XCentric intelligent Voice

XCentric intelligent voice is a software tool for using Pre Pickup and Waitqueue on BinTec XCentric. For working, XCVoice need installed CAPI and TAPI with the users CAPIadmin and TAPIadmin.

1. Installation

Before installing XCVoice please verify that the Brickware is installed and CAPI uses CAPIadmin user and TAPI uses TAPIadmin user.
Then call Setup and the program will be be installed. A Program Icon is created in the Brickware Folder. On first time startup a window pop up and you must enter the internal trunc (if configured) and press Ok. Then the main Software is configured.

## 2. Pre Pickup and ACD queue configurations

For creating a new Pre Pickup or WaitQueue open the Mainmenu File and select New. On clicking on New the configuration Window opens.

Selecting ACD you create a ACD Waitqueue with automatic call distribution.

Here you enter the Name and the type of the Queue. Also you select the maximum waittime for the caller. After this time the calling Person is dropped or transferred to a overrun position in ACD mode.
Picture 1 shows the main configuration Panel for a Pre Pickup and Picture 2 shows the main configuration Panel for a ACD Queue.
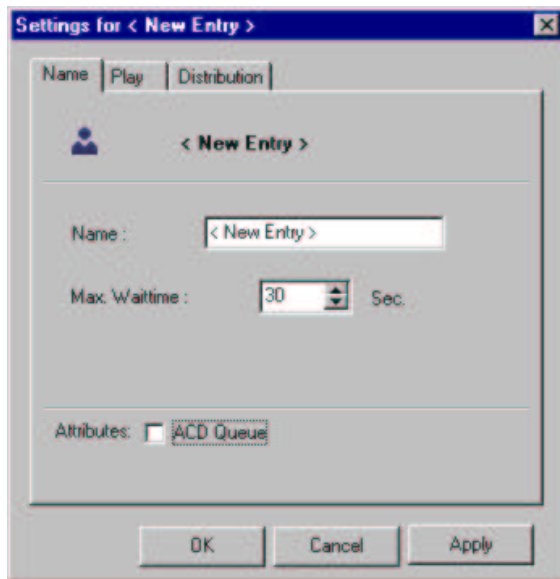
Pic. 1 (Pre Pickup)   Pic. 2 (ACD)
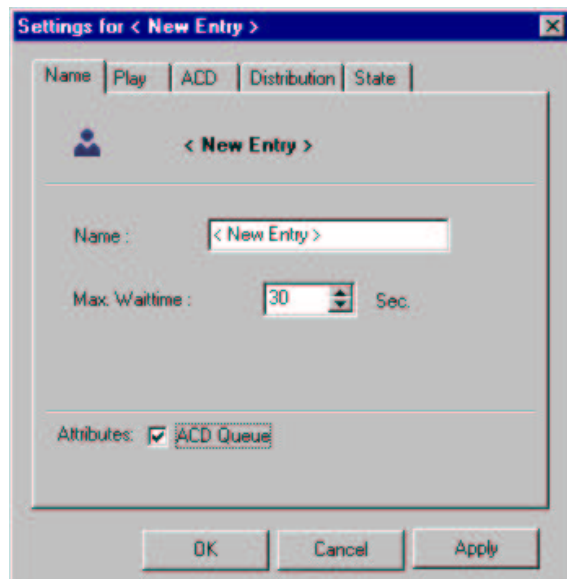
2.1 Pre Pickup configuration

In Pre Pickup configuration the Play and Distribution options must be configured. The Play configuration is also used in ACD configuration and described in Chapter 3.

In the left window all unassigned (available) extensions are shown. In the right window the assigned extensions for this Pre Pickup Queueue are shown.

On the Distribution Panel you select the Members for this Pre Pickup Queue. This means that all extensions assigned to this Queue has the same announcements.
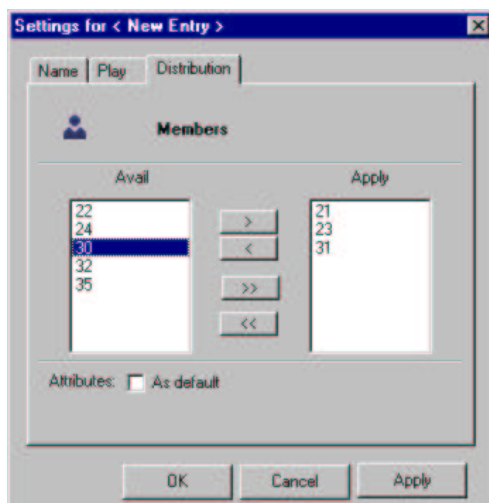
In this case the extensions 21,23 and 31 are assigned to this Queue. Not assigned are the extensions 22,24,30,32 and 35.
Using the 'As default' option, all not assigned extensions are member for this Pre Pickup Queue. You cannot select extensions for a default Queue.
Pic. 3 (Pre Pickup Distribution)
'As default' is only available in Pre Pickup Mode.

After pressing Apply Button the Queue is enabled and active. An external incomming call to a configuerd extension is accepted by the Application.

The call is not answered by the appliacation if there is an active connection from this extension or an unconditional call forwarding is set by this extension.

If the call is answered, the announcement is starting and the application starts calling the extension. If the connection to the extension is established, the incomming call is transferred to the dialed extension.

If the extension did not answer or the max. wait time expires, the call is dropped.

2.2 ACD Queue configuration

In the ACD queue mode the Play, ACD and Distribution options must be configured. The Play configuration is detailed described in Chapter 3.

The ACD options are shown in Picture 4.
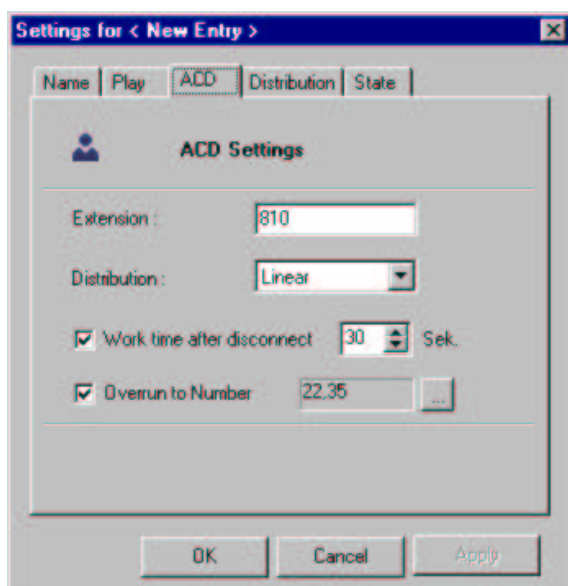
Extension

The extension 810 is the virtual group-extension for this ACD group. The extension 8, 81 or 810 is assigned to application in the Xcentric extension table. *No group extension in XCentric can be used. Only virtual groups can be created and controlled by this application.*

Pic 4 (ACD Settings)

Distribution mode

The distribution of the calls to the Agents are linear or cyclic. Global distribution i.e to all members at a time is not supported yet.

Linear distribution:
On incomming call the application starts looking for a free Agent always with the first configured extension.

Cyclic distribution:
On the first incomming call the application starts looking for a free Agent with the first extension, on the second call with the second and so on.

Working Time

You can select a working time after disconnect to the Agents, this means, no further call is transferred to an Agent before this time expires.

Overrun

'*Overrun to number* 'are Agents which are not assigned to any virtual groups. This means if there is no free Agent and one call is waiting the max. time, ACD tries to transfer the call to the selected overrun positions. Those overrun positions or extensions can be used in more than one groups, but cannot be assigned to virtual ACD group.

The max. count of waiting callers are dynamically calculated as a function of the max. wait time and the average call time by the Agents.

The members of a virtual ACD group are configured in the Distribution panel.

The Dstribution panel is smilar to the Pre Pickup configuration with the difference, that the extensions in the right window are group members. In the left window all extensions not assigned to another virtual group or overrun position are shown.
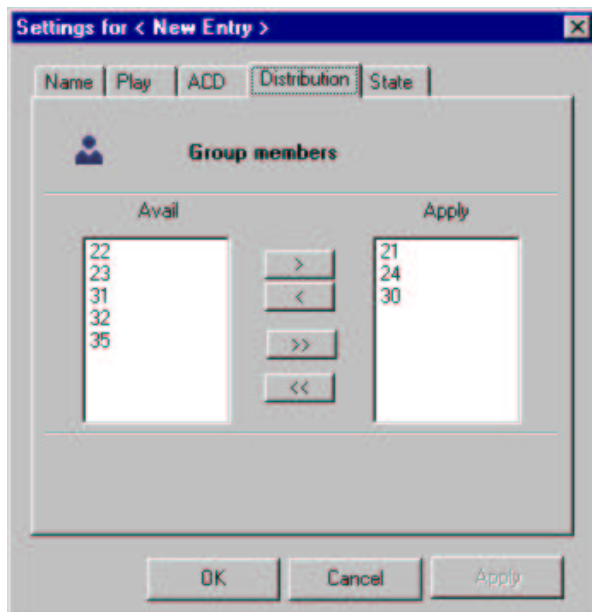
This virtual ACD group has three Agents with the extensions 21, 24 and 30.

Pic 5 (ACD group members)

3. Announcement configuration

There are a lot of possibilities for different announcements. Supported File formats are any wave files in PCM 8 or PCM 16 in mono or Stereo format from 8K to 44K samples. These input files are converted to a 8K A-Law G.711 filtered wave File and moved to the Resample directory below the install directory.

Also external Source can be selected. Here the Audio data are direcly recorded from the internal sound card, so any kind of streaming audio e.g CD,Tape etc. can be used for announcement.

Another feature implemented is the mixfunction: You can mix the main announcement with a text every x seconds. This feature is also available in streaming audio.

Configuration methods

In the Play Panel you can select different files for different call events.
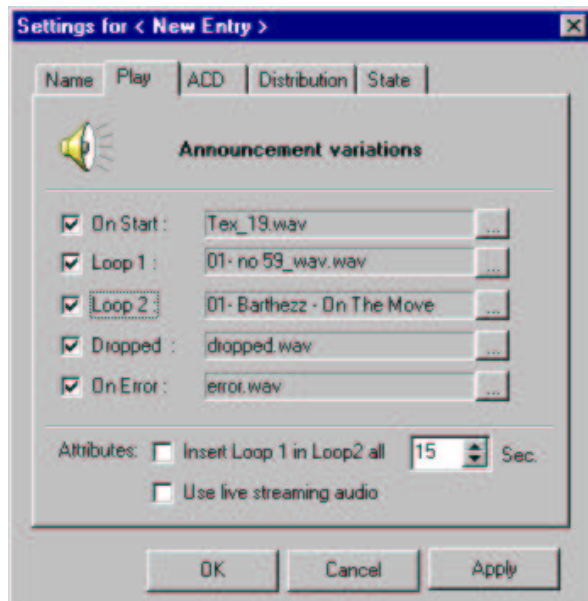
On Start :   Played one time on answer.

Loop1 :   First file played in loop.

Loop2:   Second file played in loop.

Dropped: Played on wait time expired.

On Error :   Played on transfer Error

All configured files must be valid, else an application error occures.

Pic 6 (Play Panel)

The selection of '*On Start*' causes the application playing first this file and then starting the transfer to the dialed extension. The caller always hears this announcement. Mostly it is a short text eg. as "Welcome to Bintec Communication" …

After the end of this announcement the main wait loop consisting of '*Loop 1*' and '*Loop 2*' will be started.

On starting the main loop the application tries to call the destination extension or ACD Agent.

Loop Options:

Selecting Loop1 or Loop2   :Playing Loop1 or Loop2 continously

Selecting Loop1 and Loop2   : Playing Loop1->Loop2->Loop1->Loop2 ….

Use live streaming   : Loop 2 is replaced by streaming audio

Insert Loop 1 in Loop 2   : Loop 1 is Mixed into Loop 2 all xx Seconds.

In mixed mode the volume of '*Loop 2*' (or streamining audio) is divided by 4 and '*Loop 1*' is added. So '*Loop 2*' is in the background and '*Loop 1*' is in the foreground.

The Options '***Dropped***'and '***On Error***' are only valid if the connection fails. '***Dropped***' means the configured wait time expired and the application will drop the connection to the caller. If '***Dropped***' is selected, the application first plays the selected file before dropping the line. If a transfer fails (mostly in Pre Pickup Mode) the '***On Error***' will be executed before the line is dropped by the application.