

Webitel CallManager Installation guide

- [Application setup](#)
 - [Start of work](#)
 - [User Creation](#)
 - [SIP line connection](#)
 - [Call routing setup](#)
 - [User settings](#)

Application setup

Start of work

Install the app from the marketplace on your bpm'online.

Contact webitel technical support at support@webitel.com or support portal my.webitel.com for basic connection parameters.

Open the System Designer in bpm'online, go to [System Settings] - open the [Webitel] setting.

In the [Default value] field, enter the data that you received from technical support in the following settings:

- Webitel Connection String
- Webitel domain
- WebRTC connection string
- Webitel domain token

User Creation

Return to the System Designer - go to [Lookups] - select the [Telephony] group - open the [Webitel Users] directory and delete all entries if they are present.

To perform this action, click on the button with the basket icon, as shown in Fig. 1.

Fig. 1 – Webitel User Information

In the window that appears, click [Yes] to confirm.

To create telephony users, click the [Add] button on this page.

In the window that appears, in the [Contact] field, start writing the user name, or click on the magnifying glass icon to search for the user to whom you are connecting telephony, as shown in Fig. 2.

Fig. 2 – Webitel User Creation Page

Fill out all the parameters for your Webitel account::

- [Login] - internal number for the telephony user.
- [Password] - password for the telephony user.
- [Role] - a role for a telephony user.

Follow these steps for all users who must use telephony.

After completing the configuration, you must logout and re-enter the bpm'online system.

SIP line connection

To make external calls, you must connect a SIP line and configure inbound and outbound call routing.

To connect the SIP line, provide the line data to Webitel technical support at support@webitel.com or support portal my.webitel.com or use [this instruction](#).

Call routing setup

To configure call routing, provide a description of how routing should be implemented.

The routing scheme can be provided in text format. Below is an example of a textual description of example No. 2 of a routing scheme:

Incoming call.

Work time?

NO ->

Playing a sound file of a certain subject (not work hours / days off / New Years, etc.) transferring information about the call to the manager's email.

YES ->

Recording a conversation.

- Greeting (playing a sound file / tell client information about the recording of the conversation).

- during the greeting, it should be possible to enter a short internal number of the employee.

Enter short internal number -> connection with employee -> end.

Enter short internal number -> the employee is busy by internal number / does not answer 15 sec. -> transfer to employee's mobile phone -> end

Enter a short internal number - the employee is busy on the internal number / does not answer 15 seconds. the melody "Employee is busy" is played, then we transfer the call to the group of operators / duty number -> end.

The client did not dial the extension number of the operator -> transfer the call to the group of operators / duty number -> end.

The client did not dial the internal number of the operator -> operators are busy / the duty number is busy -> playing a sound file -> duplicating a call to a group of operators / duty number -> recording a sound message with sending to e-mail. ---> end.

Send this information to support@webitel.com or write on the or support portal my.webitel.com.

User settings

To change the telephony settings of a specific user, log in to bpm'online with the data of the corresponding user.

In the upper right corner, click on the [Profile] icon and click the [Your Profile] button (Fig. 3).

Fig. 3 - Profile popup menu

In the window that opens, click the [Call Center Settings] button.

Fig. 4 - User telephony settings

This menu (Fig. 4) contains the user telephony settings:

- Disable integration with Contact Center - this parameter is for disabling the telephony module for this user.
- Enable debugging mode - this option is for enabling detailed logging in the browser console.
- Auto connection - this parameter is for automatically entering the Ready status (ready to receive a call) when entering the bpm'online system.
- Use Web phone - if this option is enabled, the user will be able to make calls in bpm'online using a headset or internal computer audio devices. When disabling this parameter, the call will be made using the SIP phone, which should be registered with the parameters for the current user.
- Sound notification for an incoming call - this parameter is for the presence of sound during an incoming call.
- Use video - enabling this option allows you to transfer video during a call.
- Operator - this parameter is for automatically entering the operator mode (for example, to receive calls from an incoming queue) when entering the bpm'online system.
- Available on demand - if this option is selected, then after each call from the queue, user exits the Agent mode, and in order to receive the next call, you need to manually change status.