.

3   Download the patch and follow the installation instructions.

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# Configuring an agent's server settings

### To configure an agent's server settings

1  To start the Multimedia Call Center software on the agent's computer, click the **Start** button, point to **Programs**, point to **Internet Voice Button** and click **Agent Notification**. The Agent Login/Logout dialog box appears.

2  On the **Options** menu click **Server Setup**. The Server Setup dialog box appears.
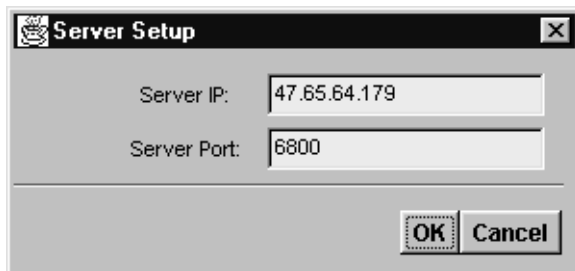


3  In the **Server IP** box type the IP address of the voice button server.

4  In the **VB Port** box type the port number. The default port number is 6800.

5  Click the **OK** button.

# Chapter 4
# Multimedia Call Center messages

## About Multimedia Call Center messages

Multimedia Call Center messages are messages that are sent from a business' web site to customers, contacts, or surfers that have contacted the business.

These messages assist customers in making contact with the business, give customers choices in the type of media they use to contact the business, and provide updates about the progress of the call.

You or your web developer can:

• customize the default Multimedia Call Center message templates
• create lists of web pages that Multimedia Call Center agents push to callers

For information on:

• default Multimedia Call Center messages see "Multimedia Call Center message templates" on page 27
• customizing messages see "Customizing web pages" on page 36
• uploading web pages see "Uploading web pages" on page 37

## Multimedia Call Center message templates

You can customize the message templates that are included with Multimedia Call Center.

The message templates are located on Business Communications Manager 2.5 in:

• C:\Program Files\Nortel Networks\Voice Button\html
• C:\Program Files\Nortel Networks\Voice Button\html\adm

# Call setup page for first-time callers

First-time callers see this html form when they click the voice button.



CALL_SETUP1.html

## Call setup page for subsequent callers

Subsequent callers see this html form if they click the preferences link. Subsequent callers do not see this html form if the web developer configures the do_setup parameter so that callers must enter their calling preferences each time.



CALL_SETUP.html

## Voice button unavailable message

Callers see this message if they click the voice button while Business Communications Manager 2.5 is not operational.

**Voice Button Message**

We're sorry, but **Voice Button** could not complete your call at this time. The **Voice Button** server is not responding.

Possibly, the system is down for maintenance, or there is a network problem. Please try again later.
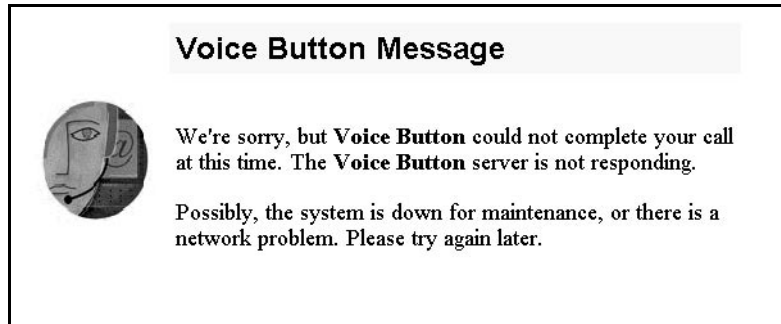
MSG.html

## No agents logged on message

Callers see this message if there are no Multimedia Call Center agents logged on.

**Voice Button Message**

Sorry, your call could not be completed.

There are no agents available to take your call at this time. Please try again later.

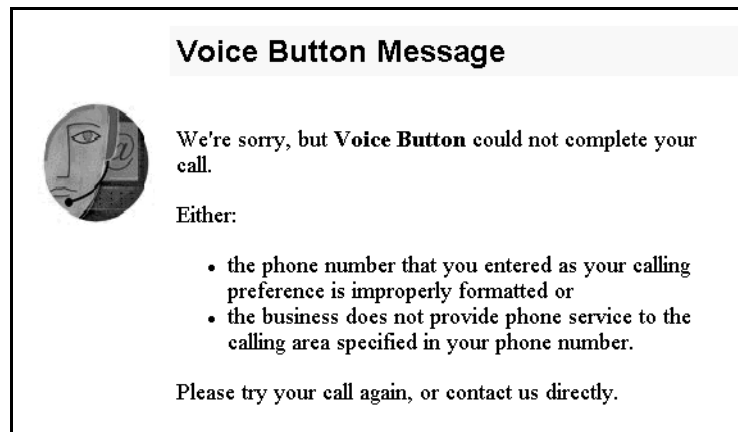MSG.html

## Off-hours message

Callers see this message if they click the voice button outside of business hours. The Call Center handles the call based on the Night Routing Table steps for the day of the week.You set up Routing Table in the Call Center Administration settings of CallPilot Manager.



OFF_HOURS.html

## Bad calling preferences message

Callers see this message if the phone number they enter in the call setup page is improperly formatted, or if Multimedia Call Center does not provide service to their calling area.



MSG.html

## Choose how to connect message

Callers see this message if they do not specify their connection preferences in the call setup page.
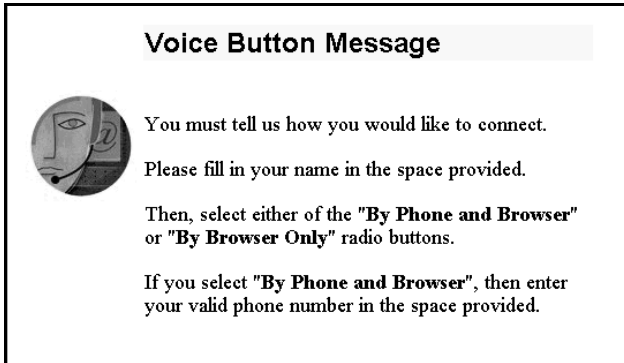


MSG.html

## Web refresh message

Callers see this message while they are waiting for a Multimedia Call Center agent to become available. You or your web developer can create variations of this message to assure callers that their call is important, and all agents are still busy.



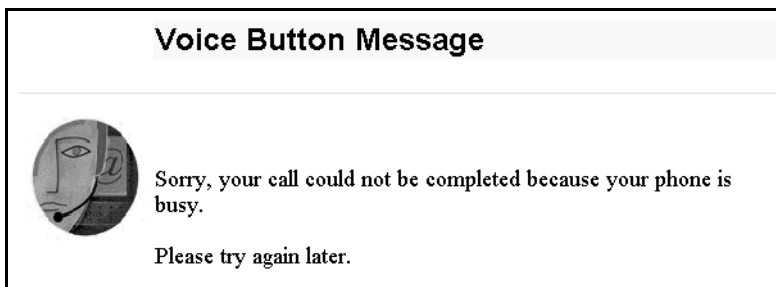MSG.html

## Session completed message

Callers see this message after they click the Hangup button on the voice button caller interface.
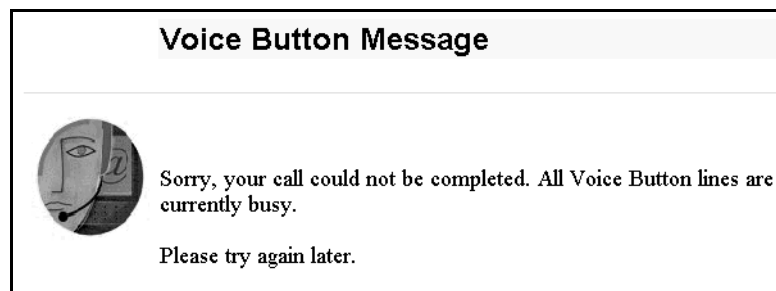
**Voice Button Message**

Thank you for using **Voice Button**.

MSG.html

## User busy message

Callers see this message if their call cannot be completed because their phone line is busy.

**Voice Button Message**

Sorry, your call could not be completed because your phone is busy.

Please try again later.

MSG.html

## Server busy message

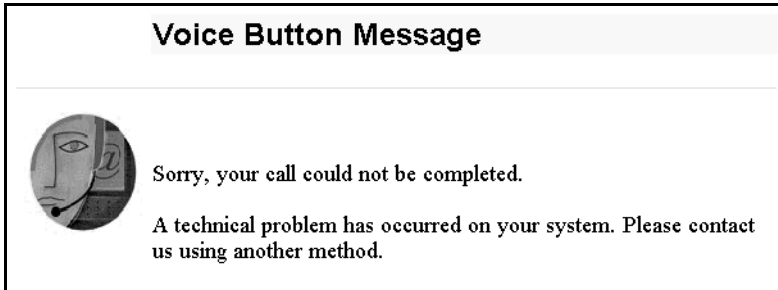Callers see this message if their call cannot be completed because Business Communications Manager 2.5 has no available phone lines.
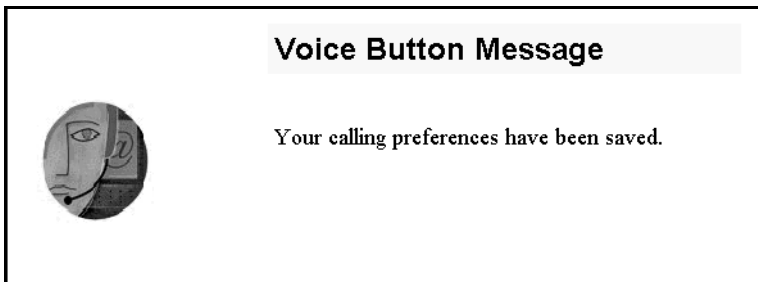
**Voice Button Message**

Sorry, your call could not be completed. All Voice Button lines are currently busy.

Please try again later.

MSG.html

## Make call failed message

Callers see this message if their call cannot be connected because there is a problem with the voice button server.

**Voice Button Message**

Sorry, your call could not be completed.

A technical problem has occurred on your system. Please contact us using another method.

MSG.html

## Preferences message

Callers see this message after they enter their calling preferences in the call setup page.

**Voice Button Message**

Your calling preferences have been saved.

MSG.html

## Alerting message

Callers see this message if the call fails after they click the voice button.

**Voice Button Message**

Please hold, your call is being queued.

Waiting is quicker than calling us again.
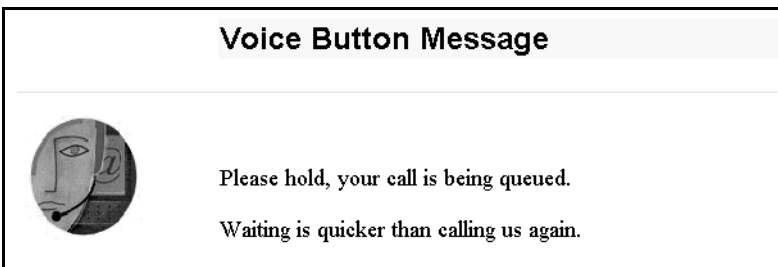
MSG.html

## No answer message

Callers see this message if they do not answer their phone.
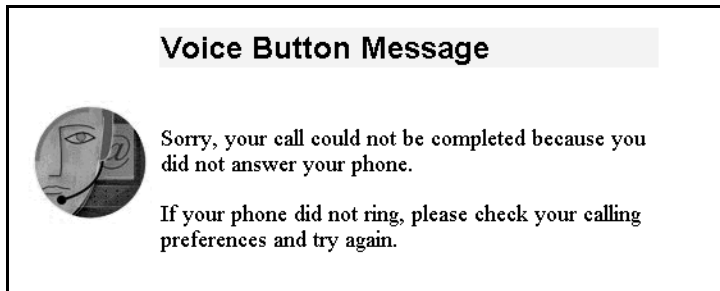
MSG.html

# Recording Multimedia Call Center announcements

When you record announcements for Multimedia Call Center, record announcements that correspond to the web refresh messages. This way, callers hear a voice announcement while they view a related message.

You record Call Center messages using CallPilot Manager. For information on recording Call Center announcements see the *CallPilot Manager Set Up and Operation Guide*.

# Customizing web pages

You or your web developer can customize web pages and upload them to Business Communications Manager 2.5. You can customize the default Multimedia Call Center web pages or create your own.

→ **Note:** Do not directly edit web pages.

Do not change the location of the Multimedia Call Center default files on Business Communications Manager 2.5.

### To customize web pages

**1** In your browser, open the URL that contains the default file you want to customize.

**2** View the source code for the web page:

- if you use Internet Explorer, on the **View** menu click **Source**.
  The source code for the page appears in a Notepad window.

- if you use Netscape Navigator, on the **View** menu click **Page Source**.
  The source code for the page appears in a Netscape window. Copy and paste the code to a Notepad window.

**3** On the **File** menu click **Save As**.
The Save As dialog box appears.

**4** Save the file to a directory on your computer.
Do not change the name of the file.

**5** Customize the file.

**6** Upload the customized files to Business Communications Manager 2.5 using the procedure in .

## An overview of customizing a page

This is an example of customizing an off_hours.html file for the ABC Computer Company:

**1** Download the off_hours.html template from Business Communications Manager 2.5 to your desktop using your browser's View Source functionality.

**2** Customize the off_hours.html file.

**3** Save the new customized file in your local directory as acme_hours.html.

**4** Log on to Business Communications Manager 2.5 using the ABC Computer Company name and password.

**5** Upload the file.

## Uploading web pages

You can upload customized web pages from a computer to Business Communications Manager
2.5, or view a list of the customized files that are on Business Communications Manager 2.5.
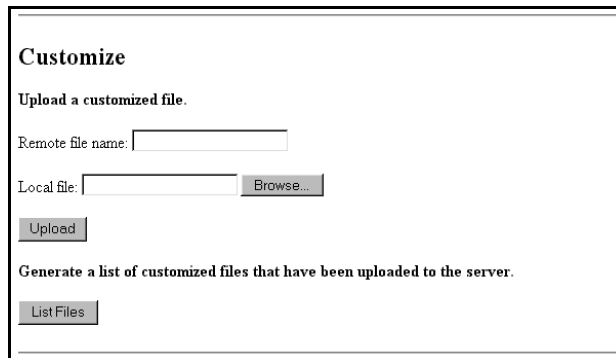
### To upload customized files

**1**  Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

**2**  Click the **Configure** button.
The Login screen appears.

**3**  In the **User ID** box type your user ID.
The default user ID is *supervisor*.

**4**  In the **Password** box type your password.
The default password is *visor*.

**5**  Click the **Login** button.
The Unified Manager screen appears.

**6**  Click the **Services** key.

**7**  Click the **Voice Button** heading.

**8**  On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.



**9**  In the **User Name** box type your user name.
The default user name is *supervisor*.

**10**  In the **Password** box type your password.
The default password is *visor*.

**11** Click the **OK** button.
The System Administration page appears.



**12** Under the **Customize** heading:

- click the **Browse** button to browse for files on your desktop that you want to upload and click the **Upload** button

  or

- if you want to view a list of the files that are uploaded, click the **List Files** button to generate a list of the files that are uploaded to Business Communications Manager 2.5. The list appears in a new browser page

  or

  if you want to customize msg.html, call_setup.html, call_setup1.html, off_hours.html, launch_monitor.html or refresh.html:
  — In the **Remote File name** box enter the name of the file you want to customize, for example, off_hours.html.
  — Click the **Browse** button and browse to the location of the file you customized, for example, acme_hours.html.
  — Click the **Upload** button.

# Web page lists

You or your web developer can create lists of web pages that agents can push to callers. Each list can include up to 100 web pages.

## Creating web page lists

You can create lists of web pages that agents can push pages to customers from. Agents can change the list that they push web pages from by clicking the Change List button on the Multimedia Call Center agent interface.

Each web page list is stored in a text file. To create or modify a web page list file, use a text editor such as Notepad.

Name the web page list file according to this format:

• *name*: a name for the URL (Web Page)
• *url*: a valid URL (Web Page address)

For example:

• *name*: Nortel Networks Home page
• *url*: http://www.nortelnetworks.com/

## Distributing web page lists

After you create a web page list, store it in a shared directory on your network.

Tell the Multimedia Call Center agents where the web page list is located on the network. Tell the agents to copy it to their computer to the C:Program files\Nortel Networks\Voice Button Agent Notification folder.

Whenever you create or update a web page list, notify the agents the agents to copy the list to their computer.

# Chapter 5
# Viewing reports, active calls and log files

This chapter is about how to generate Multimedia Call Center reports and log files, and how to monitor active calls.

## About Multimedia Call Center reports

There are four reports you can generate that show the Multimedia Call Center activity on Business Communications Manager 2.5:

| Report | Contains |
|---|---|
| Summary call report - all calls | a summary of call statistics over a specified time |
| Summary call report by skillset | a summary of call statistics for all skillsets over a specified time |
| Detail call report - all calls | a detailed list of all calls made over a specified time |
| Detail call report by skillset | a detailed list of all calls made by all skillsets over a specified time |

➡ **Note:** Calls waiting in skillsets are not included in reports.

To see all calls, including Multimedia Call Center calls waiting in skillsets, press `✆` `9` `0` `9` on a Business Communications Series terminal.

Browser Only calls are not shown when you use `✆` `9` `0` `9`.

## Summary call report - all calls

The Summary call report for all calls shows:

- total number of Multimedia Call Center calls completed
- total number of text calls completed
- total number of calls ("transactions")
- total time of all calls
- average time per call

An example of a Summary call report for all calls

From **Mon Jun 7 11:13:15 1999** to **Mon Jun 7 12:39:31 1999**.

Total Calls: **sample**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

## Summary call report by skillset

The Summary call report by skillset shows the information in the Summary call report for all calls, and the information by skillset.

An example of a Summary call report by skillset

Total Calls: **sample**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

Skillset: **sales**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

## Detail call report - all calls

The Detail call report for all calls shows the information in the Summary call report for all calls, and a detailed list of each call completed during the time period of the report. For each call, the report shows:

- Time - the time and date the call started
- Duration - the duration of the call
- Request from - the caller's phone number
- Received by - the agent's phone number

An example of a Detail call report for all calls

From **Mon Jun 7 11:13:15 1999** to **Mon Jun 7 12:39:31 1999**.

Total Calls: **sample**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

| Time | Duration | Group | Request From | Received By |
|---|---|---|---|---|
| Mon Jun 7 11:13:15 1999 | 13 secs | group | | 3956161 |
| Mon Jun 7 11:17:59 1999 | 28 secs | group | 3957392 | 3956161 |
| Mon Jun 7 11:52:19 1999 | 15 secs | group | | 3956161 |
| Mon Jun 7 11:56:39 1999 | 16 secs | group | 3957392 | 3956161 |
| Mon Jun 7 12:39:22 1999 | 9 secs | group | 3936630 | 3956161 |

## Detail call report by skillset

The Detail call report by skillset shows the information in the Detail call report for all calls and summarizes the information by skillset.

Example of a Detail call report by skillset

Total Calls: **sample**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

Skillset: **sales**
  Calls = 5, text calls = , transactions = 5
  Time = 1 mins, 21 secs
  Average time per call = 16 secs

| Time | Duration | Group | Request From | Received By |
|---|---|---|---|---|
| Mon Jun 7 11:13:15 1999 | 13 secs | group | | 3956161 |
| Mon Jun 7 11:17:59 1999 | 28 secs | group | 3957392 | 3956161 |
| Mon Jun 7 11:52:19 1999 | 15 secs | group | | 3956161 |
| Mon Jun 7 11:56:39 1999 | 16 secs | group | 3957392 | 3956161 |
| Mon Jun 7 12:39:22 1999 | 9 secs | group | 3936630 | 3956161 |

# Generating Multimedia Call Center reports

→ **Note:** Generating reports can put an additional load on Business Communications Manager 2.5. Avoid generating reports during periods of peak activity. If possible, generate reports after hours.

## To generate a **Multimedia Call Center** report

**1**  Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

**2**  Click the **Configure** button.
The Login screen appears.

**3**  In the **User ID** box type your user ID.
The default user ID is *supervisor*.

**4**  In the **Password** box type your password.
The default password is *visor*.

**5**  Click the **Login** button.
The Unified Manager screen appears.

**6**  Click the **Services** key.

**7**  Click the **Voice Button** heading.
The Voice Button screen appears.

**8**  On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.



**9**  In the **User Name** box type your user name.
The default user name is *supervisor*.

**10**  In the **Password** box type your password.
The default password is *visor*.

**11**  Click the **OK** button.
The System Administration page appears.

**12** Under the **Reporting** heading, select the type of report you want to generate:

- Summary Call Report - All Calls
- Detail Call Report - All Calls
- Summary Call Report By Skillset
- Detail Call Report By Skillset

**Reporting**

View call statistics. Choose the period and format for reporting.

[ View Report ] [ today ▼ ] [ Detail Call Report - By Skillset (HTML) ▼ ]

Archive the current reporting database and start a new reporting period.

[ Archive Reporting ]

Monitor active calls on the system.

[ Active Calls ]

**13** From the **View Report** list box, select the time period for the report:

- **today** - includes calls completed on the current day up to the time the report is generated
- **current reporting period** - includes calls made since the last time the reporting period was archived

**14** Press the **View Report** button to generate the report.

**15** If you want to archive the file used to generate the reports, click the **Archive Reporting** button. A message appears that asks you to confirm your request. Click the **OK** button.

# Monitoring active calls

You can monitor active Multimedia Call Center calls.

## To monitor active calls

1   Point your web browser to the URL
    http://voicebutton.<domain>:6800
    where <domain> is the domain name of Business Communications Manager 2.5.
    The Business Communications Manager 2.5 Unified Manager screen appears.

2   Click the **Configure** button.
    The Login screen appears.

3   In the **User ID** box type your user ID.
    The default user ID is *supervisor*.

4   In the **Password** box type your password.
    The default password is *visor*.

5   Click the **Login** button.
    The Unified Manager screen appears.

6   Click the **Services** key.

7   Click the **Voice Button** heading.
    The Voice Button screen appears.

8   On the **Tools** menu click **Voice Button Admin**.
    The Enter Network Password dialog box appears.



9   In the **User Name** box type your user name.
    The default user name is *supervisor*.

10  In the **Password** box type your password.
    The default password is *visor*.

11  Click the **OK** button.
    The System Administration page appears.

12  Under the Reporting heading, click the **Active Calls** button.
    A report of all the currently active Multimedia Call Center calls appears in a separate window.

# Viewing log files

Log files are automatically generated daily by Multimedia Call Center. You can use log files to diagnose system problems. The log files include all activity that occurs with its CGI interface and its telephony server.

Multimedia Call Center Log files are generated in C:\Program Files\Nortel Networks\Voice Button\logs.

The logs are named:

- cgilog_YYYY_MM_DD.txt: log file of CGI activity
- nslog_YYYY_MM_DD.txt: log file of NSACD service
- vwlog_YYYY_MM_DD.txt: log file of VBServer service

where YYYY is a 4-digit year
MM is a 1- or 2-digit month
DD is a 1- or 2-digit day

The Call Center log file is generated in D:\st\stlog.out.

### To view a log file

**1**  Point your web browser to the URL
http://voicebutton.<domain>:6800
where <domain> is the domain name of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

**2**  Click the **Configure** button.
The Login screen appears.

**3**  In the **User ID** box type your user ID.
The default user ID is *supervisor.*

**4**  In the **Password** box type your password.
The default password is *visor.*

**5**  Click the **Login** button.
The Unified Manager screen appears.

**6**  Click the **Services** key.

**7**  Click the **Voice Button** heading.
The Voice Button screen appears.

**8** On the **Tools** menu click **Voice Button Admin**.
The Enter Network Password dialog box appears.



**9** In the **User Name** box type your user name.
The default user name is *supervisor*.

**10** In the **Password** box type your password.
The default password is *visor*.

**11** Click the **OK** button.
The System Administration page appears.

**12** Under the **Other Administrative Functions** heading, click the **Examine Logs** button.
The Examine Logs screen appears.
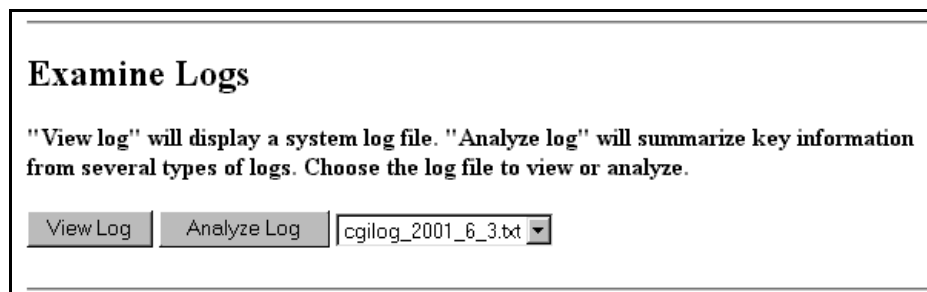


**13** Select the log file you want to view. you want to view:

- click the **view log** button to view the log you select
- click the **analyze log** button to see a summary for the log you select

**14** If you want to archive the log and reset the statistics, click the **archive reporting** button.
A message appears that asks you to confirm the reset.

**15** Click the **OK** button.

# Index