A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Web Agent User Guide

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Mitel
Powering connections

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INTRODUCTION

This document describes how to use Web Agent with Mitel MiContact Center Enterprise.

The Web Agent application provides an alternative to MiContact Center Agent, using a web interface. It provides call control for agents using a hard phone device, as well as access to the following features:

- Set voice ready status
- Set voice not ready reason
- Call control for physical phone device
- Handle service group voice calls
- Handle Open Media sessions
- View and manage contacts
- Call Log
- View real-time data
- Session Tabs

Web Agent also has built in Soft Phone capabilities using WebRTC technology that is available in modern browsers (currently supported with Chrome and Microsoft Edge) . In this case, no hard phone is required as the application uses the sound devices in the PC provided by a sound card or USB headset.

STARTING WEB AGENT

The MiCC Enterprise installer will automatically add Web Agent to the Windows Start menu. This will launch Web Agent in the default browser and display the logon screen.

To directly launch Web Agent from the browser, enter the following URL:

http://<MiCC Enterprise Server>/WebAgent

where <MiCC Enterprise Server> is the name or IP address of the machine where the MiCC Enterprise web services are hosted.

If the MiCC Enterprise system is tenanted, the tenant name must be specified in the URL as follows:

http://<MiCC Enterprise Server>/WebAgent/#/login/<Tenant Name>

LOGGING INTO WEB AGENT

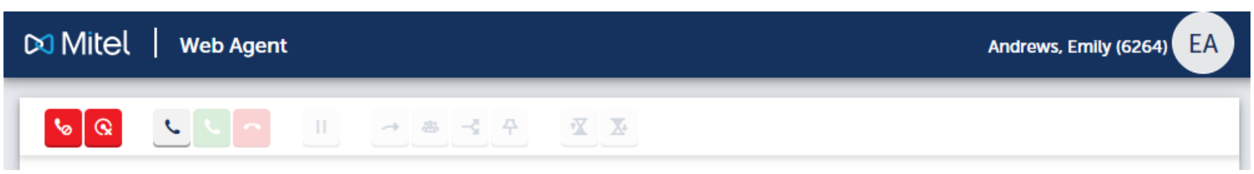
At startup, Web Agent prompts the user to enter the Logon ID, Password and, optionally, an extension number.

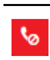
VALUE	DESCRIPTION
Logon ID	The user's ID, as configured in MiCC Enterprise
Password	The password associated with the entered Logon ID
Extension	The extension to be used for call control. Note that this must be associated with a physical phone extension or be a SIP extension to be used as soft phone. This value is optional.
Call Manager	For systems with multiple OAS based call managers defined, this option will be displayed to allow the user to select the call manager which the agent will use for call control.
Extension Type	To choose if a hard phone connected to the call manager shall be used or if the integrated soft phone capabilities shall be used.

Note: If you logged on to Web Agent from the same device previously, your user name and extension are defaulted to the previous values entered. Note that this information is stored in the browser cache data, so if browser data is cleared, the saved credentials will not be available.

AGENT STATUS

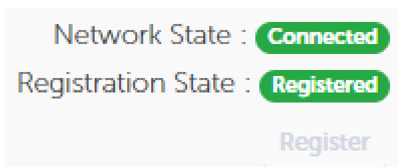
At startup, Web Agent displays the logged on user's name and extension in the top right corner. Status icons are displayed on the left. Note that the icons displayed depend on whether an extension was entered at logon, and whether the agent is able to handle Open Media sessions.



ICON	DESCRIPTION
	Indicates the agent is Not Ready for voice calls. Press the button to change status to Ready. This icon is only displayed if Web Agent is logged on with an extension.

	Indicates the agent is Ready for voice calls. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if Web Agent is logged on with an extension.
	Indicates the agent is Not Ready for Open Media sessions. Press the button to change status to Ready. This icon is only displayed if the logged on agent has *Handle Open Media Sessions* privilege.
	Indicates the agent is Ready for Open Media sessions. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if the logged on agent has *Handle Open Media Sessions* privilege.

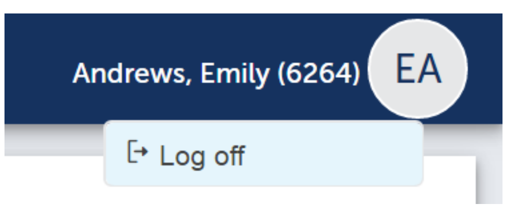
When Web Agent is started in Integrated SoftPhone mode, the current server connection status and the current WebRTC registration status are displayed on the left side of the screen as shown below:



The Network State status indicator will turn red and display **Disconnected** if Web Agent loses connection to the MiCC Enterprise server. The Web Agent application will periodically attempt to re-establish the connection.

The Registration State status indicator will turn red and display Failed if there is an issue registering the WebRTC soft phone either in the WebRTC Gateway or in the call manager. The user can click on the Register button to reattempt registration.

To logoff from Web Agent, press the button to the right of the agent's name and select *Log off.*

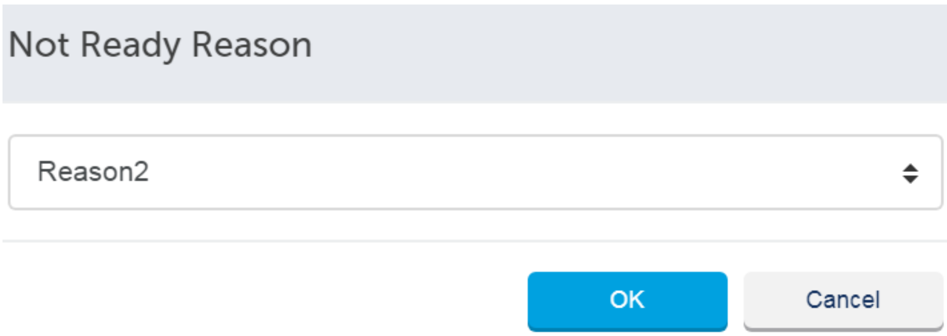


The logon screen will display.

Note: If Web Agent is closed without explicitly logging off, such as by closing the browser or navigating to another URL, MiCC Enterprise will automatically logoff the Web Agent.

NOT READY REASONS

When voice or Open Media status is changed, the *Not Ready Reason* dialog displays if Web Agent has the user option *Display Not Ready Reason Dialog* set or if the MiCC-E system is configured to require a reason to be entered when changing status.



If a reason is required, the *Cancel* button will be disabled. Select the reason from the list and press the *OK* button. The reason entered will be recorded in the MiCC-E system.

AUTOMATIC AGENT STATUS UPDATES

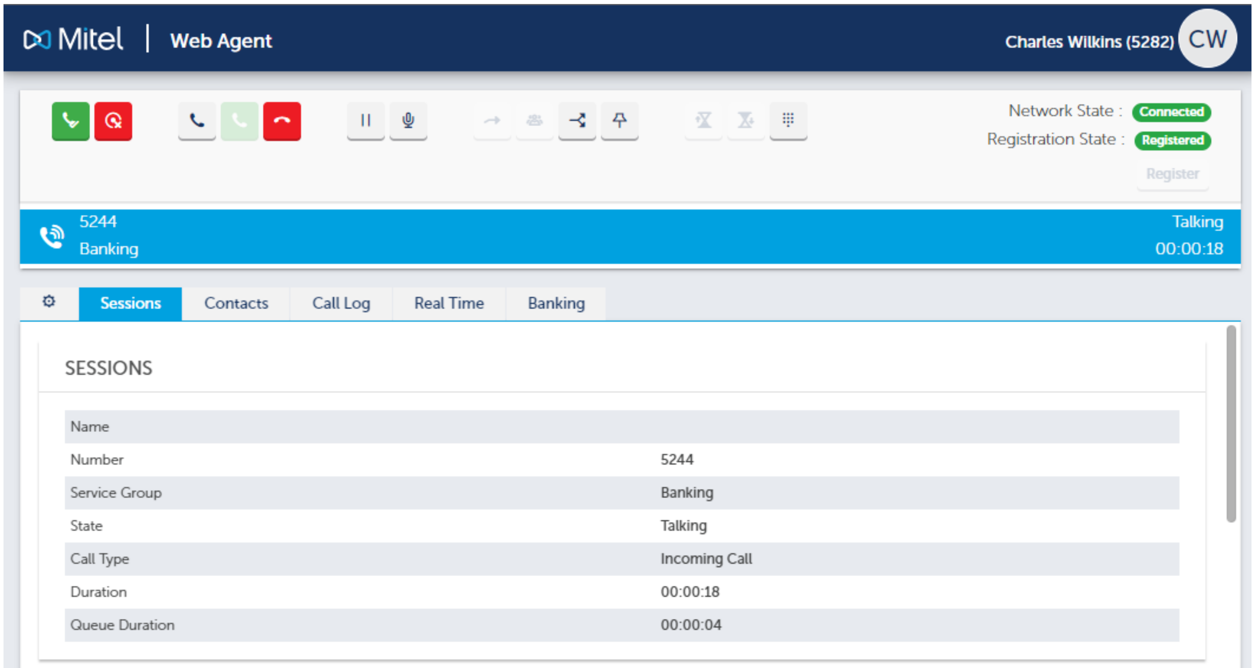
In some cases, Web Agent status may be automatically updated. This can happen in the following situations:

- Another agent changes the voice status of the logged on Web Agent
- The logged on Web Agent fails to respond to an incoming session within the timeout period, and the Web Agent is forced to Not Ready status
- There is a problem with the extension entered, and the Web Agent is forced to Not Ready status

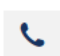
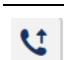
CALL CONTROL AND SESSION HANDLING

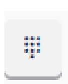
If Web Agent is logged on with an extension, it is possible to make, receive, hold, retrieve, conference, transfer and divert calls. The call control functions also allow the agent to enter call qualification codes as well as manage clerical time for service group sessions.

Information about active calls displays at the top of Web Agent; additional information about the session displays in the lower half of the window. Information for the session includes the caller's name (if available), number, the current state of the session, and duration in the current state. If the session is a service group session, the service group name, duration of time that the session was in the service group queue and IVR information associated with the session are displayed in the *Sessions* tab.

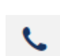


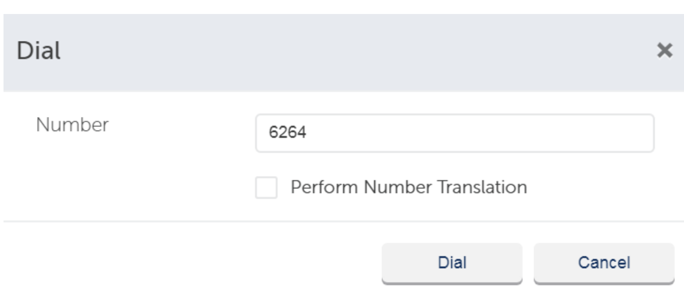
Call control buttons are enabled and disabled based on the state of the call. The available call control buttons include the following:

ICON	DESCRIPTION
	Displays the Dial dialog, allowing the agent to initiate a new call. This button is enabled if Web Agent is logged on with an extension, and the connection to the MiCC-E Call Control Service is active.
	Answers an incoming call. This button is enabled if there is a ringing voice call or incoming Open Media session selected.
	Hangs up the selected call or Open Media session. This button is enabled if there is a voice call in Talking or Calling state selected, or there is a connected Open Media session.
	Places the selected voice call on hold. This button is enabled if there is a voice call in Talking or On Hold state selected.
	Retrieves a held call. This button is enabled if there is a voice call in Held state selected.

	Transfers a held call to a connected call. This button is enabled if there is a voice call in Held state and a voice call in Talking state. Web Agent is disconnected from both calls.
	Creates a multiple party conference. This button is enabled if there is a voice call in Held state, and a voice call in Talking or Conference state. All parties are joined into a single call.
	Displays the Divert dialog, allowing the agent to send a connected call or Open Media session to another destination. This button is enabled if there is a voice call in Talking state or a connected Open Media session.
	Displays the CQ Codes dialog, allowing the agent to enter selected call qualification codes for a service group session. The call qualification codes will be tagged with the session for classification and reporting. This button is enabled if there is an active service group session.
	Extends clerical time by the original amount assigned. This button can be pressed repeatedly to extend clerical time repeatedly. It is enabled when there is a service group session in Clerical state and the agent has *Extend Clerical Time* privilege assigned.
	Cancels clerical time. This button is enabled when there is a service group session in Clerical state.
	Displays the DTMF dial pad dialog, allowing the agent to send DTMF tones e.g., when calling an IVR script or a voice mail system. This button is enabled if there is a voice call in Talking state.

MAKING A CALL

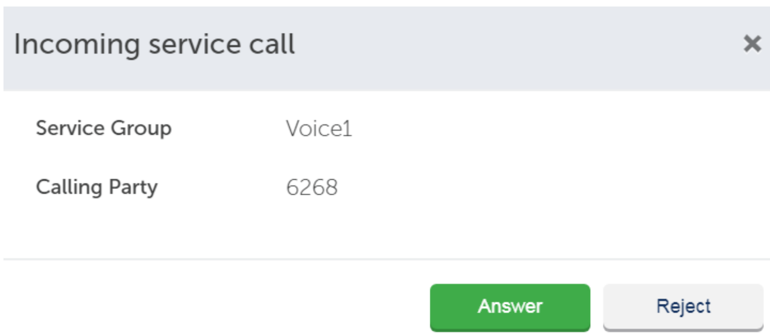
Press the Dial button  to display the Dial dialog.



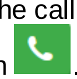
Enter the number to be dialed, and press the *Dial* button, or the *Enter* key. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing. For example, an access code to dial out can be prepended to the number.

ANSWERING AN INCOMING SESSION

If the option *Display Incoming Service Call Dialog* is selected in the Web Agent user options, the following dialog will be displayed when a voice service group call is received.



Press the *Answer* button to answer the incoming service group call or *Reject* to reject the call and return it to the service group queue.

If the *Display Incoming Service Call Dialog* option is not selected, the call will display in the active call display and it can be answered by pressing the Answer button .

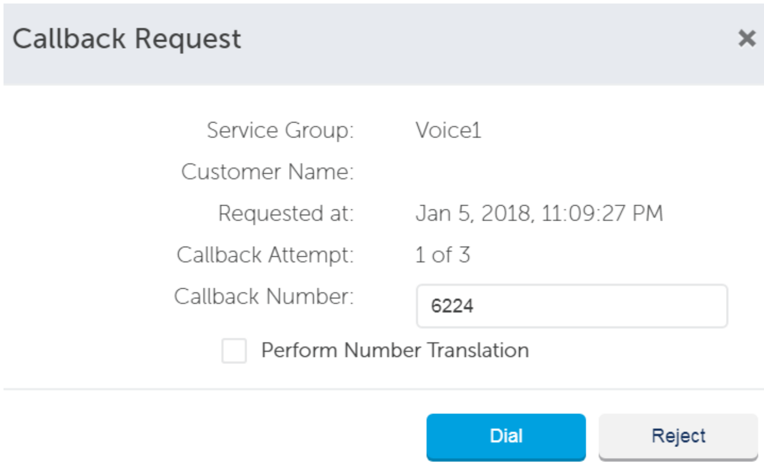
Open Media sessions can be answered by pressing the Answer button .

REJECTING AN INCOMING SESSION

Incoming service group sessions can be rejected by pressing the Reject button from the *Sessions* tab. A confirmation dialog will be displayed, requiring the reject to be confirmed. If confirmed, the session is removed and returned to the service group queue.

HANDLING CALLBACKS

If a customer requests to be called back by MiCC Enterprise, a Callback is presented to Web Agent, allowing the agent to initiate a call to the customer. The *Callback Request* dialog displays when the callback arrives.



The following information is displayed in the *Callback Request* dialog:

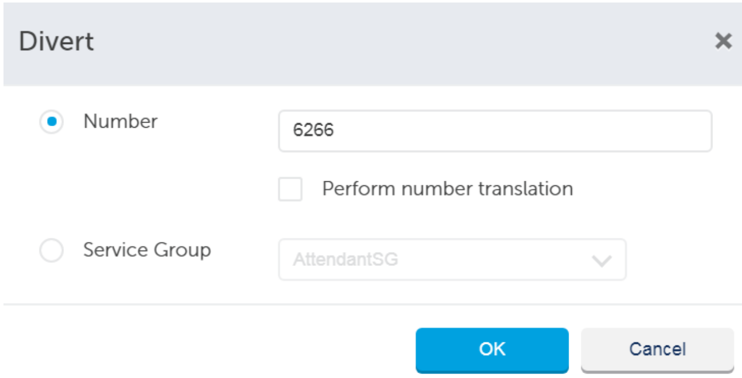
- Name of the service group associated with the callback
- Name of the customer, if available
- Date and time that the callback was requested by the customer
- The attempt number for the callback. The maximum number of attempts is configured in MiCC-E.
- The number to be dialed for the callback. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing. For example, an access code to dial out can be prepended to the number.

Press the *Dial* button to call the customer back, or press the *Reject* button to reject the callback and return it to the service group queue.

When the callback completes, the *Callback Status* dialog displays. Select the status of the callback to indicate whether it succeeded or failed. It is required to enter the callback status at the completion of the callback.

DIVERTING A SESSION

Press the Divert button  to display the Divert dialog. This can be used to divert a connected voice call or Open Media session to another destination.

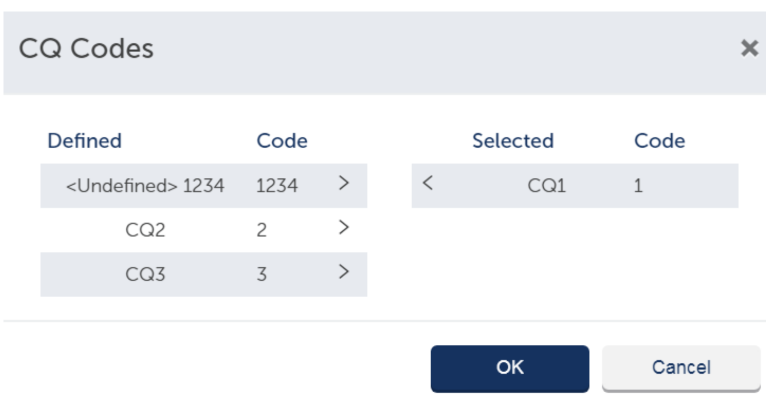


Enter the number to which the voice call should be diverted in the *Number* field. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing. For example, an access code to dial out can be prepended to the number.

The voice call or Open Media session can also be diverted to another service group by selecting the *Service Group* button and then selecting the service group from the list to which the session will be diverted. The session will be sent to the MiCC-E system and queued to the target service group.

ENTERING CALL QUALIFICATION CODES

Press the CQ Codes button to display the CQ Codes dialog.

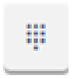


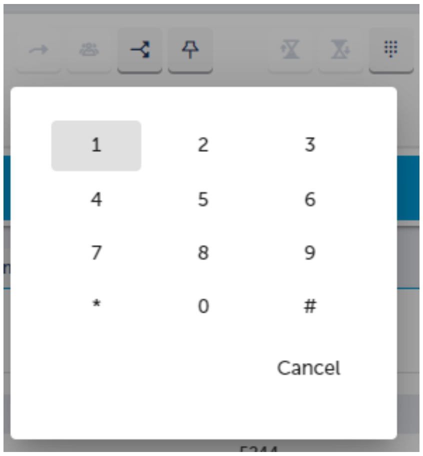
Select any defined call qualification codes from the *Defined* list and press the > button to move the code from the *Defined* to the *Selected* list. To remove a call qualification code, press the < button to move the code back to the *Defined* list. The selected call qualification codes will be associated with the service group session.

Call qualification codes can be entered while the session is active or in Clerical state. When the session completes, the list of call qualification codes will be sent to the MiCC-E server.

If the service group is configured to require call qualification codes to be entered, the CQ Codes dialog will automatically be displayed when the session completes. The session will remain in Clerical state until a call qualification code is entered.

SENDING DTMF TONES

Press the  button to display the DTMF tone keypad.



Use the mouse to click on the numbers in the keypad to have the corrsponding DTMF tone sent to the connected party.

AFTER AGENT HANDLING

After Agent Handling allows a service group call to be deflected to a predefined destination in order to gather additional data from the customer or provide further services, such as a customer survey. This feature is only available if After Agent Handling has been configured for the service group in Configuration Manager or Web Manager.

If After Agent Handling has been configured for the service group, and if data is required to be provided for the call, the After Agent Handling dialog will automatically display when the service group call is disconnected.

Select the data to be sent with the call from the **Associated Data** list. You can select from the predefined items or enter any numeric data, up to 20 characters.

Press the **Deflect** button to send the call to the predefined destination for After Agent Handling. You will be disconnected from the call after pressing this button.

Press the **Cancel** button to close the After Agent Handling dialog and return to the call in Talking state.

Note: The After Agent Handling feature only works if the agent sends the call to the After Agent Handling destination before the caller hangs up. If the caller hangs up first, the call cannot be sent to the After Agent Handling destination.

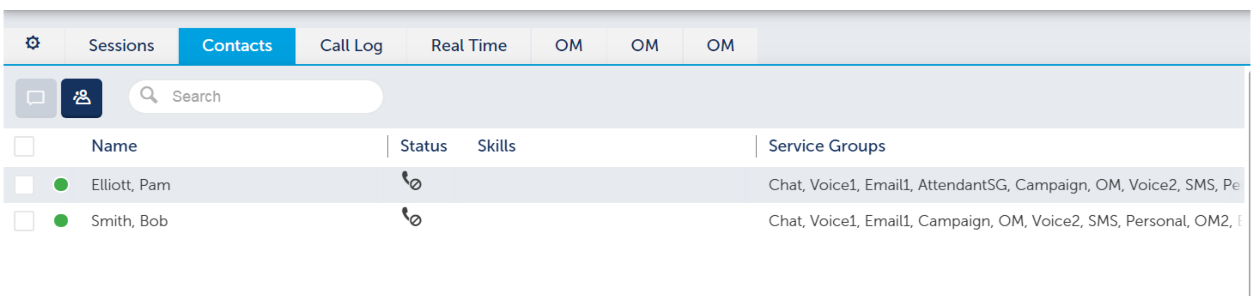
MANAGING CONTACTS

The *Contacts* tab displays the list of logged on agents with the following information:

- An icon indicating whether the agent is Idle or Busy
- The agent's name
- An icon indicating whether the agent is Ready or Not Ready for voice calls
- The skills assigned to the agent
- The service groups that the agent is able to serve with the assigned skill set

It is possible to also display defined agent groups in the *Contacts* tab by pressing the *Display Agent Groups* button. Only agent groups to which the logged on agent has access will be displayed. This option is useful in order to send a message to all the members of an agent group at one time.

To search for particular information, enter the search text in the *Search* field. All contacts containing the search value in the Name, Skills, or Service Groups field will be displayed.



CALLING CONTACTS

Hover the mouse over a contact to display the following icons:

Click on the telephone icon to call the contact. A voice call will be initiated to the contact's number. This option is only available if Web Agent is logged on with an extension.

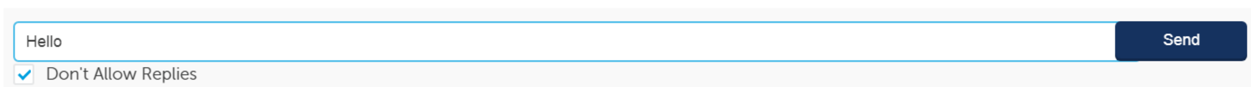
MESSAGING CONTACTS

This feature is only available to agents with *Send Text Messages* privilege. Hover the mouse over a contact to display the following icons: 

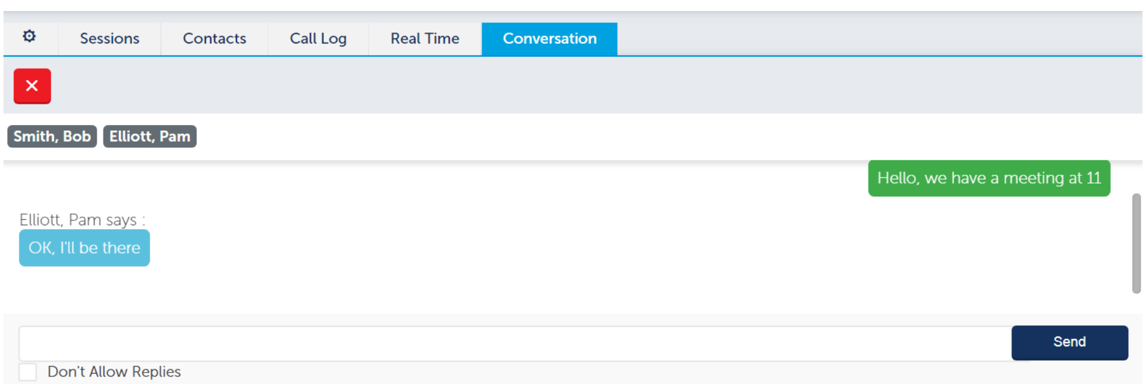
Click on the messaging icon to open a *Conversation* tab with the selected contact.

To send a message to multiple contacts at once, check the checkbox in front of the contacts and then press the *Messaging* button . A *Conversation* tab is opened including all the selected contacts and agent groups. This allows Web Agent to message all selected contacts and members of the selected agent groups simultaneously.

Enter the message text in the area to the left of the *Send* button, and then press the *Send* button to send the message to all displayed recipients. To send a one-way message which cannot be replied to, check the *Don't Allow Replies* checkbox. The message recipients will be allowed to view the message but not reply to it.



If the message recipients are allowed to reply to the message, responses will be listed on the left side of the display, along with the sender's name.



To close the message conversation, press the *Close* button . The *Conversation* tab will be removed.

It is possible to have multiple Conversation tabs open at the same time, with the same or different groups of Contacts.

If an incoming message is received from another agent, a *Conversation* tab will automatically open, displaying the sender's name and the message.

USING THE CALL LOG

The *Call Log* tab displays a list of the last 1000 voice calls received, initiated, or missed by Web Agent. The following information is displayed for each call log entry:

- An icon indicating if the call was received , initiated , or missed
- Name of the caller/called party, if available
- Number of the caller/called party
- Service Group associated with the call, if the call is a service group session
- Date and time that the call was initiated or received
- Duration of the call

Click on the column header to sort the call log by that column in either ascending or descending order.

CALLING AN ENTRY FROM THE CALL LOG

To call an entry from the call log, hover the mouse over the call log entry. The *Call* icon will display on the right side of the call log entry. Press the *Call* icon to initiate a voice call to the call log entry's number. This option is only available if Web Agent is logged on with an extension.

DELETING ENTRIES FROM THE CALL LOG

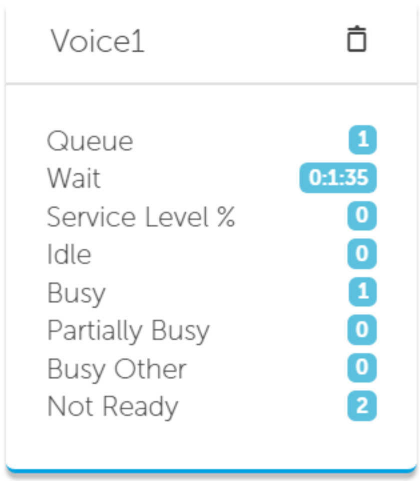
To delete a single entry from the call log, hover the mouse over the call log entry. The *Delete* icon will display on the right side of the call log entry. Press the *Delete* icon to delete the call log entry.

To delete multiple entries at once, check the box to the left of each call log entry to be deleted and press the *Delete* button . All of the selected call log entries will be deleted.

To delete all call log entries at once, check the box at the top left of the call log display. This will select all the call log items. Press the *Delete* button . All of the call log entries will be deleted.

VIEW REAL-TIME INFORMATION

Web Agent can display real-time statistics for up to eight service groups in the *Real Time* tab if the logged on agent has *View SG Statistics* privilege. Each service group displays the following information:

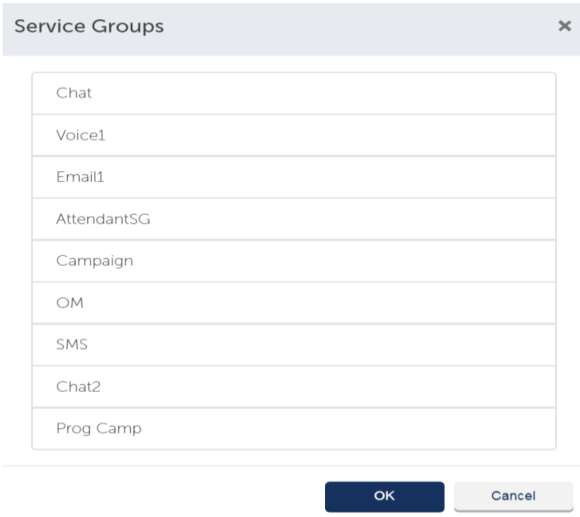


- Name of the service group
- Number of sessions currently in queue
- Longest waiting session
- Service level percentage, calculated as the number of incoming sessions answered within the Performance Interval as defined in MiCC-E Configuration.
- Number of idle agents for the service group
- Number of agents busy serving sessions for the service group
- Number of agents partially busy serving sessions for the service group, but able to serve additional sessions. This is applicable for e-mail, SMS, Chat and Open Media service groups.
- Number of agents busy serving another service group
- Number of agents not ready to serve the service group

Updates are automatically made to all real time information displayed.

ADDING SERVICE GROUPS TO THE REAL TIME TAB

To add service groups to the *Real Time* tab, press the *Add* button. A list of all service groups for which the logged on Web Agent has permission to view or skills to serve is displayed.



Click on one or more groups from the list to select them for display in the *Real Time* tab and then press the *OK* button. The groups will be automatically added. Note that only up to eight groups may be displayed at the same time.

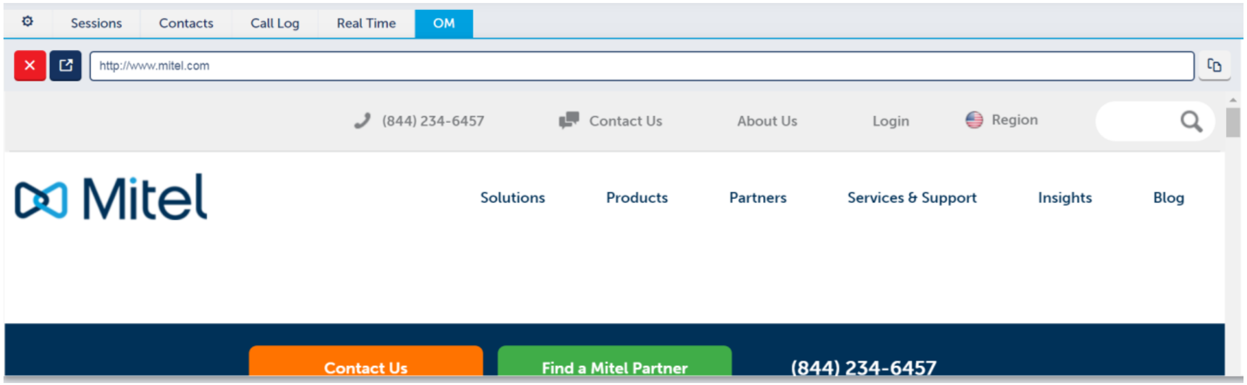
REMOVING SERVICE GROUPS FROM THE REAL TIME TAB

To remove a service group from the *Real Time* tab, press the *Delete* icon to the right of the service group name. The service group will be removed from the display.

SESSION TABS

MiCC Enterprise allows configuration of actions to be executed when a service group session arrives. If Web Agent receives a session with an associated action configured to be launched in an Agent Tab, a Session Tab will be opened when the session is answered.

The Session Tab will be displayed with the name of the service group.



The URL is displayed, along with the content of the web page. To copy the URL, press the *Copy* button . The URL can then be copied to another browser window.

To open the URL in a new browser tab, press the *New Tab* button .

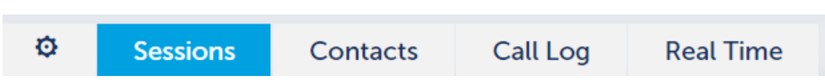
To close the Session Tab, press the *Close* button . If a Session Tab is closed, it is not possible to reopen it for the same session.

Note:

- Web Agent only supports Agent Actions that are of type web URL. E.g., https://www.company.com or http://www.company.com. Also note that not all web URLs will be possible to launch in a Tab, since the originating web site can prevent the launching of the URL in an iFrame by having the X-FRAME-OPTIONS set to "SAMEORIGIN" or "DENY".
- For security reasons, the Session Tabs only allow camera and microphone access to external sites that are secure, i.e., the URL begins with https://.

WEB AGENT SETTINGS

Various options are available to customize the behavior and appearance of Web Agent. To access these options, press the *Settings* button to the left of the list of tabs.



After changing any settings, press the *Save* button to save the current settings. Settings will also be saved automatically if the agent logs off, or the browser is changed to another website.

The following settings can be configured.

GENERAL SETTINGS

VALUE	DESCRIPTION
Display Not Ready Reason Dialog	Select this option to display the *Not Ready Reason* dialog when changing voice or Open Media status to Not Ready.
Display Confirmation on Close	Select this option to display a confirmation message when logging off from Web Agent or refreshing the browser.

MESSAGING SETTINGS

VALUE	DESCRIPTION
Show Timestamps on Messages	Select this option to display a timestamp in the *Conversation* tab for messages received from another agent.
Play Sound on Incoming Message	Select this option to generate a notification sound when an incoming message is received and there are no active calls.

TELEPHONY SETTINGS

VALUE	DESCRIPTION
Preview Number before Dial	Select this option to display the *Dial* dialog when calling a contact or placing a call from the call log. This allows the agent to ensure that the number is in correct format to be dialed before placing the call.
Display Incoming Service Call Dialog	Select this option to display the *Incoming Service Call* dialog when an incoming voice service group call arrives. The call can be answered or rejected from this dialog.

OPEN MEDIA SETTINGS

VALUE	DESCRIPTION
Auto Answer Open Media Sessions	Select this option to automatically answer Open Media sessions. This eliminates the step of answering the Open Media session from the call area when the session arrives.

VALUE	DESCRIPTION
Audible Indication on Incoming Session	Select this option to generate a notification sound when an incoming Open Media session is received and there are no active voice calls.
Number of Concurrent Open Media	Enter the maximum number of Open Media sessions that can be handled at the same time. When Web Agent is ready for Open Media, MiCC Enterprise will allocate up to the number of entered Open Media sessions to Web Agent. This allows Web Agent to handle multiple Open Media sessions concurrently.

MEDIA INTERACTION SETTINGS

These options allow configuration of whether voice and Open Media sessions can be handled concurrently.

- To receive Open Media sessions while handling a voice call, check the box in the Voice row and the Open Media column. Uncheck this box to block Open Media sessions while there is an active voice call.
- To receive voice calls while handling an Open Media session, check the box in the Open Media row and the Voice column. Uncheck this box to block voice calls associated with a service group while there is an active Open Media session.

TAB SETTINGS

VALUE	DESCRIPTION
Set as Active Tab when Opened	Select this option to automatically display the tab associated with a service group session when the session arrives.
Close Tab Automatically when the Session Ends	Select this option to close the tab opened for a service group session when the session exits Clerical state or ends; otherwise, the tab will remain open until it is closed by the Web Agent user. This option will be disabled if *Reuse Open Tab for Same Service Group* is selected.
Reuse Open Tab for Same Service Group	By default, each service group session will open a new tab. To reuse the same tab when a new service group session arrives, select this option. This option will be disabled if *Close Tab Automatically when the Session Ends* is selected.

SKILL SETTINGS

Agents are able to access the Skill Selection panel in order to view the currently assigned skills. In addition, privileged agents may modify their own skill set and skill levels. Agents with Change skills for other agents privilege also may modify the skills and skill levels assigned to other agents, if those agents are members of agent groups for which the logged on agent has read or write permission.

To view or modify skills, press the settings button and then Skill Selection. The Skill Selection dialog panel will appear, displaying all the skills assigned to you, and the corresponding skill level.

TO CHANGE SKILLS FOR YOURSELF OR ANOTHER AGENT

Select your own name or the agent's name from the list. The defined skills which are not assigned to the agent will display in the list on the left, and the assigned skills will display in the list on the right. To assign a skill, use your mouse to left click on the skill from the Defined list. The skill will move to the Selected list and will be added to the agent's skill set. To remove a skill, use your mouse to left click on the skill from the Selected list. The skill will move to the Defined list and will be removed from the agent's skill set. To modify the level of an assigned skill, set focus to the input field from the Selected Field and enter the new skill level, from 1-100, with 100 defined as the highest skill level.

It is also possible to use defined skill templates to apply a set of skills to an agent. To apply a skill template, select the template from the drop-down list. Press the Apply Template button to update the list of skills and skill levels to what is defined for the skill template. Note that applying a skill template will replace all the skills for the agent with the skill set defined in the skill template. If the skill template is later changed, the agent's skill set will not be updated unless the skill template is applied to the agent again.

After the skills are changed for the agent, press the Apply button to apply the changes. Note that Phone Agents and Mobile Agents are not visible in the Skill Selection dialog.

TO VIEW MATCHING BETWEEN SKILLS AND SERVICE GROUPS

Press the Matching button to display the Skill Matching dialog. All the skills assigned to the agent will be displayed, as well as the list of service groups that can be served with the agent's skill set.

REVERSE PROXY

If you are hiding the actual location of the Call Control Service and/or MiCC Enterprise Agent Service using a reverse proxy, it is necessary to edit the global configuration file indicated below:

<MiCC-Enterprise-Install-Path>Enterprise\Services\Web\WebAgent\assets\config.json

The configuration file is a JSON document; ensure that only the values are modified and not the key names.

This is the default layout of the config.json file. The hostname and port values are both empty and by default Web Agent will query the Broker Service for the service locations. To specify a particular server and port number to connect to, update the hostname and port values for the appropriate service(s).

```
{
    "agentServiceLocation": {
        "hostname": "",
        "port": 0
    },
    "callControlServiceLocation": {
        "hostname": "",
        "port": 0
    }
}
```

VALUE	DESCRIPTION
agentServiceLocation	Agent Service Location object. **IMPORTANT: Do not edit**
callControlServiceLocation	Call Control Service Location object. **IMPORTANT: Do not edit**
hostname	The name or IP address of the service. String value.
port	The port number of the service. Integer value.

CUSTOM CONFIGURATION

Settings for Web Agent are stored in the global configuration file indicated below:

<MiCC-Enterprise-Install-Path>Enterprise\Services\Web\WebAgent\assets\config.json

The configuration file is a JSON document. In normal cases, it is not necessary to modify this file. If it is modified, ensure that only the values are modified and not the key names.

Note that if the file is modified, when an upgrade occurs, the existing config.json file will not be overwritten so that any custom settings are not lost. The new config.json file is written with the version value in the file extension, e.g., config.json.v9.5.0.0. If there are new settings that the customer would like to configure, they can be copied from the new config.json file to the existing one.

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