Customer Journey Platform
Service Provider Portal
User Guide

Notification

The Broadsoft CC-One solution is now the Cisco Customer Journey Platform. From August 2018, you will see the Cisco name and company logo, along with the new product name on the software, documentation and packaging. During the transition, you may see both Broadsoft and Cisco brands and former product names.

Contents

About This Guide

This guide provides an overview of the tasks required to provision new service providers and new tenants and explains how to use the features of the Cisco© Customer Journey Platform (CJP) Service Provider Portal. It also describes the tenant settings that are not modifiable by the tenant administrators. This document also explains how to use available management tools.

Who Should Read This Guide

This guide is intended for system administrators who administer, support, and manage service provider and tenant provisioning.

How This Guide Is Organized

The chapters in this guide provide the following information:

Chapter 1, "Introduction," provides an overview of the CJP service, describes the prerequisites, and explains how to log in and work with the Service Provider Portal.

Chapter 2, "Setting Up Service Providers and Tenants," explains how to set up new service providers and tenants and how to view and edit their settings.

Chapter 3, "Network Provisioning," explains how to set up back-end components for tenants.

Chapter 4, "Administrative Tasks," describes how to create a broadcast message that will be displayed on the CJP Management Portal landing pages of specific tenants or all tenants, and how to upload release notes and make them available to specific tenants or all tenants.

A glossary is included at the back of this guide.

1 Introduction

The Cisco© Customer Journey Platform (CJP) cloud service architecture enables service providers to deliver a state-of-the-art collaborative, multichannel (voice, chat, email) contact center solution featuring reliability, extensive scalability, and carrier-grade performance.

The CJP service includes two distinct operational categories—multichannel switching and application delivery. Multichannel switching enables contacts to be distributed to agents globally. Voice contacts (or calls) are received at one of many voice Points of Presence (POPs) through the use of media gateways, media servers, and CJP call control gateways (CCGs).

Additionally, the CJP service provides tenants with a suite of Web-based contact center applications residing in redundant data centers. Telecom managers, contact center managers, and other representatives of the tenant who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

The CJP Management Portal is used by system administrators to set up additional tenant profiles and create user accounts for contact center managers and other individuals responsible for contact center operations. In addition, you can assign administrative rights to specific users. These tasks are performed from the modules available to service providers through the CJP Management Portal.

Topics covered in this chapter:

- CJP Service Provider Portal Prerequisites
- Logging In to the CJP Service Provider Portal
- Working with the CJP Service Provider Portal
- Tenant Provisioning Example

CJP Service Provider Portal Prerequisites

The CJP Service Provider Portal requires Internet Explorer 10 or higher, or Mozilla Firefox 38 or higher, or Google Chrome 44 or higher, set up as follows:

- Browser cache cleared before starting the current release for the first time
- Cookies set to Enabled
- Security level set to Medium
- Show Pictures option selected
- Pop-up blocker disabled
- Javascript enabled

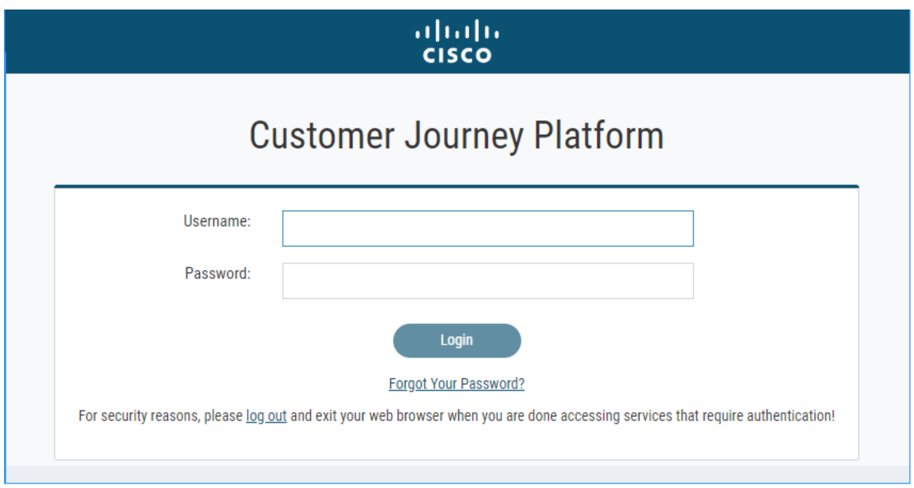
Note: For better performance, recommended browser is Mozilla Firefox or Google Chrome.

Logging In to the CJP Service Provider Portal

You log in to the CJP Service Provider Portal through a Web browser, using login information provided to you by your CJP service provider.

To log in to the CJP Service Provider Portal:

1. Open a Web browser and navigate to the URL provided to you.
2. Enter your user name and password. Note that the password is case sensitive.



3. Click **Login**.

   The Service Provider Portal landing page appears. For more information about the landing page, see "Working with the CJP Service Provider Portal" on page 9.

Working with the CJP Service Provider Portal

The Service Provider Portal provides an interface where you can:

- Create additional service provider users (peers)
- Create service providers under your domain (child service providers)
- Create child service provider users
- Create tenants
- View all the service providers and tenants under your domain
- View all the tenants within each child service provider
- Search for specific service providers and tenants under your domain

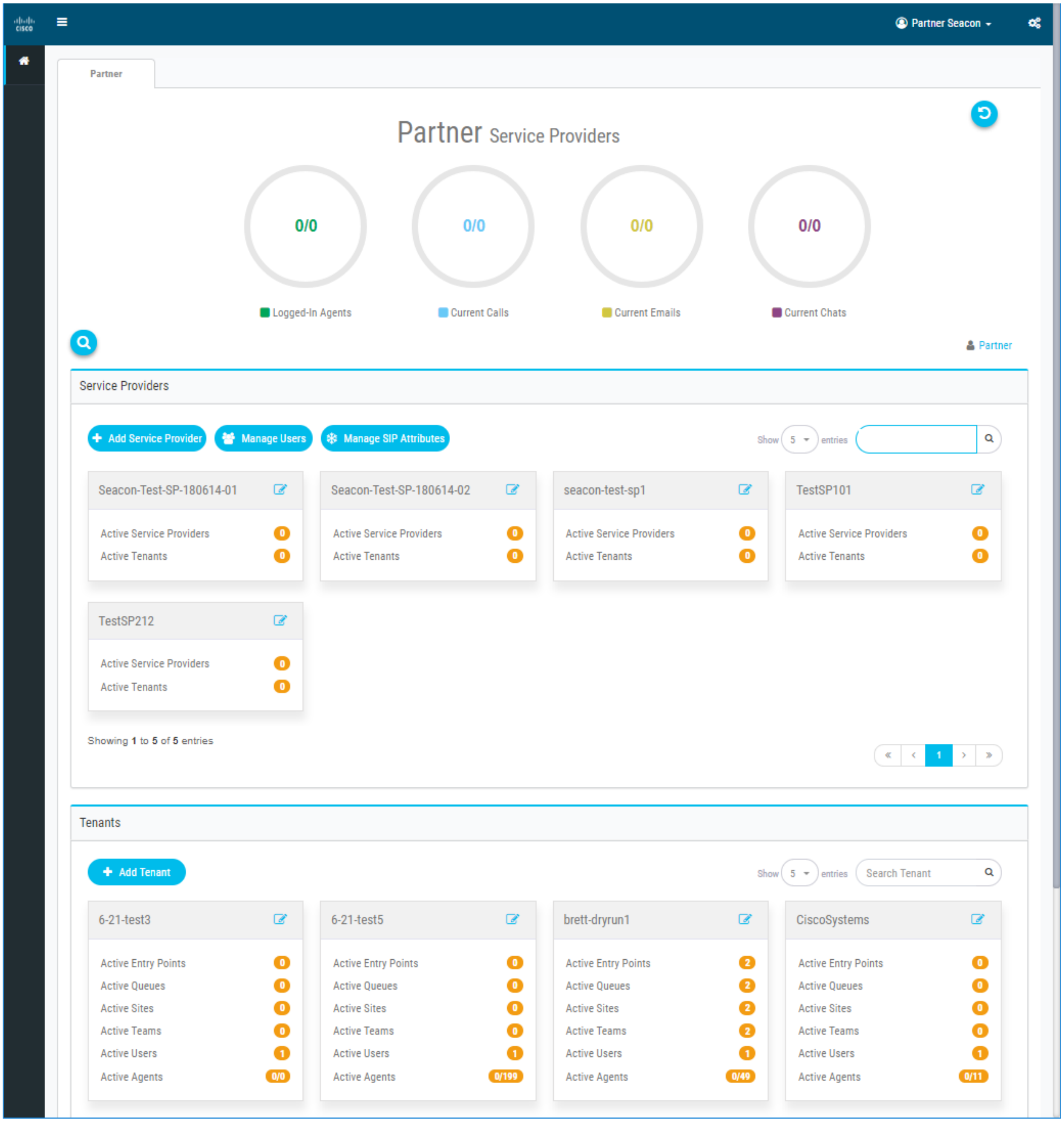
When users for a child service provider log in, those users have visibility to service providers and tenants below their level in the hierarchy. Users cannot view the service providers and tenants above their level.

Topics covered in this section:

- Components of the Service Provider Portal Home Page
- Searching for Service Providers and Tenants

Components of the Service Provider Portal Home Page

Components of the Service Provider Portal home page are described in the following table.



Component	Description
Navigation bar	The navigation bar on the left side of the page displays links to the following modules: • **Network Provisioning:** Provides access to controls for setting up back-end components for tenants (see Chapter 3, "Network Provisioning," beginning on page 37). • **Broadcast Messages:** Provides controls for creating a message that will be displayed on the tenant portal. Typically, such messages inform users of scheduled system unavailability due to system maintenance (see "Broadcast Messages" on page 67). • **Release Notes:** Provides an interface for uploading release note files and making them available to tenants (see "Release Notes" on page 69). Each link displays either the name of a module or, if the navigation bar is collapsed, an icon that represents the module. Point to an icon to display the module name. To expand or collapse the navigation bar, click the button on the left side of the Portal title bar.
Activity summary charts panel	Displays four charts that show the aggregate number of logged-in agents, current calls, current emails, and current chats for all service providers and tenants. To refresh the data, click the **Refresh** button in the upper-right corner of the page. The metrics in the charts change depending on which service provider is selected in the Service Provider panel. You can drill down to display the activity summary for a service provider below your level in the hierarchy by selecting the card for that service provider in the Service Providers panel.
Service Providers panel	Displays buttons for adding a new service provider, adding and managing service provider users, and adding and updating SIP trunk settings that you can assign to your tenants (see "Adding a Service Provider" on page 16, "Managing Service Provider Users" on page 20, and "Managing SIP Attributes" on page 22). Lists service providers that are configured under you. Each service provider is represented by a card that displays the number of active customers and active service providers under that service provider. • When you select a card, the activity charts at the top of the Portal home page display the aggregate statistics for that service provider and all service providers and tenants under that service provider. Then you can click a breadcrumb in the lower-right corner of the charts panel to return to the previous level. • The **Edit** button on the header of a service provider card opens a page where you can view and edit the settings for the service provider.

Component	Description
Tenants panel	Displays the **Add Tenant** button (see "Adding a New Tenant" on page 24) and lists all tenants under the selected service provider. Each tenant is represented by a card that displays the number of active entry points, queues, sites, teams and users the tenant currently has. • The **Edit** button on the header of a tenant card opens a page where you can view and edit the tenant settings. • Click a tenant card to launch the Management Portal page for that tenant. The page displays exactly what the tenant administrator will see. From there, you can manage the tenant.

Searching for Service Providers and Tenants

To search for specific service providers or tenants under your domain:

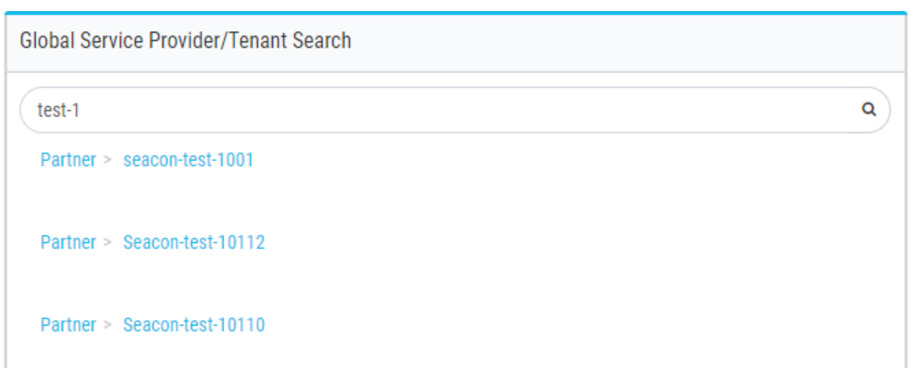
➤ Enter a text string into the **Search** box in the upper-right corner of the **Service Providers** or **Tenants** panel, and then click the **Search** button.

To perform a global service provider/tenant search:

1. Click the **Global Service Provider/Tenant Search** button in the lower-left corner of the Activity Summary charts panel.

2. In the text box that appears, enter a text string, and then click the **Search** button.

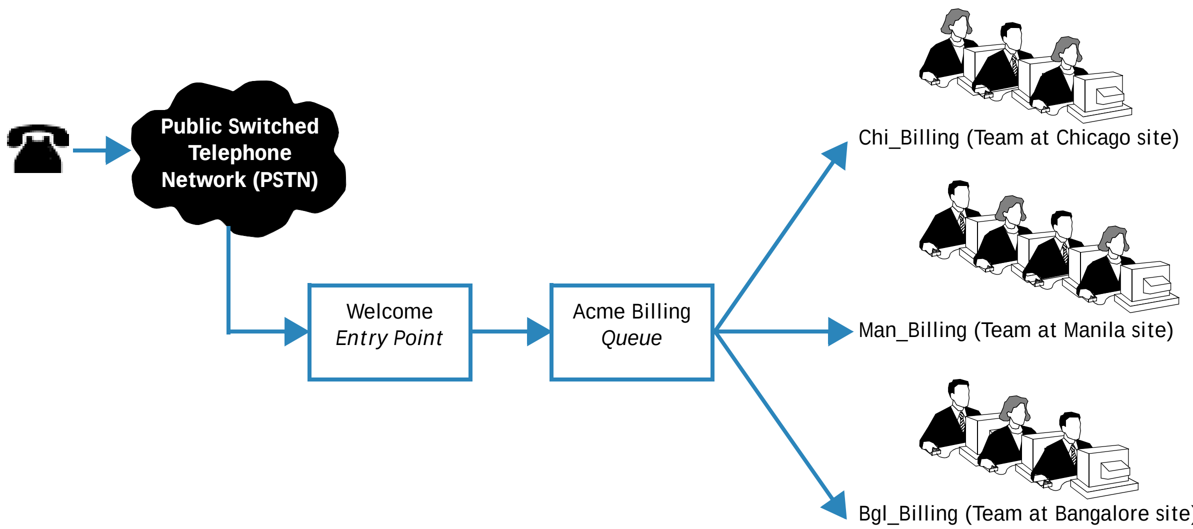
   If matches are found, they are displayed as links that you can click to launch the portal for that service provider or tenant.

3. If no matches are found, click the **Back** button that is displayed above the Search text box to return to the previous portal page.

Tenant Provisioning Example

A CJP tenant is an enterprise that has contact centers at one or more sites. The enterprise also has ingress points (*entry points*) for incoming contacts (toll-free numbers for voice calls, designated email addresses for emails) associated with *queues*. For example, a tenant named *Acme* might have an entry point named *Welcome* that classifies calls into *AcmeBilling* to be distributed to teams (of agents) in Chicago, Manila, and Bangalore. The contact flow for the AcmeBilling queue might look like this:



Each CJP tenant (enterprise) is configured with a profile consisting of sites, teams, entry points, and queues.

- A *site* is a physical contact center location under the control of the enterprise (or an outsourcer). For example, Acme might have sites in Chicago, Manila, and Bangalore.
- A *team* is a group of agents at a specific site who handle a particular type of contact. For example, Acme might have teams at their Chicago site named *Chi_Billing*, *Chi_Sales* and *Chi_GoldCustomerService*, and teams at their Bangalore site named *Bgl_Billing*, *Bgl_GoldCustomerService*, and *Bgl_Experts*. Agents can be assigned to more than one team, but an agent can service one and only one team at a time.
- An *entry point* is the initial landing place for customer contacts on the CJP system. For voice, typically one or more toll-free or dial numbers can be associated with an entry point. IVR call treatment is performed while a call is in the entry point. For other media (chat, email) this triaging can be done based on the Topic/Subject line specified by the person reaching out to the contact center.
- A *queue* is where active contacts are kept while they await handling by an agent. Contacts are moved from the entry point into a queue and are subsequently distributed to agents.

Tenants that use the outdial feature are also configured with outdial entry points and outdial queues.

The following diagram illustrates the Acme tenant profile hierarchy.

Acme (CJP Tenant)
- Chicago (Site)
  - Chi_Billing (Team)
  - Chi_Sales (Team)
  - Chi_GoldCustomerService (Team)
- Manila (Site)
  - Man_Billing (Team)
- Bangalore (Site)
  - Bgl_Billing (Team)
  - Bgl_GoldCustomerService (Team)
  - Bgl_Experts (Team)
- Welcome (Entry Point)
- AcmeSales (Queue)
- AcmeBilling (Queue)
- GoldCustomerService (Queue)

Telecom managers, contact center managers, and other representatives of the enterprise who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

In addition to sites, teams, entry points, and queues, the Provisioning module of the CJP Management Portal provides the interface for adding agents and assigning them to teams. Each agent is configured with an agent profile—a value assigned to an agent that determines the agent's permission levels and Agent Desktop behaviors, including which wrap-up and idle codes are available to the agent. Thus, you should add wrap-up and idle codes to the tenant profile before defining agent profiles, and define agent profiles before defining agents. For tenants that are provisioned with the optional skills-based routing feature, you should also add skills and skill profiles before defining teams and agents.

2 Setting Up Service Providers and Tenants

This chapter explains how to add, edit, and view the settings for service providers, tenants, and users.

Topics covered in this chapter:

- Adding a Service Provider
- Editing the Settings for a Service Provider
- Service Provider Settings
- Managing Service Provider Users
- Managing SIP Attributes
- Adding a New Tenant
- Editing the Settings for a Provisioned Tenant
- Tenant Settings
- Task List for Provisioning a New Tenant

Adding a Service Provider

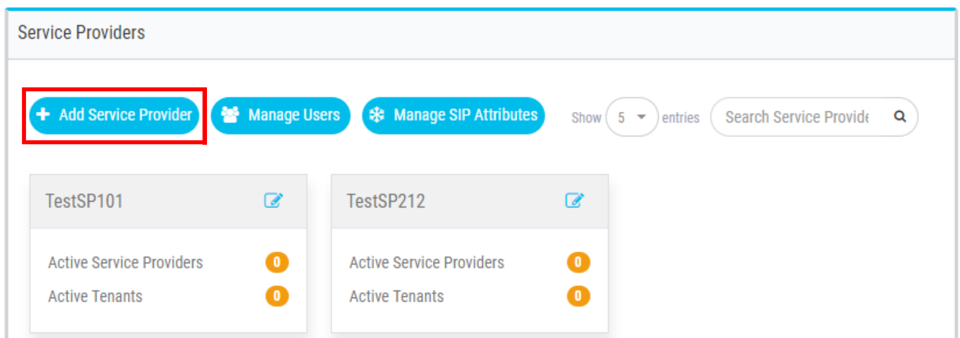
To add a new service provider:

1. In the **Service Providers** section on the Portal home page:

   - Click the **Add Service Provider** button.

     \- OR -

   - To add a child service provider, select the card for the service provider under which you want to add a new service provider, and then click the **Add Service Provider** button.



2. Specify the settings in each tab and then click the **Create** button at the bottom of one of the tabs to create the new service provider. Settings are described in the following sections:

   - "General Settings" on page 17
   - "SIP Attributes" on page 18
   - "Branding" on page 19

   Note: You must specify values for the mandatory fields in the **General Settings** tab before the service provider can be created. Settings in the other tabs can be specified now or after you click **Create**.

3. After you click **Create**:

   - The Add Service Provider page is replaced by a view page. A Status field in the General Settings tab shows the service provider status as **Active**.

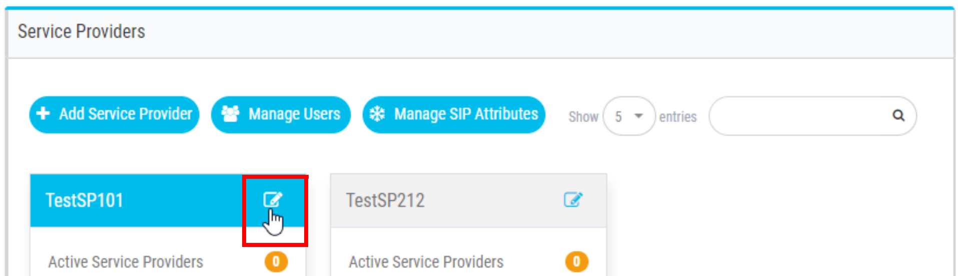
   - A message at the top of the page informs you that the creation process can take a while. If you don't see the newly added service provider, click the **Refresh** button on the landing page. Then you can edit the settings as described in the next section, "Editing the Settings for a Service Provider."

   - An email with login credentials is generated and sent to the primary contact whose email was provided in the General Settings tab.

Editing the Settings for a Service Provider

To edit the settings for a service provider:

1. In the **Service Providers** section on the Portal home page, navigate to the card for the service provider whose settings you want to edit.
2. Click the Edit button on the header of the service provider card.



3. On the page that appears, make the needed changes in the relevant tabs and then click **Save**. Service provider settings are described in the next section, "Service Provider Settings."

Service Provider Settings

The service provider settings are described in the following sections:

- General Settings
- SIP Attributes
- Branding

General Settings

The General Settings tab displays the settings described in the following table.

Setting	Description
Service Provider Details	
Name	Enter the name of the service provider.
Description	Optionally, enter a short description.
Domain	This field is automatically populated based on the service provider name.
Time Zone	Select a time zone for the service provider.
Status	After the tenant is created, this field is displayed on the View and Edit pages to indicate whether the service provider is Active or Not Active.

Setting	Description
Address Details	
Street	Enter the street address, city, state, country, Zip code, work and mobile phone number of the primary contact.
City	
State	
Country	
Zip Code	
Work	
Mobile	
Contact Details	
First Name	Enter the first name of the primary contact.
Last Name	Enter the last name of the primary contact.
Username	Enter the name the primary contact will use to log in to the CJP system, using a valid email address.
Email	Enter the email address of the primary contact.
Password	Specify a password the contact will use to log in to the CJP system.
Confirm Password	Re-enter the password.

SIP Attributes

The SIP Attributes tab provides an interface for defining and configuring the attributes for SIP trunks that the service provider can assign to one or more tenants.

To add or edit SIP attributes:

1. Click the **Add** button on the right side of the SIP Attributes page.

   - OR -

   To edit a previously added SIP trunk, click the **Edit** button to the right of a listed SIP trunk.

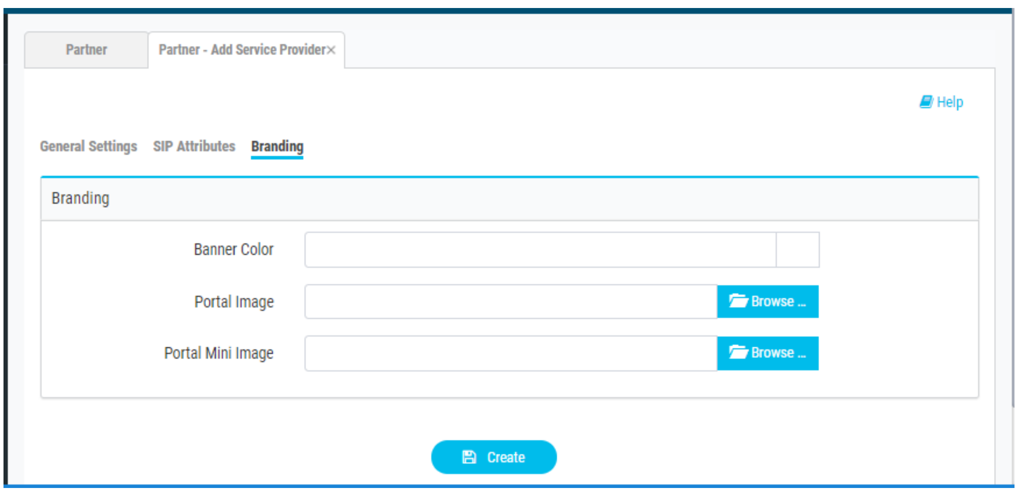
2. In the Add SIP Trunk dialog box, specify the settings as described in the following table and then click **Add** or **Update**.

Setting	Description
SIP Trunk Name	Enter a descriptive name for the SIP trunk.
SIP Trunk Type	Select a trunk type from the drop-down list.
Destination Address	Enter the IP address of the session border controller (SBC).

Setting	Description
Tenants	Optionally, select one or more tenants to associate with the SIP trunk, which will enable those tenants to be configured with values for each trunk. SIP trunks can also be associated with a tenant when the tenant is added or the tenant's settings are edited (see "SIP" on page 31).
Asserted Identity	Optionally, specify a value if you want to mask the originating phone number.
Diversion Header	Optionally, specify a value used to redirect calls.
Originating Trunk Group (OTG)	Optionally, specify an originating trunk group value.
Destination Trunk Group (DTG)	Optionally, specify a destination trunk group value.

Branding

The Branding tab provides settings for optionally customizing the banner color and images used on Portal pages. These settings are available when you add or edit the settings for a service provider or a tenant. All settings are optional, so you can provide a value for one or more of the settings as described in the following table.



Setting	Description
Banner Color	To specify a custom banner color, either type the HTML (hexadecimal) code for a color or click inside the small box on the right of the text field and select a color from the color selector.
Portal Image	Click the folder button for each image type you want to customize and in the dialog box that opens, navigate to the image file in your system that you want to use and click **Open**. Supported file formats are PNG, JPG, JPEG, and GIF.
Portal Mini Image	

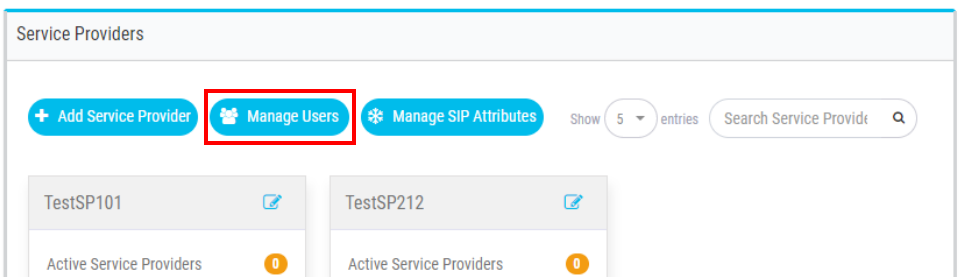
Managing Service Provider Users

When you add a service provider user at your level, that user has the same access and functionary available on the CJP Service Provider Portal as you have. When you add a user for a child service provider, that user has access and visibility at that level and below.

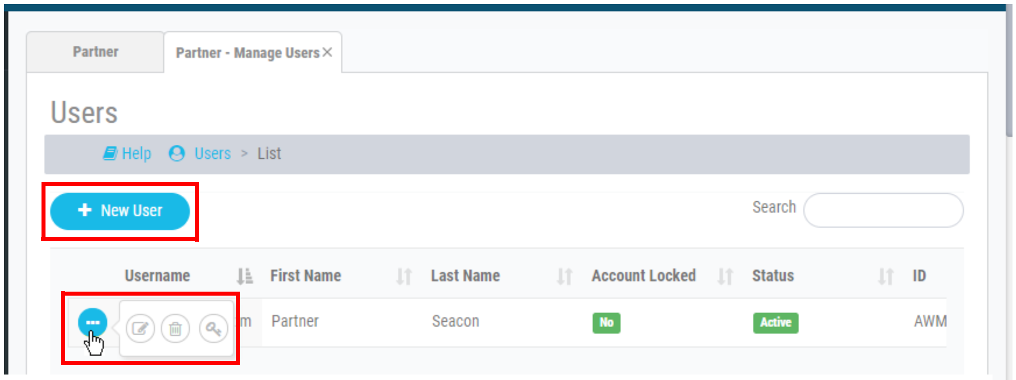
To add, copy, edit, or delete a service provider user:

1. On the Portal landing page under **Service Providers**:
   - Click the **Manage Users** button.

     - OR -
   - For the user of a child service provider, select the service provider card and then click the **Manage Users** button.



2. On the Users List page:
   - To add a new user, click the **New User** button.
   - To edit the settings for a user, click the ▪▪▪ button to the left of a listed entry and select **Edit**.
   - To reset a user's password, click the ▪▪▪ button to the left of a listed entry and select **Password Reset**. Then in the confirmation dialog box, click **Yes**. A message informs you that a new password has been sent to the user.
   - To delete a user account, click the ▪▪▪ button to the left of a listed entry and select **Delete**. Then, in the confirmation dialog box, click **Yes**. After deletion, the user account is listed as **Not Active**.



3. If you are adding or editing a user account, specify or change the settings for the user on the page that appears, and then click **Save**. Settings are described in the following table.

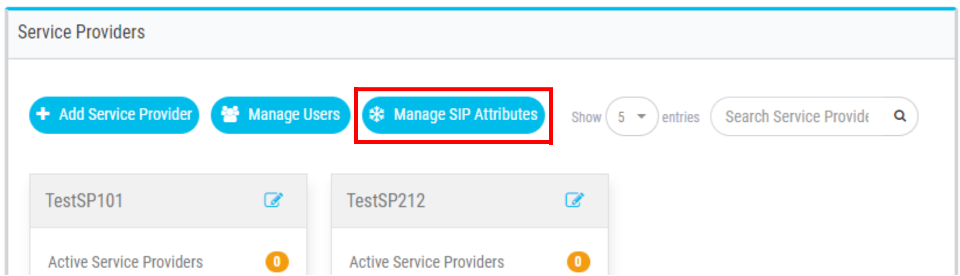
Setting	Description
User Details	
Username	Enter the name the user will use to log in to the Service Provider Portal, using a valid email address.
First Name	Enter the user’s first name
Last Name	Enter the user’s last name
Email	Enter the users email address.
Status	Displayed on the View and Edit pages to specify whether the user is Active or not Not Active.
Password	Enter a password for the user. Minimum and maximum length and allowable characters are based on the password policy.
Confirm Password	Re-enter the password.
Password Last Modified	Read-only setting displayed on the Edit page.
Account Locked	For a new user, this field is set to **No**. The system automatically changes this setting to **Yes** if the user enters an incorrect password more than a specified number of times in succession, thus preventing future attempts to log in.

Managing SIP Attributes

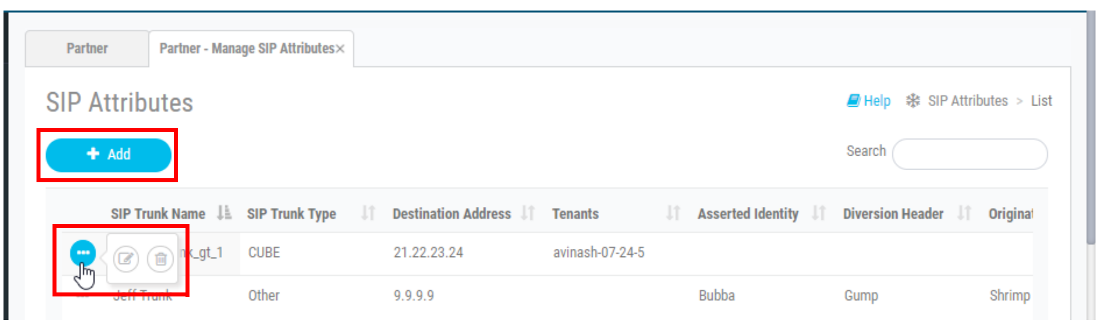
The Managing SIP Attributes button gives you access to an interface for viewing, adding, and updating SIP trunk settings that you can assign to your tenants for use in routing calls.

To add, edit, or delete SIP trunk settings:

1. Click the **Manage SIP Attributes** button on the Portal landing page under **Service Providers**.



2. On the SIP Attributes page:
   - To add a SIP trunk, click the **Add** button.
   - To edit a SIP trunk, click the ▪▪▪ button to the left of a listed trunk name and select **Edit** .
   - To delete a SIP trunk, click the ▪▪▪ button to the left of a listed trunk name and select **Delete** . Then, in the confirmation dialog box, click **Yes**.

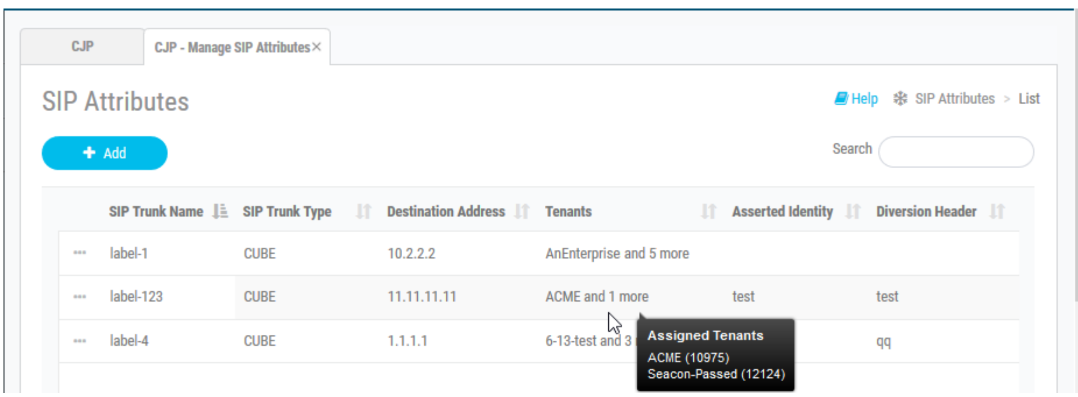


3. If you are adding or editing a SIP trunk, specify or change the settings as described in the following table and then click **Add** or **Update**.

Setting	Description
SIP Trunk Name	Enter a name for the SIP trunk.
SIP Trunk Type	Select a trunk type from the drop-down list.
Destination Address	Enter the IP address of the session border controller (SBC).

Setting	Description
Tenants	Optionally, select one or more tenants to associate with the SIP trunk, which will enable those tenants to be configured with values for each SIP trunk. You can also associate a specific trunk with a tenant when you add a tenant or edit a tenant's settings (see "SIP" on page 31).
Asserted Identity	Optionally, specify a value if you want to mask the originating phone number.
Diversion Header	Optionally, specify a value used to redirect calls.
Originating Trunk Group (OTG)	Optionally, specify an originating trunk group value.
Destination Trunk Group (DTG)	Optionally, specify a destination trunk group value.

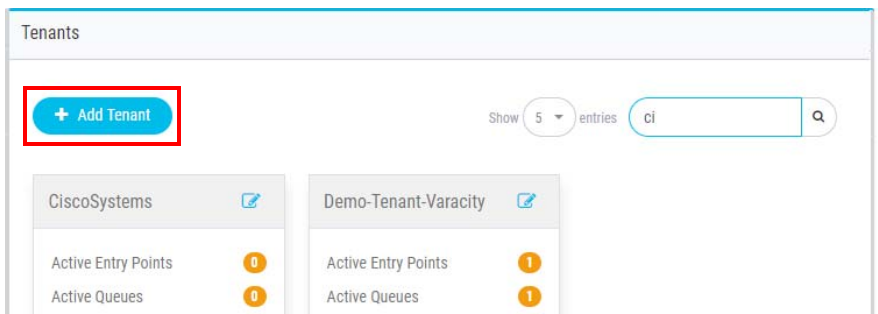
After a SIP trunk is added, its settings are listed on the SIP Attributes page. If the trunk is associated with more than one tenant, you can hover the mouse pointer over the entry in the Tenants column to display a list of all associated tenants.



Adding a New Tenant

To add a new tenant:

1. In the **Service Provider** section of the CJP Service Provider Portal landing page, select the service provider for whom you want to add a new tenant.
2. In the **Tenants** section of the Portal, click the **Add Tenant** button.

   The Add Tenant page appears, displaying the **General Settings** tab and links to additional tabs. A disabled **Request Provisioning** button is displayed on the upper-right side of the page.

3. Specify the settings in each tab and then click the **Create** button at the bottom of one of the tabs to create the new tenant.

   Settings are described in the following sections:

   - "General Settings" on page 27
   - "Provisioning" on page 29
   - "Settings" on page 30
   - "SIP" on page 31
   - "Branding" on page 32

   Note: You must specify the required settings in the **General Settings** tab before the tenant can be created. Settings in the other tabs can be specified before or after you click **Create**.

4. After the tenant is successfully created:

   - The Add Tenant page is replaced by a view page. A **Status** field in the General Settings tab shows the tenant status as **Not Active**.
   - An email with login credentials is sent to the email address specified in the Tenant Contact Details section of the General Settings tab.

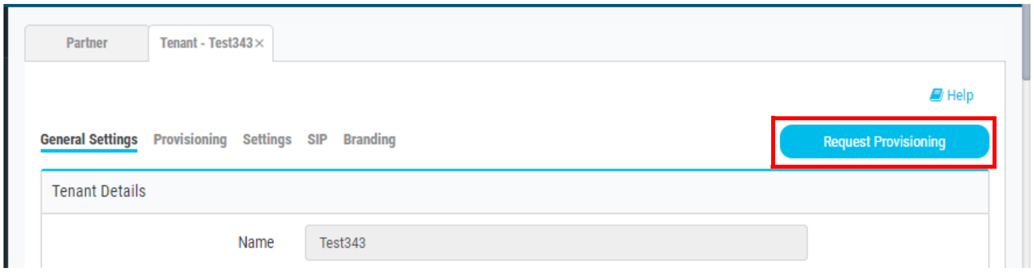
   Note: Tenant creation can take a few minutes. If you do not see the newly added tenant, click the Refresh button on the landing page, then navigate to the card for the new tenant and click the Edit button on the header of the card.

5. Click the **Edit** button at the bottom of the page.

   The page now displays an enabled **Request Provisioning** button and the **Create** button is replaced by a **Save** button.

6. Continue to specify and save the settings needed in each tab if you haven't done so already.

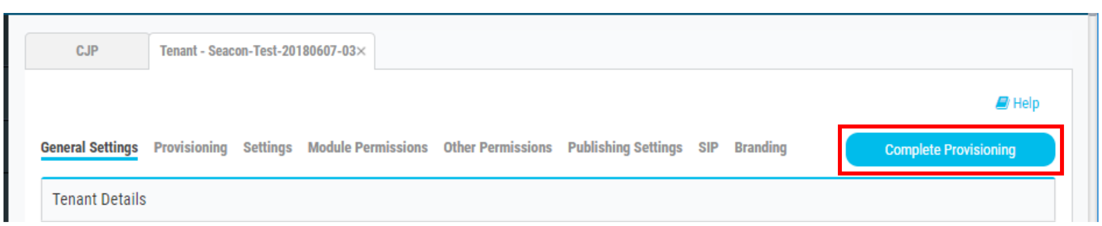
7. Click the **Request Provisioning** button.



- The button becomes disabled.
- If you have not configured the **Provisioning** and **SIP** settings, an error message informs you of the problem and the button is once again enabled.
- If all required settings are appropriately configured, you receive a confirmation message. Click **Yes** to confirm the request. After doing so, you cannot make any changes to the Provisioning or SIP settings until after the tenant is provisioned.

8. After you confirm the provisioning request:
   - The page displays a notification message informing you that the tenant has been submitted for provisioning.
   - The label on the disabled Request Provisioning button changes to **Submitted for Provisioning**.
   - The tenant's view page appears, showing the tenant's status as **Active**.
   - An email informing the recipient that the tenant been submitted for provisioning is sent to the user who requested provisioning.

9. When CJP Operations has finished provisioning the tenant, the administrator logs in to the Service Provider Portal and clicks a **Complete Provisioning** button that is displayed only for the CJP administrator.



After the CJP administrator clicks the **Complete Provisioning** button:

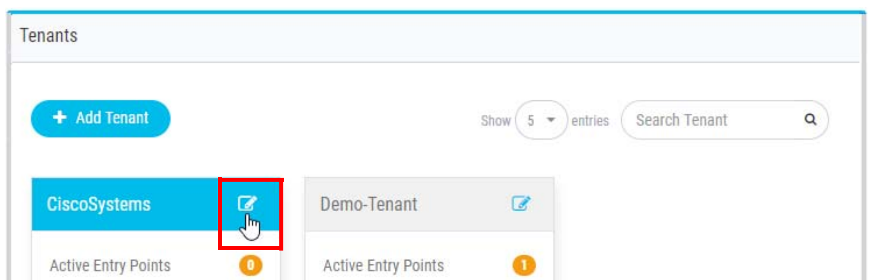
- An email informing the recipient that the tenant is now provisioned and available for use is sent to the user who requested provisioning.
- The label on the **Submitted for Provisioning** button changes to **Provisioned**.

Editing the Settings for a Provisioned Tenant

To edit the settings for a provisioned tenant:

1. In the **Service Provider** section of the CJP Service Provider Portal landing page, select the service provider whose tenant you want to edit.

2. In the **Tenants** section of the Portal page, click the Edit button on the header of the relevant tenant card.



   The tenant page appears, displaying the **General Settings** tab and links to additional tabs.

3. In each tab where changes are needed except the Provisioning and SIP tabs, specify the new settings and click **Save**.

   To make any change in the Provisioning or SIP tabs:

   - After the tenant has been submitted for provisioning, you cannot change settings in these tabs until the tenant is provisioned.
   - Any change you make for a provisioned tenant will change the **Provisioned** button to an enabled **Request Provisioning** button and will disable the **Save** button. Then you can either click **Request Provisioning** or restore the previous settings, which will change the button label back to **Provisioned**.

   Tenant settings are described in the next section.

4. If you are editing the settings for a tenant created prior to Release 10.0.0.193 and need to specify Agent Options in the Provisioning tab, the tenant will be marked as **Provisioned** after you click **Save**.

Tenant Settings

Tenant settings are described in the following topics:

- "General Settings" on page 27
- "Provisioning" on page 29
- "Settings" on page 30
- "SIP" on page 31
- "Branding" on page 32

In addition, service providers will see the following settings for tenants created prior to Release 10.0.0.193 and the CJP administrator will see the following settings for all tenants:

- "Module Permissions" on page 33
- "Other Permissions" on page 34
- "Publishing Settings" on page 36

General Settings

The General Settings tab provides general information about the tenant such as name, address, and contact information. Settings are described in the following table.
The **SP** column identifies settings the service provider administrator specifies, the **CJP** column identifies settings specified by the CJP administrator, and the **Tenant** column identifies settings that can be edited by the tenant.

Setting	Description	Tenant	SP	CJP
Tenant Details				
Name	Enter the tenant name using alphanumeric characters and the following special characters: hyphen (-), underscore (_), at-sign (@), ampersand (&), and period (.).		X	X
Description	Optionally, enter a short description.	X	X	X
Login Domain	This field is automatically populated, based on the tenant name. This value is used to uniquely identify a topic for this tenant in the internal data exchange (IDX) and customer data exchange (CDX) servers.		X	X
Time Zone	Select a time zone from the drop-down list.	X	X	X
Tenant Configuration XML URL	This field is automatically populated, based on the tenant name, with the location of the configuration file containing additional settings for the tenant.			X

Setting	Description	Tenant	SP	CJP
IVR Park URL	This field is automatically populated, based on the tenant name, with the path for the audio file that will be played while a call is in queue. Do **not** enter the audio file name here; it is specified in the CJP Routing Strategy module and concatenated to the path specified in this field. **Note:** If a tenant's IVR Park URL is changed, each routing strategy for the tenant must be edited and saved			X
Voice Prefix	After the new tenant is created, this read-only field is automatically generated and displayed on the View and Edit pages.			
Status	After the tenant is created, this field is displayed on the View and Edit pages to indicate whether the tenant is Active or Not Active. This field can be changed only after the tenant has been submitted for provisioning.		X	X
Address Details				
Street	Optionally enter the street address, city, state, country, and Zip code of the primary contact.	X	X	X
City				
State				
Country				
Zip Code				
Tenant Contact Details				
First name	Enter the first name of the tenant administrator.	X	X	X
Last Name	Enter the last name of the tenant administrator.	X	X	X
Username	Enter the name the user will use to log in to the Portal, using a valid email address.		X	X
Email	Enter the email address of the tenant administrator. This is the address to which login credentials will be sent after the tenant is successfully created. Consider using a generic corporate email address rather than the address of a specific employee.	X	X	X
Password	Specify a password the tenant administrator will use to log in to the CJP system. Minimum and maximum length and allowable characters are based on the password policy.		X	X
Confirm Password	Re-enter the password.		X	X
Work	Optionally enter the work phone number of the tenant administrator.	X	X	X
Mobile	Optionally enter the mobile phone number of the tenant administrator.	X	X	X
Watson Analytics Details				
Watson Base Url	These settings, which appear after the tenant is created, are for an optional feature that allows for sentiment analysis for the conversation between the customer and the agent in chat interactions. The tenant signs up for an IBM Watson account and obtains the values needed in these fields.			
Watson User Name				
Watson Password				

Provisioning

The Provisioning tab displays the settings described in the following table. Only the service provider administrator and CJP administrator can specify these settings. After a provisioning request is submitted, you cannot change these settings until after the tenant is provisioned.

<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td colspan="2">Order Detail</td></tr>
<tr><td>Ordered From</td><td>Select the order type and then:
If this is a Cisco Partners (CCW) order, enter values in the two additional fields that appear:
Subscription ID: Must begin with SUB followed by 6 or 7 digits.
Web Order ID: Consists of 8 digits.
If this is a Broadsoft Partners (Salesforce) order, enter the Broadsoft Quote Number in the field that appears.</td></tr>
<tr><td colspan="2">System Profile</td></tr>
<tr><td>Maximum Provisioned Users</td><td>Enter the maximum number of users that can be defined for the tenant.</td></tr>
<tr><td>Agent Options</td><td>Select one or both of the options:
Standard Agents - Inbound Voice.
Select Yes if any agents will use only the voice channel to interact with customers.
Premium Agents - Inbound Multichannel.
Select Yes if any agents will use a channel such as email or chat in addition to the voice channel to interact with customers.</td></tr>
<tr><td>Workforce Options</td><td>Select Yes if any Workforce Optimization option is required for the tenant: Quality Management, Workforce Management, WFO Analytics, Workforce Analytics with Transcriptions, or the Workforce Bundle.</td></tr>
<tr><td>Campaign Management</td><td>Select Yes if the Campaign Manager module is being implemented for the tenant.</td></tr>
<tr><td>Recording Storage</td><td>Enter the number of months to retain call recordings. Recordings made prior to the specified number of months are removed.
Note:
This field is hidden if the pruning strategy is not time based.
For tenants created prior to Release 10.0.0.193, this field might show the value in days.</td></tr>
<tr><td>Speech Enabled IVR</td><td>Select Yes if Speech Enabled IVR is required for the tenant.</td></tr>
<tr><td>Web Callback Option</td><td>Select Yes if Web Callback configuration is required for the tenant.</td></tr>
</table>

Settings

The Settings tab displays the settings described in the following table. The **SP** column identifies settings the service provider administrator specifies, the **CJP** column identifies settings specified by the CJP administrator, and the **Tenant** column identifies settings that can be edited by the tenant.

Setting	Description	Tenant	SP	CJP
Call Settings				
Short Call Threshold	Specify the time interval, in seconds, that determines whether a call is considered short or abandoned.	X	X	X
Sudden Disconnect Threshold	Specify the time interval, in seconds, that determines whether a call is considered handled or was terminated so quickly as to possibly indicate an issue with connectivity or agent behavior. A call that is terminated after being distributed to a destination site, but within this time interval, is considered to be a *disconnected* call.	X	X	X
Maximum Active Calls	Specify the maximum number of active calls allowed. Neither the Outdial Maximum Active Calls nor the Inbound Maximum Active Calls can exceed this value. When CJP Portal users add or edit an entry point or queue, the value they enter for Inbound Maximum Active Calls and or Outdial Maximum Active Calls are validated against this value.		X	X
Inbound Maximum Active Calls	Specify the maximum number of inbound calls that can be active. This includes all site, team, DN, queued, and in-process calls. A call that arrives after the maximum has been reached is busied out.		X	X
Outdial Maximum Active Calls	Specify the maximum number of active outdial calls across the tenant.		X	X
Other Settings				
Allow Agent Threshold	If the Threshold Alerts feature is enabled for this tenant, specify whether or not to enable Agent Threshold Alerts. The Threshold Alerts feature is enabled for all tenants with a Standard or Premium license.	X	X	X
Maximum Callback Attempts	Specify the number of times the system will attempt a requested callback if the initial callback attempt fails.	X	X	X
Retry Callback Interval	Specify the number of seconds between callback attempts in the event the initial callback attempt fails.	X	X	X
Pause/Resume Enabled	If **Yes**, agents can click the Privacy Shield button during a call to pause and resume potential call recording. For example, the agent might need to pause potential call recording while obtaining a credit card number or other protected information. If **No**, this feature can be enabled for individual queues. **Note:** The Privacy Shield button is displayed on the Agent Desktop only if the Privacy Shield feature is enabled in the tenant's configuration file (see "Tenant Configuration" beginning on page 38).	X	X	X

Setting	Description	Tenant	SP	CJP
Recording Pause Duration	If *Pause/Resume Enabled* is set to *Yes*, specify how many seconds call recording will be paused if the agent does not click the *Turn Off Privacy Shield* button earlier.	X	X	X
Allow Password Reset	Specify whether or not to enable the Password Reset module so authorized users can reset or reassign the passwords of one or multiple agents.	X	X	X
Check Agent Availability	If **Yes**, teams with no logged in agents can be excluded for consideration as the routing strategy escalates over time. If **No**, the *Check Agent Availability* setting can be enabled for individual inbound queues.	X	X	X
Record All Calls	If **Yes**, all inbound and outdial calls will be recorded. If **No**, calls will be recorded based on settings for each queue.	X	X	X

SIP

If SIP trunks have been configured in the Service Provider, you can assign one or more of them to the tenant in the SIP tab. These settings can be configured by the service provider administrator and the CJP administrator. After a provisioning request is submitted, you cannot change these settings until after the tenant is provisioned.

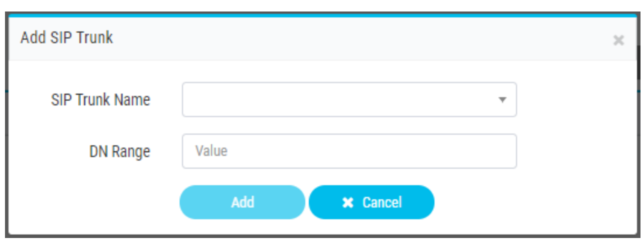
1. Click the **Add** button in the lower right corner of the SIP tab.
2. In the dialog box that opens:

   a. Select a trunk from the **SIP Trunk Name** drop-down list.

   Note: If you do not see the SIP trunks needed for this tenant, add them as described in "Managing SIP Attributes" on page 22 and then return to this tab.

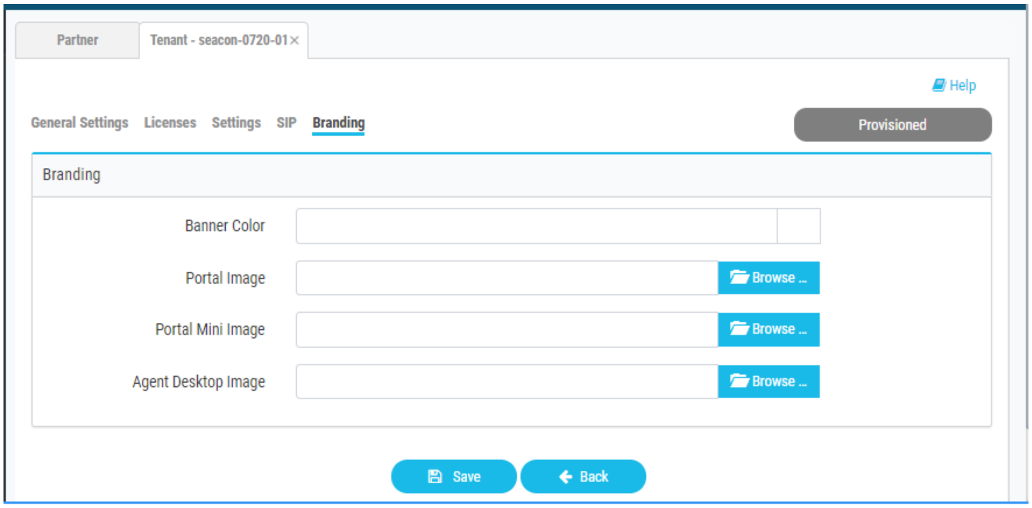
   b. In the **DN Range** field, specify a value in a range format.

   c. Click **Add**.



Branding

The Branding tab provides settings for optionally customizing the banner color and images used on Management Portal pages. These settings are available when you add or edit the settings for a tenant. All settings are optional, so you can provide a value for one or more of the settings as described in the following table.



Setting	Description
Banner Color	To specify a custom banner color, either type the HTML (hexadecimal) code for a color or click inside the small box on the right of the text field and select a color from the color selector.
Portal Image Portal Mini Image Agent Desktop Image	Click the folder button for each image type you want to customize and in the dialog box that opens, navigate to the image file in your system that you want to use and click **Open**. Supported file formats are PNG, JPG, JPEG, and GIF.

Module Permissions

Note: The CJP administrator will see the Module Permissions tab for all tenants. Service providers will see this tab for tenants created prior to Release 10.0.0.193.

The Module Permissions tab displays the settings described in the following table. The **SP** column identifies settings the service provider administrator specifies, the **CJP** column identifies settings specified by the CJP administrator, and the **Tenant** column identifies settings that can be edited by the tenant if the tenant was created prior to Release 10.0.0.193.

Setting	Description	Tenant	SP	CJP
SCR Enabled	Select **Yes if** the CJP Scorecard Routing feature is being implemented for the tenant.		X	X
Threshold Alerts Enabled	Select **Yes** if the Threshold Alerts feature is being implemented for the tenant.		X	X
Maximum Threshold Rules	If *Threshold Alerts Enabled* is set to *Yes*, specify the maximum number of active threshold rules that can be defined for the tenant.		X	X
Map View	Select **Yes** if the Map View feature is being implemented for the tenant.		X	X
SBR Enabled	Select **Yes** if the Skills-Based Routing (SBR) feature is being implemented for the tenant.		X	X
Maximum Skills	Specify the maximum number of skills that can be defined for the tenant.		X	X
Maximum Text Skills	The maximum number of text skills that can be defined for the tenant.		X	X
Multimedia Enabled	Select **Yes** if the Multimedia feature is being implemented for the tenant.		X	X
Multimedia Extensions Enabled	Select **Yes** if the Multimedia Extensions feature is being implemented for the tenant.		X	X
Maximum Channels Per Profile	If *Multimedia Enabled* is set to *Yes*, specify the maximum number of channels that can be specified for a multimedia profile.		X	X
Voice Callback Enabled	Select **Yes** if the Voice Callback feature is being implemented for the tenant. A *Yes* setting makes the *Callback* call control block available for use in call control scripts and automatically sets *Web Callback Enabled* to *Yes*.		X	X
Web Callback Enabled	Select **Yes** if the Web Callback feature is being implemented for the tenant. **Note:** If *Voice Callback Enabled* is set to *Yes*, then *Web Callback Enabled* is automatically set to *Yes* and cannot be changed to *No*.		X	X
Recording Management Enabled	Select **Yes if** the Recording Management module is being implemented for the tenant.		X	X

Setting	Description	Tenant	SP	CJP
Recording Pruning Strategy	If the Recording Management module is enabled for the tenant, specify the recording pruning strategy for the tenant: *No Pruning*, *Time Based*, *Agent Minutes*, or *Storage Based*. When a change is made to this setting, an email is sent to all users who are authorized to change the setting.	X	X	X
Pruning Value	If the Recording Pruning Strategy is set to a value other than *No Pruning*, specify the value for the selected recording pruning strategy as either **0** for *No Pruning* or one of the following values: • For the *Time Based* strategy, the number of days to retain recordings. Recordings made prior to the specified number of days are removed. • For the *Agent Minutes* strategy, the maximum number of minutes of recordings per agent. When the maximum number of minutes is reached, the oldest recordings are removed to make room for new recordings. • For the *Storage Based* strategy, the limit on the total recording size in megabytes. When the limit is reached the oldest recordings beyond the specified storage value are removed.		X	X
Analytics Enabled	Select **Yes** if the Customer Engagement Analyzer, Analyzer Data Exchange, and Business Rules modules are being implemented for the tenant		X	X

Other Permissions

Note: The CJP administrator will see the Other Permissions tab for all tenants. Service providers will see this tab for tenants created prior to Release 10.0.0.193.

The Other Permissions tab displays the settings described in the following table. The **SP** column identifies settings the service provider administrator specifies, the **CJP** column identifies settings specified by the CJP administrator, and the **Tenant** column identifies settings that can be edited by the tenant if the tenant was created prior to Release 10.0.0.193.

Setting	Description	Tenant	SP	CJP
SAM CDX Data Compression	Select **Yes** for a tenant with more than 300 agents.			X
SAM IDX Data Compression	Select **Yes** for a tenant with more than 300 agents.			X
SAM Data Compression Type	If a SAM data compression field is set to *Yes*, select **gzip** from the drop-down list. Otherwise, leave this field set to **none**. Do not select **zip**. This setting is not applicable.			X
Number of CAD Variables	Enter the maximum number of active call-associated data (CAD) variables that can be defined for the tenant.		X	X

Setting	Description	Tenant	SP	CJP
Maximum Address Books	Enter the maximum number of address books that can be defined for the tenant.		X	X
Maximum Provisioned Agents	The maximum number of agents that can be defined for the tenant should be one less than the value specified for Maximum Provisioned Users.		X	X
Maximum Entry Points and Queues	Enter the maximum number of entry points and queues that can be defined for the tenant.		X	X
External ID	Applies only to CJP Salesforce Edition.			X
Permit Alert	If the Agent Supervisory Alert feature is being implemented for the tenant, select **Yes** to display the Alert link in the header of the Management Portal landing page.		X	X
Last Agent Routing	Select **Yes if** Last Agent Routing is being implemented for the tenant.	X	X	X
Enabled Leg Recordings	If **Yes**, three files are created for each recorded call: one with audio of both the caller and the agent, one with just the caller audio, and one with just the agent audio. Currently, this is a custom setting.	X	X	X
Site Level DN Enabled	If **Yes**, the DN to Entry Point Mappings interface provides controls for creating mappings at the site level as well as the tenant level.		X	X
Multiple Time Zone Enabled	If **Yes**, entry points and queues can be associated with time zones. Time values in routing strategies will be based on the time zone provisioned for the entry point or queue or, if no time zone is specified, the time zone provisioned for your enterprise.	X	X	X
Lock Users Allowed	Select **Yes** to enable the Account Unlock module so authorized users can unlock one or more locked agent accounts at the sites and on the teams to which they have access.	X	X	X
Allow Agent Access to Recordings	If **Yes**, agents whose profiles permit access to recordings can access recordings of calls they handled within the past 24 hours.	X	X	X

Publishing Settings

Note: The CJP administrator will see the Publishing Settings tab for all tenants. Service providers will see this tab for tenants created prior to Release 10.0.0.193.

The Publishing Settings tab displays the statistics aggregation manager (SAM) topics that are used for custom reporting. If the tenant uses custom reporting based on any of these, select **Yes** for the corresponding topics. These settings can be specified only by CJP Operations.

- Publish Call Events
- Publish Agent Events
- Publish Agent Command Events
- Publish Queued Values
- Publish Dynamic Queued Values
- Publish Agent Detailed Values

Task List for Provisioning a New Tenant

Following is a list of the overall steps for provisioning a new tenant:

1. Create a new tenant as described in “Adding a New Tenant” on page 24.
2. Request provisioning for the tenant after entering the Order Details, System Profile, and SIP trunk information in the Provisioning and SIP tabs.
3. Perform the following tasks as described in the “Provisioning” chapter of the *Management Portal User Guide*:
   a. Create sites, teams, entry points, and queues.
   b. Create custom wrap-up and idle codes and agent profiles for the tenant.
4. CJP personnel will contact you when your tenant is provisioned and voice connectivity is ready to test.

3 Network Provisioning

The Network Provisioning module provides an interface for setting up back-end components for tenants. Currently, this module is available only to CJP Operations.

Topics covered in this chapter:

- Tenant Configuration
- DID Configuration
- Server Mapping
- POP Mapping and Voice POPs
- Call Control Gateway Configuration
- Gateway Inventory
- Media Server
- Outdial Configuration

Tenant Configuration

Several settings on the Tenant Configuration page can be edited to customize the CJP Agent Desktop. After editing settings on the Tenant Configuration page, you must log in to the Agent Desktop and then browse to the TACG UI and reload the enterprise.xml file:

http://<*TACG_host_name*>:10050/adas

To view or edit tenant configuration settings:

1. On the Service Provider Portal navigation bar, select **Network Provisioning > Tenant Configuration**.
2. On the Tenant Configuration Details page, select a tenant from the **Tenant** drop-down list. and click the **View** button.

   The page displays the settings specified for the selected tenant.
3. To edit the Tenant Configuration settings, click the **Edit** button at the bottom of the page, and then specify or change the settings and click **Save**.

   Each setting is described in the following table. Asterisks (*) indicate settings that you can edit to customize the CJP Agent Desktop. Do not make any other edits except in consultation with Engineering. Other Agent Desktop customizations can be performed through Agent Profiles defined in the Provisioning module of the CJP Management Portal for the tenant.

   The **Add** button in the lower-right corner of the **Extra Settings** section of the Edit page is for future use to add tenant-specific attributes at a later time.

Setting	Description
General Settings	
Auto WrapUp Interval	This setting is not used.
Version	The version of the configuration file.

Setting	Description
*Call Variables Suppressed	Prevents the specified call properties from being sent to the Agent Desktop for display. You can delete any values currently assigned to this attribute (described below) if the tenant wants the corresponding call property to be sent to the Agent Desktop, or you can add values that the tenant wants to prevent from being sent. **callId.** The identification number assigned to the call by the system. **connectionid.** The identification number assigned to the call leg by the system. **mediaserver.** The address of the media server. **reason.** If the call fails to connect the agent, the reason for the failure. **remotesessionid.** Internal system variable. **sendid.** Internal system variable. **sessionid.** Same as callId. **supervisor.** The phone number of the supervisor monitoring the call. **virtualTeamId.** The ID number of the virtual team.
Call Variables Base URL	Not currently used.
*APS Enabled	Specifies whether or not to display the Statistics button on the Agent Desktop toolbar.
*APS URL	Specifies the URL to the server where the agent personal statistics (APS) for this tenant are stored. If no value is specified, the agent personal statistics feature is disabled.
DN Settings	
DN Default Description	These settings specify the text labels used to identify choices in the *Format* field of the Agent Desktop.
DN Other Description	
Reject Duplicate DN	Specifies whether or not two agents can enter the same DN to log in to the Agent Desktop at the same time. Do not modify the default value.
Force Default DN	If **Yes**, this setting restricts agents to their provisioned default DNs when logging in to the Agent Desktop. Agents for whom no default DN is specified can enter any DN. This setting overrides the Agent DN Validation settings of the agent profile (described in the “Provisioning” chapter of the *CJP Management Portal User Guide*).

Setting	Description
DN Default Prefix DN Other Prefix DN Default Strip Characters DN Other Strip Characters DN Default Regex DN Other Regex	These settings are used by default to validate the DN the agent enters when logging in. These settings override those entered in the Agent Profile. In order to enable the settings in the Agent Profile, the dn.default.regex and dn.other.regex settings must be manually removed from the generated Tenant Configuration XML file. For more information, see "Example Dial Plans" and "Agent Profiles" in the "Provisioning" chapter of the *CJP Management Portal User Guide*. Do not modify the default values.
Misc Settings	
Heart Beat Interval	Specifies the time interval in milliseconds after which the Agent Desktop applet sends a signal to the backend cloud service. Do not modify the default value.
Missed Heart Beats Allowed	Specifies how many missed heartbeats can occur before the connection is considered gone, after which the agent sees "Reconnecting" on the Agent Desktop. Do not modify the default value.
Lost Connection Recovery Timeout	Specifies the time interval in milliseconds after which the agent is logged out after a network interruption. Do not modify the default value.
*Not Responding To Available Timeout	Specifies in milliseconds the time interval after which the agent is moved from Not Responding to Available when a condition specified in *autoAvailableWhenNotRespondingReasonCSV* occurs. If no value is specified for this timeout, the time interval defaults to 3 seconds.
Auto Available When Not Responding Reasons CSV	Specifies the conditions that will move the agent from the Not Responding state to the Available state after the time interval specified in the *notRespondingToAvailableTimeout* setting. Do not modify the default value.
*Privacy Shield Visible	Specifies whether or not to display the Privacy Shield button on the Agent Desktop so the agent can block the recording of sensitive information such as credit card numbers.
Outdial Enabled	Specifies whether or not to display the Call Out field on the Agent Desktop if Outdial is enabled in the Dial Plan tab of the agent profile.

Setting	Description
End Call Enabled	Specifies whether or not to display the End Call button on the Agent Desktop. When a call is connected and not on hold, the agent can click this button to disconnect the Line 1 call.
End Consult Enabled	Specifies whether or not to display the End Consult button on the Agent Desktop. After sending a consult request, the agent can click this button to cancel the request or disconnect a consult call. Do not modify the default value.
Incident Reporting Enabled	Not currently used.
Log Settings	
Local Disk Log Level	Specifies the Java log level used to write to the log file on disk.
Central Log Level	Not currently used.
Console Log Level	Default value on the Agent Desktop to log to the Java console.
Watson Analytics Details	
Watson Analytics Base URL Watson Analytics Username Watson Analytics Password	Optional feature that allows for sentiment analysis for the conversation between the customer and the agent in chat interactions. The tenant signs up for an IBM Watson account and obtains the values needed in these fields.
Extra Settings	
dn.target.prefix dn.target.regex dn.target.strip.chars	These settings are used to validate consult and transfer phone numbers entered by the agent in addition to the validation criteria specified in the Ad hoc Dial Plan section of the of the agent profile Dial Plan tab. Do not modify the default values.
systemRecoveryMsg	Specifies the text of the message that appears on the Agent Desktop after the connection to the server has been lost and then reestablished.
diagnosticsPostUrl	If the incidentReportingEnabled field is set to **Yes**, this field must specify the URL where the diagnostics and incident reports are sent.
autoBaseUrl	If *autoBaseUrl* is set to true, the *callVariablesBaseUrl* should be the server URL that is invoked with *all* the CAD data when a new call arrives. Use this feature only in consultation with Engineering.

DID Configuration

Each new tenant is automatically provisioned with a default DID<*tenant_name*>.xml file, located on the provisioning host server in the /var/www/html/<*tenant_name*>/DID directory.

This file specifies the URL of the primary and backup TAM host and port number. This URL is used by the CCXML interpreter (CCXMLi) to notify TAM of a new call.

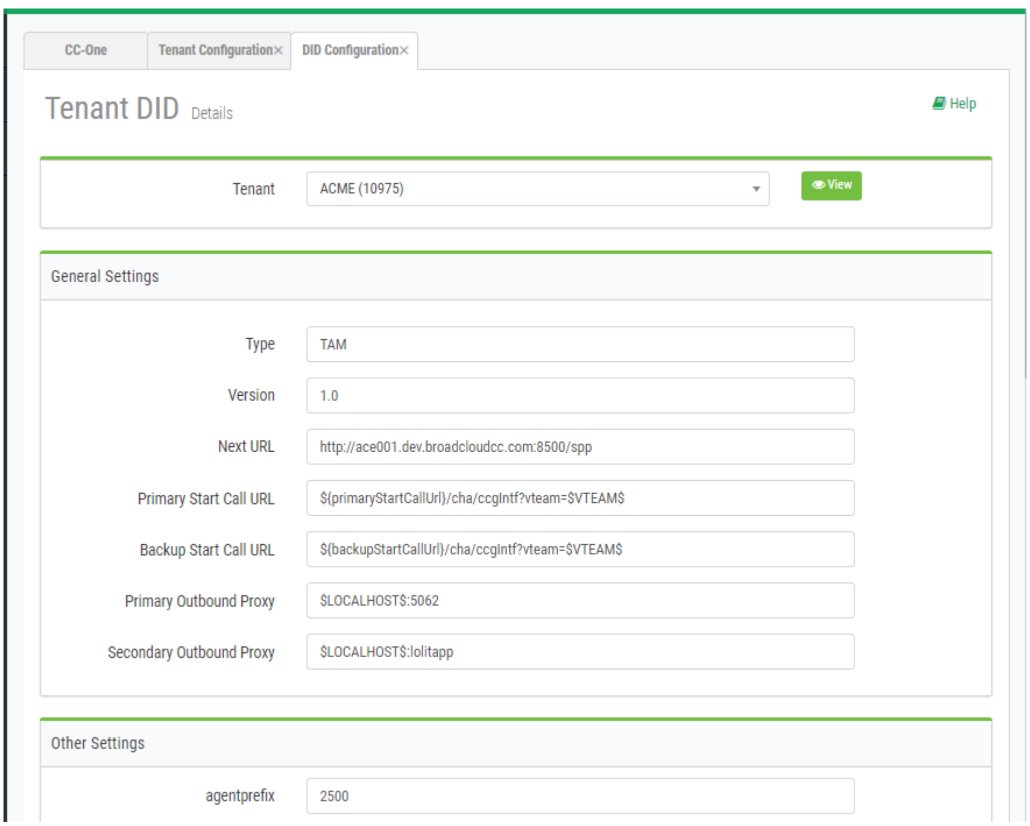
The file also specifies the SIP proxy that the CCG communicates with—typically, this is the Transera Redirect Server (TRS) host and port number.

In addition, the file specifies a number of DID settings, such as ring timeouts and dial prefixes.

To view or edit DID Configuration settings for a tenant:

1. On the Service Provider Portal navigation bar, select **Network Provisioning > DID Configuration**.
2. On the Tenant DID Details page, select a tenant from the **Tenant** drop-down list. and click the **View** button.

   The page displays the settings specified for the selected tenant.



3. To edit the tenant's DID Configuration settings, click the Edit button at the bottom of the page, and then change the settings you want to change and click **Save**. Settings are described in the following table.

Setting	Description
General Settings	
Type	TAM (Transera Application Manager)
Version	1.0
Next URL	Usually left blank, this setting is used to import settings from another DID XML file.
Primary Start Call URL	The URL of the primary and backup TAM host and port number. This URL is used by the CCXML interpreter (CCXMLi) to notify TAM of a new call.
Backup Start Call URL	
Primary Outbound Proxy	The SIP proxy that the CCG communicates with—typically, this is the Transera Redirect Server (TRS) host and port number.
Secondary Outbound Proxy	Not currently used.
Other Settings	
agentprefix	This field is automatically populated with the dial prefix for the agent's phone number and for phone calls initiated by the agent, such as consults and transfers.
ivrprefix	This field is automatically populated with the dial prefix for calls bridged to an external IVR.
monitorprefix	This field is automatically populated with the dial prefix for the number that the supervisor enters to monitor calls.
outdialprefix	This field is automatically populated with the dial prefix for outdial calls initiated by the agent.
overflowprefix	This field is automatically populated with the dial prefix for the overflow number provisioned for the virtual team.
agentTimeout	The ring-no-answer timeout (in seconds) for calls to an agent.
blindXferTimeout	The ring-no-answer timeout (in seconds) for blind transfers.
consultTimeout	The ring-no-answer timeout (in seconds) for consult calls.
ivrTimeout	The ring-no-answer timeout (in seconds) for calls bridged to an external IVR.
msSetupTimeout	The timeout (in seconds) after which a call fail event is sent back to the platform if no response is received from the remote end point. Applies to media servers.

Setting	Description
outdialTimeout	The ring-no-answer timeout (in seconds) for the customer leg on outdial calls.
setupTimeout	The timeout (in seconds) after which a call fail event is sent back to the platform if no response is received from the remote end point. (That is, the duration between when a call is placed and when the agent's phone rings.) Applies to media gateways.
supervisorTimeout	The ring-no-answer timeout (in seconds) for calls to the supervisor.
AddTimestampToRecordingFilename	If set to **Yes**, the last field in the file name of a call recording will include the start time of the recording (in milliseconds since Epoch). If this setting is not included in the DID<*tenant_name*>.xml file or if a **No** value is specified, file names of call recordings will not include start times.
outboundANI	The caller ID to provide for the outbound leg on all calls.
outdialANI	The caller ID to provide for the outbound leg on outdial calls.
playRinging	Specifies whether or not to play ringing from the media server.
ringFile	The default ringback file name and location.

Server Mapping

Topics covered in this section:

- Server Mapping Overview
- Displaying the Server Mapping Page
- Assigning Server Mapping to a Tenant
- Adding or Editing a Server Mapping Entry
- Deleting a Server Mapping Entry
- Component Mapping

Server Mapping Overview

The CJP application uses a number of distributed modules (each module provides specialized functions) that act in a cooperative fashion to provide the CJP multi-tenanted hosted contact center solution. The Server Mapping interface is for associating specific instances of these various modules to service the needs of a specific tenant. A single set of these distributed modules can and often do service multiple tenants.

All of the components described in the following table need to be associated with a tenant.

Component Name	Description
ABM	**Agent behavior monitor.**
ACTIVEMQ	**activeMQ.** Internal module for interprocess communication.
ADX	**Application Data eXchange.** Module for interprocess communication.
AHA	**Agent handler application**. Tracks agent availability; part of the Transera application manager (TAM).
AIM	**Agent Information Manager.** Module that maintains agent state information for all agents across tenants.
APS	**Agent personal statistics**. Displays statistics when the agent clicks a button on the Transera Agent Desktop.
APSBE	**Agent personal statistics back end.** APS Back-End server module that supports the APS UI
ARD	**Advanced Reporting database.**
AREX	**AdvRep Engine.**
ASM	**Agent Statistical module.** Module that computes Agent statistics.
BRE	**Business Rules Engine.** Module that allows creation of rules to customize call flows.
CAB	**CC Analyzer Bridge.** Module that is used for transferring data from the ACD to the Analyzer.
CABBE	Backend module that works with CAB.
CAMPAIGN-MANAGER	Component that allows for creation and management of outbound campaigns.
CCD-BE	**Call Center Display backend component**.
CCD_DB	**Call Center Display Database.**
CCDUI	**Call Center Display user interface component.**
CCXMLi	**CCXML interpreter**. Interprets the documents that govern call control.
CDP	**Call data processor.** Generates half-hourly call interval reports.
CDP_DB	**CDP database.** The database where CDP data is stored.
CDS-BE	**Call distribution strategy back end**. Manages the storage and deployment of defined strategies with TAM.

Component Name	Description
CDX	**Customer data exchange**. Allows real-time and historical information to be sent to third-party products such as Workforce Management applications.
CDX-CLIENT	**Customer data exchange client.** Component used by third parties to receive data sent by CDX.
CHA	**Call handler application**. Calls a media server, queues and routes calls to agents. There is one instance of CHA per tenant. CHA is set up and maintained in the TAM server configuration.
DATALOADER	**Dataloader for SFDC.** Component used to upload data to/from SFDC.
DR-MYSQL	**Data Replica MySql.** Database used by the Data Replica module.
DR-POP	**Data Replica POP.** Data Replica instance.
ERA	**External routing adapter**. Connects to third-party applications.
EVENTS_DB	**Events database.** The database where call events (call and agent) are stored.
HRS-BE	**Historical reports system application back end**. Obtains statistical information from the statistics aggregation manager (SAM) every 30 minutes and stores it in database tables.
HRS_DB	**HRS database.** Database where historical records are stored.
ICRMNS	**ICRM Notification Service.** Multimedia module.
ICRMURL	**ICRM Notification URL.** Multimedia URL.
IDX	**Internal data exchange**. The delivery mechanism for real-time five-second and five-minute summary calculations from the statistics aggregation manager (SAM) to real-time monitoring and control (RTMC).
JBA	Jukebox Instance. The module that stores voice recordings and provides tenants with access to recordings.
JBA-CVS-GEN	**Jukebox Provisioning CSV Generator.** Gen module that generates MetaData (such as ANI, DNIS, Queue, Call-time, Call-Duration) for the Jukebox.
JBABE	The backend server that JBA communicates with.
MCG	**Media control gateway.** The host used for multimedia interactions such as email and Web.
METRICSKEEPER	**Metrics Keeper**. Supplements JSAM in maintaining real-time metrics. Its purpose is to offload JSAM from maintaining and publishing data other than basic CDR/ADR and summaries. Metrics Keeper is an IDX client that pulls JSAM topics and then performs additional computations/transformations. Unlike the publish / subscribe model of JSAM, Metrics Keeper supports a “pull” based SQL Query mechanism that clients can use to pull any kind of custom data required. Metrics Keeper is required for Map View feature.
NOTIFICATIONSERVER	Provides configuration updates to the other components.
PORTAL	Main access point for CJP users.

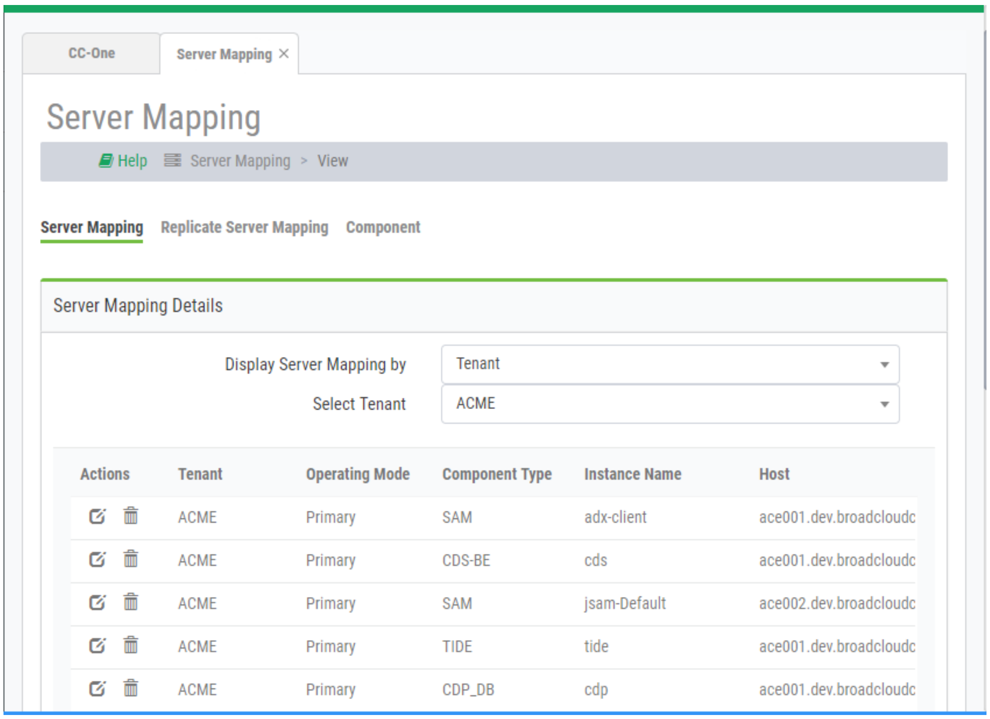
Component Name	Description
SAF	**Agent to Supervisor Communication module.** Module that facilitates Agents to alert a Supervisor
SAM	**Statistics aggregation manager**. Creates call and agent statistics and emits them to other Transera applications.
SAR-BE	**Seratel Advanced Reporter.**
SERATELBE	**CJP back end.** Aggregates the back-end modules—CDS-BE, HRS-BE, and RTMC-BE.
SSM	**SIP session manager**. Handles the signaling part of the call.
TALBE	**Threshold Alerts.** Backend module used for Threshold Alerts.
TCAH	**Transera CTI Adaptor hosted.** The interface between the tenant's telephony layer and the ACD for CJP Scorecard Routing. This component could be installed on the tenant's premises or in the CJP cloud.
TIDE	Component that provides Create, Read, Update and Delete (CRUD) operations to data in the Analyzer
VDP	**Scorecard Routing vendor data processor.**
WCB	**Web Callback server**. Handles Web Callback requests.
WFO	**Workforce Optimization**. The ability to optimize agent staffing based on expected call volumes.
XDA-IVR	**eXternal Data Adapter** used to integrate with external IVR systems

Displaying the Server Mapping Page

To display the Server Mapping page:

1. On the CJP Portal navigation bar, select **Network Provisioning > Server Mapping**.
2. In the **Display Server Mapping by** drop-down list, select **Tenant**, **Component**, or **Host**, and then in the second drop-down list, select the tenant, component or host you want to display.

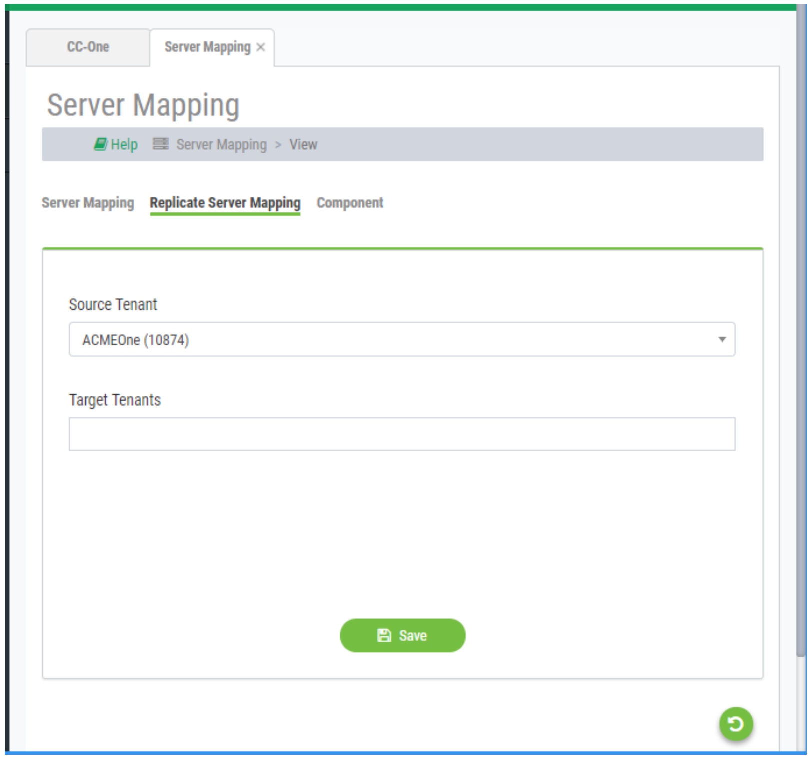
   For a description of each setting, see the table on page 51.



Assigning Server Mapping to a Tenant

To assign server mapping to a tenant:

1. On the CJP Portal navigation bar, select **Network Provisioning > Server Mapping**.
2. On the Server Mapping page, select the **Replicate Server Mapping** link.

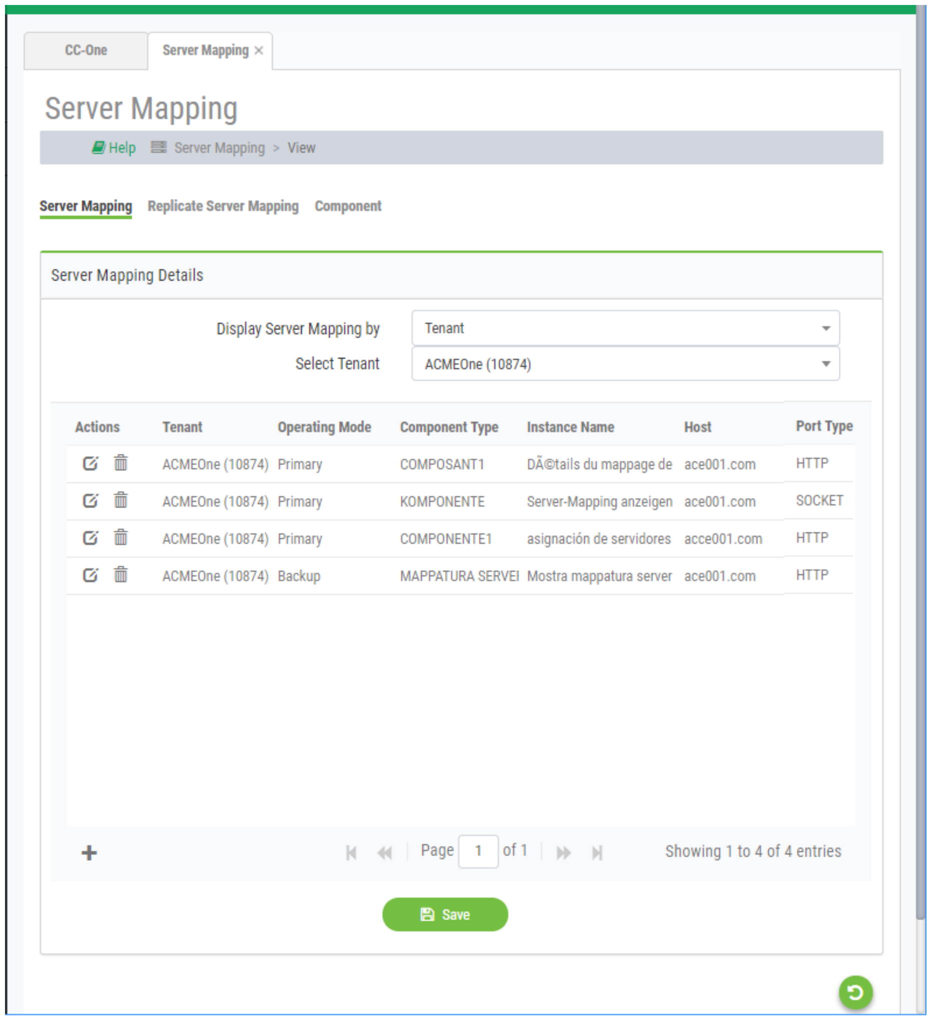


3. In the **Source Tenant** drop-down list, select the tenant whose server mapping you want to duplicate for the tenant.
4. In the **Target Tenants** drop-down list, select the tenant to whom you want to assign server mapping. You can then select an additional tenant, or you can hold down the Ctrl key to select more than one tenant.
5. Click **Save**.
6. Execute the external script for server mapping.

Adding or Editing a Server Mapping Entry

To add, edit, or delete a server mapping entry:

1. On the CJP Portal navigation bar, select **Network Provisioning > Server Mapping**.
2. On the Server Mapping page, select **Tenant**, **Component**, or **Host** from the **Display Server Mapping by** drop-down list, and in the second drop-down list, select the tenant, component or host you want to display.



3. To add an entry, click the **Add** ➕ button on the lower left side of the page. A new row is displayed in the list.

   - OR -

   To edit an entry, click the **Edit** button to the left of the listed entry you want to edit. The settings for the selected entry become editable.

4. Specify or modify the settings as described in the following table, and then:
   - To cancel your changes, click the **Cancel** button.
   - To save your changes, click the **Save** button. After doing so, the **Restore** button appears. You can click this button to restore the previous settings.

   When you are finished adding or editing entries, click the **Save** button at the bottom of the page to submit all your changes to the database.

Setting	Description
Tenant	Select the tenant from the drop-down list.
Operating Mode	Select either **Primary** or **Backup** from the drop-down list.
Component Type	Select a component type from the list. For a description of each component type, see "Server Mapping Overview" on page 45.
Instance Name	Enter the name of the instance installed. Suggested naming convention is *<component>-<tenant_name>*; for example, *cha-Acme*. In the case of cds, enter *cds-<tenant_name>* or *cds-all*.
Host	Enter the name of the machine on which the component is running.
Port Type	Select a port type (HTTP, HTTPS, SOAP, SIP, or SOCKET) from the drop-down list.
Port	Enter the number of the port on which the component is running. **Note:** By default, both CHA and AHA for the same instance boot in the same JVM and will listen on the same port.
Additional Info	Enter any information that would be required to configure a component. For example, you might provide database connection information, which could be in the following format: *host=abcd.transrainc.com, port=3306, userID=sa, pwd=password, connections=10*

Deleting a Server Mapping Entry

To delete a server mapping entry:

1. On the CJP Portal navigation bar, select **Network Provisioning > Server Mapping**.
2. On the page that appears, select **Tenant**, **Component**, or **Host** from the **Display Server Mapping by** drop-down list, and in the second drop-down list, select the tenant, component or host you want to display.
3. Click the **Delete** button to the left of the entry you want to delete. To submit your change to the database, click the **Save** button at the bottom of the page.

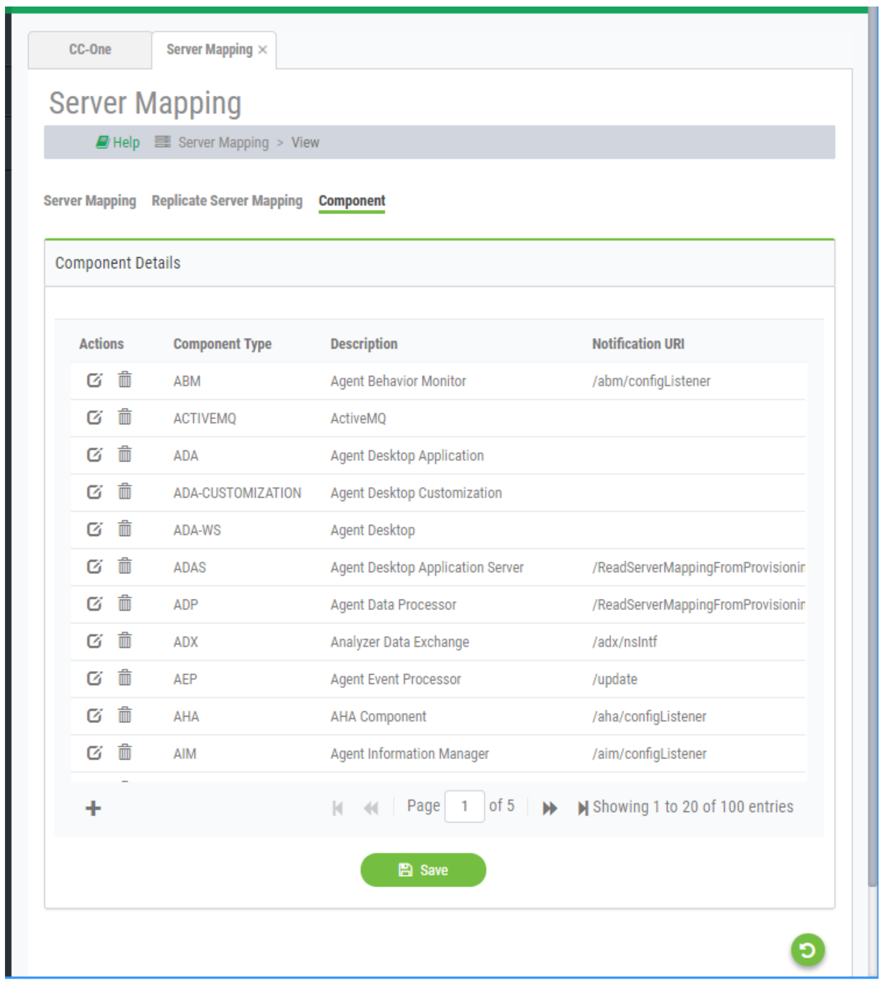
Component Mapping

The Server Mapping > Component page displays a list of the component types that are available for selection in the Server Mapping tab when you add a server mapping entry.

To view, add, edit, or delete a component type:

1. On the CJP Portal navigation bar, select **Network Provisioning > Server Mapping**.
2. On the Server Mapping page, select the **Component** link.

   The Component Details page displays the columns described in the following table.



Columns	Description
Actions	Displays buttons for performing actions such as editing or deleting an entry and then canceling or saving your changes.

Columns	Description
Component Type	The abbreviation used for the component type. This is the value that is displayed in the Server Mapping tab when you view server mapping components or add a server mapping entry.
Description	A description of the component type.
Notification URI	The path of the URL to which notifications are sent when server mapping changes occur. A blank value signifies that the component either does not support such an interface or uses the Notification Server to receive updates to server mapping. **Note:** The host and port are supplied in the Server Mapping tab.

3. On the Component Details page, you can perform the following actions:
   - To add an entry, click the **Add** button on the lower left side of the page to display a new row in the list; then proceed to step 4.
   - To edit an entry, click the **Edit** button to the left of the listed entry you want to edit. When the settings for the selected entry become editable, proceed to step 4.
   - To delete an entry, click the **Delete** button to the left of the listed entry you want to delete. To submit your change to the database, click the **Save** button at the bottom of the page.
4. If you are adding or editing an entry, specify or modify the settings and then:
   - To cancel your changes, click the **Cancel** button.
   - To save your changes, click the **Save** button. After doing so, the **Restore** button appears. You can click this button to restore the previous settings.

When you are finished adding or editing entries, click the **Save** button at the bottom of the page to submit all your changes to the database.

POP Mapping and Voice POPs

The POP Mapping page provides access to two options:

- **Voice POPs**: This option allows for the creation of POP mapping entities.
- **POP Mapping:** A few of the CJP modules have to be associated with a voice POP instead of being assigned on a per tenant basis. POP Mapping interface is for associating instances of CJP modules to a specific voice POP.

Usage:

1. Create one or more entities under Voice POPs.
2. Associate components with the POP Mapping entity created in step 1.

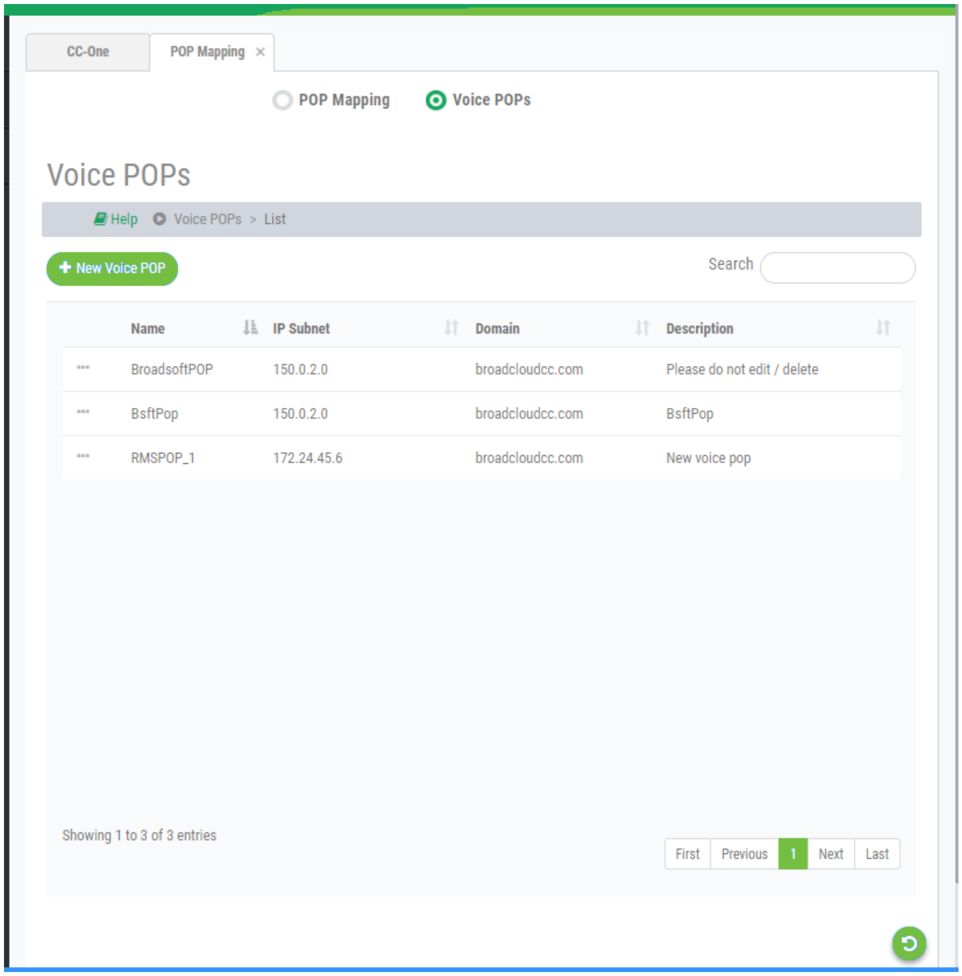
Topics covered in this section:

- Creating a Voice POP
- Editing or Deleting a Voice POP
- POP Mapping Overview
- Adding Components to POP Mapping
- Viewing or Editing the Settings for a POP Mapping

Creating a Voice POP

To create a voice POP:

1. On the CJP Portal navigation bar, select **Network Provisioning > POP Mapping**.
2. Select the **Voice POPs** button at the top of the page.



3. On the Voice POPs List page, click the **New Voice POP** button and specify the settings for the voice POP as described in the following table.

Setting	**Description**
Name	Enter the name of the voice POP. Although the name can consist of any string of characters, the recommended naming convention is an all-lowercase hyphenated string beginning with *pop-* followed by the 3-letter airport code for the location (such as *las* for *Las Vegas*), followed by a 2- or 3-letter abbreviation for the partner, if a partner exists. For example, *pop-las-cp*.
IP Subnet	Optionally enter the IP subnet of the POP.
Domain	Optionally enter the domain name of the POP.
Media Servers	From the drop-down list, select one or more media servers to which you want to map the voice POP.
Description	Optionally enter a description of the POP.

4. Click **Save** to save your settings.

5. Click the **POP Mapping** button at the top of the page to return to the POP Mapping page so you can create a CCXMLi instance for the new POP as described in "Adding Components to POP Mapping" on page 57.

Editing or Deleting a Voice POP

Caution: Before deleting a voice POP, make sure no components or entities are associated with it.

To edit or delete a voice POP:

1. On the CJP Portal navigation bar, select **Network Provisioning > POP Mapping**.
2. Select the **Voice POPs** button at the top of the page to display the Voice POPs List page.
3. To delete a voice POP, click the ▪▪▪ button to the left of a listed POP name and select **Delete**.
4. To edit a POP, click the ▪▪▪ button to the left of a listed POP name and select **Edit**. Then in the Voice POP dialog box, make the necessary changes and click **Save**.

POP Mapping Overview

A few of the CJP modules have to be associated with a specific instance of the POP. Unlike the other components in the Server Mapping that are aligned with a specific tenant, these components are affiliated with a POP.

The modules associated with a voice POP are described in the following table.

Component Name	Description
ADA	**Agent Desktop application.** Allows the agent to handle voice and multimedia interactions.
ADAS	**Agent Desktop application server**. The server side module that interfaces with the ADA.
ADX	**Analyzer Data Exchange.** Module for creating and modifying the Analyzer schemas.
AIM	**Agent Information Manager.** Module that maintains agent state information for all agents across tenants.
ANALYZER	A collection of components that serves as repository for a variety of data needed by the CJP product. Analyzer also provides user interfaces and REST APIs to access its data repositories.

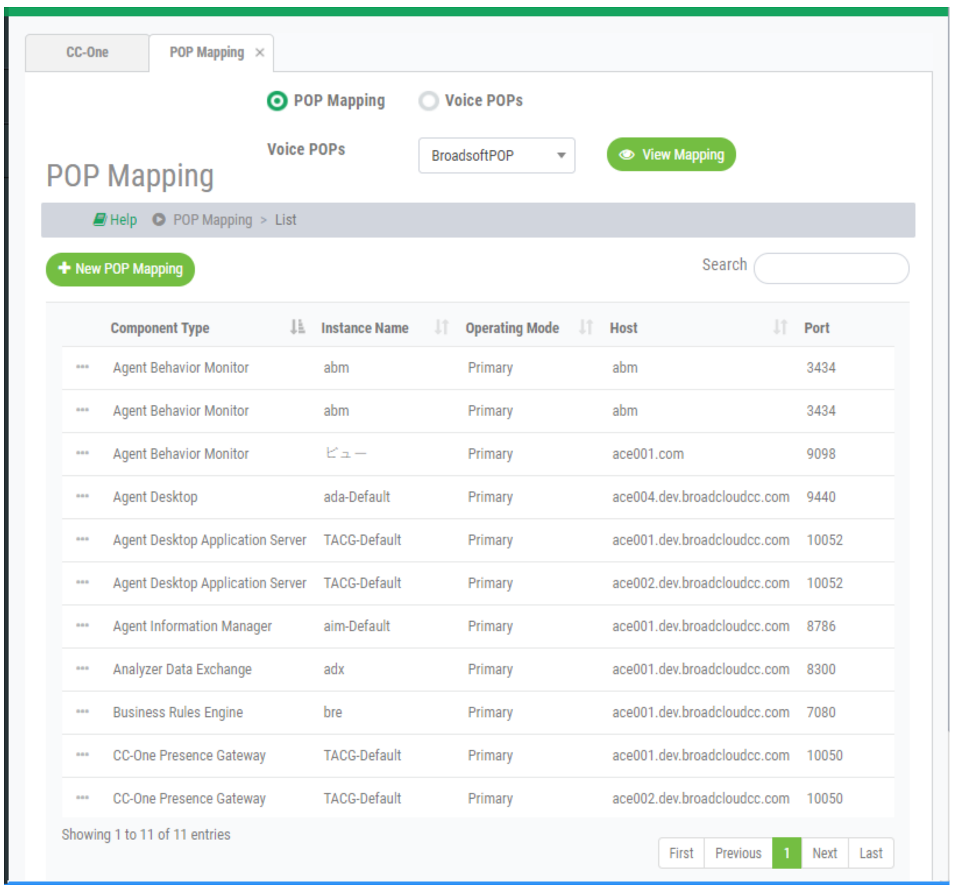
Component Name	Description
BRE	**Business Rules Engine.** Allows for customizing the call flow based on external data that is specific to a particular tenant.
TPG	**Agent control gateway (ACG)**. The CJP component that manages Agent presence. ACG also publishes all the agent events to interested subscribers, including the metrics computation engines jSAM and DICE. Formerly known as TPG and TACG.

The POP Mapping page provides access to controls that let you add a POP name to the list of POPs available on the CJP Portal and edit the settings for a listed POP. The names on this list populate the POP drop-down list on the Voice POPs page.

Adding Components to POP Mapping

To add a component to a POP mapping:

1. On the CJP Portal navigation bar, select **Network Provisioning > POP Mapping**.



2. On the POP Mapping page, do one of the following:

   - If the list is empty, click the **New POP Mapping** button.

     -OR-

   - Select an entry from the **Voice POPs** drop-down list, then click the **View Mapping** button and on the POP Mapping List page, click the **New POP Mapping** button.

3. Specify settings for the instance as described in the following table.

Setting	Description
Component Type	From the drop-down list, select one of the six components described in "POP Mapping Overview" on page 56.
Instance Name	Enter the name of the component instance that is installed on the relevant server.
Operating Mode	Select of *Primary* or *Backup* from the drop-down list.
Host	Enter the machine name on which the component is installed.
Port	Enter the number of the port on which the component is installed.
Port Type	Select the port type from the drop-down list.
IP Address	Enter the IP address of the machine on which the component is installed.
Additional Info	Optionally, enter additional information.

Viewing or Editing the Settings for a POP Mapping

To view or edit the settings for a POP mapping:

1. On the CJP Portal navigation bar, select **Network Provisioning > POP Mapping**.
2. On the POP Mapping page, select an entry from the **Voice POPs** drop-down list, and then click the **View Mapping** button.
3. To delete a mapping, click the ▪▪▪ button to the left of a listed component and select **Delete**.
4. To edit a mapped component, click the ▪▪▪ button to the left of a listed component and select **Edit**. Then in the POP Mapping dialog box, make your changes and click **Save**. For a description of each field, see the previous section, "Adding Components to POP Mapping."

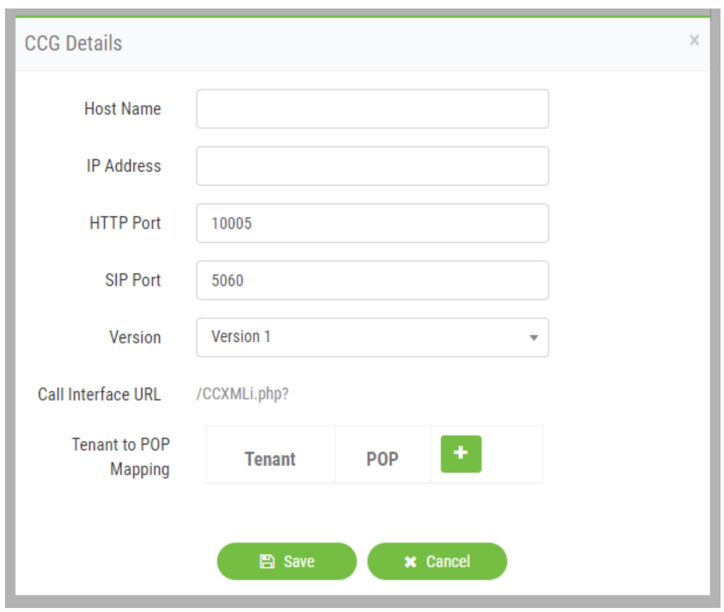
Call Control Gateway Configuration

The Network Provisioning > CCG Configuration page provides an interface for configuring a call control gateway (internally referred to as MCCG) for call routing.

To view, add, or edit the settings for a CCG:

1. On the CJP Portal navigation bar, select **Network Provisioning > CCG Configuration.**
2. On the CCG Configuration List page:
   - To filter the list by any column, enter one or more characters in the **Search** box on the upper right side of the page.
   - To add a CCG, click the **New CCG** button.
   - To edit a CCG, click the button to the left of a listed entry and select **Edit**.

   If you are adding or editing a CCG, specify or modify the settings as described in the following table, and then click **Save.**



Setting	Description
Host Name	Enter the fully-qualified domain name (FQDN) of the host on which the CCG instance is installed.
IP Address	Enter the IP address of the CCG.

Setting	Description
HTTP Port	This field is automatically populated with the number of the HTTP port used for call routing. Do not change the default value.
SIP Port	This field is automatically populated with the SIP messaging port number. Do not change the default value.
Version	Select Version 2 from the drop-down list.
Call Interface URL	This read-only field displays the default value.
Tenant to POP Mapping	From the drop-down lists, select the tenant and the POP to which you want to map the tenant. You cannot edit a mapping entry, but you can delete an entry and then add a new one. • To add a mapping, click the **Add** button. • To delete a mapping, click the **Delete** button. • The check mark icon indicates that the entry cannot be deleted because the tenant-to-POP mapping is used in outdial configuration.

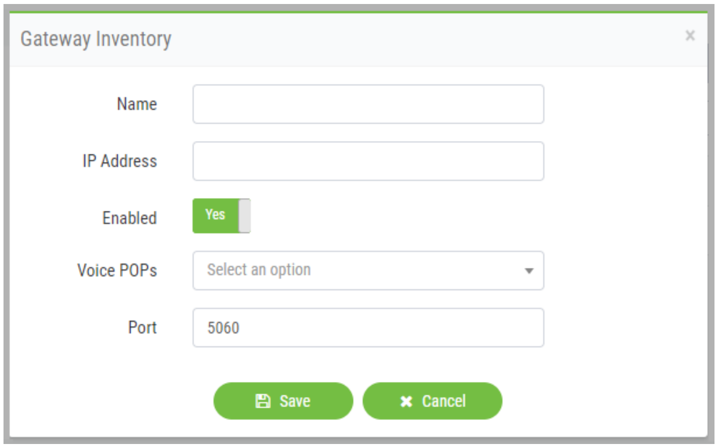
Gateway Inventory

The Gateway Inventory page displays a list of all voice gateways within the system and identifies which POP to use for calls arriving on each gateway.

To view a list of voice gateways or to add or edit a voice gateway:

1. On the CJP Portal navigation bar, select **Network Provisioning > Gateway Inventory**.
2. On the Gateway Inventory page:
   - To add a voice gateway, click the **New Gateway Inventory** button, then specify the settings in the Gateway Inventory dialog box and click **Save**.
   - To edit a voice gateway, click the ▪▪▪ button to the left of a listed entry and select **Edit**, then edit the settings in the Gateway Inventory dialog box and click **Save**.

The settings are described in the following table.



Setting	Description
Name	Enter the name of the voice gateway.
IP Address	Enter the IP address of the voice server.
Enabled	This field is set to **Yes** by default. To disable the server, select **No**.
Voice POPs	Select the voice POP that this gateway is associated with from the drop-down list.
Port	Leave the default SIP Signalling port number, 5060, or, in the case of loopback (consult-to-queue), enter the number of the SIP port of the CCG instance that this tenant is being serviced by.

Media Server

The Media Server page provides an interface for adding, editing, or deleting a media server as well as for enabling and disabling a media server.

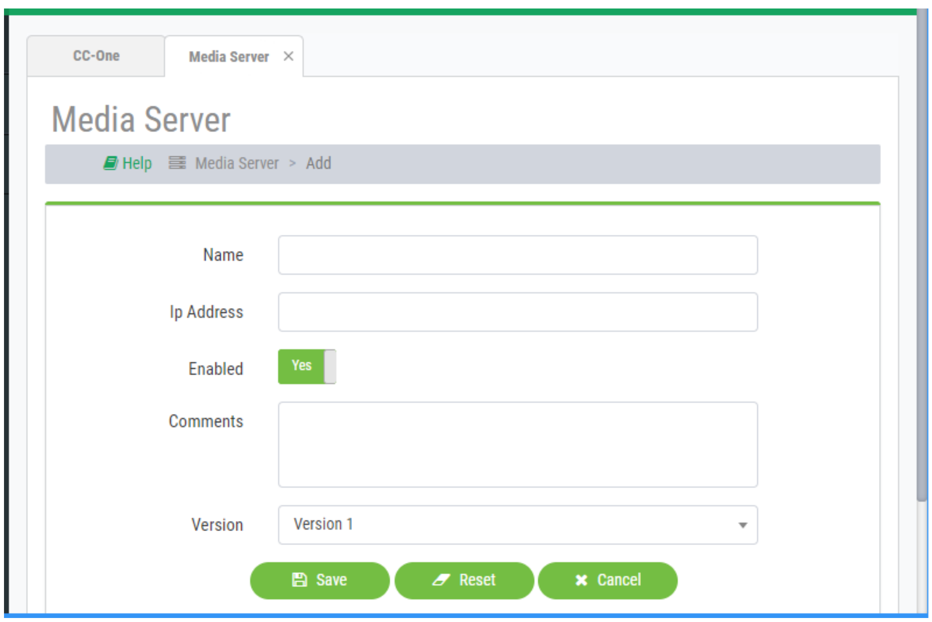
Topics covered in this section:

- Adding or Editing a Server Mapping Entry
- Mapping a Voice POP to a Media Server or Editing a Mapping

Adding, Editing, or Deleting a Media Server

To add, edit, or delete a media server:

1. On the CJP Portal navigation bar, select **Network Provisioning > Media Server**.
2. On the **Media Server** page, do one of the following:
   - To add an entry, click the **New Media Server** button.
   - To edit an entry, click the ▪▪▪ button to the left of a listed entry and select **Edit**.
   - To delete an entry, click the ▪▪▪ button to the left of a listed entry and select **Delete**.
3. Specify or modify the settings as described in the following table and then click **Save**.



Setting	Description
Name	Enter the name of the media server. The recommended naming convention is an all-lowercase 2- or 3-part hyphenated string beginning with *ms-* followed by the 3-letter airport code for the location (such as *las* for *Las Vegas*), followed by a number if there is more than one media server at the location. For example, *ms-las-1*.
IP Address	Enter the IP address or complete host name of the media server.

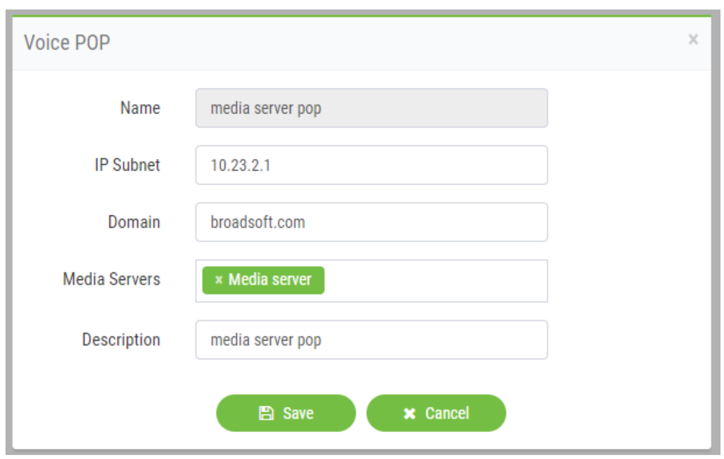
Setting	Description
Enabled	This field is set to **Yes** by default. To disable the server, select **No** and then enter a reason in the Comments field.
Comments	If you are disabling the media server, enter a reason for disabling the server in this column. Otherwise, comments are optional.
Version	Select **Version 2** from the drop-down list.

4. After adding a media server, you must map it to a POP name as described in the next section, "Mapping a Voice POP to a Media Server or Editing a Mapping."

Mapping a Voice POP to a Media Server or Editing a Mapping

To map a voice POP to a media server or to edit a mapping:

1. On the CJP Portal navigation bar, select **Network Provisioning > POP Mapping**.
2. On the Voice POPs page, click the ▪▪▪ button to the left of a listed POP and select **Edit**.
3. In the Voice POP dialog box, select one or more media servers from the Media Servers drop-down list or, to remove a mapping, click **x** on the left side of the listed server name.



4. Click **Save** to save the mapping.

Outdial Configuration

The Outdial Configuration page provides an interface for mapping an outdial entry point to a set of CCGs. Before you can do this:

- The outdial entry point must be provisioned for the tenant (as described in the "Provisioning" chapter of the *CJP Management Portal User Guide*).
- At least one POP must be configured for the tenant in CCG Configuration (see "Call Control Gateway Configuration" on page 59).

Topics covered in this section:

- Mapping an Outdial Entry Point to a CCG
- Disabling and Enabling a CCG or POP for Handling Outdial Requests

Mapping an Outdial Entry Point to a CCG

To map an outdial entry point to a CCG:

1. On the CJP Portal navigation bar, select **Network Provisioning > Outdial Configuration**.

   The Outdial Configuration List page appears.

2. To filter the list by any column, enter one or more characters in the **Search** box on the upper right side of the page.

3. To add an outdial configuration, click the **New Outdial Configuration** button.

4. In the dialog box that appears:

   a. Select the name of the tenant from the **Tenant** list.

   b. Select an entry point from the **Outdial Entry Point** list. This list displays only outdial entry points that have been configured for the selected tenant.

   c. Select a POP from the **POP** list. A list of available outdial CCGs is displayed, based on the POP selected.

   d. Click the **Selected** check box next to the outdial CCG that you want to assign to the tenant, and then click **Save**.

Disabling and Enabling a CCG or POP for Handling Outdial Requests

To disable or enable a CCG or POP for handling outdial requests for one or more tenants:

1. On the CJP Portal navigation bar, select **Network Provisioning > Outdial Configuration**.
2. On the Outdial Configuration List page, click the **Advanced** button at the top of the page.
3. To disable or enable a single CCG for handling outdial requests for one or more tenants:
   a. Select the **Manage Outdial CCG** button and select a CCG from the drop-down list.
   b. Select one or more tenants from the **Tenant** list.
   c. To disable or enable the CCG, set the **Enable** field to **Off** or **On**.
   d. Click **Save**.
4. To disable or enable a single POP for handling outdial requests for a one or more tenants:
   a. Select the **Manage Outdial POP** button and select a POP from the drop-down list.
   b. Select one or more tenants from the **Tenant** list.
   c. To disable or enable the POP, set the **Enable** field to **Off** or **On**.
   d. Click **Save**.

4 Administrative Tasks

This chapter describes how to create a broadcast message that will be displayed on the CJP Management Portal landing pages of specific tenants or all tenants, and how to upload release notes and make them available to specific tenants or to all tenants. Currently, the modules described in this chapter are available only to CJP Operations.

Topics covered in this chapter:

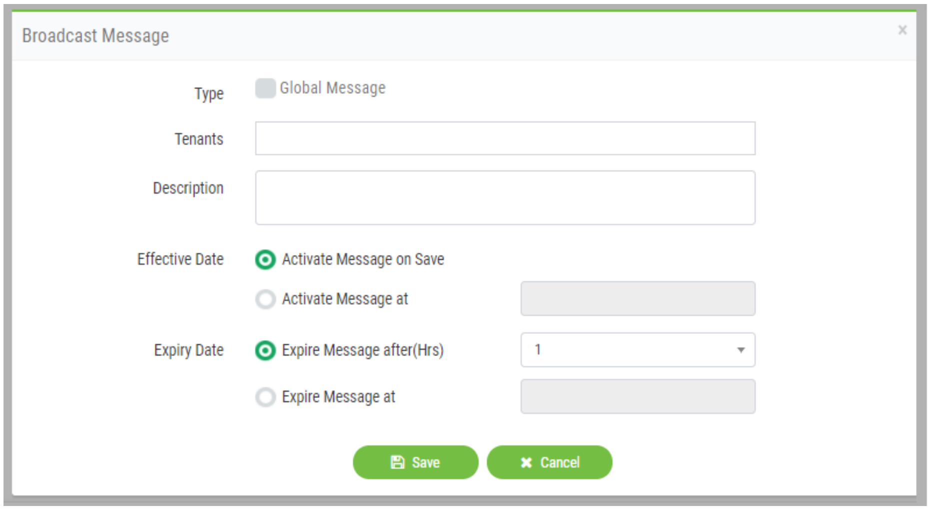
- Broadcast Messages
- Release Notes

Broadcast Messages

The Broadcast Messages module provides an interface where CJP administrators can create and edit messages that will be displayed on the Management Portal landing page of specific tenants or all tenants. Typically, such messages inform users of scheduled system unavailability due to system maintenance.

To create a new message or edit an existing one:

1. On the Service Provider Portal navigation bar, select **Broadcast Messages**.
2. On the **Broadcast Messages** page, do one of the following:
   - To create a new message, click **New Broadcast Message**.
   - To edit or delete an existing message, click the ▪▪▪ button to the left of a listed message and select **Edit** or **Delete**.
3. If you are adding or editing a message, specify or change the settings in the dialog box and then click **Save**. Settings are described in the following table.



<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Type</td><td rowspan="2">If you want the message to be broadcast to all tenants, select the Global Message check box.
Otherwise, select one or more tenants from the Tenants list</td></tr>
<tr><td>Tenants</td></tr>
<tr><td>Description</td><td>Enter your message.</td></tr>
<tr><td>Effective Date</td><td>Do one of the following:
• Select the Activate Message on Save button.
OR
• Select the Activate Message at button, and then click inside the field and use the calendar controls to specify the time (in 24-hour format) and date you want the message to start being displayed.</td></tr>
<tr><td>Expiry Date</td><td>Do one of the following:
• Select the Expire Message after (Hrs) button and enter the number of hours after which you want the message to expire.
OR
• Select the Expire Message at button and then click inside the field and use the controls to specify the time (in 24-hour format) and date you want the message to expire.</td></tr>
</table>

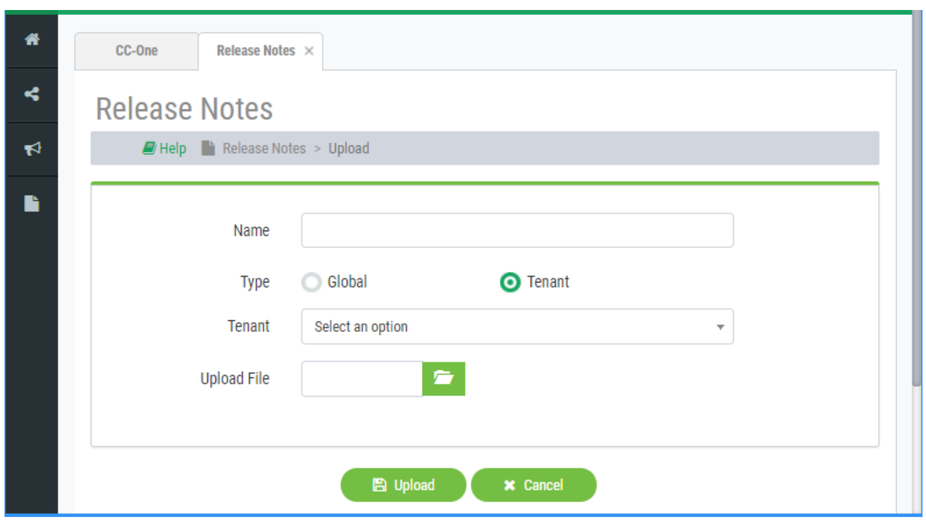
Release Notes

The Release Notes module on the CJP Management Portal provides authorized users with access to global and tenant-specific release note files.

The Release Notes module on the Service Provider Portal provides an interface where CJP administrators can upload release note files and make them available to specific tenants or to all tenants.

To upload a new or edited release notes file or to delete a previously uploaded file:

1. On the Service Provider Portal navigation bar, select **Release Notes**.
   - To upload a new file, click **Upload Release Notes**.
   - To upload an edited file or to delete a file, click the ▪▪▪ button to the left of a listed file and select **Edit** or **Delete**.
2. If you are uploading a new or edited file, on the Release Notes Upload page, do one of the following:
   - To upload a new file, specify the settings as described in the following table and then click **Upload**.
   - To upload an edited file, click the button on the right of the **Upload File** field, navigate to the file on your system, click **Open**, and then click **Upload**.



Setting	Description
Type	If you want the release notes file to be available to all tenants, select the **Global Message** button. Otherwise, select the **Tenant** button and then select one or more tenants from the **Tenants** list
Tenants	
Upload File	Click the button on the right side of the **Upload File** field, navigate to the file on your system, and click **Open**.

Glossary

abandoned call. A phone call that was in the system longer than the predefined Short Call threshold provisioned for the enterprise, but that was terminated before being distributed to a destination site. See also *Short Call threshold*. Contrast with *short call*.

ACD. See *automatic call distributor (ACD)*.

ACG. See *agent control gateway (ACG)*

ACT (average connected time). The average amount of time callers were connected to an agent.

ADAS. See *Agent Desktop application server (ADAS)*.

ADR. See *agent detail record (ADR)*.

agent. A person who answers customer calls; also referred to as a *customer service representative*.

agent-based team. A team that has a specific number of agents assigned to it. These agents use the CJP Agent Desktop to interface with the CJP system. See also *CJP Agent Desktop*. Contrast with *capacity-based team*.

agent control gateway (ACG). The CJP component that manages Agent presence. ACG also publishes all the agent events to interested subscribers, including the metrics computation engines jSAM and DICE.

Agent Desktop. See *CJP Agent Desktop*.

Agent Desktop application server (ADAS). The CJP component that maintains a TCP connection with the Agent Desktop to receive and send agent state changes.

agent detail record (ADR). A record representing details about an agent's activities during an agent session (that is, the time interval between when the agent logged in and logged out).

agent handler application (AHA). The CJP component of TAM that tracks agent availability. See also *Transera application manager (TAM)*.

agent personal statistics (APS). The CJP component that displays statistics when the agent clicks a button on the CJP Agent Desktop.

agent profile. A group of permissions and Agent Desktop behaviors that can be assigned to specific agents. Each agent profile specifies permission levels relating to queue transfers, agent consults and transfers ("buddy teams"), wrap-up and idle codes, wrap-up time-out values, and agent auto-available.

AHA. See *agent handler application (AHA)*.

automatic call distributor (ACD). A system or application software program that serves to route incoming calls to the most available and appropriate agent or resource according to customer-defined routing requirements.

auxiliary codes. Idle and wrap-up codes that agents can select while using the CJP Agent Desktop. See also *idle code*, *wrap-up code*.

Available state. An agent state indicating that the agent is ready to take calls.

barge in. To join a call while monitoring or coaching an agent in order participate in the conversation between the agent and the customer.

call-associated data (CAD) variable. A named variable provisioned for the enterprise that can be used in a call control script to collect data entered either by a caller or an agent. CAD values are stored in the cumulative call detail records that CJP Management Portal users can display and export to Microsoft Excel or .csv files.

call control gateway (CCG). The interface between the voice POP and CJP application infrastructure.

call control script. A set of instructions for controlling the flow of calls through the CJP system. Call control scripts are assigned to routing strategies.

call data processor (CDP). The CJP component that generates half-hourly call interval reports.

call detail record (CDR). A record representing the history of a call within an entry point or queue. An entry point CDR stores details about the call from the time it arrived at the entry point—either as a new, external call or as a call transferred from another entry point or queue—until it left the underlying queues either by terminating or by being transferred out of a queue to another entry point. A queue CDR stores information about the call from the time it entered the queue until it was either terminated or transferred out of the queue. A queue CDR can have multiple legs, which are represented by segment detail records (SDRs). See also *segment detail record (SDR)*.

call distribution strategy back end (CDS-BE). The CJP component that manages the storage and deployment of defined strategies with TAM.

call handler application (CHA). The CJP component that calls a media server, and queues and routes calls to agents. There is one instance of CHA per tenant. CHA is set up and maintained in the TAM server configuration.

capacity-based team. A team that does not have specific agents assigned to it, and the agents do not use the CJP Agent Desktop. For example, an outsourcer might have teams that use a PBX or an ACD to handle calls. A capacity-based team might be used to represent a voice mailbox or an agent group that is not managed by the CJP system. The capacity of such a team is determined by the Capacity setting provisioned for it, which can be overwritten by team capacity strategies defined in the CJP Routing Strategy module available from the CJP Management Portal. See also *CJP Agent Desktop*. Contrast with *agent-based team*.

CCDR. See *cumulative call detail record (CCDR)*.

CCG. See *call control gateway (CCG)*.

CCXML. Call Control Extensible Markup Language, an XML-based language for controlling the setup, monitoring, and tear down of phone calls.

CCXML interpreter (CCXMLi). The CJP component that interprets the documents that govern call control.

CDP. See *call data processor (CDP).*

CDR. See *call detail record (CDR)*.

CDS-BE. See *call distribution strategy back end (CDS-BE)*.

CDX. See *customer data exchange (CDX)*

CHA. See *call handler application (CHA)*.

CJP Agent Desktop. A browser-based application for handling customer interactions on the agent's workstation. Using the Agent Desktop and any telephony device including traditional TDM, mobile or soft IP-based phones, agents have access to a full suite of call center applications.

CJP Management Portal. The Web-based user interface that provides authorized users with access to CJP features and functions.

CJP Routing Strategy module. A module available from the CJP portal that provides a Web-based user interface for managing and configuring contact-handling strategies. Authorized users can create and schedule global call-routing and team capacity strategies and alter them in real time in response to changes in business dynamics.

CJP Scorecard Routing. A Cisco CJP offering that provides cross-ACD call routing. In Scorecard Routing, calls arriving at an entry point can be routed to queues across multiple ACDs. The queues receiving the calls can belong to CJP or non-CJP ACDs. Calls sent to an external ACD are distributed to agents by the external ACD. Cisco CJP uses proxy queues to track the call activity that occurs on those external ACD queues. See also *proxy queue*.

coach. To speak to the agent handling a call without being heard by the customer. Also known as *whisper coach*.

cross-ACD entry point. An entry point used in CJP Scorecard Routing. Calls that arrive at a cross-ACD entry point can be routed to queues across multiple ACDs. Calls sent to an external ACD are distributed to agents by the external ACD. See also *entry point*, *proxy queue*, *CJP Agent Desktop*.

cumulative call detail record (CCDR). A record representing the complete life cycle of an external call, from the time it arrived in the CJP system until it was terminated. A CCDR can include one or more CDRs and SDRs. See also *call detail record (CDR)*, *segment detail record (SDR)*.

customer data exchange (CDX). The CJP component that allows real-time and historical information to be sent to third-party products such as workforce management applications.

Dialed Number Identification Service (DNIS). A service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.

disconnected call. A call that was terminated within the predefined Sudden Disconnect threshold provisioned for the enterprise after being distributed to a destination site. See also *Sudden Disconnect threshold*.

DN. Dial number, the number that is dialed to initiate a call.

DNIS. See *Dialed Number Identification Service (DNIS)*.

enterprise. An organization that subscribes to the CJP service. Also referred to as the CJP *tenant*.

entry point. The initial landing place for customer calls on the CJP system. One or more toll-free or dial numbers can be associated with a given entry point. IVR call treatment is performed while a call is in the entry point. Calls are moved from the entry point into a queue and are subsequently distributed to agents.

ERA. See *external routing adapter (ERA)*.

external routing adapter (ERA). The CJP component that connects to third-party applications.

historical reports system application back end (HRS-BE). The CJP component that obtains statistical information from the statistics aggregation manager (SAM) every 30 minutes and stores it in database tables.

HRS-BE. See *historical reports system application back end (HRS-BE)*.

idle code. A value that an agent selects while using the CJP Agent Desktop to indicate why the agent is not available to take calls, such as *Lunch*, *Break*, or *Meeting*. See also *CJP Agent Desktop*.

Idle state. An agent state indicating that the agent is logged in but not yet ready to take customer calls.

IDX. See *internal data exchange (IDX)*.

internal data exchange (IDX). The CJP component that acts as the delivery mechanism for real-time five-second and five-minute summary calculations from SAM to Real-time Monitoring and Control (RTMC). See also *statistics aggregation manager (SAM)*.

IVR. Interactive voice response.

IVR call. A call that was successfully put through to the IVR system.

IVR time. The cumulative amount of time calls were in the IVR system, waiting to be handled.

Jukebox. A The repository for voice call recordings. It is used to search for and play audio files recorded.

Management Portal. See *CJP Management Portal*.

Midpoint Call Management® gateway. CJP Communication's centralized control point for managing and monitoring calls across a heterogeneous call center environment. The CJP solution creates a virtual point for visibility and control, enabling enterprises to remotely manage their global call center queues while providing improved bandwidth usage. It also provides a view into real-time and historical performance system wide, allowing service levels to be optimized across sites.

multimedia profile. A group of settings that specify the types and number of contacts an agent can handle concurrently. Multimedia profiles can be assigned to sites, teams, or individual agents. When Multimedia is enabled, each agent-based team at a site is associated with the profile assigned to that site unless the team is assigned a different multimedia profile. Similarly, each agent logged in to a team is associated with the team's profile unless the agent is assigned a different multimedia profile.

Not Responding state. An agent state indicating that the agent's phone rang but was not answered within a predefined period of time.

OCCG. outdial call control gateway. See also *call control gateway (CCG)*.

outdial call. A call made from the CJP Agent Desktop by entering a phone number in the Call Out field.

Outdial Reserved state. An agent state indicating that the agent has initiated an outdial call, but the call is not connected yet.

overflow number. A destination phone number, provisioned for the queue, to which a call is sent if it has been queued for longer than the maximum queue time specified in the routing strategy or because an error occurred when the call was sent to an agent.

proxy queue. A queue that represents an external ACD. In CJP Scorecard Routing, calls that are sent to an external ACD are distributed to agents by the external ACD. CJP uses proxy queues to track the call activity occurring on the external ACD queues. There is no agent visibility or agent reporting for proxy queues. See also *CJP Scorecard Routing*.

queue. A holding place for calls while they await handling by an agent. Calls are moved from the entry point into a queue and are subsequently distributed to agents. See also *entry point*.

queued call. A call that has been queued to music-on-hold or customer messaging information while waiting to be sent to a destination site.

real-time monitoring and control back end (RTMC-BE). The CJP component that is polled by the reporting and call-monitoring applications for updates to statistics of all types, receives regular updates from SAM, informs TAM about call-monitoring requests, and maintains a list of calls being monitored. See also *statistics aggregation manager (SAM)*, *Transera application manager (TAM)*.

Reserved state. An agent state indicating that a call is coming through to the agent's station.

Routing Strategy module. See *CJP Routing Strategy module*.

RTMC-BE. See *real-time monitoring and control back end (RTMC-BE)*.

SAM. See *statistics aggregation manager (SAM)*.

SBR. See *skills-based routing*.

Scorecard Routing. See *CJP Scorecard Routing*.

SDR. See *segment detail record (SDR)*.

segment detail record (SDR). A record representing one leg of a call. When an agent transfers a call to another agent, two SDRs are created—one for each leg of the call. See also *call detail record (CDR)*, *cumulative call detail record (CCDR)*.

Seratelbe. CJP back end, the aggregation of the back-end modules CDS-BE, HRS-BE, and RTMC-BE. See also *call distribution strategy back end (CDS-BE)*, *historical reports system application back end (HRS-BE)*, and *real-time monitoring and control back end (RTMC-BE)*.

Seratelui. CJP user interface, the CJP component that handles access control and visibility of the customer-facing CJP modules.

service level. The percentage of calls for a queue or skill that were distributed to a site and were answered by agents within the predefined Service Level threshold provisioned for the queue or skill. Abandoned calls are included in service-level calculations. See also *skill*.

Service Level threshold. A threshold provisioned for a queue or skill that is used to calculate service level values. If a call is completed within the time interval set for this threshold, it is considered to have been handled within service level. See also *service level*.

Session Initiation Protocol (SIP). A signaling protocol for Internet telephony and multimedia conferencing.

short call. A call that was terminated within the predefined Short Call threshold provisioned for the enterprise before being distributed to a destination site. See also *Short Call threshold*. Contrast with *abandoned call*.

Short Call threshold. The time interval, provisioned for the enterprise, that determines whether a call is considered *short* or *abandoned*. Calls that are terminated before being distributed to a destination site but within this time threshold are counted as short rather than abandoned. The default is 5 seconds. See also *abandoned call*, *short call*.

SIP. See *Session Initiation Protocol (SIP)*.

SIP session manager (SSM). The CJP component that handles the signaling part of the call.

site. A physical call center location under the control of the enterprise. For example, an enterprise named *Acme* might have sites in Chicago, Manila, and Bangalore.

skill. An area of agent expertise, such as language fluency or product expertise, that can be used in skills-based routing to determine which calls an agent can receive. See also *skill profile*, *skills-based routing*.

skill profile. A set of skills, each with an assigned value, that can be assigned to a team or an individual agent. If a skill profile is assigned to a team, each agent logged in to that team is associated with that skill profile unless the agent is assigned a specific skill profile. See also *skill*, *skills-based routing*.

skills-based routing. An optional CJP feature that matches the needs of callers with agents who have the skills to best meet those needs. When calls arrive at an entry point, they are classified into subsets that can be routed only to agents who possess a requisite set of skills, such as language fluency or product expertise. See also *skill*, *skill profile*.

SSM. See *SIP session manager (SSM)*.

statistics aggregation manager (SAM). The CJP component that creates call and agent statistics and emits them to other CJP applications.

Sudden Disconnect threshold. The time interval, provisioned for the enterprise, that determines whether a call is considered *handled* or was terminated so quickly as to possibly indicate an issue with connectivity or agent behavior. A call that is terminated after being distributed to a destination site, but within this time threshold, is considered to be a *disconnected* call.

TACG. See *agent control gateway (ACG)*.

TAM. See *Transera application manager (TAM)*.

TAM-generated call data processor (TCDP). The CJP component that generates call detail records (CDRs), cumulative call detail records (CCDRs), and segment detail records (SDRs) from call events sent by TAM. See also *call detail record (CDR)*, *cumulative call detail record (CCDR)*, *segment detail record (SDR)*, *Transera application manager (TAM)*.

TCDP. See *TAM-generated call data processor (TCDP)*.

team. The logical entity responsible for handling calls to a given queue. An agent can be assigned to multiple teams for selection; however, an agent can log in to only one team at a time. See also *queue*.

tenant. An enterprise that subscribes to the CJP service.

TPG. See *agent control gateway (ACG)*.

Transera application manager (TAM). The heart of the CJP routing engine, TAM maintains the state of each call and agent and emits call status events to the statistics aggregation manager (SAM).

UTC. Coordinated Universal Time. Also known as *Universal Time Coordinate*. The standard time common throughout world, UTC is essentially the same as Greenwich Mean Time.

virtual team. A holding place for customer and outdial calls. There are six types of virtual teams—entry points, queues, outdial entry points, outdial queues, cross-ACD entry points, and proxy queues. See also *entry point*, *queue*, *cross-ACD entry point*, *proxy queue*.

work type. A value assigned to idle or wrap-up codes and used to group the codes in auxiliary reports. See also *idle code*, *wrap-up code*.

work type. A value that an agent selects while using the CJP Agent Desktop to indicate information about the disposition of each call after it ends—for example, *Sale*, *Transferred*, *Case Completed*. See also *CJP Agent Desktop*

wrap-up code. A value that an agent selects while using the CJP Agent Desktop to indicate information about the disposition of each call after it ends—for example, *Sale*, *Transferred*, *Case Completed*. See also *CJP Agent Desktop*.

Wrap-up state. An agent state indicating that a call has ended, but the agent is not ready for the next call, typically because the agent is entering a wrap-up code or performing other after-call tasks.