

# MiCollab Advanced Messaging TeamQ Server Administration

For version 6.1 and above

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# Preface

This guide provides instructions on how to install and configure TeamQ Server and TeamQ Desktop Client to use with MiCollab Advanced Messaging (MiCollab AM).

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: [connect.mitel.com/connect](http://connect.mitel.com/connect)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

# TeamQ Overview

TeamQ® is an advanced application available for the MiCollab Advanced Messaging (MiCollab AM) systems that work in conjunction with the UConnect CEBP (Computer Enabled Business Process) software module.

Using a Windows desktop client and UConnect call-flow script, TeamQ effectively adds call center style capabilities to the MiCollab AM system. Incoming calls can be queued for a team of agents, and the agents can view the calls and make call handling decisions from their desktop. While in queue, calls remain on MiCollab AM system ports; there is no ACD or other special software required on the telephone switch.

TeamQ utilizes a central SQL Server database to store application data and facilitate communication between callers interacting with the TeamQ UConnect script and agents using the desktop client. SQL Server 2012 Express or later is required and is typically installed on the MiCollab AM system server. The TeamQ UConnect script running on one or more MiCollab AM call servers is then configured to connect to the central application database.

The **TeamQ Database Configuration** utility is used to create the TeamQ database tables and objects and to apply database updates as needed. The utility also provides access to database-related TeamQ application settings.

The TeamQ solution includes a standard UConnect call-in script that provides the call-flow dialog to callers entering agent group queues. Along with the script, a configuration utility is provided that allows administrators to configure TeamQ script related settings.

In TeamQ a *queue* represents the collection of settings that define how a call is handled. These settings include, among other things, specific inputs to collect from callers prior to queuing the call for a team, primary and overflow teams, audio to play while the call is in queue, and actions to take in response to certain scenarios such as no agents signed in and maximum wait time exceeded.

Like all UConnect scripts, the TeamQ script can be launched from a MiCollab AM call processor mailbox at any point within a menu of call processor mailboxes, with the number of the target queue passed to the script as a parameter from the call processor mailbox.

The call flow presented to callers by the TeamQ UConnect script supports a number of customizable options. To gather pertinent call handling information, the script can ask callers to respond to a series of questions related to the call. The caller responses are then displayed to agents within the desktop client along with other call data. Settings are configured by TeamQ administrators on a per-queue basis.

Each TeamQ UConnect script queue can:

- Play optional greeting and special notice phrases.
- Inform callers of their position in queue and estimated wait time.
- Ask callers to enter a callback telephone number.
- Ask callers to enter an identification number, such as an account number.
- Ask callers to indicate the reason for their call by selecting from a menu of options.

- Ask callers for two additional user-defined inputs.
- Play customized announcements or music to callers waiting in queue.
- Periodically give callers options such as leaving a message or remaining in queue.
- Direct queued calls to an overflow team based on wait time or the number of calls in queue.
- Utilize pre-recorded phrase files, text-to-speech, or a combination when speaking to callers.
- Limit the number of calls allowed to be waiting in queue, and perform a configurable action against additional calls that arrive after the limit is reached.
- Query external data sources, including common databases and custom .NET assemblies, in order to validate caller-entered input and provide data for display to agents.

This document contains detailed information related to the TeamQ UCConnect script solution, including application software components, component configuration and launching the application from a MiCollab AM call processor mailbox.



# Planning the TeamQ Installation

## Licensing

TeamQ requires several licenses, as follows:

- A UCCconnect license
- One or more TeamQ Supervisor licenses
- One or more TeamQ Agent licenses

## Topology

The TeamQ Server component installs the SQL Server Express database and the Database Configuration utility documented below.

- Single Server (System Server with Call Services)
- Single System Server, Multiple Call Servers
- Multiple System Servers (Neverfail), Multiple Call Servers

## Single Server

If you are installing TeamQ in a single server environment, you will need to install the following on the server:

- **UCCconnect** – For details on UCCconnect installation, please see the document entitled UCCconnect in the Server Documentation folder in the Docs folder on the MiCollab AM Installation Media.
- **TeamQ Server** – For details on installing TeamQ Server, see the Server Component Installation section of this document.

## Single System, Multiple Call Servers

If you are installing TeamQ in an environment that has a single system server and multiple call servers:

- **System Server** – Install UCCconnect and TeamQ Server. For details on installing TeamQ Server, see the [Server Component Installation](#) section of this document.
- **Call Servers** – Install UCCconnect on each call server. For details on UCCconnect installation, please see the document entitled *UCCconnect* in the Server Documentation folder in the Docs folder on the MiCollab AM Installation Media.

## Multiple System (Neverfail), Multiple Call Servers

- **System Servers installed in a Neverfail Cluster** – Install UCCconnect and TeamQ Server on each System Server. For details on installing TeamQ Server, see the [Server Component Installation](#) section of this document.
- **Call Servers** – Install UCCconnect on each call server. For details on UCCconnect installation, please see the document entitled *UCCconnect* in the Server Documentation folder in the **Docs** folder on the MiCollab AM Installation Media.

# Server Component Installation

The TeamQ server component installs the SQL Server Express database and the **Database Configuration** utility documented below.

**NOTE** If SQL Server Express is already installed on the platform, such as when installing an update, only the updated TeamQ components will be installed. The SQL Server Express software will not be updated or reinstalled.

- 1 Run **start.hta** from the root directory of the MiCollab AM Installation Media.
- 2 Under **Server Components**, click the **TeamQ Server** link.
- 3 Follow the instructions on the screen and complete the following steps to configure the database.

**NOTE** During this process, you will be asked to assign the SQL server administrator password. Be sure to make a note of this password, it will be required to configure the TeamQ database. This password must meet any Windows domain security password policies in place in your organization.

**IMPORTANT** After completing the TeamQ server component installation the TeamQ database must be initialized or updated as described in [Initialize Database Dialog](#) below.

## Database Configuration

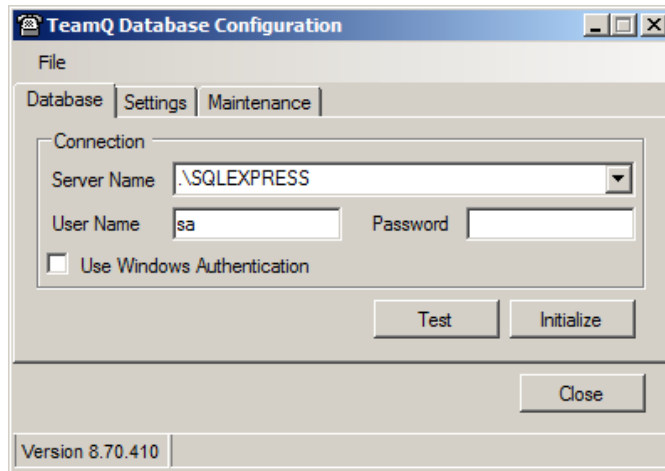
The **TeamQ Database Configuration** utility is installed with the **TeamQ Server** component, thus residing on the server that hosts the TeamQ database.

**NOTE** During installation the SQL Server as account is created and assigned a user-specified password. In addition, the Windows user account under which the installation is performed is automatically created as a database administrator.

## Main Dialog

To start the **TeamQ Database Configuration** utility:

- 1 Select **Start > All Programs > MiCollab AM Desktop > TeamQ > TeamQ Database Configuration**. The main dialog for the configuration utility starts.



- 2 Select the **Database** tab. This tab contains TeamQ database location and authentication settings necessary for database tasks.

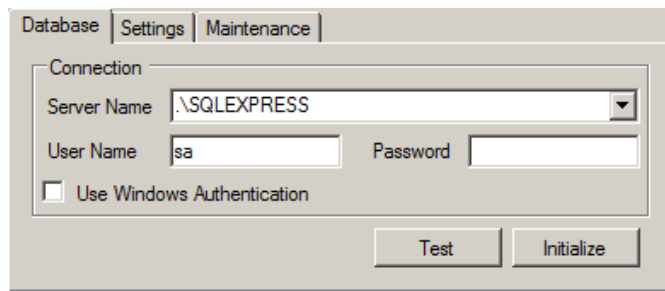


Table 1. Connection Settings

Settings	Description
Server Name	Server or instance name for the TeamQ SQL Server database. Standard SQL Server naming conventions apply, including the ability to specify a fixed IP port if necessary. By default, SQL Server Express instances listen on dynamic ports.
User Name	User name for a SQL Server system administrator account.
Password	Password for the administrator account user name.
Use Windows Authentication	Whether to use the credentials of the currently logged on Windows user instead of the specified database user account.

Table 2. Buttons

Button	Description
Test	Attempt to connect to the specified server using the specified user name and password.

Initialize

Display the database connection.

- 3 Select the **Settings** Tab. This tab contains settings related to the central TeamQ application database.

**NOTE** A valid user name and password must be entered on the Database tab to access the Settings tab. Settings are not available until the TeamQ database has been initialized.

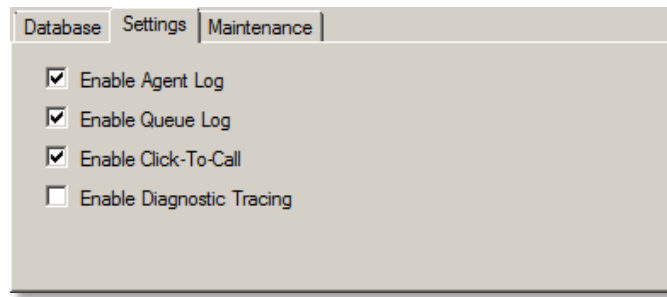


Table 3. Settings

Settings	Description
Enable Agent Log	Whether to write records to the TeamQ Agent Log to track agent activity.
Enable Queue Log	Whether to write records to the TeamQ Queue Log to track queue activity.
Enable Click-To-Call	Whether to enable click-to-call functionality for TeamQ agents.
Enable Diagnostic Tracing	Whether to write detailed activity events to the TeamQ database. Should not be enabled unless troubleshooting application issues. Performance may be affected.

- 4 Select the **Maintenance** Tab. This tab contains maintenance procedures related to the TeamQ application database.

**NOTE** A valid user name and password must be entered on the Database tab to execute any actions on the Maintenance tab.

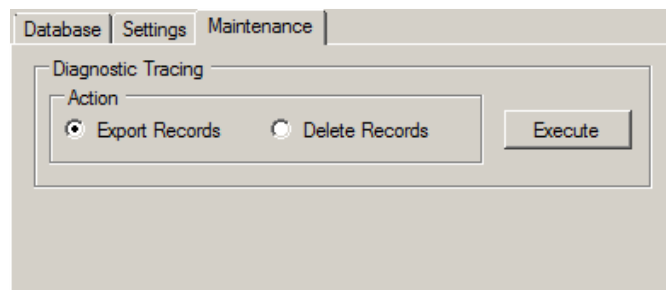


Table 4. Diagnostic Tracing Actions

Actions	Description
Export Records	Export all records from the diagnostic trace table to a CSV file.
Delete Records	Delete records from the diagnostic trace table dated on or before a specified date.

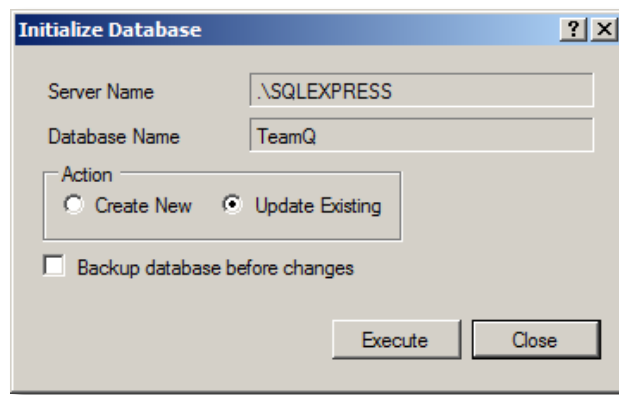
## Initialize Database Dialog

The **Initialize Database** dialog is used to create or update the TeamQ database structure and objects. Initialization must be performed after component installation to create the TeamQ database.

**NOTE** The **Action** radio buttons and **Backup database before changes** check box are not available until the TeamQ database has been created.

### To initialize the database:

- 1 Click the **Initialize** button in the **TeamQ Database Configuration** utility. The **Initialize Database** dialog appears:



- 2 Click **Execute** to initialize the database.

Table 5. Settings

Settings	Description
Server Name	Displays the target server or instance name.
Database Name	Displays the target database name.
Create New	Specifies that any existing database will be dropped and a new database created. Existing data will be lost.

Update Existing	Specifies that any existing database will be updated and data retained.
Backup before changes	Specifies whether a database backup will be performed before proceeding with the initialization actions.

Table 6. Buttons

Buttons	Description
Execute	Perform the specified action(s).
Close	Close the dialog.

## Change Password Dialog

The **Change Password Database** dialog is used to change the password for the SQL Server account used to administer the database.

**NOTE** Passwords can only be changed for SQL Server database accounts. If **Use Windows Authentication** is enabled, the Change Password menu item is not available.

To change the database administrator account password:

- 1 Ensure that the correct user name is specified in the **User Name** box on the **Database** tab.
- 2 In the **File** menu, click **Change Password**.
- 3 Complete the required entries for the **Old Password**, **New Password**, and **Confirm New** boxes.
- 4 Click **OK**.

## Preparing for TeamQ Client Installations

The TeamQ Client installation files are in **MiCollab AM Installation Media\Client Installs\TeamQ Desktop Client**. To facilitate installation by people wishing to install the TeamQ client on their workstations, Mitel suggests copying the installation files to a central location and notifying users of that location, rather than having each user install TeamQ client from the MiCollab AM Installation Media.

# Configuration Procedures

## User, Agent, Team and Queue Configuration

**NOTE** During TeamQ database initialization, a default administrator account named **TeamQ\_Administrator** is created. This account is created without a password. The password can be changed using the **Manage Users** form referenced in the following **To Create Database Users** procedure.

Each agent requires a database user account in order to gain access to the TeamQ database, and to establish access permission levels. Refer to the *TeamQ Desktop Client Reference* for details.

### To Create Database Users:

- 1 Connect to the TeamQ database using a TeamQ Administrator account by selecting **Connect** under the **File** menu.
- 2 Select **Users...** under the **Manage** menu to add a database user. Each agent or supervisor must have a corresponding database account.
- 3 Click **Add**.
- 4 Select the **Account Type**, whether a Windows domain account or a Database account.
- 5 Enter the database username in **User Name**.
- 6 Enter the password for the database account in **Password** (not required for Windows accounts).
- 7 Define whether the user is an **Agent**, **Supervisor**, or **Administrator**.
- 8 Click **OK**.
- 9 Click **Close**.

### To Create Agents:

- 1 Connect to the TeamQ database using a TeamQ Administrator account.
- 2 Select **Agents...** under the **Manage** menu to add an Agent record.
- 3 In the **Agents** pane, scroll to the bottom row of the table, indicated with an asterisk, and enter the **AgentID** in the corresponding column. The AgentID must match a TeamQ enabled MiCollab AM subscriber mailbox number.
- 4 Enter the Agent's name in the **Name** field.
- 5 Repeat for each Agent.
- 6 Once you have entered all of the agents, click **Accept** to commit the entries to the TeamQ database.



## To Create Teams:

- 1 Connect to the TeamQ database using a TeamQ Administrator account
- 2 Select **Teams...** under the **Manage** menu to add information about one or more teams.
- 3 In the Teams pane, scroll to the bottom row of the table, indicated with an asterisk, and enter a unique numeric **TeamID** in the appropriate column.
- 4 Enter a name for the team in the **TeamName** field.
- 5 Enter the MiCollab AM subscriber mailbox for the team in the **TeamMailbox** field, if different from the Team ID.
- 6 If members of the team will be allowed to be in Idle status, check the **Allow Idle** checkbox.

**NOTE** The **AllowIdle** setting determines the mode of operation for the team. If checked, the team is configured for push mode. If not checked, the team is configured for pull mode.

- 7 If members of the team will be allowed to enter Wrapup status after calls, check the **Allow Wrapup** checkbox.
- 8 If members of the team are allowed to direct queued callers to leave a message, select **Yes** in **Allow Message**. Other options include are **Team** to allow for directing of callers to leave a message in the Team Mailbox only or **No** to disallow agents in this team from directing queued callers to leave a message.
- 9 Define the type of transfer for redirecting calls to external extensions. The correct setting will depend on the type of telephone system. Options are **Blind**, **Monitored**, and **Supervised**. In most cases, **Monitored** will work. However, check with your system administrator to be sure.
- 10 Enter the number of seconds a call has to be waiting before an agent is notified that the call is overdue in the **Notify Threshold** box.
- 11 Enter the maximum amount of time an agent can be in Wrapup status in the **Wrapup Limit** box. A value of 0 indicates that there is no limit.
- 12 If members of this team are allowed to redirect calls to other teams or external extensions, check the **Allow Redirect** box.
- 13 In the **Forced Threshold** box, enter the maximum amount of time that an agent in this team will remain in Forced unavailable status after a failed transfer attempt. A value of 0 indicates unlimited time.
- 14 Click **Accept** to submit the database changes.

## Assign Agents to Teams

### To Assign via Manage Agents:

- 1 Log in using a TeamQ Administrator account

- 2 Select **Agents...** under the **Manage** menu to add an Agent record.
- 3 In the **Agents** pane, select the agent to be added to one or more teams.
- 4 In the **Memberships** pane, enter the team ID in the **TeamID** field.
- 5 Check any of the following boxes to configure to define how the agent integrates with the team:
  - a **Supervisor** – Defines whether an agent is a supervisor for the group.
  - b **Receive Calls** – Defines whether an agent can automatically receive pushed calls.
  - c **Make Calls** – Defines whether an agent can initiate calls for queued callback requests.
  - d **Allow Busy** – Defines whether an agent is allowed to enter **Busy** status.
  - e **Allow Pending** - Defines whether an agent who is a member of a push-mode team will enter Pending status immediately after signing in, as opposed to entering in **Waiting** status.
- 6 Click **Accept** to submit the database changes.

### To Assign via Manage Teams:

- 1 Log in using a TeamQ Administrator account.
- 2 Select **Teams...** under the **Manage** menu to add information about one or more teams.
- 3 In the **Teams** Pane, select the Team in which the Agent will be a member.
- 4 In the **Members** pane, enter the AgentID for the agent to be added to the team.
- 5 Check any of the following boxes to configure to define how the agent integrates with the team:
  - a **Supervisor** - Defines whether an agent is a supervisor for the group.
  - b **Receive Calls** - Defines whether an agent can automatically receive pushed calls.
  - c **Make Calls** – Defines whether an agent can initiate calls for queued callback requests.
  - d **Allow Busy** - Defines whether an agent is allowed to enter **Busy** status.
  - e **Allow Pending** - Defines whether an agent who is a member of a push-mode team will enter Pending status immediately after signing in, as opposed to entering in **Waiting** status.

**NOTE** The Allow Pending column will only appear when the team is configured as a “push mode” team, i.e. Allow Idle is not checked.

- 6 Repeat for each Agent to be added to the team.
- 7 Click **Accept** to submit the database changes.

### To Create Queues & Assign Teams to Queues

- 1 Connect to the TeamQ database using an Administrator account.
- 2 Select **Queues...** under the **Manage** menu to add information about one or more call queues.
- 3 In the Queues pane, enter a numeric ID for the queue in the **QueueID** column.

- 4 Enter a name for the queue in the **QueueName** column.
- 5 Enter the ID number for the team primarily responsible for the queue in the **PrimaryTeam** column.
- 6 If required, enter the ID number for the overflow team in the **OverflowTeam** column. Conditions for calls to transfer to the overflow team are defined in the **Overflow** section of the **Settings** tab to the right of the **Queues** pane. At least one box in the **Overflow** section must be checked for calls to go to the Overflow team.
- 7 Enter the priority for calls entering the queue. The priority is a numeric value with higher numbers being higher priority.
- 8 Repeat for all required queues.
- 9 Click **Accept** to save the changes.

## Logging In to the Call Queue or Database-only

Agents can log in to TeamQ by either clicking the **Logon** icon in the toolbar or by selecting **Logon...** from the **File** menu.

Administrators, however, can log in either as an agent or connect as database administrators. Connecting as database administrator is desirable in cases where an administrator wishes to make changes to agents, teams, or queues without actually appearing to be present to take calls.

- To log in as an agent, either click the **Logon** icon in the toolbar or by select **Logon...** from the **File** menu. In addition to the call queue, all administrative functions will be available.
- To connect to the database as an administrator, but not the queue, select **Connect** under the **File** menu. Call queue functionality will not be available, while administrative functions will be available.

# Script Reference

## Application Components

The application software components must be installed on each MiCollab AM Call Server and also on the System Server, if it hosts Call Services. These will automatically be installed when installing UCCconnect. The following are the required components:

These components are installed automatically with the UCCconnect software module.

- **IVR Application Services** Windows service that provides related functionality.
- **TeamQ UCCconnect Script** UCCconnect script that interacts with callers.
- **TeamQ Script Configuration Utility** Utilized to configure script-related settings.

## MiCollab AM IVR Application Services Configuration

The **MiCollab AM IVR Application Services** control panel applet resides on each MiCollab AM Call Server and also on the System Server if it hosts Call Services. The applet contains settings and commands related to the service.

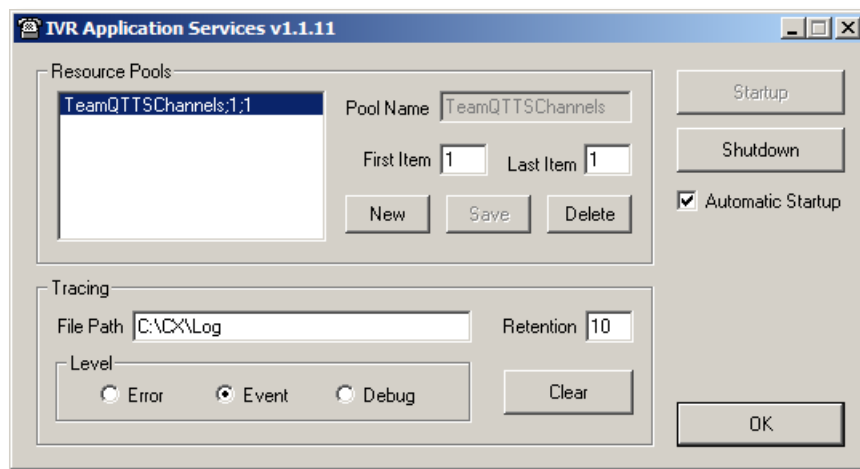


Figure 1. IVR Application Services

To configure MiCollab AM IVR Application services:

- 1 Open the **Windows Control Panel**.
- 2 Click **IVR Application Services**.
- 3 Check **Automatic Startup** to specify that the IVR Application Services service should start whenever the system starts.

#### 4 Click **OK**.

One resource pool is required and is created automatically during application installation as follows:

Table 7. TeamQTTChannels

Resource pool	Description
TeamQTTChannels	Total number of text-to-speech channels allowed to be used by the application simultaneously. The first item must be set to <b>1</b> . The last item is set to the maximum number of channels to use, and must not exceed the number of licensed MiCollab AM TTS channels.

**NOTE** For changes in the resource pool settings to take effect, the service must be restarted.

## Tracing

Table 8. Tracing

Option	Description
File Path	Full path to the folder in which the daily trace files are stored.
Retention	Number of days that trace files are retained before being purged.
Level	Level of information maintained in the trace files.

**NOTE** The **Clear** button will clear all data from the trace file for the current day.

## UCConnect Configuration

UCConnect consists of a Windows service running on the MiCollab AM System Server and, where appropriate, each MiCollab AM Call Server. Configuration is performed using the UCConnect control panel applet in the **Windows Control Panel**.

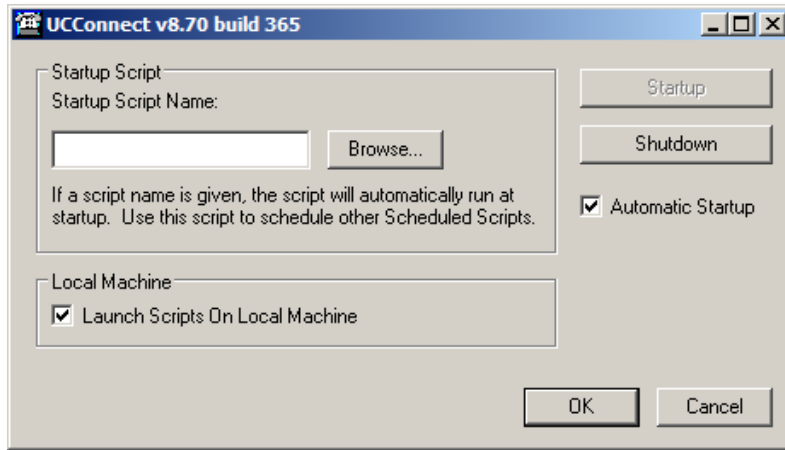


Figure 2. UConnect Configuration

### To configure UConnect:

- 1 Under Local Machine, define whether scripts should be launched on the local machine:
  - If the application is installed on the MiCollab AM Call Server, enable **Launch Scripts On Local Machine**.
  - If the application is installed on a remote UConnect server, this setting must not be enabled.
- 2 Check the **Automatic Startup** box to ensure that the service starts automatically with the operating system.
- 3 Restart the **UConnect** service.

**NOTE** The UConnect service must be restarted in order for changes to take effect.

## MiCollab AM Call Processor Configuration

### Launching the TeamQ UConnect Script

The TEAMQ UConnect script is launched from a MiCollab AM call processor mailbox. Callers can be directed to this call processor from another call processor using the **Go To Call Processor** action.

The **Open Script** action is used as shown in the example below. The next call processor in this mailbox must be set to the call processor mailbox that is configured to handle return digits from the script (see the [Handling Return Digits](#) section).

The script requires a single parameter, consisting of the target TeamQ queue ID number. The parameter is supplied by including the value in the **Arguments** field for the **Open Script** action following the script name. The script name and parameter is separated by a single space character.

For example: *Open Script "TEAMQ 1234"*

**Call Processor Mailbox - Customer Site**

Numbers: 1000

Sponsor:

Language: English US - Female

Max Msg Length (sec): 2700

Timeout (sec): 0

Max No Match Retries: 0

Max Mismatch Retries: 0

☐ Use Speech Recognition Timeout Rules

☐ Log System Port Usage

☐ Two-Part Greeting

☒ Use Answer Mode Operator

☐ Always Confirm Names

Name: TeamQ 1234 English US

Next Call Processor

CP: 1001 TeamQ 1234 English US Next

☐ Go To Answer Mode

Switch

Section: Asterisk Asterisk Section

Node:

No ASR Call Processor

CP:

Call Processor Actions

View: DTMF Only

Key	Action	Arguments
TO	Open Script	"TEAMQ 1234"
0	Undefined	
1	Undefined	
2	Undefined	
3	Undefined	
4	Undefined	
5	Undefined	
6	Undefined	
7	Undefined	

Key	Action	Arguments
8	Undefined	
9	Undefined	
A	Undefined	
B	Undefined	
C	Undefined	
D	Undefined	
*	Undefined	
#	Undefined	
Fax	Undefined	

Figure 3. Call Processor Mailbox

Table 9. Description of Defined Keys

Key	Description
TO	Run the TEAMQ script, targeting queue 1234.

Table 10. Other Settings

Setting	Description
Language	TeamQ supported language in which to interact with callers.
Timeout (sec)	0
Next Call Processor	Call processor appropriate for handling return digits from the script. See the <a href="#">Handling Return Digits</a> section.

## Launching TeamQ Script Administration

The TEAMQ script is launched from a MiCollab AM call processor mailbox. Callers can be directed to this call processor from another call processor using the **Go To Call Processor** action.

The **Open Script** action is used as shown in the example below. The next call processor in this mailbox must be set to the call processor mailbox that is configured to handle return digits from the script (see the [Handling Return Digits](#) section).

To launch the TeamQ script in administration mode a parameter of ADM is supplied in the **Arguments** field for the Open Script action following the script name. The script name and parameter is separated by a single space character.

For example: *Open Script* "TEAMQ ADM"

Call Processor Mailbox - Customer Site

Number: 1009

Sponsor: ...

Language: English US - Female

Max Msg Length (sec): 2700

Timeout (sec): 0

Max No Match Retries: 0

Max Mismatch Retries: 0

☐ Use Speech Recognition Timeout Rules

☐ Log System Port Usage

☐ Two-Part Greeting

☒ Use Answer Mode Operator

☐ Always Confirm Names

Name: TeamQ Administration

Next Call Processor

CP: 1001 TeamQ 1234 English US Next

☐ Go To Answer Mode

Switch

Section: Asterisk Asterisk Section

Node: ...

No ASR Call Processor

CP: ...

Call Processor Actions

View: DTMF Only

Key	Action	Arguments
TO	Open Script	"TEAMQ ADM"
0	Undefined	
1	Undefined	
2	Undefined	
3	Undefined	
4	Undefined	
5	Undefined	
6	Undefined	
7	Undefined	

Key	Action	Arguments
8	Undefined	
9	Undefined	
A	Undefined	
B	Undefined	
C	Undefined	
D	Undefined	
*	Undefined	
#	Undefined	
Fax	Undefined	

Figure 4. TeamQ Script Administration

Table 11. Description of Defined Keys

Key	Description
TO	Run the TEAMQ script for access to phrase administration.

Table 12. Other Settings

Setting	Description
Language	TeamQ supported language in which to record phrases.
Timeout (sec)	0
Next Call Processor	Call processor appropriate for handling return digits from the script. In administration mode, the only applicable return digits are <i>Hangup</i> and <i>Error</i> . See <a href="#">Handling Return Digits</a> below.

## Handling Return Digits

When the TEAMQ script ends it will return a "steering" digit to trigger appropriate call handling. The return digits are specified using the configuration utility. For details, refer to the **Settings** tab in the [TeamQ Script Configuration](#) section.

**NOTE** The action specified for the timeout (TO) key will apply if the TEAMQ script does not properly execute, such as in the case where the UCConnect service is not running.



**Call Processor Mailbox - Customer Site**

Numbers: 1001

Sponsor: [...]

Language: English US - Female

Max Msg Length (sec): 2700

Timeout (sec): 3

Max No Match Retries: 0

Max Mismatch Retries: 0

☐ Use Speech Recognition Timeout Rules

☐ Log System Port Usage

☐ Two-Part Greeting

☒ Use Answer Mode Operator

☐ Always Confirm Names

Name: TeamQ 1234 English US Next CP

Next Call Processor

CP: [...]

☐ Go To Answer Mode

Switch

Section: Asterisk Asterisk Section

Node: [...]

No ASR Call Processor

CP: [...]

OK

Cancel

View References...

Help...

Call Processor Actions

View: DTMF Only

Key	Action	Arguments
T0	Play Announcement	1099
0	Blind Transfer	0
1	Go To Answer Mode	
2	Subscriber Message	0XXXX
3	Blind Transfer	0XXXX
4	Undefined	
5	Undefined	
6	Undefined	
7	Undefined	

Key	Action	Arguments
8	Undefined	
9	Undefined	
A	Undefined	
B	Undefined	
C	Undefined	
D	Undefined	
*	Hangup	
#	Undefined	
Fax	Undefined	

Figure 5. Next Call Processor Mailbox

Table 13. Description of Defined Keys

Keys	Description
T0	Play application unavailable announcement (no return digits).
0	Perform blind transfer to operator ( <i>Return Digits Error</i> ).
1	Return to answer mode menu ( <i>Return Digits Exit</i> ).
2	Record a message for a 4-digit mailbox ( <i>Return Digits Message</i> ).
3	Perform blind transfer to a 4-digit extension ( <i>Return Digits Transfer</i> ).
*	Disconnect the call ( <i>Return Digit Hangup</i> ).

## TeamQ Script Configuration

The script configuration utility resides on each MiCollab AM Call Server. To start the utility, select **Start > All Programs > MiCollab AM Desktop > TeamQ > TeamQ Script Configuration**.

**NOTE** In a multiple call server environment, script settings are managed independently on each call server. Changes on one call server are not automatically reflected on other call servers.

## Settings Tab

The settings tab contains items pertaining to general TeamQ script functionality and MiCollab AM call processor interactions.

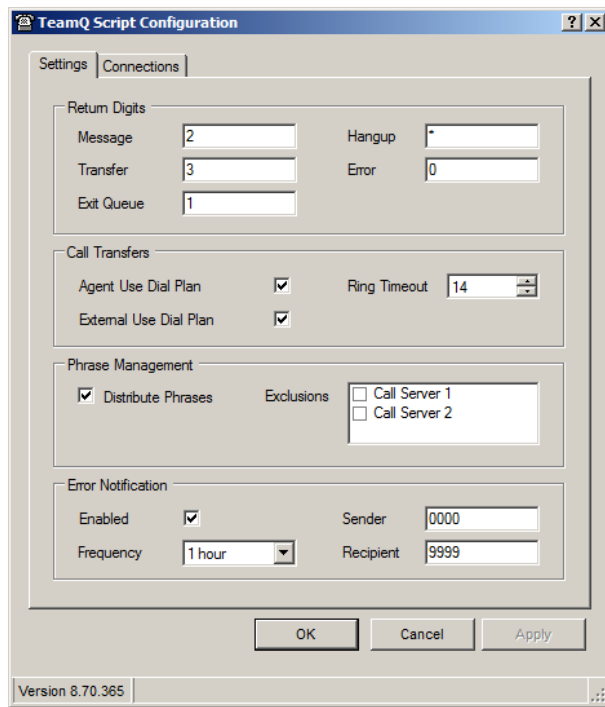


Figure 6. TeamQ Script Configuration

Table 14. Return Digits

Option	Description
Message	Digits returned to the next call processor in the event a caller elects to leave a message while in queue. Digits specified here will be followed by the target subscriber mailbox number.
Transfer	Digits returned to the next call processor in the event a caller is redirected to an external extension while in queue. Digits specified here may be followed by a target telephone extension number.
Exit Queue	Digits returned to the next call processor in the event a caller elects to exit the queue prior to speaking with an agent.
Hangup	Digits returned to the next call processor in the event a caller disconnects while in queue.
Error	Digits returned to the next call processor in the event an unexpected error is encountered in the script.

Table 15. Call Transfers

Setting	Description
Agent Use Dial Plan	Whether to use the MiCollab AM dialing plan rules when transferring calls to agents.
External Use Dial Plan	Whether to use the MiCollab AM dialing plan rules when transferring calls to external telephone numbers.
Ring Timeout	Number of seconds to allow the called number to ring before returning a no-answer condition for a supervised transfer.

Table 16. Phrase Management

Setting	Description
Distribute Phrases	Whether to distribute phrase changes made through the Administration TUI to other call servers within the system.
Exclusions	Call servers to exclude from phrase distribution actions. Excluded call servers are denoted by a check mark preceding the server name.

Table 17. Error Notification

Notification	Description
Enabled	Whether the error notification feature is enabled.
Frequency	Frequency at which error notification messages can be sent to the subscriber mailbox.
Sender	MiCollab AM call processor mailbox from which error notification messages will be sent.
Recipient	MiCollab AM subscriber mailbox to which error notification messages are sent.

## Connections Tab

The connections tab contains items pertaining to external connections utilized by the TeamQ script.

The screenshot shows a 'Connections' dialog box with two main sections. The top section, 'Telephony Server Connection', has a 'Server Name' field with 'localhost', an 'Administrator' field with 'Administrator', and an empty 'Password' field. Below these is a checkbox for 'Use Windows Authentication' which is unchecked. The bottom section, 'TeamQ Database Connection', has a 'Server Name' field with '.\SQLEXPRESS', a 'User Name' field with 'TeamQ\_Script', and an empty 'Password' field. It also has an unchecked checkbox for 'Use Windows Authentication'.

Figure 7. Connections

Table 18. MiCollab AM Server Connection

Field	Description
Server Name	Name or IP address of the local MiCollab AM Call Server. A port number, preceded by a colon, can be included following the name or address if necessary. The default port number is 18276.
Administrator	Name of MiCollab AM administrator account.
Password	Password for MiCollab AM administrator account.
Use Windows Authentication	Whether to use the credentials of the Windows user under which the UCCConnect Server service is running instead of the specified MiCollab AM administrator account.

Table 19. TeamQ Database Connection

Field	Description
Server Name	Server or instance name for the central TeamQ SQL Server database. Standard SQL Server naming conventions apply, including the ability to specify a fixed IP port if necessary. By default, SQL Server Express instances listen on dynamic ports.
User Name	User name for the SQL Server database account to be used by the TeamQ script.
Password	Password for the TeamQ account user name.
Use Windows Authentication	Whether to use the credentials of the Windows user under which the UCCConnect Server service is running instead of the specified database user account.

# TeamQ Call-Flow Overview

Call-flow and other call processing options are configured independently for each queue by TeamQ administrators using the *Manage Queues Form*. Refer to the *TeamQ Desktop Client Reference* for details.

## Call Flow

The following list of call-flow items are presented to callers in the order shown. Items can be enabled or disabled as needed. Each input item can be displayed to agents along with the call in the **TeamQ Desktop Client** application. In addition, a hyperlink can be assigned to each input item that provides a link to external information based on the caller input.

### Greeting Message

Upon entering the TeamQ script, a greeting message can be played to callers. The greeting message might indicate the name or purpose of the particular queue.

**For example:** "You have reached the Technical Support help line."

### Notice Message

Following the greeting message, a notice message can be played. The notice message might be used to convey additional or temporary information such as, "Our office will be closed for the holiday."

### Callback Number

Callers can be asked to enter a callback telephone number, or confirm that the calling party data received from the telephone switch integration should be used as the callback number. In addition, callback number input requests can be limited to cases where calling party data is not available from the telephone switch.

### Identification

Callers can be asked to enter an identification number, such as a membership or account number. The identification number can be any number of digits, and can be restricted using a pattern-matching validation template.

### Selection

Callers can be asked to select an option from a menu of choices. These choices can be used, for example, to help identify the reason for the call. Each menu choice can be named, and this name can be displayed to agents in the TeamQ Desktop Client application.

### User-Defined 0

Callers can be asked to provide an additional variable-length input, such as a product number or serial number.

### User-Defined 1

Callers can be asked to select an option from an additional menu of choices. These choices can be used, for example, to provide additional information regarding the reason for the call. As with Selection above, a name associated with the selection can be displayed to agents.

### **Initial Menu**

Prior to being queued for a TeamQ team, callers can be informed of their position in queue and estimated wait time. Callers can then be presented with a menu of options including queuing for an agent, leaving a message, requesting a callback, or exiting the queue and returning to a call processor mailbox for additional options.

### **Timeout Menu**

After waiting in queue for a configurable amount of time, callers can be informed of their position in queue and estimated wait time. Callers can then be presented with a menu of options including queuing for an agent, leaving a message, requesting a callback, or exiting the queue and returning to a call processor mailbox for additional options.

The timeout menu can be presented to callers a configurable number of times, each occurring after the configurable timeout period.

## **Call Processing Options**

The following list of call processing options and settings can be configured independently for each queue.

### **Call Priority**

Individual queues can be assigned a call priority value which can be displayed to agents along with the call in the TeamQ Desktop Client application. This allows calls from certain queues to be prioritized above others for agents in teams that are handling calls from multiple queues.

### **Overflow Team**

Queues can be configured with a primary team and an overflow team. Calls can be directed to the overflow team based on certain scenarios, including whether agents are taking calls in the primary queue, the current number of calls in queue, and the current estimated wait time. If desired, call priority can be adjusted for calls that have been directed to the overflow team.

### **No Agents Available**

The *No Agents Available* action is processed when a caller enters a queue which does not have any agents currently taking calls. This determination is made after the caller has provided any configured input. Possible actions include: leave a message, request a callback, redirect to a different team or extension, or exiting the queue and returning to a call processor mailbox for additional options.

### **Maximum Wait Time**

The *Maximum Wait Time* action is processed when a caller has been holding in queue for the configured maximum amount of time. Possible actions include: leave a message, request a callback, redirect to a

different team or extension, or exit the queue and returning to a call processor mailbox for additional options.

### Maximum Calls in Queue

Queues can optionally be configured to limit the number of calls waiting in queue at any one time. When enabled, the *Maximum Calls in Queue* action is processed when a caller's position in queue would exceed the allowed value for the queue. This determination is made after the caller has provided any configured input. Possible actions include: leave a message, request a callback, redirect to a different team or extension, or exiting the queue and returning to a call processor mailbox for additional options.

### Hold Music

While waiting for an agent to take their call, callers can be played pre-recorded audio, such as information messages or music. A list of audio phrases can be configured for a queue and presented to callers based on several configurable options.

### Text-To-Speech

TeamQ can speak to callers using pre-recorded phrases, text-to-speech, or a combination of the two. Each phrase to be spoken to callers is defined in the TeamQ phrase catalog, including both a phrase name and a description used for text-to-speech.

### Language

TeamQ supports prompt sets in multiple languages. The language used by the TeamQ script is determined by the MiCollab AM language that is active for the call when the TeamQ script is launched.

The language can be specified directly in the launching call processor, or by using the Language call processor action at some point during the call prior to launching the script.

For additional information, refer to the [Recording Phrases Using the TUI](#) section.

## Prerecorded Application Phrases

Prerecorded UCCONNECT application phrases exist on Call Servers as individual WAV files in *CCITT u-Law, 8.000 KHz, 8 Bit, Mono* audio format. The files are named as shown below and have a file extension of **.wav**. For additional information, refer to the UCCONNECT online book contained on the MiCollab AM Installation Media.

Prerecorded phrases are supplied with TeamQ for English US - Female, English UK - Female, and Spanish MX - Female MiCollab AM prompt sets.

## Phrase Listing

AccountNumberPrompt ..... "Please enter your account number, followed by the pound sign."

AdminMenu ..... "To record a TeamQ phrase, enter the phrase number, followed by the pound sign. To quit, press the star key."

AgentsAllBusy ..... "All agents are currently helping other customers."

AgentsAllBusySorry ..... "We're sorry; all agents are currently helping other customers."

CallbackConfirmed ..... "Your callback request has been submitted."

CallbackNumber ..... "Please enter your callback telephone number."

CallbackNumber# ..... "Please enter your callback telephone number, followed by the pound sign."

CallbackNumber10 ..... "Please enter your 10-digit callback telephone number."

CallbackNumber10# ..... "Please enter your 10-digit callback telephone number, followed by the pound sign."

CallbackNumberACX ..... "Please enter your callback telephone number, including your area code and any extension."

CallbackNumberACX# ..... "Please enter your callback telephone number, including your area code and any extension, followed by the pound sign."

CallbackNumberDifferent ..... "To enter a different callback number, press 9."

CallbackNumberIs ..... "Your callback number is..."

CallbackNumberReenter ..... "Please reenter your callback telephone number now."

CallingPartyIs ..... "The number you are calling from is..."

ChoiceTimeout ..... "You may make your selection at any time."

ConfirmPrompt ..... "If this is correct, press 1. Otherwise, press 9."

ContinueHoldPress1 ..... "To continue holding, press 1."

EnterMailbox ..... "Please enter your mailbox number, followed by the pound sign."

EnterSecCode ..... "Please enter your security code, followed by the pound sign."

EntryNotCorrect ..... "Your entry is not correct."

EntryTimeout ..... "You may begin your entry at any time."

ErrorMessage ..... "Your request cannot be processed at this time."

ErrorNotification ..... "An unexpected error occurred in the TeamQ application script. Check the event log and trace file for details."

EstimatedWaitTime ..... "The estimated wait time is..."

HoldAgentPress1 ..... "To hold for an agent, press 1."

HoldAgentPress1OrWait ..... "To hold for the next available agent, press 1 or remain on the line."

HoldForAgent ..... "Please hold for the next available agent."

HoldForOptions ..... "Please hold for additional options."

HoldForRep ..... "Please hold for the next available representative."

HoldMusic1 ..... (Hold music)

HoldMusicPiano ..... (Hold music)

HoldMusicViolin ..... (Hold music)



HoldNextRepPress1OrWait .... "To hold for the next available representative, press 1 or remain on the line."

HoldRepPress1 ..... "To hold for a representative, press 1."

HoldRepPress1OrWait ..... "To hold for a representative, press 1 or remain on the line."

HoldTimeIs ..... "The average hold time is..."

Hour ..... "...hour."

HourAnd ..... "...hour and..."

Hours ..... "...hours."

HoursAnd ..... "...hours and..."

IdentificationPrompt ..... "Please enter your identification number, followed by the pound sign."

InitialMenu12 ..... "To hold for a representative, press 1. To leave a message, press 2."

InitialMenu123 ..... "To hold for a representative, press 1. To leave a message, press 2. To request a callback, press 3."

InitialMenu123X ..... "To hold for a representative, press 1. To leave a message, press 2. To request a callback, press 3. To return to the previous menu, press the star key."

InitialMenu12X ..... "To hold for a representative, press 1. To leave a message, press 2. To return to the previous menu, press the star key."

InitialMenu13 ..... "To hold for a representative, press 1. To request a callback, press 3."

InitialMenu13X ..... "To hold for a representative, press 1. To request a callback, press 3. To return to the previous menu, press the star key."

InitialMenu1W2 ..... "To hold for a representative, press 1 or remain on the line. To leave a message, press 2."

InitialMenu1W23 ..... "To hold for a representative, press 1 or remain on the line. To leave a message, press 2. To request a callback, press 3."

InitialMenu1W23X ..... "To hold for a representative, press 1 or remain on the line. To leave a message, press 2. To request a callback, press 3. To return to the previous menu, press the star key."

InitialMenu1W2X ..... "To hold for a representative, press 1 or remain on the line. To leave a message, press 2. To return to the previous menu, press the star key."

InitialMenu1W3 ..... "To hold for a representative, press 1 or remain on the line. To request a callback, press 3."

InitialMenu1W3X ..... "To hold for a representative, press 1 or remain on the line. To request a callback, press 3. To return to the previous menu, press the star key."

InitialMenu1WX ..... "To hold for a representative, press 1 or remain on the line. To return to the previous menu, press the star key."

InitialMenu1X ..... "To hold for a representative, press 1. To return to the previous menu, press the star key."

InvalidChoice ..... "That is not a valid selection."

InvalidEntry ..... "Invalid entry."

InvalidMailbox ..... "That is not a valid mailbox number."

InvalidSecCode ..... "Invalid security code."

IsNotCorrect ..... "...is not correct."

Minute..... "...minute."

MinuteAnd ..... "...minute and..."

Minutes..... "...minutes."

MinutesAnd ..... "...minutes and..."

NoAgents..... "There are currently no agents available to take your call."

NoAgentsSorry ..... "We're sorry; there are currently no agents available to take your call."

NothingRecorded..... "Nothing is currently recorded."

PauseLong ..... (5 seconds of silence)

PauseShort ..... (0.5 seconds of silence)

PhoneNumber# ..... "To expedite your call, please enter your phone number, followed by the pound sign key."

PhoneNumber10# ..... "To expedite your call, please enter your ten-digit phone number, followed by the pound sign key."

PhoneNumberAC# ..... "To expedite your call, please enter your phone number, including area code, followed by the pound sign key."

PhraseNumber ..... "Phrase number..."

PleaseHold ..... "Please hold."

PleaseTryAgain ..... "Please try again."

PositionInQueue ..... "Your position in queue is..."

RecordingCanceled..... "This recording has been canceled."

RecordingDeleted ..... "The recording has been deleted."

RecordingDeleteError ..... "I'm sorry, your request cannot be processed at this time. Please try again later."

RecordingIs ..... "The current recording is..."

RecordingMenu..... "To save this recording, press 5. To review this recording, press 6. To discard this phrase and rerecord it, press 4. To cancel this recording, press the star key."

RecordingSaved ..... "The recording has been saved."

RecordingSaveError ..... "I'm sorry, your request cannot be processed at this time. Please try again later."

RecordMenu ..... "To discard the current recording, press 4. To make a new recording, press 2. To quit, press the star key."

RecordPrompt..... "To start recording, press 2. To stop recording, press 2 again."

RemainInQueue ..... "To remain in queue, please hold."

Second ..... " ...second."

Seconds ..... " ...seconds."

TerminatePoundHash ..... " ...followed by the pound sign or hash key."

ThankYouForWaiting..... "Thank you for waiting."

TheNumberYouEntered ..... "The number you entered..."

TimeoutMenu12..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To leave a message, press 2."

TimeoutMenu123 ..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To leave a message, press 2. To request a callback, press 3."

TimeoutMenu123X ..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To leave a message, press 2. To request a callback, press 3. To return to the previous menu, press the star key."

TimeoutMenu12X..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To leave a message, press 2. To return to the previous menu, press the star key."

TimeoutMenu13..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To request a callback, press 3."

TimeoutMenu13X..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To request a callback, press 3. To return to the previous menu, press the star key."

TimeoutMenu1W2 ..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To leave a message, press 2."

TimeoutMenu1W23..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To leave a message, press 2. To request a callback, press 3."

TimeoutMenu1W23X..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To leave a message, press 2. To request a callback, press 3. To return to the previous menu, press the star key."

TimeoutMenu1W2X ..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To leave a message, press 2. To return to the previous menu, press the star key."

TimeoutMenu1W3 ..... "Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To request a callback, press 3."

TimeoutMenu1W3X .....	"Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To request a callback, press 3. To return to the previous menu, press the star key."
TimeoutMenu1WX .....	"Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1 or remain on the line. To return to the previous menu, press the star key."
TimeoutMenu1X .....	"Thank you for waiting. All agents are currently helping other customers. To continue holding, press 1. To return to the previous menu, press the star key."
ToExitMainMenu .....	"To return to the main menu, press the star key."
ToExitPressStar .....	"To exit the queue, press the star key."
ToExitPreviousMenu .....	"To return to the previous menu, press the star key."
ToHoldPressOne .....	"To hold, press 1."
ToMsgPressTwo .....	"To leave a message, press 2."
ToQuitPressStar .....	"To quit, press the star key."
ToRequestCallback .....	"To request a callback, press 3."
TransferIntro .....	"We are transferring your call now."
UseCallingParty .....	"To use this as your callback number, press 1. To enter a different callback number, press 9."
YouEntered .....	"You have entered..."
YouSelected .....	"You have selected..."

## Implementing Script Phrase Files

The TeamQ phrases for each language are stored in a TeamQ speech sub-folder matching the well-known culture abbreviation for the language.

Table 20. MiCollab AM Language

MiCollab AM Language	Culture Abbreviation
English US - Female	en-US
English UK - Female	en-GB
Spanish NA	ex-MX

New phrase files produced separately should be copied to each MiCollab AM Call Server while the UCCONNECT Server service is running. To implement a phrase, copy the WAV file to the appropriate incoming speech folder.

Phrase file names, not including the **.wav** file extension, must match entries in the TeamQ phrase catalog in order to be incorporated into the queue call flow.

The incoming speech folders for the application are:

```
D:\CX\UConnect\Incoming\Speech\TeamQ\<culture>
```

When a new phrase is copied to an incoming speech folder, UConnect will move the phrase into production when it is safe to do so.

The production speech folders for the application are:

```
D:\CX\UConnect\Speech\TeamQ\<culture>
```

Phrase files should not be copied directly to a production speech folder unless the UConnect Server service is stopped.

## Recording Phrases Using the TUI

The TeamQ Administration TUI (telephone user interface) allows supervisors to record TeamQ phrase catalog phrases via telephone. Access is provided by dialing into the TeamQ script in administration mode as shown in [Launching TeamQ Script Administration](#).

**NOTE** In order to access the TUI, users are required to enter a mailbox number and security code. The subscriber mailbox must be assigned the TeamQ Supervisor role.

In order to record a phrase through the TUI, the name given to the phrase in the TeamQ Phrase Catalog must consist solely of numeric digits. This is to allow phrase identification while dialing in from a telephone. For details on administering the TeamQ Phrase Catalog, refer to the *TeamQ Desktop Client Reference* document.

Phrase additions, changes and deletions may be distributed to all connected call servers depending on the settings specified in [Table 16. Phrase Management](#).

TeamQ supports prompt sets in multiple languages. The language used by the TeamQ script is determined by the MiCollab AM language that is active for the call when the TeamQ script is launched. To specify a language for prompt recording, the language can be specified directly in the launching call processor, or by using the Language call processor action during at some point during the call.

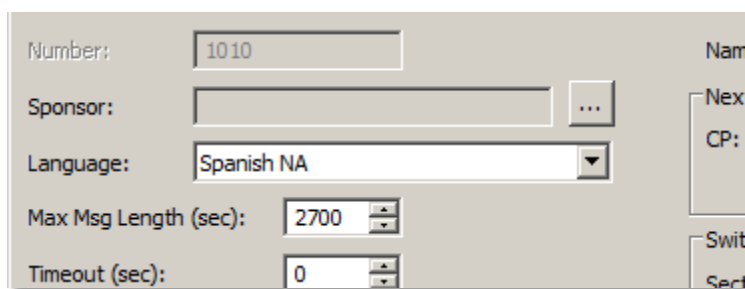


Figure 8. Call Processor Language Setting

Call Processor Actions		
View: DTMF Only ▾		
Key	Action	Arguments
TD	Undefined	
0	Language	English US - Female
1	Language	Spanish NA
2	Undefined	
3	Undefined	
4	Undefined	

Figure 9. Call Processor Language Action

## Logging and Tracing

### Event Logging

The TeamQ script logs all unexpected application errors to the Windows application event log.

### Application Trace Files

TeamQ script trace files contain call activity and error messages related to the script. Refer to Tracing in the [MiCollab AM IVR Application Services Configuration](#) section for trace file location and settings.

### UCConnect Log Files

MiCollab AM supports UCConnect module activity logging in the same fashion that other system activity is logged. UCConnect system log files can be found in the standard MiCollab AM log file folder, D:\CX\Log by default. UCConnect logging settings are configured through the MiCollab AM Diagnostics utility.

# TeamQ Desktop Client Installation

Although the TeamQ Desktop Client can be installed directly from the MiCollab AM Installation Media's **Administrative Clients** menu, for ease of distribution to a team, the installation files can be copied to a network share.

To copy the TeamQ client installation files to a network share, copy the entire contents of the **\Client Installs\TeamQ Desktop Client** from the MiCollab AM Installation Media to the desired network share and instruct users to install from that share.

Configuration of the client software can then be done using the *TeamQ Client Reference* document.

During client installation, the optional **TeamQ Reports** component can be selected. The **TeamQ Reports** utility allows TeamQ administrators and supervisors to view, save and print reports related to agent, team and call queue activity and performance.