Lucent Technologies
Bell Labs Innovations

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What's New in This Version of the Internet Call Center

General Information

This document provides the differences between Version 1 and Version 1.2 of the Internet Call Center (ICC) Solution Guide. Use this document in conjunction with the *Internet Call Center Version 1 Solution Guide* (585-215-090) document and the *Internet Telephony Gateway Technical Reference* (555-027-212) document for a complete understanding of the latest ICC solution.

What's New

The following list provides the differences between Version 1.0 and Version 1.2 of the ICC solution and also provides corrections to the *Internet Call Center Version 1 Solution Guide*:

- Editable Callback Number
- Text Chat Procedures
- Configuring a Replacement Voice-Processing Card
- EI Trunk Capabilities
- CTI Enhancements
- Chapter 9, "Web Page Guidelines" Correction.

Editable Callback Number

When the consumer requests a callback, the consumer enters the telephone number to which the callback call should be placed . The callback request is displayed to the agent in a window located in the upper left corner of the screen (prefixes are also displayed with the callback number—for example, 9 to get an outside line). The agent now has the option of editing the callback number provided by the caller. With this capability, the agent can add or remove digits from the callback number.

For example, if the callback number is not a local number, the agent can add a “1” and / or country code in front of the callback number so that long distance dialing can occur.

For more information about the callback feature, see Chapter 2 in the *Internet Call Center Solution Guide, Version 1* (585-215-090).

Text Chat Procedures

The following text in the Note on page 2-7 of the *Internet Call Center Version 1 Solution Guide* (585-215-090) is no longer applicable:

> **NOTE:**
>
> In *Netscape Navigator*[*] in a *Windows*[†] environment, the text field is limited because that browser does not support either word wrap or a horizontal scroll bar for *Java*[‡] applet text boxes. You can use a carriage return whenever the text you are entering nears the right edge of the text display box.
>
> If an agent or caller receives a Text Chat message that runs beyond the text field on the right, it may seem that they cannot read the text because there is no horizontal scroll bar. However, they can click in the text field and use the arrow keys on the keyboard to access and read the text.

The above note is no longer applicable because of an enhancement made to the text chat feature. The text display now supports text wrap; thus, you no longer have to click in the text field and use the arrow keys on the keyboard to access and read the text. You now use a horizontal scroll bar to access and read text.

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*Netscape Navigator is a trademark assigned to Netscape Communications, Inc.

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‡Java is a registered trademark of Sun Microsystems, Inc.

Configuring a Replacement Voice-Processing Card

The ITG voice-processing card(s) may be either analogic TAP801 or TAP802 cards (but not both). If you need to configure a TAP801 card, use the instructions under *Configuring a replacement voice-processing card* in the *Internet Telephony Gateway Technical Reference (555-027-212)*. If you need to configure a TAP802 card, use the instructions provided below.

To identify which kind of card you have, examine the rotary switches on the card. Imagine a line dividing the top half of the switch from the bottom half. On a TAP801 card, the 2 is above the line; on a TAP802 card, the 2 is below the line. Figure 1 shows the switches on a TAP802 card.

A pair of rotary switches on the voice-processing card controls the I/O address. *The upper switch should always point to 2.* The lower switch should point to:

- 4 on the voice-processing card in slot I2
- 5 on the voice-processing card in slot I4.

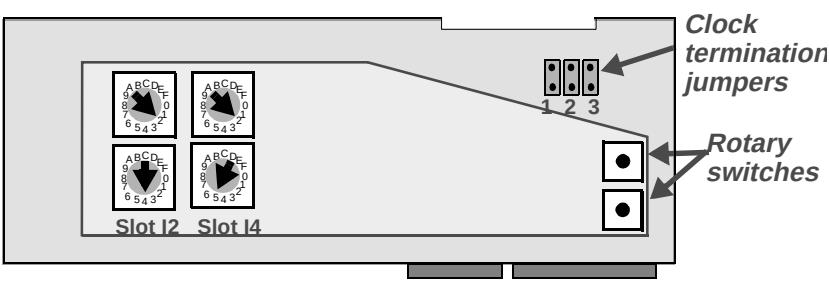

Figure 1: Analogic TAP802 Card DIP Clock Termination Jumpers and Rotary Switches

EI Trunk Capabilities

The ITG can communicate with the DEFINITY ECS over either T1 or E1 lines, at your choice.

To replace a PRI card for T1 communications with a PRI card for E1 communications:

1. Remove the T1 card, following the instructions in the *ITG Technical Reference* for *PRI card maintenance: Removing a PRI card*.
2. Configure the E1 card for the ITG, following the instructions in the *ITG Technical Reference* for *PRI card maintenance: Configuring a replacement PRI card*.
3. Install the E1 card, following the instructions in the *ITG Technical Reference* for *PRI card maintenance: Installing a PRI card*.
4. Edit the **HWIDS** line in your ITG's **cw.ini** file to the E1 settings provided in the *ITG Technical Reference* under *Repair Number 2 - PRI Configuration Problems*.
5. At the ITG command prompt, type **reset=cold1**
6. When the ITG command prompt appears again, type **chgpri slot=*slot* port=1 lcode=4 frame=2 comp=2** Then, if you are using the second port on the card, type **chgpri slot=*slot* port=2 lcode=4 frame=2 comp=2**
7. For *slot*, substitute the number of the slot where you have installed the card.
8. This sets up the card to use **hdb3** line coding, **e1FEBE** framing, and **muLaw** companding. (It is unusual to use muLaw companding over an E1 line, but in this case it is required.)
9. At the ITG command prompt, type **reset=cold1**

The E1 PRI card is now fully installed.

CTI Enhancements

In the ICC Solution Version 1, you were required to use the ICC Agent Login window to log in to the *DEFINITY*® ECS. If you had already logged in to the *DEFINITY* ECS via another Computer Telephony Integration (CTI) application, you would have received an error message stating that you were already logged in to the *DEFINITY* ECS, and access would be denied.

With the ICC Solution Version 1.2, the use of another CTI application to log in to the *DEFINITY* ECS is now supported. However, in order to register with the ICC, agents will still be required to log in to the ICC using the Agent Login window.

Web Administration of ITG and *Java* Server

To utilize the CTI enhancements available in the ICC Solution Version 1.2, the following administrative tasks must be performed. These tasks are performed via the main administration web page. For procedures on how to access the main administration web page for the ITG and *Java* server, see Chapter 6 in the *Internet Call Center Version 1 Solution Guide* (585-215-090).

- Enable the "Other CTI Login" option located on the Call Progress and Features Administration web page.

  This option (if enabled) ignores the "Already Logged In" error message received from the ICC if the ICC concludes that the agent is already logged in to the *DEFINTY* ECS. As a result, the ICC will:

  — assume the agent is logged in to the ACD,

  — register the agent with the ICM application, and

  — display the Agent Control window.

  For information on web administration, see Chapter 6 in the *Internet Call Center Solution Guide Version 1* (585-215-090).

- Disable the “Agent Logout on Close” option located on the Call Progress and Features Administration web page.

  When disabled, this option places the agent in AUX if the connection to the ICM application on the *Java* server is lost or dropped (for example, the connection to the ICM application on the *Java* server can be lost or dropped if the agent closes the Agent Control Window); thus, the agent will only be required to log back in to the ICC via the Agent Login window.

  When enabled, this option will log the agent out of the *DEFINITY* ECS if the connection to the ICM application on the *Java* server is lost or dropped; thus, the agent will have to log back in to the *DEFINITY* ECS via the CTI application and log back in to the ICC via the Agent Login window.

- Disable CTI monitoring of ICC skill in your CTI application.

  The ICC must be notified when an agent logs out of the skill. If another CTI application is monitoring the ICC skill, logout events may not get sent to the ICC.

  NOTE:

  If you desire to have your CTI application monitor the ICC skill, then you will have to add a “substitute” skill (one that does not appear in a vector and is **not** CTI enabled) to the agents skill set, and then add it to the list of Monitored Hunt Groups. The ICC will monitor the “substitute” skill to keep track of when agents log in and log out of the *DEFINITY* ECS.

  To add a skill to the list of Monitored Hunt Groups, use the Networking and Servers Administration web page. For more information about the Networking and Servers Administration web page, see Chapter 6 in the *Internet Call Center Solution Guide, Version 1* (585-215-090).

- Ensure that agents are not automatically put into an available ACD state (manual-in or auto-in) before logging in to the ICC.

  If agents are automatically placed into an available ACD state prior to logging in to the ICC, they may receive calls that they are unable to handle (for example, if a text-chat call is delivered, the agent will have no method of handling this call without the ICC interface).

- Optional—Disable the "Agent Logout" option located on the Call Progress and Features Administration web page.

  When disabled, this option does not allow you to log out of the *DEFINITY* ECS via the Agent Control Window. When you use another CTI application to log in to the *DEFINITY* ECS, you should log out of the *DEFINITY* ECS via the same CTI application.

  NOTE:

  If you choose to enable this option, the agent will be able to log out of the *DEFINITY* ECS via the Agent Control Window. If you are using another CTI application to monitor the an agent, then this CTI application must be able to detect that the agent logged out and handle it appropriately.

If you do not use another CTI application to log in to the *DEFINITY* ECS, do the following:

- Disable the "Other CTI Login" option located on the Call Progress and Features Administration web page.
- Enable the "Agent Logout on Close" option located on the Call Progress and Features Administration web page.
- Enable or disable "Agent Logout" option depending on whether agents should log out from the Agent Control Window or from the voice terminal.

Login and Logout Procedures When Using Another CTI Application

If your agents use another CTI application to log in to the *DEFINITY* ECS, then specific login and logout procedures are required. After you have completed web administration as stated in the "Web Administration for the ITG and *Java* Server" section, your agents must log in to the *DEFINITY* ECS by performing the following steps:

1. Log in to the *DEFINITY* ECS via your CTI application.
2. From your web browser, go to the ICC Agent Login page.
3. Enter your agent ID, extension, and any additional items requested, and then submit the page. The Agent Control Window appears, and you are able to answer calls.
4. Put your voice terminal in the Manual-In or Auto-In mode.

To log out, do the following:

1. Log out of the *DEFINITY* ECS using the CTI application you used to log in to the *DEFINITY* ECS.
2. Close the Agent Control Window.

Helpful Tips

This section provides information that may be helpful when using another CTI application.

Incorrect Agent Login Information Entered in ICC Agent Login Web Page

When you enable the "Other CTI Login" option, problems could arise if the agent uses incorrect login information to log in to the ICC Agent Login web page after logging in to the *DEFINITY* ECS via another CTI application.

For example, the agent logs into the *DEFINITY* ECS via another CTI application and then logs in to the ICC (via the Login web page) but in doing so, enters someone else's Agent ID or extension. Because of enabling the "Other CTI Login" option, there is no validation through the *DEFINITY* ECS, and the login appears successful. However, internet data may be delivered to the wrong agent (or may not be delivered at all) since different login information was used for logging in to the *DEFINITY* ECS and the ICC.

Table 2 lists some things that you can do (or Lucent Technologies Professional Services can do for you) that will ensure that the correct login information is used upon each login.

Table 2: Solutions to Ensure Correct Login

Solution	Disadvantage(s)
1 Create a Login Web page for each agent that contains his/her ID, extension, and *password (if required). If storing agent IDs or passwords in the web page is a security issue for your call center, then you may want to use Solution 2.	Agent may not have the same extension each day. HTML source is easily viewable; therefore, passwords and agent IDs can be copied.

Table 2: Solutions to Ensure Correct Login

Solution		Disadvantage(s)
2	Modify the CTI application so that it automatically generates a web page containing the same login information that was entered in the CTI application. This web page will automatically submit the login information for logging into the ICC, and then be deleted for password security. You can use the `autoquik.html` file located in the samples directory on the Java server as an example of a self-submitting login web page.	No disadvantages.
3	Have the CTI application launch the browser and in the command line, add the URL for the `agentapplsu.pl` script followed by the required parameters. Example of command line: "C:\netscape" http://ICC.host.com/itg/agentapplsu.pl?agentId=1234&agentExt=8265&agentName=Bob&agentPassword=1234... For information on the parameters that are passed to the agentapplsu.pl script, see Chapter 9 in the *Internet Call Center Version 1 Solution Guide*.	No disadvantages.

*The password parameter is as follows:

<input type=hidden name="agentPassword" value="xxx">

The value field is the actual password assigned to the agent. If the password parameter is not supplied, the agent will be prompted for one.

NOTE:

Solutions 2 and 3 automate the login process.

The remainder of this section describes the situations that could occur if web administration and login procedures for using a CTI application are not followed as stated in this document.

Logging in to the ICC before the Other CTI Application

When the agent logs in to the ICC first, the ICC will automatically log the agent in to the *DEFINITY* ECS. Then, when the agent attempts to log in to the *DEFINITY* ECS via another CTI application, the CTI application denies login because the agent is already logged in to the *DEFINITY* ECS.

To rectify this situation, the agent will have to do the following:

1. Log out of the ICC (thus logging out of the *DEFINITY* ECS).
2. Log back in to the *DEFINITY* ECS via the other CTI application.
3. Log back in to the ICC.

Manual-In or Auto-In Modes Activated upon Logging in to *DEFINITY* ECS via CTI Application

When you administer the agent to begin receiving calls immediately upon login, internet calls may be directed to the agent, but the agent will not have the tools necessary to service the call because the agent has not logged in to the ICC. ICC features such as Web Pop, Escorted Browsing, Text Chat, and Agent-Initiated PSTN Callback will not be available. Therefore, it may be necessary to modify your CTI application to ensure the agent is placed in the AUX work mode upon login.

Lost Connection Logs Agent out of *DEFINITY* ECS

If you have administered the ICC to log the agent out of the *DEFINITY* ECS if the connection to the ICM application on the *Java* server is lost or dropped, the agent will have to perform the following whenever the connection is lost:

1. Log back in to the *DEFINITY* ECS via your CTI application.
2. Log back in to the ICC.

Another CTI Application Is Monitoring the ICC Skill

The ICC must monitor the ICC skill to keep track of when agents log in and log out of the *DEFINITY* ECS.

If a CTI application other than the ICC is monitoring the skill, then the ICC will not receive necessary status messages. This will result in inconsistent states between the ICC and the *DEFINITY* ECS, thus causing the ICC not to function as designed.

For example, if another CTI application is monitoring the skill and an agent logs out of the *DEFINITY* ECS, the ICC will not be made aware of the logout and the connection between the ICC and the *Java* applet will not be relinquished.

Chapter 9, “Web Page Guidelines” Correction

Please note the following correction to Chapter 9 of the *Internet Call Center, Version 1 Solution Guide*:

- Chapter 9, Web Page Guidelines (page 9-10):

  The HTML example that shows the code that must be embedded into the Web page should be as follows:

```
<img src="http://cms-host.com:8001/cgi-bin/
   uncgi/pgcnt?callUsSrcPage=http://catalog.com/
   shirts/thispage.html" WIDTH=1 HEIGHT=1>
```

  The only change to the above code was the removal of a quotation mark (...callUsSrcPage=”http...).