

# Product Datasheet

---

# TAnnounce Statistics & Dashboard



# 1 TAnnounce description

## 1.1 Introduction

TAnnounce is a solution for Cisco Unified Communications Manager making it possible to play preregistered announces/messages for the incoming calls on direct numbers, attendant number or Line group. In the case of a line group, TAnnounce offers a simple ACD solution (Automatic Call Distribution).

TAnnounce can be used for the following functions:

- Greeting Message, while ringing the destination line,
- Call distribution to agents' group,
- Filtering/Routing according to the calling number (white list)
- Simple Interactive Vocal Server to play messages (with DTMF navigation),
- Open Hours/Closed Hours, holidays, exceptional closings,
- Plays estimated waiting time,
- Send alerting emails,
- Call Flow on estimated waiting time, abandon, no answer, busy,
- Statistics & Dashboard (optional module),
- Integrate with telisca Attendant Console.

TAnnounce is a non-intrusive solution; if stopped, it does not prevent the distribution of calls which can be back-up by CUCM distribution.

## 1.2 Greeting Message while ringing the destination line

TAnnounce makes it possible to replace ringing by a greeting message.

As soon as an incoming call ring list of numbers or any numbers in a range, the call is redirected towards an integrated audio server. This message is synchronized with the phone call. Different messages can be played according to the range of the called numbers.

While playing the greeting message, a phone call is generated, by TAnnounce, towards the number initially called. A mechanism allows to display the real calling number, by pushing a text message or using External Call Control Profile which permits the modification of the caller number and to display customer information screen. When the call is answered, the call hearing the welcome message is transferred.

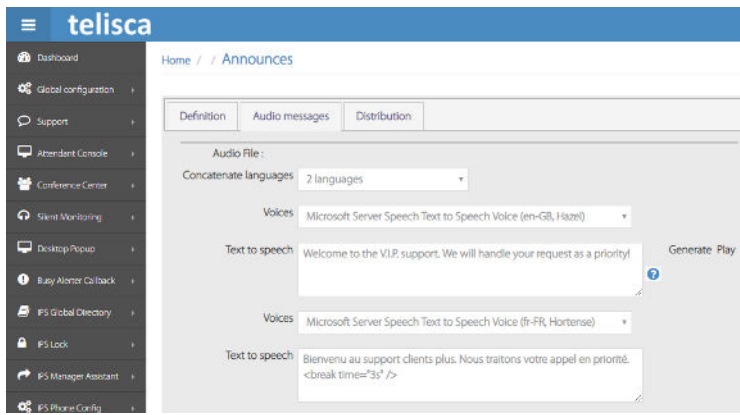
Two configuration modes are possible:

- Direct Inward Dial numbers are automatically redirected by TAnnounce, upon ringing of the called number, toward the TAnnounce audio server.
- DID numbers are transferred (via translation patterns) toward CTI ports managed by TAnnounce to play the audio message. For security, the CTI ports are defined with a redirection on non-registration, toward defined destination numbers.

The last mode is used for a receptionist group or line group. It is possible to change the message option or schedule via an IP Phone interface: welcome message and called number destination, off-hours message, direct ringing.

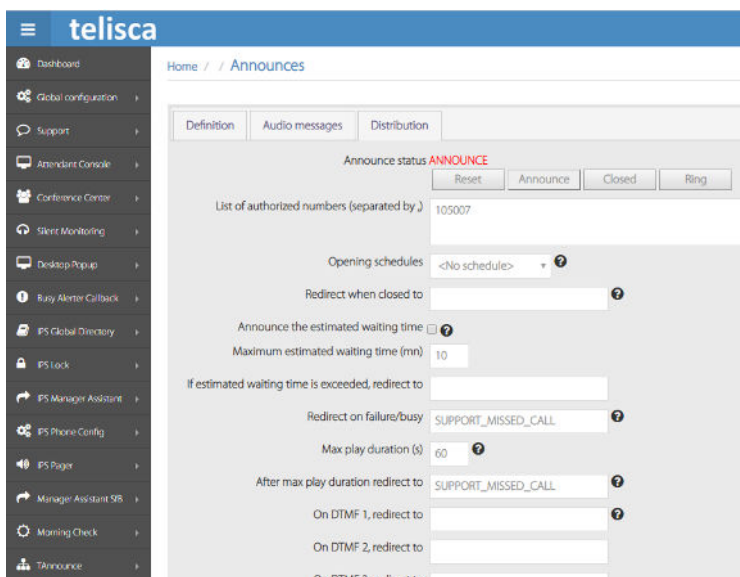
The administration interface permits definition of the IVR script and the treatment for each node and to upload audio files, which are automatically converted to the correct format.

Audio messages can be defined in a library to be used by the audio scripts.



## IVR Features

- Playback audio message
- Before answer (hold message while ringing)
- Opening hours, holidays
- Exceptional closings via an IP Phone, Attendant Console, Admin
- Temporary messages
- Estimated waiting time
- Redirection in case of excessive estimated waiting time
- Redirection in case of no answer, busy, closed, abandon.
- DTMF navigation
- Call distribution to a group (priority, rotation, simultaneous, least called)
- Routing by white or red list
- Send alerting email
- Integration with Attendant Console (call selection from Attendant Console, change status of queue openings)



Home / TAnnounce / Script Close

Entity (Default) Add a script's item Save order

	Identifier	CTI port #	Type	Destination	On busy	Sec.	On no answer	Schedules	On closed	1	2	3	4	5	6	7	8	9	*	0	#
<a href="#">Edit</a>	ACCUEIL2	105980	AUDIO_MSG			5	TOO_BUSY	HO_ACCUEIL	CLOSED	SALES	ROUTE_SUPPORT										
<a href="#">Edit</a>	SALES	105981	ANNCE_GROUP_DISTRIB	105907, 105906, 105905	TOO_BUSY	200	TOO_BUSY	HO_ACCUEIL	CLOSED												
<a href="#">Edit</a>	SUPPORT	105982	ANNCE_ON_DEMAND	105907, 105906, 105910, 105934	SUPPORT_MISSED_CALL	120	SUPPORT_MISSED_CALL	HO_SUPPORT	CLOSED_SUPPORT												
<a href="#">Edit</a>	SUPPORT_VIP		ANNCE_ON_DEMAND	105907, 105910	SUPPORT_MISSED_CALL	60	SUPPORT_MISSED_CALL														
<a href="#">Edit</a>	ROUTE_SUPPORT		FILTER_ROUTE_CALLS	SUPPORT_VIP		120															

### 1.3 Opening schedules, holidays

It is possible to define opening schedules which will be associated to announcements. For each day of week, up to two opening ranges can be defined. Special days schedule can be defined as well as non-working days.

Schedules take into account the Time Zone of the entity.

Entity: BRIGHTON  
Name: BRIL\_SCHEDULE

Week days	Special days	Public holidays
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>

Week days	Special days	Public holidays
<input checked="" type="checkbox"/>	30/04/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	07/05/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	31/05/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	13/07/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	14/08/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	11/11/2020	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	jj/mm/aaaa	<input type="checkbox"/>

## 1.4 Filtering phone calls (whitelist, blacklist)

TAnnounce can make it possible to filter incoming calls according to the calling number. For specific numbers' ranges or a list of numbers provided in a text file, the phone calls are accepted and ring destination numbers. The number lists may be defined in a text file or added via an IP Phone interface (which proposes by default the number of the last received call)

Unauthorized calls are transferred to a dissuasion message. This message can be change according to the number initially called.

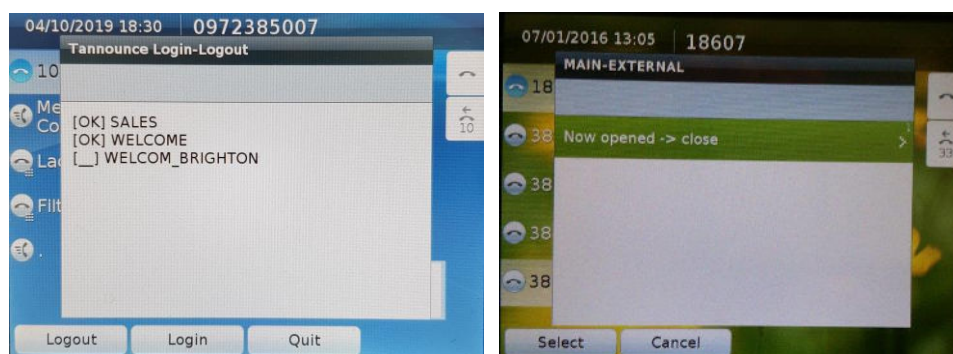
## 1.5 Interactive vocal Server

TAnnounce can be used as a simple interactive vocal server. It makes it possible to define tree structure of an audio, accessible message via DTMF keys.

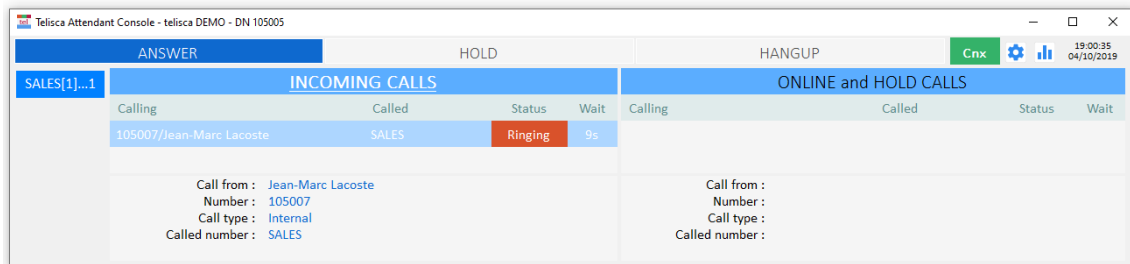
It is possible to define a welcome message and different audio information messages. These audio messages are uploaded via the administration web interface or generated in multi-language Text-To-Speech. They may be updated via file copy, and the reloading is triggered automatically after the audio file is copied.

## 1.6 Client Agent Desktop et interface XML IP Phone (optional module)

An IP Phone XML user interface allows the user to login/logout from queues or Open/Close queues.



TAnnounce Agent Desktop allows also the to login/logout from a queue or all queues and if allowed to close/open a queue. It also offers a CTI Control tool bar as well as agent statistics.



## 1.7 Calls statistics (optional module)

This module provides statistics by hunt group (Hunt Pilot), as well as by agent of the group. It also tracks the agents' direct calls.

The statistics take into account the Time Zone of the entity.

The statistics include:

- Calls received by the group and direct call,
- Calls made outside of the group.

Calls between agents, interceptions, consultations for transfer, and conferences are not counted, in order to avoid counting the same call multiple times.

The statistics provide information on:

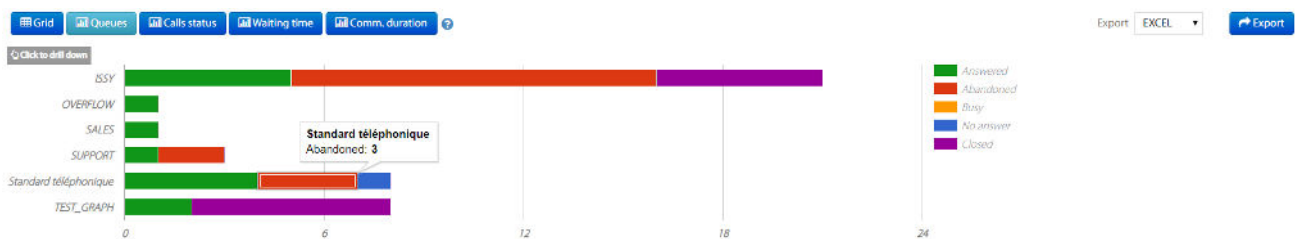
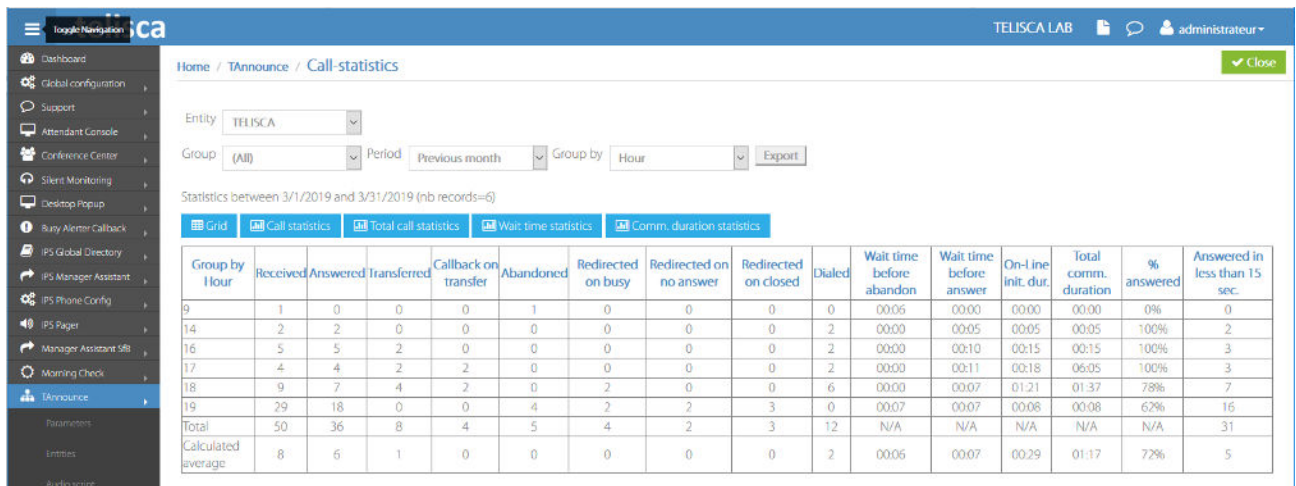
- Global statistics per queue or DID numbers
- Statistics by call queue
- Statistics by agent
- Call details
- Number of calls received
- Number of calls answered
- Number of calls answered in X seconds
- Number of calls transferred
- Number of calls dialed
- Number of calls abandoned
- Number of calls redirected on busy
- Number of calls redirected on no answer
- Number of calls redirected closed schedule
- Percentage of answered calls
- Average waiting time before abandoned calls
- Average waiting time before answered calls
- Average agent on-line duration
- Average call duration (including hold time)

The statistics are available for the following period: Current day, Previous working day, Current week, Previous week, Current month, Previous month, Current quarter, Previous quarter, Date to date.

Depending upon the period, the data may be group by: Hour of the day, Day of the week, Day of the month, Week, Month.

It is also possible to generate a detailed report, call by call..

Bar chart graphics complete the statistics.

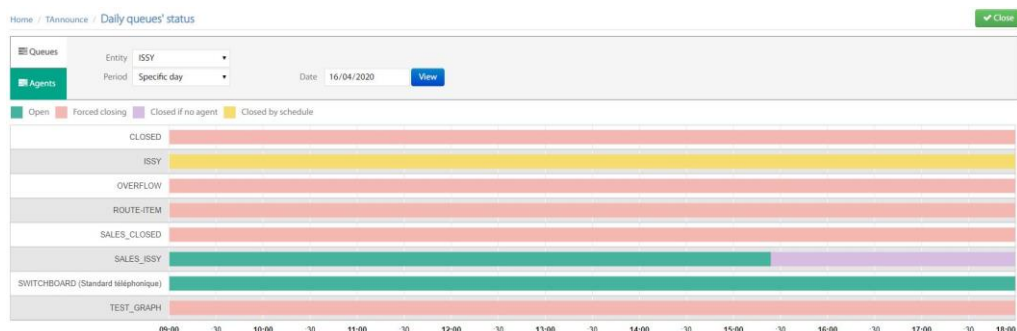


Call date	Call time	Call status	Calling Number	Queue/Called	Wait time	Agent number	Agent label	Calls & hold	Transfer destination	Callback on transfer
24/03/2020	16:16	Abandoned	+33146450512	Standard téléphonique	00:23			00:00		0
24/03/2020	16:36	Abandoned	+33146450512	Standard téléphonique	00:20			00:00		0
25/03/2020	09:19	Abandoned	+33146450512	Standard téléphonique	00:23			00:00		0

Different graphics are available. By clicking on a graphic's area, it is possible to drill down to display the calls involved.

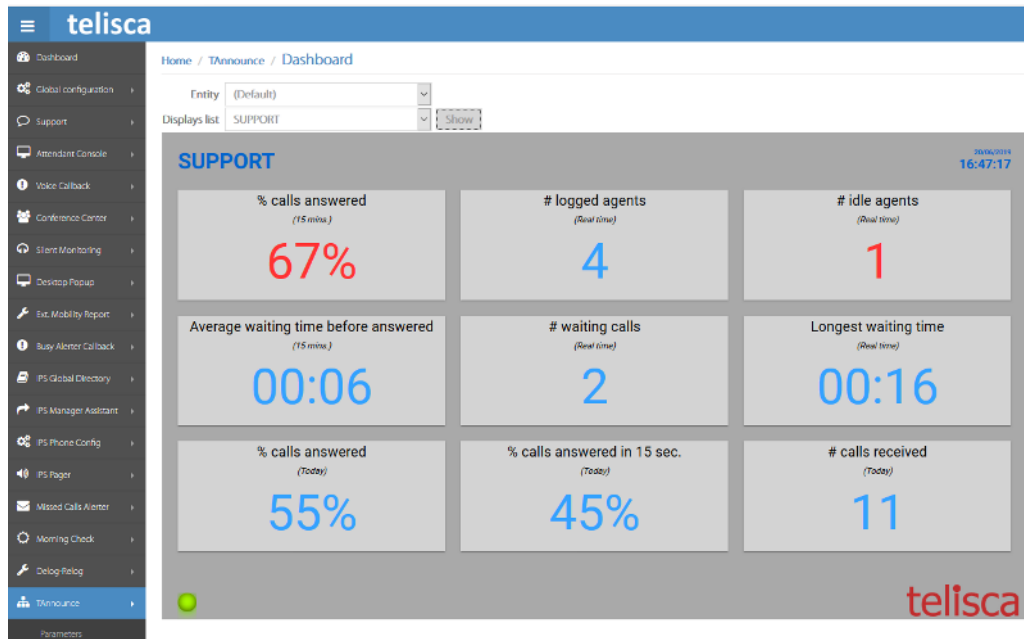
It is possible to receive the statistics reports automatically by email, daily, weekly, or monthly. The reports are sent in Excel or CSV format.

Daily queues' and agents' status statistics are available.



## 1.8 Dashboard / Wallboard

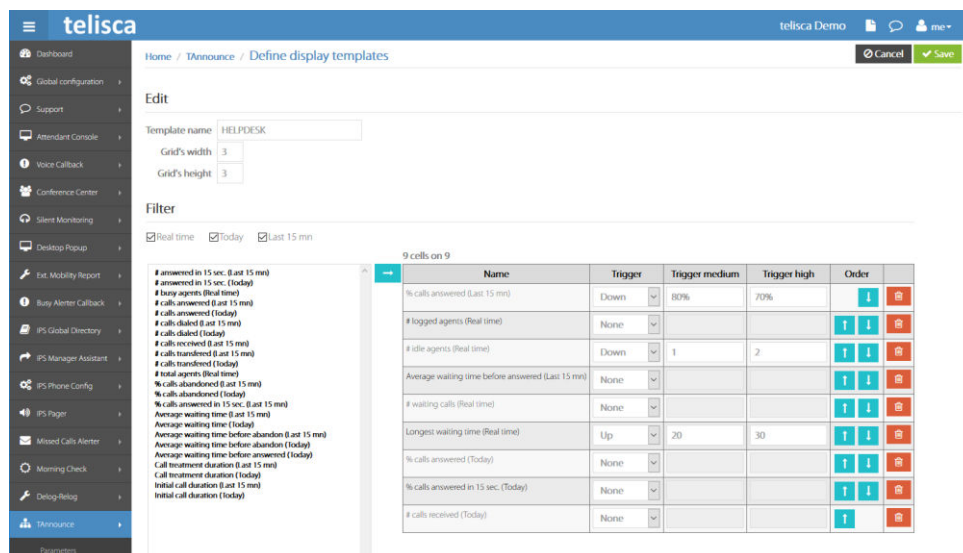
This optional module displays current statistics and real time information in a customized layout. It can be viewed from the administration or from a standalone screen connected to mini-PC.



Daily and last X minutes statistics are available.

Moreover, these real time data are also available, per queue:

- # agents associated
- # agents connected
- # agents online
- # agents idle
- # calls waiting
- Longest waiting time



A dashboard can merge data from several queues. Triggers (high or low) can be defined to change the displayed color.

## 1.9 Architecture, requirements

The solution is composed of a CTI Server operating as a Windows Service. It uses the JTAPI CTI interface available in Cisco CUCM. It connects to a principal and backup CTI Manager Service. It may operate in Fault Tolerant mode with the optional Hot Standby module.

TAnnounce includes an audio server. It sends an RTP stream based on CODEC:

- G711  $\mu$ Law,
- G711 ALaw,
- G729.

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14

**Available on private cloud company.telisca.cloud**

**On premise installation:**

Windows servers supported:

- Windows Server 2012 R2 v6.3 (Build 9600) Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard
  
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

The optional statistics module uses a PostgreSQL database, which is installed automatically by telisca Setup.