

Product Datasheet

TAnnounce



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 TAnnounce description

1.1 Introduction

TAnnounce is a solution for Cisco Unified Communications Manager making it possible to play preregistered announces/messages for the incoming calls on direct numbers, attendant number or Line group. In the case of a line group, TAnnounce offers a simple ACD solution (Automatic Call Distribution).

TAnnounce can be used for the following functions:

- Greeting Message, while ringing the destination line,
- Call distribution to agents' group,
- Filtering/Routing according to the calling number (white list)
- Simple Interactive Vocal Server to play messages (with DTMF navigation),
- Open Hours/Closed Hours, holidays, exceptional closings,
- Filtering/routing phone calls depending of calling number,
- Send alerting emails,
- Statistics (optional module)

Associated with a distribution group (CUCM Line Group), TAnnounce offers a simple solution for a receptionist or support group including:

- Greeting Message, while ringing the destination line,
- Redirect on no answer, busy,
- Open Hours/Closed Hours
- Statistics (optional module)
- Display of Customer Record (with Desktop Popup)

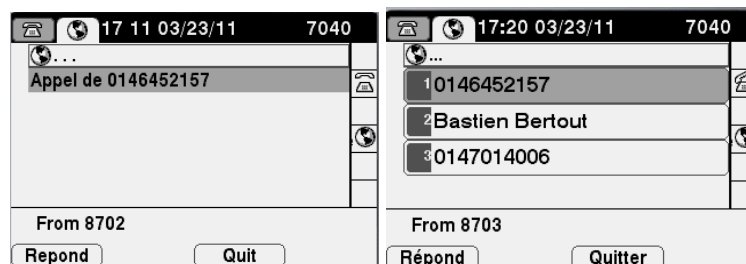
TAnnounce, using CUCM call distribution, is a non-intrusive solution; if stopped, it does not prevent the distribution of calls.

1.2 Greeting Message while ringing the destination line

TAnnounce makes it possible to replace ringing by a greeting message.

As soon as an incoming call ring list of numbers or any numbers in a range, the call is redirected towards an integrated audio server. This message is synchronized with the phone call. Different messages can be played according to the range of the called numbers.

While playing the greeting message, a phone call is generated by TAnnounce (from a CTI port) towards the number initially called. A message text is displayed on the screen of the IP Phone called to indicate the number calling or eventually the list of the calls ringing (including the internal numbers and display names). The user can select a call from the list.



With CUCM 8.0 and later, TAnnounce implements a mechanism of Translation pattern + External Call Control Profile which permits the modification of the caller number and to display customer information screen.

When the call is answered, the call hearing the welcome message is transferred. If the call is not answered, after a certain delay parameter, it can be sent to another number, an audio dissuasion message or hangup.

Two configuration modes are possible:

- Direct Inward Dial numbers are automatically redirected by TAnnounce, upon ringing of the called number, toward the TAnnounce audio server.
- DID numbers are transferred (via translation patterns) toward CTI ports managed by TAnnounce to play the audio message. For security, the CTI ports are defined with a redirection on non-registration, toward defined destination numbers.

The last mode is used for a receptionist group or line group. It is possible to change the message option or schedule via an IP Phone interface: welcome message and called number destination, off-hours message, direct ringing.

The administration interface permits definition of the IVR script and the treatment for each node and to upload audio files, which are automatically converted to the correct format.

The screenshot shows the configuration page for an 'Announce' in the TAnnounce system. The interface includes a navigation bar with tabs for 'Parameters', 'Announces', 'Schedules', 'Agents statistics', 'Call statistics', 'Call details', and 'Send statistics'. The main configuration area is titled 'WELCOME' and contains the following fields and options:

- Identifier:** WELCOME
- Create a CTI port directory number:**
- Announce number:** 99904 (CPSDA99904)
- Audio type:** Announce while ringing
- Audio file:** Parcourir... (Aucun fichier sélectionné. c:\inetpub\wwwroot\IPSCFG\data\WELCOME.wav)
- Temporary audio file:** Parcourir... (Aucun fichier sélectionné. c:\inetpub\wwwroot\IPSCFG\data\WELCOME_OPEN_SATUR)
- Temporary audio start:** 2015-09-05
- Temporary audio end:** 2015-09-05
- Announce the average waiting time:**
- Maximum estimated waiting time (mn):** 10
- If estimated waiting time is exceeded, redirect to:** CALL_LATER
- Destination number:** 80125
- Redirect on failure/busy:** CALL_LATER
- Max play duration (s):** 360
- After max play duration redirect to:** CALL_LATER
- Opening schedules:** FRIDAY_OFF
- Redirect when closed to:** CLOSED
- On DTMF 1, redirect to:** ENGLISH
- On DTMF 2, redirect to:** FRENCH
- On DTMF 3, redirect to:** [Empty]
- On DTMF 4, redirect to:** [Empty]
- On DTMF 5, redirect to:** [Empty]
- On DTMF 6, redirect to:** [Empty]
- On DTMF 7, redirect to:** [Empty]
- On DTMF 8, redirect to:** [Empty]
- On DTMF 9, redirect to:** [Empty]
- On DTMF *, redirect to:** [Empty]
- On DTMF 0, redirect to:** [Empty]
- On DTMF #, redirect to:** [Empty]
- Announce status:** CLOSED

Buttons at the bottom include 'Reset', 'Announce', 'Closed', and 'Ring'.

IVR Features

- Playback audio message
- Before answer (hold message while ringing)
- Opening hours, holidays
- Exceptional closings via IP Phone, Attendant Console, Admin
- Temporary messages
- Estimated waiting time
- Redirection in case of excessive estimated waiting time
- Redirection in case of no answer, busy, closed.
- DTMF navigation
- Routing by white or red list
- Send alerting email
- Integration with Attendant Console (call selection from Attendant Console, change status of queue openings)

	Identifier	Announce number	Destination	On busy	Sec.	On timeout	Schedules	On closed	1	2	3	4	5	6	7	8	9	*	0	#
	CLOSED				120															
	WELCOME	99904	80125	CALL_LATER	360	CALL_LATER	FRIDAY_OFF	CLOSED	ENGLISH	FRENCH										
	CALL_LATER				120															
	ENGLISH	99905			500	CALL_LATER		CLOSED	ENGLISH_STD	ENGLISH_SUPPORT										
	FRENCH	99909			120	CALL_LATER		CLOSED	FRENCH_STD	FRENCH_SUPPORT										

1.3 Opening schedules, holidays

It is possible to define opening schedules which will be associated to announcements. For each day of week, up to two opening ranges can be defined. Non-working days can be defined as well.

Description		Std_opening			
	Begin	End	Begin	End	
Sunday					
Monday	09:00	12:45	13:30	18:30	
Tuesday	09:00	12:45	13:30	18:30	
Wednesday	09:00	12:45	13:30	18:30	
Thursday	09:00	12:45	13:30	19:00	
Friday	09:00	12:45	13:30	17:30	
Saturday					

Closed days (yyyy/mm/dd)
2011/11/01, 2011/11/11, 2011/12/25, 2011/12/31, 2012/01/01, 2012/04/08, 2012/04/09, 2012/05/01, 2012/05/08, 2012/05/17, 2012/05/27, 2012/05/28, 2012/07/14, 2012/08/15, 2012/11/01, 2012/11/11, 2012/12/25, 2012/12/31, 2013/01/01, 2013/03/31, 2013/04/01, 2013/05/01, 2013/05/08, 2013/05/09, 2013/05/19, 2013/05/20, 2013/07/14, 2013/08/15, 2013/11/01, 2013/11/11, 2013/12/25, 2013/12/31, 2014/01/01, 2014/04/20, 2014/04/21, 2014/05/01, 2014/05/08, 2014/05/29, 2014/06/08, 2014/06/09, 2014/07/14, 2014/08/15, 2014/11/01, 2014/11/11, 2014/12/25, 2014/12/31, 2015/01/01, 2015/04/05, 2015/04/06, 2015/05/01, 2015/05/08, 2015/05/14, 2015/05/24, 2015/05/25, 2015/07/14, 2015/08/15, 2015/11/01, 2015/11/11, 2015/12/25, 2015/12/31, 2016/01/01, 2016/03/27, 2016/03/28, 2016/05/01, 2016/05/05, 2016/05/08, 2016/05/15, 2016/05/16, 2016/07/14, 2016/08/15, 2016/11/01, 2016/11/11, 2016/12/25, 2016/12/31, 2017/01/01, 2017/04/16, 2017/04/17, 2017/05/01, 2017/05/08, 2017/05/25, 2017/06/04, 2017/06/05, 2017/07/14, 2017/08/15, 2017/11/01, 2017/11/11, 2017/12/25, 2017/12/31, 2018/01/01, 2018/04/01, 2018/04/02, 2018/05/01, 2018/05/08, 2018/05/10, 2018/05/20, 2018/05/21, 2018/07/14, 2018/08/15, 2018/11/01, 2018/11/11, 2018/12/25, 2018/12/31, 2019/01/01, 2019/04/21, 2019/04/22, 2019/05/01, 2019/05/08, 2019/05/30, 2019/06/09, 2019/06/10, 2019/07/14, 2019/08/15, 2019/11/01, 2019/11/11, 2019/12/25, 2019/12/31, 2020/01/01, 2020/04/12, 2020/04/13, 2020/05/01, 2020/05/08, 2020/05/21, 2020/05/31, 2020/06/01, 2020/07/14, 2020/08/15, 2020/11/01, 2020/11/11, 2020/12/25, 2020/12/31, 2021/01/01, 2021/04/04, 2021/04/05, 2021/05/01, 2021/05/08, 2021/05/13, 2021/05/23, 2021/05/24, 2021/07/14, 2021/08/15, 2021/11/01, 2021/11/11, 2021/12/21

1.4 Calls statistics (optional module)

This module provides statistics by hunt group (Hunt Pilot), as well as by agent of the group. It also tracks the agents' direct calls.

The statistics include:

- Calls received by the group and direct call,
- Calls made outside of the group.

Calls between agents, interceptions, consultations for transfer, and conferences are not counted, in order to avoid counting the same call multiple times.

The statistics provide information on:

- Global statistics per queue or DID numbers
- Statistics by call queue
- Statistics by agent
- Call details
- Number of calls received
- Number of calls answered
- Number of calls transferred
- Number of calls dialed
- Number of calls abandoned
- Number of calls redirected on busy
- Number of calls redirected on no answer
- Number of calls redirected closed schedule
- Percentage of answered calls

- Average waiting time before abandoned calls
- Average waiting time before answered calls
- Average call time

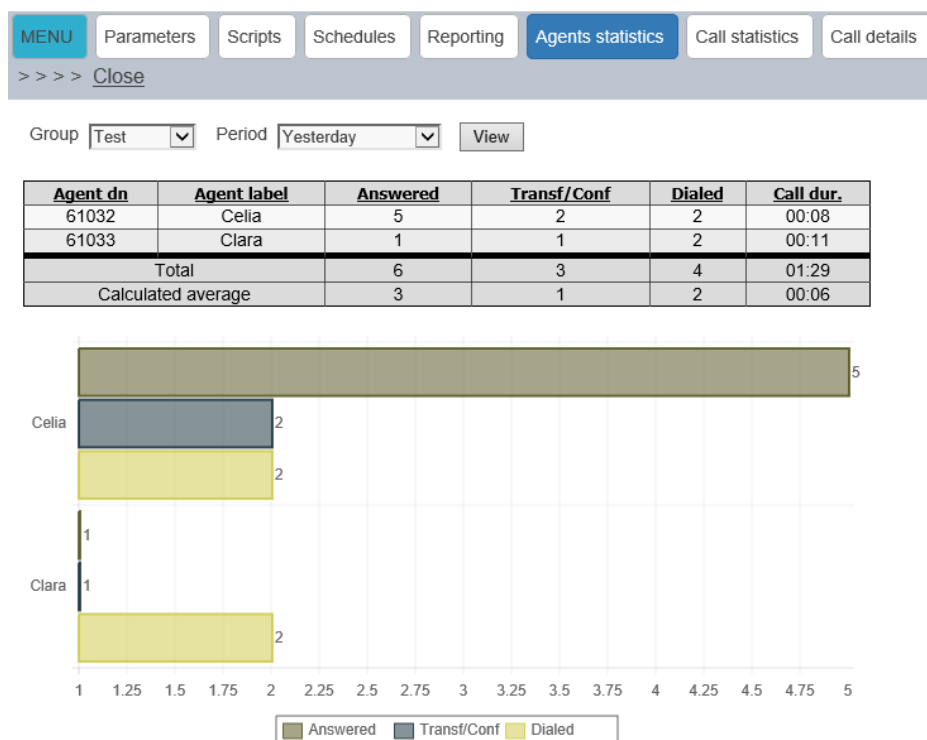
The statistics are available for the following period:

- Current day,
- Previous day,
- Current week,
- Previous week,
- Current month,
- Previous month,
- Current quarter,
- Previous quarter,
- Date range.

Depending upon the period, the data may be group by

- Hour of the day,
- Day of the week,
- Day of the month,
- Week,
- Month.

It is possible to count the calls by queue or count the calls by agent



It is also possible to generate a detailed report, call by call..

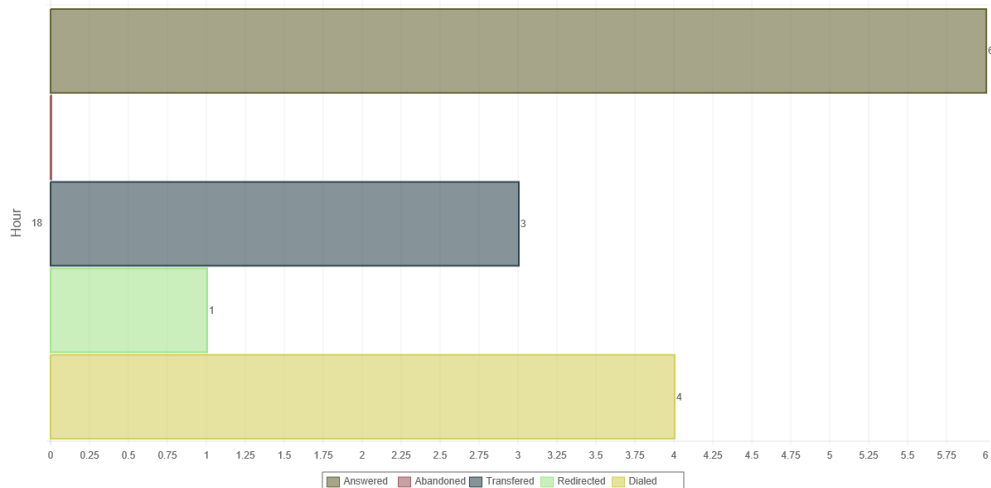
Bar chart graphics complete the statistics.

MENU Parameters Scripts Schedules Reporting Agents statistics **Call statistics** Call details Queue statistics Send statistics

> > > Close

Group Commercial Period Yesterday Group by Hour View

Group by Hour	Received	Answered	Transferred	Callback after transfer	Abandoned	Redirected when busy	Redirected on no answer	Redirected when closed	Dialed	Wait time before abandon	Wait time before answer	Average call dur.	% answered
18	7	6	3	0	0	0	1	0	4	00:00	00:04	00:08	86%
Total	7	6	3	0	0	0	1	0	4	N/A	N/A	N/A	N/A
Calculated average	7	6	3	0	0	0	1	0	4	00:00	00:04	00:08	86%



It is possible to receive the statistics reports automatically by email, daily, weekly, or monthly. The reports are sent in CSV format, which automatically opens in Microsoft Excel.

1.5 Filtering phone calls (whitelist, blacklist)

TAnnounce can make it possible to filter incoming calls according to the calling number. For specific numbers' ranges or a list of numbers provided in a text file, the phone calls are accepted and ring destination numbers. The number lists may be defined in a text file or added via an IP Phone interface (which proposes by default the number of the last received call

Unauthorized calls are transferred to a dissuasion message. This message can be vary according to the number initially called.

1.6 Interactive vocal Server

TAnnounce can be used as a simple interactive vocal server. It makes it possible to define tree structure of an audio, accessible message via DTMF keys.

It is possible to define a welcome message and up to ten audio information messages. These audio messages (format μ Law, 8Khz, 7 bit, mono), are uploaded via the administration web interface.

They may be updated via file copy, and the reloading is triggered automatically after the audio file is copied.

When an administrator dials the number of the TAnnounce server (CTI Route Point number), the server plays a welcome message, then a message describing the information proposed. . It waits until the user send a DTMF code (DTMF de 0 à 9) in order to select a message. The selected message is then played, It may also again propose a menu and wait to receive a DTMF code and then proceed as before.

If no DTMF code is received within a specified delayi, the message is then replayed. Then if no DTMF code is received , then depending upon parameters, either the vocal server hangs up, or else it returns to the previous menu.

During broadcast of an information message, it is possible to go back to the previous message by pressing the '*' key and to the welcome message by pressing the '#' key.

1.7 Architecture, requirements

The solution is composed of a CTI Server operating as a Windows Service. It uses the JTAPI CTI interface available in Cisco CUCM. It connects to a principal and backup CTI Manager Service. It may operate in Fault Tolerant mode with the optional module Hot Standby.

TAnnounce includes an audio server. It sends an RTP stream based on CODEC G711 μ Law or ALaw.

Supported Cisco CUCM:

- CUCM version 8.6, 9.1, 10.5, 11.5, 12, BE 6000, BE 7000
- Windows servers supported:
 - Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR, (update only)
 - Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR, (update 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

The optional statistics module uses a PostgreSQL database, which is installed with the TAnnounce solution.