

Product Datasheet

Missed Calls Email Alerter



Directory

- Phone Directory
- Jabber UDS Server
- Web Directory
- IPS Popup / Reverse Lookup
- Personal Directory
- H350 Video Conf directory
- Corporate Speed Dials
- ClickNDial

Alerting

- Voice Alert
- IPS Pager

Admin tools

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning
- Phone Deployment
- CMS Admin & Selfcare
- Extension Mobility Report

Manager Assistant

- IP Phone / Jabber Interface

Productivity tools

- IPS Phone Config
- IPS Alarm Callback
- IPS Lock
- Wakeup Call
- Missed Call Alerter
- Conference Center
- Busy Alerter Callback
- Desktop Popup
- Finesse Gadgets
- Spark Bot

Attendant Console / IVR / Group

- Tannounce
- Line Group Manager
- Silent Monitoring

Extension Mobility tools

- TSSO
- Delog / Relog
- Pin & Password Manager

Recording

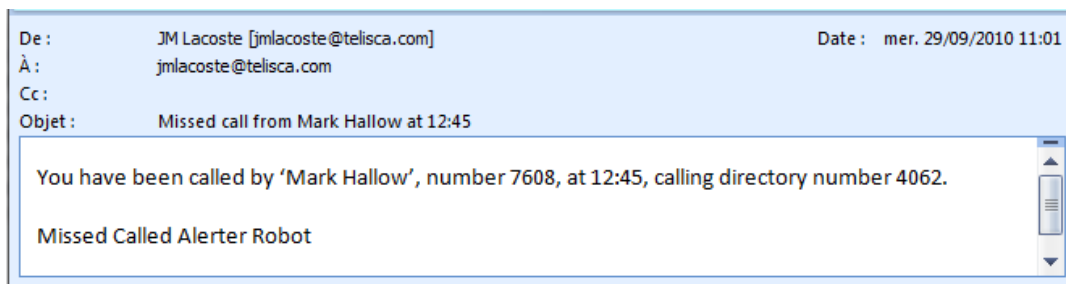
- Call Recording
- Recording Notification

1 Missed Calls Email Alerter description

Missed Calls Email Alerter can notify a user of a missed call on his IP Phone line, by sending an email.

This application is useful both for companies that do not have a unified voice mail or when the voice mail does not send an email when the caller does not leave a voice message.

The email notification is configurable and contains the time of the call, the number originally called, the caller's number and the caller's name for internal calls (Display Name) and when reverse lookup is installed. Associated to an email-SMS gateway, it is also possible to send an SMS with this information.



Missed Calls Email Alerter is based on a CTI Server that monitors all the phones that may require Missed Calls Email Alerter. After a ringing event, if the call is dropped on no answer or if the call is forwarded on no answer, it may be considered as missed and an email is sent to the user's logged (Extension Mobility) or associated to the phone.

The email notification is triggered, depending of the settings :

- If not answered without being forwarded on no answer,
- If forwarded on no answer to another number,
- If forwarded on no answer to the voicemail,
- Only if original called number is the same or not,
- For external calls only or all calls,
- Only if calling number is known or not,

It is possible to check before sending the email that the called number is the number originally called (to avoid forwarded or redirected calls).

If the originally called number is the number of a Hunt Group (call distribution), then the application will detect this and send an email to the user associated with the number of the CUCM Hunt Group (the originally called number).

It is possible to limit MCEA use to the first line number, for instance to avoid sending notifications for second lines used as shared lines.

The application automatically finds the CUCM user ID associated with the line number (phones associated or logged using Extension Mobility) and sends the email to the address filled in CUCM End User form. If the email address is not available in CUCM's end user's info, it is possible to generate it by appending the company's domain name to the user ID or by searching the email address by user ID in LDAP or Active Directory.

Missed Calls eMail Alerter can be interface with telisca's IPS Global Directory core to do a reverse lookup based on the calling number. Then the calling name can be provided in the message.

The application can send the emails by SMTP or Exchange. Email body can include html format. The title and body of the email may be customized and may contain information about the call. Messages are sent in two different languages depending of the CUCM user's locale. A different

message can be sent when the calling name is provided (internal calling party, reverse lookup) or not.

A daily reports is generated listing all missed calls treatments.

2 Requirements

Supported Cisco CUCM:

- CUCM version 8.5, 8.6, 9.1, 10.5, 11, 11.5, 12, BE 6000, BE 7000
- Windows servers supported:

Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR (Upgrade only),
 Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR (Upgrade only),
 Windows Server 2012 or 2012 R2 Essentials, EN/FR,
 Windows Server 2012 or 2012 R2 Standard, EN/FR,
 Windows Server 2016 Essentials, EN/FR
 Windows Server 2016 Standard, EN/FR

- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS-E.
- SMTP or Exchange Server.