Webitel CallManager Installation guide

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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.