

OpenACD Setup for sipXecs 4.6

This set of instructions are for sipXecs 4.6 or newer. For older versions of sipXecs see [OpenACD Setup](#). For an overview see [OpenACD](#).

openACD in sipXecs 4.6 update 7 is being depreciated. Support for queueing functionality will be through the new Call Queueing feature. This feature is built on top of FreeSwitch's mod_callcenter.

Environment Notes

For simplicity I've not configured domain name resolution of sip addresses (i.e. DNS does not have SRV records) so in my example i use either hostname or FQDN, never the domain name.

Enabling OpenACD role

For enabling OpenACD Call Center role navigate to System > Servers page and choose the location you want Call Center to run on. On the Server Role tab enable Call Center option - the service will be listed under Services tab in Running status.

The screenshot shows the 'Server' configuration window for 'toor.mydomain.org'. On the left, a sidebar lists 'Configure', 'Server Roles', 'Services', and 'NAT'. The 'Server Roles' section is active, displaying a list of roles with checkboxes: ACD (checked), SIP Trunking (checked), Conferencing (checked), Instant Messaging (checked), Management (checked), Call Center (unchecked), Primary SIP Router (checked), and Voicemail (checked). At the bottom of this section are 'OK', 'Apply', and 'Cancel' buttons. To the right, a text box provides information: 'One or more roles can be enabled on each server. All roles can run on one single server or the different roles can be distributed to several servers forming a cluster. A high availability configuration can be configured by enabling a redundant SIP router role. Roles can be moved to dedicated servers to improve performance.'

After enabling Call Center role one can access OpenACD configuration pages by navigating to Features > Call Center.

Clients Configuration

For configuring a new Call Center client go to Clients tab and access *Add new Client* link. You have to provide a name and a identity. *Demo Client* is already configured at startup and cannot be edited or removed.

The screenshot shows the 'Client' configuration window. It has three input fields: 'Name' with the value 'Client1', 'Identity' with the value '0099009900', and an empty 'Description' text area. At the bottom are 'OK', 'Apply', and 'Cancel' buttons.

Lines Configuration

For configuring a new Call Center line go to Lines tab and access *Add Line* link. You will be asked to configure the line by providing a name, line extension, queue, client and additional options. **It is strongly recommended not to use default client and default queue to configure a line.** You also have to specify the welcome message to be played when line is called. Advanced users familiar with Freeswitch project could manage lines by adding / removing actions.

Call Center Line

Name: SalesLine

Description:

Extension: 333

Queue: SalesQueue

Client: Client1

Allow voicemail:

Answer supervision:

Welcome message: welcome.wav [Listen](#) [Delete](#)
 No file chosen

Options

Action application	set	data	domain_name=\${domain}	Delete
Action application	erlang_sendmsg	data	freeswitch_media_manager	Delete
Action application	erlang	data	freeswitch_media_manager!	Delete

[Add new action](#)

Edit call center lines

Queues and Queue Groups Configuration

Managing Call Center Queue Groups can be done from Call Center > Queue Groups tab and access *Add new Queue Group* link. *Default* queue group is already configured at startup and cannot be edited or removed. You have to provide a name, sort and select the desired skills (multiple selections are allowed).

Call Center Queue Group

Queue Group Name: SalesGroup

Sort: 10

Description:

Skills:

- Language
 - English
 - German
- Magic
 - Brand
 - Node
 - Queue
- All
- Agent Groups
 - Default

For configuring a new Call Center queue go to Queues tab and access *Add new Queue* link. *default_queue* is already configured at startup and cannot be edited or removed. You will/be asked to configure the queue by providing a name, queue group, weight and select the desired skills (multiple selections are allowed).

Call Center Queue

Queue Name: SalesQueue

Description:

Queue Group: SalesGroup

Skills:

- Language
 - English
 - German
- Magic
 - Brand
 - Node
 - Queue
- All
- Agent Groups
 - Default

Weight: 1

OK Apply Cancel

Agent and Agent Groups Configuration

Managing Call Center Agent Groups can be done from Call Center > Agent Groups tab. *Default* group is already configured at startup and cannot be edited or removed.

Call Center Agent Group

Agent Group Name: SalesGroup

Description:

Skills:

- Language
 - English
 - German
- Magic
 - Agent Name
 - Agent Profile
 - Node
- All
- Queues
 - SalesQueue
 - default_queue
- Clients
 - Client1
 - Demo Client

OK Apply Cancel

To add agents into a agent group go to *Agents* tab and access *Add new Agents* link. You should select an agent group, a type of security (agent, supervisor or admin) and select the desired skills for all the agents that will be added into agent group (multiple selections are allowed). An agent cannot be assigned to multiple agent groups.

Call Center Agents

Agent Group: SalesGroup

Security: AGENT

Skills:

- Language: English, German
- Magic: Agent Name, Agent Profile, Node
- All
- Queues: SalesQueue, default_queue
- Clients: Client1, Demo Client

Skills inherited from agent group:
English
All
SalesQueue
default_queue
Client1

[Add Users](#)

<input type="checkbox"/>	User ID	Last Name	First Name	Aliases
<input type="checkbox"/>				

Delete

OK Apply Cancel

Then select users to be assigned as agents in Call Center. Go to the *Add Users* link and select the desired users.

Select Users 5 users found. [Advanced Search](#)

Search for the user to be added as agent.

User:

Enter user ID, name or alias and press Search button. Leave empty and press Search to display all users.

Search Cancel

<input type="checkbox"/>	User ID	Last Name	First Name	Aliases
<input checked="" type="checkbox"/>	200		John	
<input checked="" type="checkbox"/>	301		X-lite	
<input checked="" type="checkbox"/>	401		Bria	
<input type="checkbox"/>	601		AudioCodes	
<input type="checkbox"/>	superadmin			

Select

Passwords for Call Center agents are randomly generated (Administrators should let the agents know that they have to change the default password). An user with admin rights can change this password by editing the agent:

Call Center Agent

Agent ID: 200

First Name: John

Last Name:

Agent password:

Confirm password:

Agent Group: SalesGroup

Security: AGENT

Skills:

- Language: English, German
- Magic: Agent Name, Agent Profile, Node
- All
- Queues: SalesQueue, default_queue
- Clients: Client1, Demo Client

Skills inherited from agent group:
English
All
SalesQueue
default_queue
Client1

OK Apply Cancel

An user configured as Call Center agent can change the default password from User portal > My Information > Call Center tab:

Voicemail | My Information | Call Forwarding | Speed Dial | Call History | Phonebook | Phones

My Information

- Contact Information
- Unified Messaging
- Distribution List
- Conferences
- Instant Messaging
- Music On Hold
- Attendant
- MyBuddy
- Call Center**

Agent password:

Confirm password:

Commands Configuration

Sipxecs / OpenACD integration address also commands configuration, that is the ability to define short codes for agents to *login*, *logout*, *go*, *available* or *release* by dialing from their phone. A prerequisite for this feature is to enable the Agent Dial Plan Listener feature. Navigate to Call Center > Settings tab or by click on Call Center service name in Server > Services tab and check *Dialplan Listener*.

Call Center

- Clients
- Lines
- Queue Groups
- Queues
- Agent Groups
- Agents
- Skills
- Commands
- Settings**

[Hide Advanced Settings](#)

FreeSWITCH Media Manager Configuration

C Node: (Default: freeswitch@127.0.0.1)
Example: openacd@127.0.0.1

Dial string: (Default: {ignore_early_media=true}sofia/dizzy.dizzysip.ro/\$1)
Valid FreeSWITCH dialstring. Example: {ignore_early_media=true}sofia/mydomain.com/\$1

Agent Configuration

Dialplan Listener: (Default: checked)
Select this option to enable agent dial codes (like login, logout, go available, go released)

For adding a new command navigate to Call Center > Commands tab - all short codes configured will be list in the table

Call Center

- Clients
- Lines
- Queue Groups
- Queues
- Agent Groups
- Agents
- Skills
- Commands**
- Settings

[Add Command](#)

<input type="checkbox"/>	Command type	Command
<input type="checkbox"/>	login	*87
<input type="checkbox"/>	available	*90
<input type="checkbox"/>	release	*91
<input type="checkbox"/>	logout	*89

You can add commands by accessing Add Command link or you can edit an existing one by clicking its name:

Call Center Command

Name

Description

Extension

Options

Action application	<input type="text" value="erlang_sendmsg"/>	data	<input type="text" value="agent_dialplan_listener toor@"/>	Delete
Action application	<input type="text" value="sleep"/>	data	<input type="text" value="2000"/>	Delete
Action application	<input type="text" value="hangup"/>	data	<input type="text" value="NORMAL_CLEARING"/>	Delete

[Add new action](#)

Edit call center commands.

NOTE: In next releases the usual commands like login, logout, go available and go released will be preconfigured (and user will have the ability to choose a predefined command to create), however for this release they should be manually configured as follows:

Login:

edit *erlang_sendmsg* action and specify data as:

```
agent_dialplan_listener openacd@toor.mydomain.org agent_login ${sip_from_user}
```