Installation and Getting Started

To start working with Telemarketing, you must install the Webitel CallManager and Telemarketing packages as described in the instructions below. You also need to prepare your Webitel server by applying the appropriate settings. After installing packages, if you have not used Webitel telephony before, you need to fill in the following system settings in the bpm'online interface:

Webitel connection string - connection string to your Webitel server (for example, wss: //cloud-fr1.webitel.com/engine/).

WebRTC connection string - connection string to the WebRTC module on your Webitel server (for example, wss: //cloud-fr1.webitel.com/verto/).

Webitel domain - the domain name on the Webitel server (for example mycompany.webitel.com).

Webitel domain token - a token for API interactions with your Webitel server.

The remaining system settings must be left unchanged.

After setting the values to the system settings, you need to add telephony users through the "Webitel Users" lookup.

Login and password must match login and password on the Webitel server. Please note that after writing the Webitel domain token system settings, the changes in the directory - changes \ delete \ add users will be synchronized with the Webitel server.

After adding users, bring up the Calls and Dialer page using the Workplace setup menu in the System Designer of the bpm'online system to the required workplace.