

Preparing a Webitel server

For exchange of information on Dialing between bpm'online and Webitel, standard Webitel APIs are used. To interact with the Webitel server using the API, you need to generate and then set the Token in the bpm'online system configuration "Webitel domain token". Tokens are generated in the Domain section of the Webitel interface and have a limited lifetime set when the token is generated. When generating a token, it is necessary to copy it and set it in the bpm'online interface, after generating the token it is impossible to view it in the Webitel interface.

When adding a new Dialer from the bpm'online interface, the following data is used, which should be pre-configured on the Webitel server:

Gateway - SIP trunk, which will be used by default for dialing all numbers from dialer. Must be pre-configured in the Gateways section of the Webitel administration interface.

After adding a trunk, it should be able to be REGED as shown in the picture below.

Calendar - a calendar of working hours for which calls will be made. You can set different calendars by day of the week for different time zones and dialing. The calendar is configured in the Calendar section of the Webitel interface. Calls will be made only during the period defined by the calendar selected for dialing.

