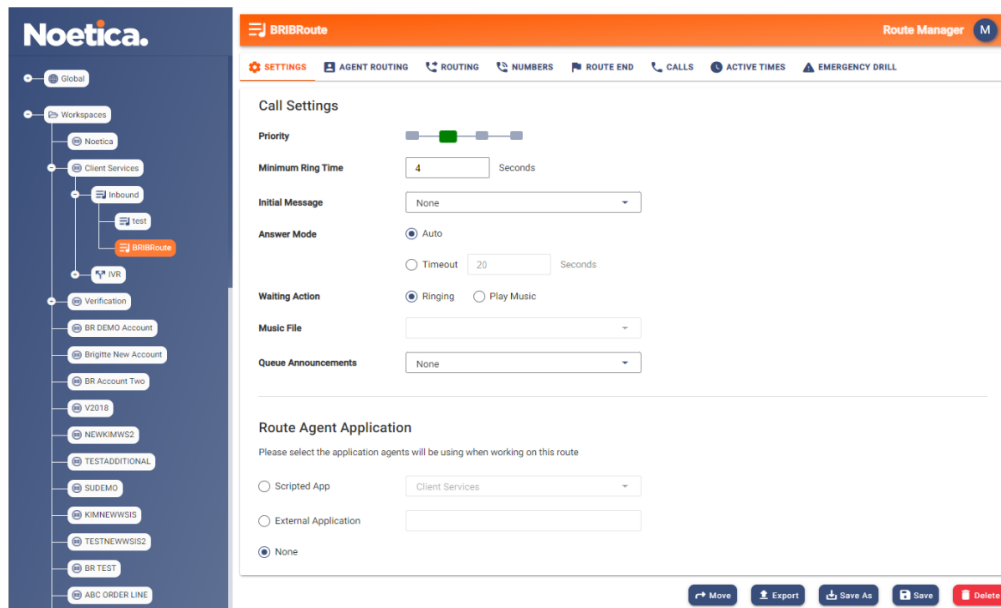
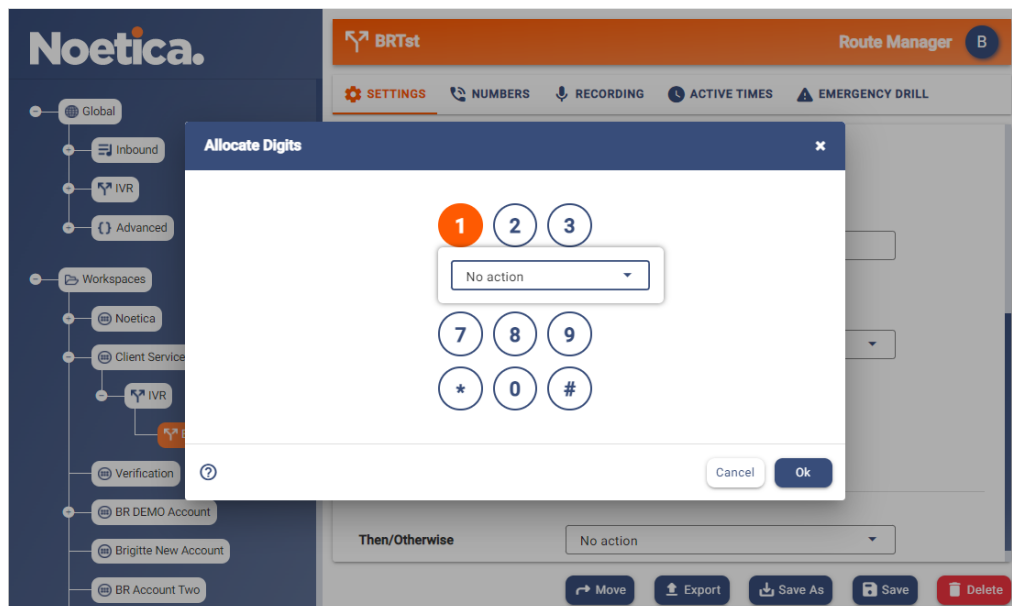


# ROUTE MANAGER

## Creating, Cloning, or Importing Inbound Routes



## Creating, Cloning, or Importing IVR Routes



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The information contained in this document may change. We may issue revisions from time to time to advise of changes or additions. We operate a policy of constantly improving and enhancing our application software. There is a possibility therefore, that the format of screen display and printed output shown in this documentation may differ slightly from that provided in the software. It is our policy to update this documentation whenever a major release of software takes place.

Noetica Route Manager

Last updated August 2023

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## NOETICA ROUTE MANAGER

### Introduction

The Noetica Route Manager enables you to create and manage Inbound, IVR and Advanced routes, at Global or Workspace level, defining your call settings and the queueing process.

You can set a minimum ring time before calls are answered, decide if a regulatory message or music should be played while callers are waiting and if the call should be recorded. You can associate incoming DDIs with an Inbound or IVR route, and for each route defined, you can specify further details in the *Agent Routing*, *Routing*, *Numbers*, *Route End*, *Calls*, *Active Times*, and *Emergency Drill* pages of the Route Manager.

For Inbound Routes, you can play queue announcements to update callers on their position in the queue and the estimated time of the call being answered.

For IVR Routes (Interactive voice response) you can define routes for customer interaction using message requests and DTMF tones input via the telephone keypad to route the call to the appropriate agent, and you can define *Variables*, and associate single digit entries with specific Inbound or IVR routes (1 for Customer service, 2 for Sales), which subsequently can be used in scripted app calculations and branching, and for reporting.

The Advanced Route folder can hold, if requested, more complex bespoke routes designed in XML, to add extra functionality. Please contact your Noetica Account Manager for more information.



All system messages are held in WAV files and can be customised per campaign. If you need guidance to creating WAV files, please get in touch with Noetica and we can provide further information.

Save the recordings on `\\NameOfSwitchServer\VoicePlatform\WavFiles`. You can either overwrite the current file or save a copy and replace it later.

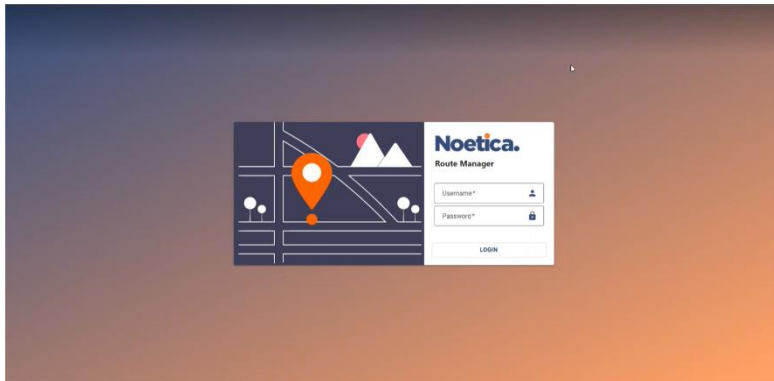
All call details (successful or abandoned) are logged to a database for reporting on call centre performance.

Variables set up as part of IVR routes can be used in scripted app calculations and branching to determine the flow of the conversation, and in reporting.

## Opening the Route Manager

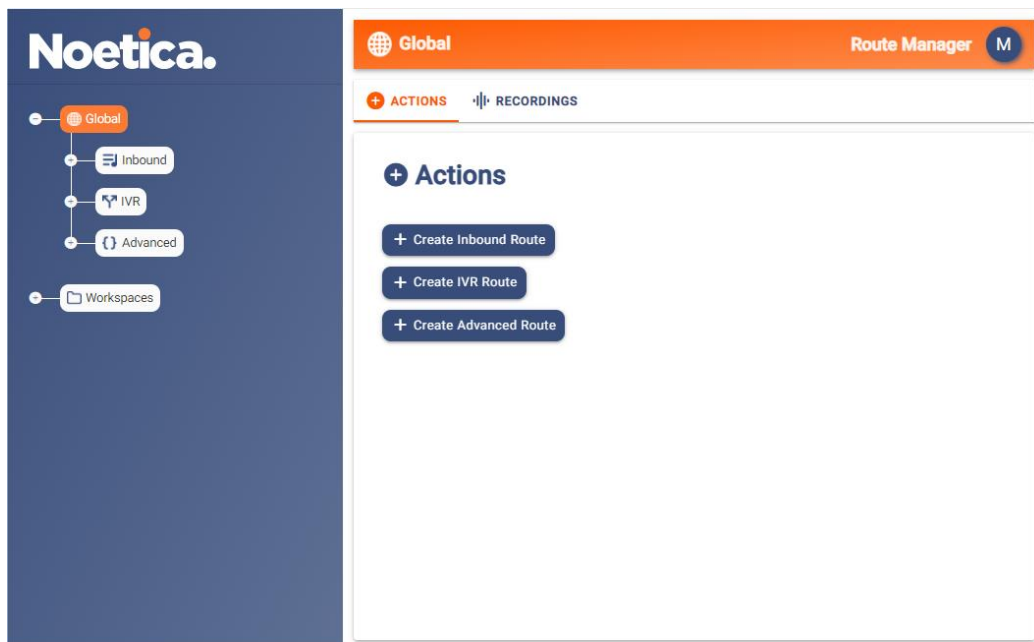
To access the Noetica Route Manager

- Launch the Route Manager via the Noetica Admin Portal, or
- Enter the URL of your application server into the address field of the Web Browser, e.g., <http://WebserverName/routemanager>.
- Next, enter your username and password, as provided by your system administrator.



The Route Manager will open in the Global page.

- In the tree on the left, you can access all Inbound, IVR and Advanced Routes available at Global and Workspace level.
- In the page on the right, use the **Actions** tab, to create and manage your Inbound and IVR routes. Use the **Recordings** tab, to locate and playback existing call recordings.



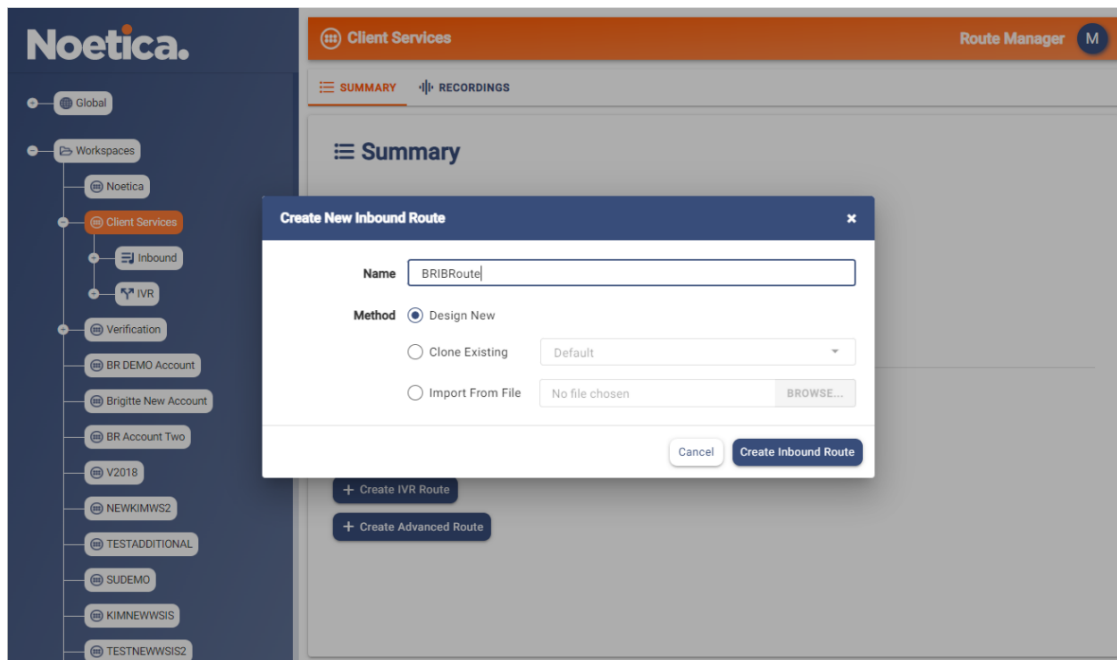
New routes are typically created at Workspace level.

Inbound and IVR routes that were created in a previous version of the Strategy Manager will be displayed in the Global section and can be cloned or imported to the relevant workspace.

## INBOUND CALL ROUTES

New Inbound (and IVR) Routes are typically created at Workspace level, as this enables you to associate incoming DDI (Direct Dial In) numbers with the scripted apps that the agents will be using when handling calls in the Agent Portal.

- Select the Workspace for which you want to create the route.
- In the Summary page, you will see the Entity prefix assigned to the workspace and the **Actions** section, where you create your Inbound, IVR and Advanced Routes.
- In the **Actions** section of the Summary page, select **+Create Inbound Route**.



In the **Create New Inbound Route** dialog now displayed

- Enter a **Name** for the new Inbound Route.

Next, choose if you want to create a new route, or if you want to clone or import an existing route.

- Select **Design New**, to create a completely new Inbound route.
- Select **Clone Existing**, to select and use (edit) an existing route and save it under the new name.
- Select **Import From File**, to import an xml file of an existing route, and adapt and save it under the new name.

## Inbound Route Settings

In the *Settings* page of the Inbound Route, specify the call settings to be applied for each call. Using the *Import* and *Export* buttons, you can import or export Inbound routes as xml files.

### Call Settings

#### Priority

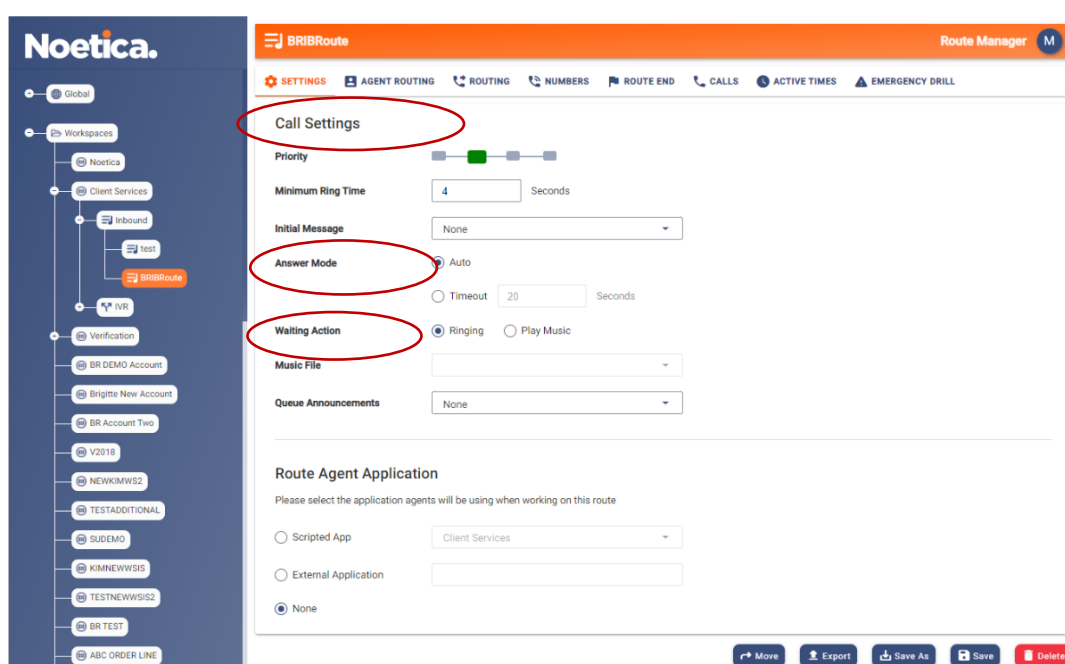
- Select a **Priority** of Low, Normal, High, or Urgent to determine which calls from the available routes to present to available agents first.

#### Minimum ring time

- Enter, in seconds the **Minimum ring time** before the call is answered.

#### Initial Message:

- Select an **Initial Message** (WAV file), if one is to be played before a caller joins the queue (e.g., 'Your call may be recorded for training purpose').



**Answer Mode:** Next, select the Answer Mode either **Auto** or **Timeout**.

- Choose **Auto** (for **AutoAnswer**), to automatically connect the Inbound call to the next available agent. Note this is the default behaviour.
- Select and set a **Timeout** (values restricted from 5 to 30 seconds), to allow the agent to "Accept" or "Reject" the call at run time in the Agent Portal.



- **If the call is accepted**, it is routed to the agent. **If it is rejected**, the call is returned to the top of the Inbound Queue to be handled by another agent.
- In the event of there being **no interaction** from the Agent, and they neither answer nor decline the call, they will be automatically logged out of the system 30 seconds after the Accept/Reject dialog times out.

#### Waiting Action

- As the **Waiting Action**, either tick **Ringing** if the caller should hear a ringing tone while queuing/ waiting, or select **Play Music**, to select a music WAV file.

## Queue Announcements

As part of your Inbound Route, you can play a set of announcements, to inform callers of changes in their queue position and the estimated time before they will be put through to an agent.

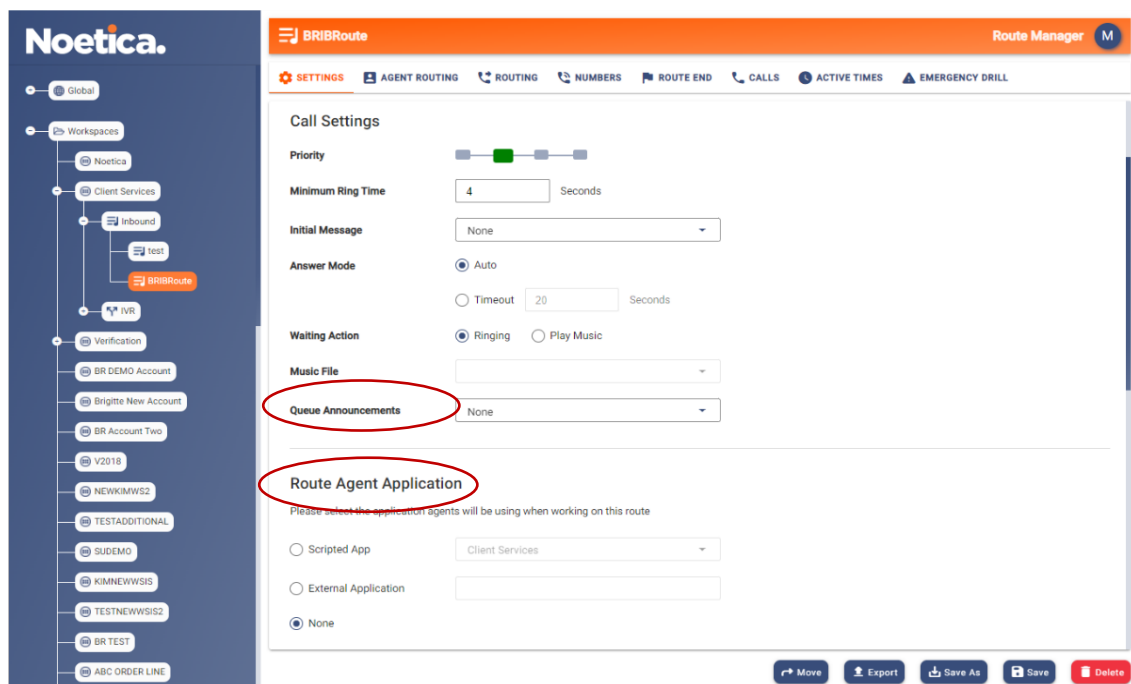
- From the **Queue Announcements** drop down menu, either select the **Default Position In Queue** folder, or pick up a folder containing your own Wav file recordings for the queue announcements, as saved to the WavFiles directory.



The first announcement is played after a few seconds of being in the queue, e.g. "You are current at position 'xx' in the queue. Your call should be answered within 'xx' minutes."

As the queue position changes, further announcements are played (after waiting a few seconds, so the announcements do not pile-up on one another unnecessarily).

The time estimate for "your call should be answered within" is based on the difference between the time the previous call spent in the queue and the time this call has been in the queue. For example, if the last call answered was in the queue for ten minutes and you have been in the queue 6 minutes, we estimate a further waiting time of approximately 4 minutes, always rounding UP the time remaining.



The screenshot shows the Noetica Route Manager interface. On the left is a navigation tree with 'Global' and 'Workspaces'. Under 'Workspaces', there are several folders including 'Client Services', 'Inbound', 'test', 'BRIBRoute', 'IVR', 'Verification', and various account folders. The main panel is titled 'BRIBRoute' and 'Route Manager'. It contains a 'Call Settings' section with fields for Priority, Minimum Ring Time (4 seconds), Initial Message (None), Answer Mode (Auto), Waiting Action (Ringing), Music File, and Queue Announcements (None). Below this is the 'Route Agent Application' section, which is circled in red. It has a sub-header 'Please select the application agents will be using when working on this route' and three options: Scripted App (Client Services), External Application, and None (selected). At the bottom right are buttons for Move, Export, Save As, Save, and Delete.

## Route Agent Application

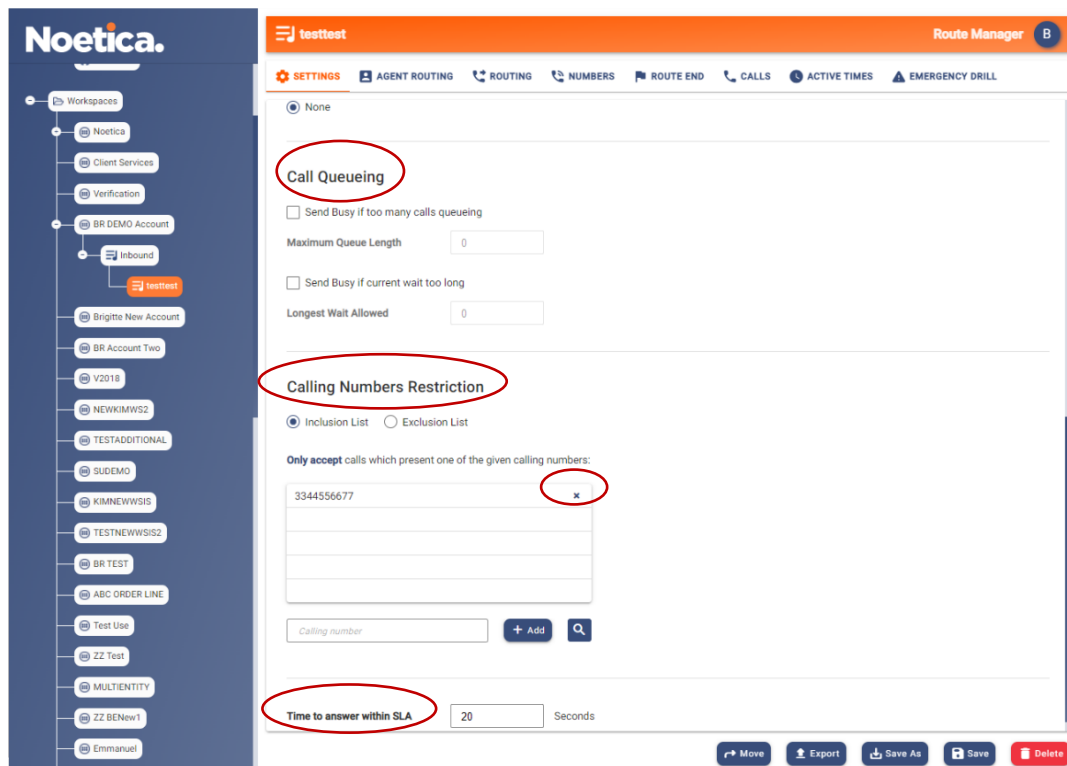
- In the **Route Agent Application**, select the **Scripted App** agents will be using when working on the selected route.
- Alternatively select and name an **External application** or select **None**.



## Call Queueing

In the *Call Queueing* section of the Inbound route, you determine how many calls you allow into the queue at any one time, and the longest waiting time, before sending a busy tone to any new caller.

- Tick **Send Busy if too many calls queueing** and use the *Maximum queue length* option, to enter the maximum number of callers allowed in the queue. If the limit set is exceeded, any new caller will hear a busy signal.
- Tick **Send Busy if current wait too long and enter**, in seconds, the *Longest wait allowed*, to send a busy signal to any new caller, if the waiting time for any caller in the queue exceeds the limit set.



The screenshot shows the Noetica Route Manager interface for the 'testtest' route. The 'Call Queueing' section is highlighted with a red circle and includes the following options:

- Send Busy if too many calls queueing
- Maximum Queue Length: 0
- Send Busy if current wait too long
- Longest Wait Allowed: 0

The 'Calling Numbers Restriction' section is also highlighted with a red circle and includes:

- Inclusion List  Exclusion List
- Only accept calls which present one of the given calling numbers:
- 3344556677 (with a red 'X' icon for removal)
- Calling number input field with '+ Add' and search icons.

The 'Time to answer within SLA' is set to 20 seconds.

## Calling Number Restriction

- Select the list type, either **Inclusion List** or **Exclusion List**.
- Add the calling numbers that should be either accepted (Inclusion List) or rejected (Exclusion List). If the ACD rejects a call as per list setting, it will send a busy back.
- To remove a CLI, select the number and click the X on the right of the dialog.

## Time to answer within SLA

The value **Time to answer within SLA** is defined in seconds. It allows you to set a service level threshold for answering calls, per Inbound route, against which SLA adherence is measured.

- Enter, in seconds, the time acceptable within SLA, for Inbound calls to be answered by the agents (the Default setting is 20 seconds).

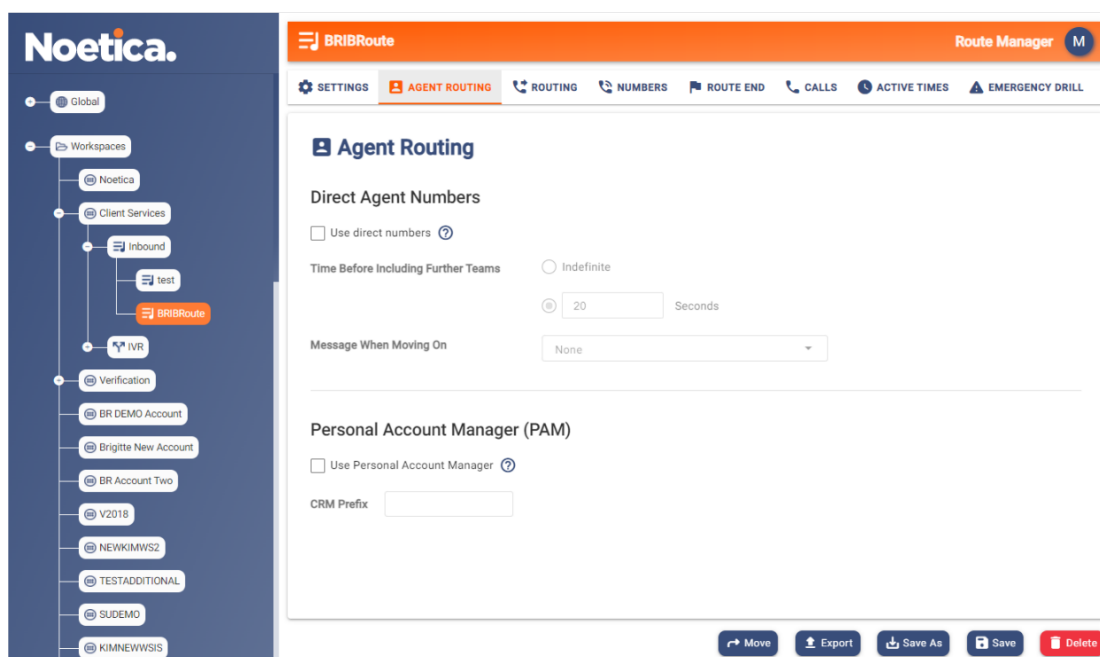


SLA is calculated as the percentage of calls answered by agents within the specified time, as a proportion of the number of Calls Offered. In the Synthesys™ Wallboard, under the Adherence heading in the Settings page, colour coded alerts can be set to display the associated SLA statistics and to notify supervisors, in real time, if the acceptable SLA limits are achieved or exceeded.

## Agent Routing

### Direct Agent Numbers

- Tick **Direct Agent Numbers**, if the DDI, as assigned in the Numbers page of the Inbound route, is to be routed to a selected agent or agents.
- Please note that the DDI numbers for the individual agent's direct routing is assigned in the Users dialog of Synthesys™ User Management, in the Extra section.
- Specify a time, in seconds, before the call will overflow to other teams. If Indefinite is selected, the call will only pop to agents assigned to the DDI.
- In addition, you can decide whether, or not to play a **Message** (WAV file) **When Moving On** to another team.



### Personal Account Manager (PAM)

PAM routing allows you to route incoming calls to the agent or team of agents who already have a relationship with the customer.

- Tick **Use Personal Account Manager (PAM)** and add the relevant CRM Entity Prefix.
- Based on the incoming caller's number, PAM will search for the matching CRM record, using the CRM Entity prefix specified.



If there is an AGENTS field containing a comma separated list of Agent IDs, and one of those agents is available, the call will be passed to that agent.

If there is a TEAMS field containing a list of Team IDs, the call will be passed to one of the available agents in that team. If no Teams or Agents options are available routing continues as normal.

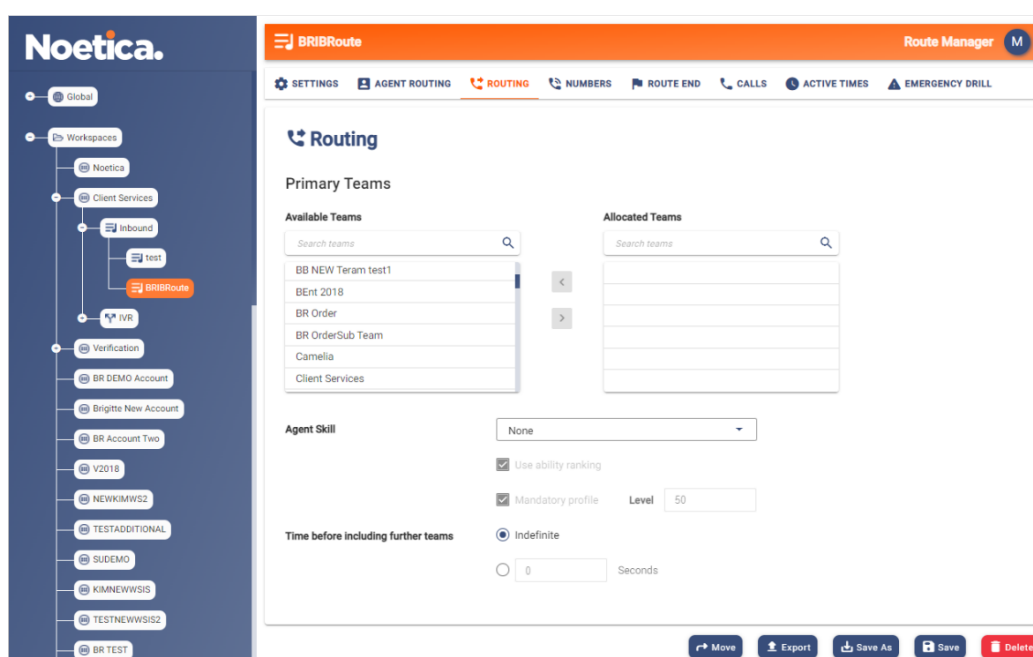
You can populate the Agents and Teams fields yourself by using scripting or CRM Entity imports.

## Routing

Under the Routing option, you can assign teams and specify how to deal with a call, if it hasn't been answered within a given time. The number of inbound calls that can be queued is only limited by the number of lines configured on the system.

### Primary/ secondary Teams and Agent Skills

- In the **Primary Teams** section, move the core team(s) to be used in your route into the assigned Teams section on the right.
- If **Agent Skill** routing is to be applied, select the relevant skill from the drop down menu, decide if you want to **Use ability ranking** or **Mandatory profile**, and set the minimum competence **Level** required for the selected skill.
- Use **Time before including further teams**, if the call is to be routed to a secondary, and additional teams, if it has not been answered within the seconds specified.
- A Message (WAV file) can be played while the caller is waiting in the queue.



If Skill routing is enabled, you can define a Skill Condition at any of the three team routing levels, selecting a combination of skill, minimum ability, ability ranking and mandatory skill.



*Using multiple teams routing to include agents from the secondary and additional Teams, the skill condition assigned at that team level will apply to ALL the agents, and any skill condition defined at the team level above will be ignored.*



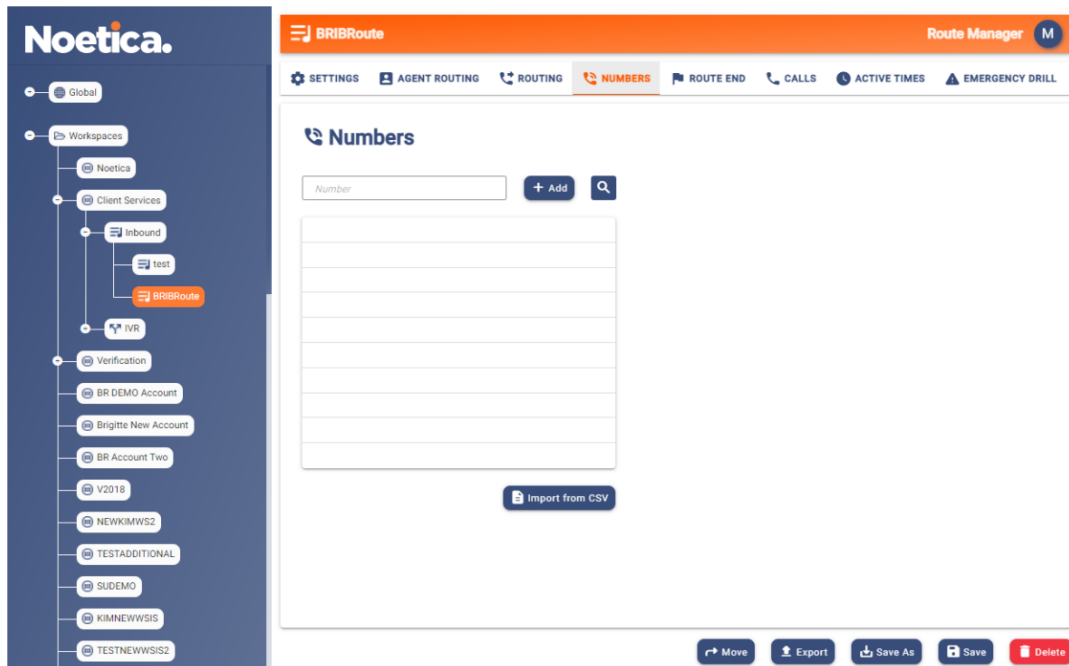
*When applying a mandatory setting to a skill condition, NO incoming calls (apart from direct agent DDIs) will be assigned to agents if they do not meet the skill assignment. This may result in calls being missed if there not enough agents with the required minimum skill or above available at each team level to answer the calls.*

*To avoid calls NOT being answered or to extend, rather than restrict your pool of agents, you may want to apply 'Use Ability Ranking' only, especially at the last tier of your route. This way calls will be routed to agents with the required skills first, according to their ability ranking, but include agents with lower or no skills, based on the longest waiting, if your more skilled agents are busy.*

## Numbers

In the Numbers page of the Route Manager, you add the telephone numbers that will invoke the selected Inbound route.

- Search for and/ or enter the numbers that you wish to assign to the selected Route.
- Click the **Add** button, to add the dial in number(s) associated with the route to the list.
- Alternatively, use **Import from CSV**, to import the numbers that you wish to assign to the selected Route.



The screenshot displays the Noetica Route Manager interface. On the left is a navigation sidebar with a tree view showing 'Global', 'Workspaces', and various accounts including 'BRIBRoute'. The main content area is titled 'Numbers' and features a search bar with a '+ Add' button and a magnifying glass icon. Below the search bar is a table with several empty rows. At the bottom of the table is an 'Import from CSV' button. At the very bottom of the interface are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.



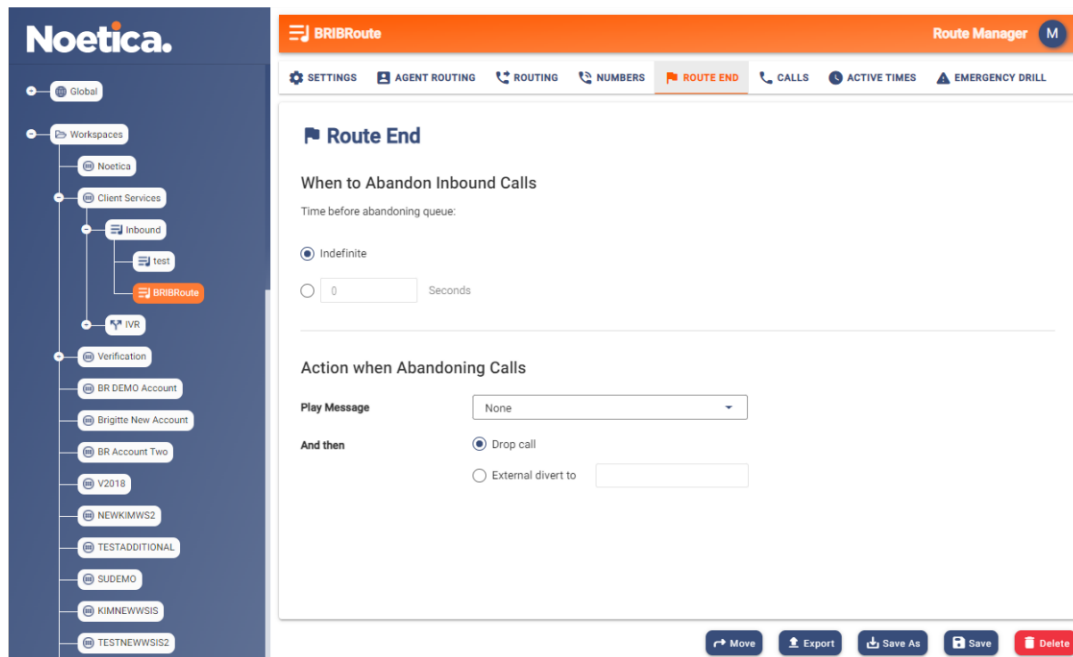
If some of the numbers selected are already in use in another route, a message will show a list of these numbers and you have a choice to proceed without them or to abandon the action.

## Route End

Under the *Route End* tab, you can decide details for abandoning or diverting inbound calls.

### When to Abandon Inbound Calls

- To abandon calls, specify in seconds, the **Time before abandoning queue**.
- Select Indefinite ONLY IF YOU DO NOT WISH TO ABANDON A CALL AT ALL.



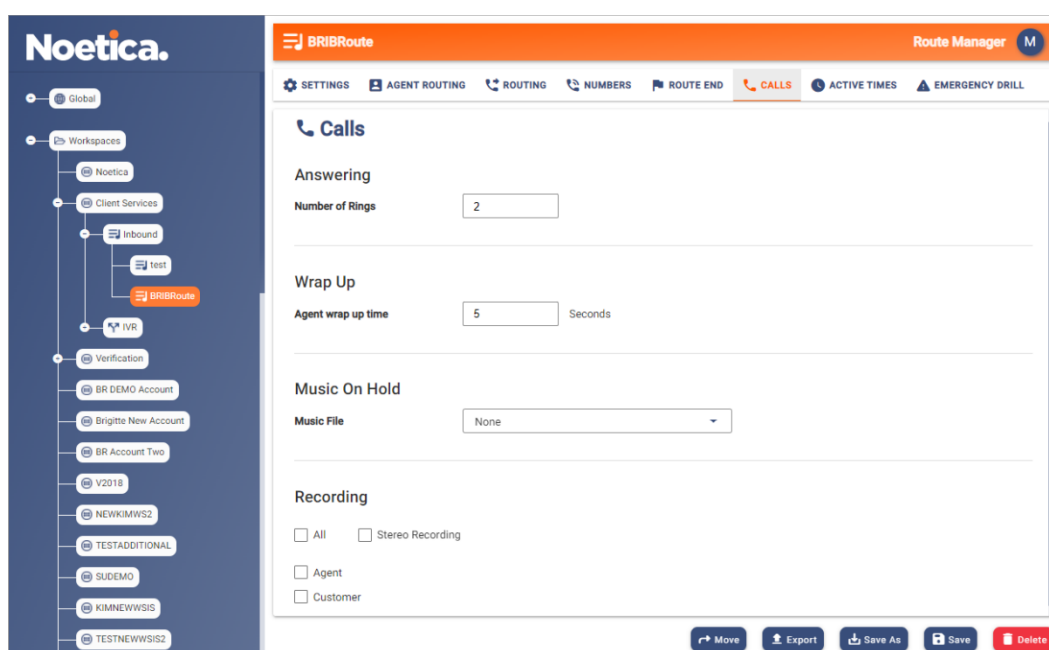
### Action when Abandoning Calls

- If a message (WAV file) is to be played before the call is either dropped or diverted, select the relevant message from the **Play Message** drop down menu.
- You can then either **Drop Call**, to drop the call, sending a busy tone,
- or redirect the call to an external number, selecting **External divert to** and enter the telephone number (with full DDI) for the external transfer.

## Calls

Use the **Calls** tab to specify the number of rings that will sound after the call has been passed to the agent, to notify the agent of an incoming call. Music can be played while the caller is waiting in the queue.

- In the **Answering** section, enter or select the Number of Rings before the call is answered.
- In the **Wrap Up** section enter or select in seconds, the Agent wrap-up time to be used.
- In the **Music on Hold** section, select a Wav file to be played, when the caller is put on hold by the agent, after the call has been transferred.



## Recording Options

Under **Recording**, you can either tick all options, or select any option(s) as required.

- Tick **All**, to record the conversation of both the agent and the customer.
- Tick **Agent**, to create a recording file for the conversation of the agent.
- Tick **Customer**, to create a recording file for the conversation of the customer.
- Tick **All and Stereo Recording**, to record agent and customer in “Stereo”, using two channels, one channel for the agent and one for the customer (in conference calls, one channel for the customer, one for other participators).



**Stereo Recording** can only be activated when the **All** option is selected. It then records the agent and customer in Stereo on two channels, with the recording file saved to the **Call** folder, for improved use with 3rd party speech analytics tools.

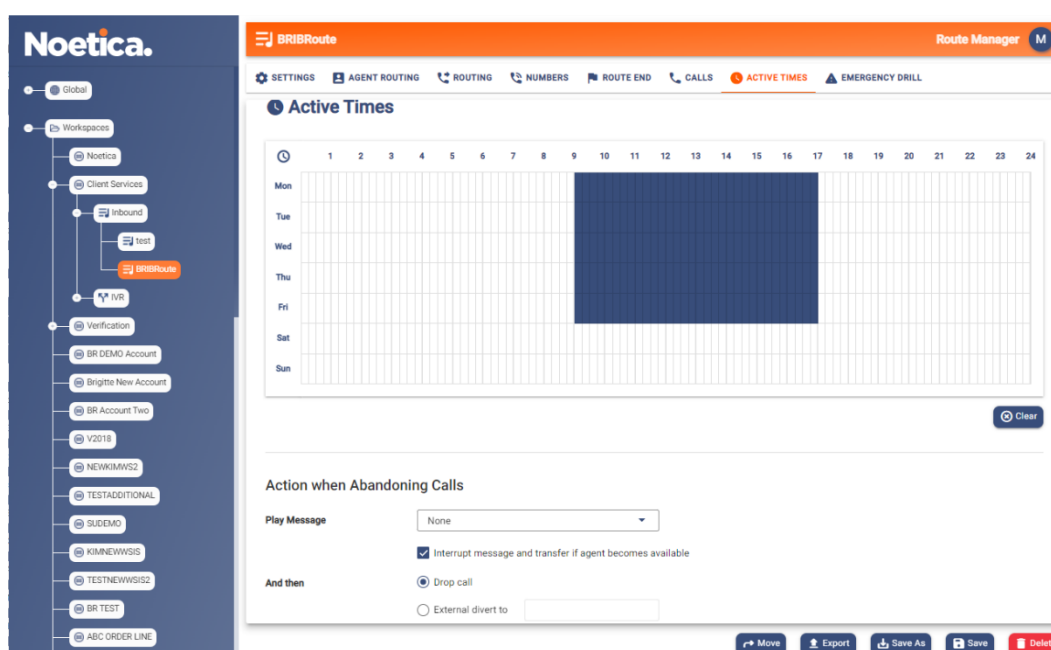
When Stereo Recording is enabled, the Agent and Customer selection will be ignored, and NO additional recordings and files will be created for the Customer and Agent.

## Active Times

Under Active Times, specify the opening hours during which the inbound route will be used, and the required action to be taken Out of hours when abandoning calls, i.e., play a message, and then either drop or divert the call.

To specify Call Time settings

- Activate the desired time slots, by moving your mouse pointer to the required time cell and drag the pointer from left to right.
- De-select active times, by moving your mouse pointer to the required activated time cell and drag the pointer from left to right.
- To deactivate all active time periods, click the 'Clear' button at the bottom right of the Active Times dialog.



The screenshot displays the Noetica Route Manager interface. On the left is a sidebar with a navigation tree. The main area is titled 'Active Times' and features a calendar grid for selecting active time slots. Below the calendar is a section for 'Action when Abandoning Calls' with the following options:

- Play Message:** A dropdown menu currently set to 'None'.
- Interrupt message and transfer if agent becomes available**
- Drop call**
- External divert to** (with an empty input field)

At the bottom right of the interface are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

## Action when Abandoning Calls

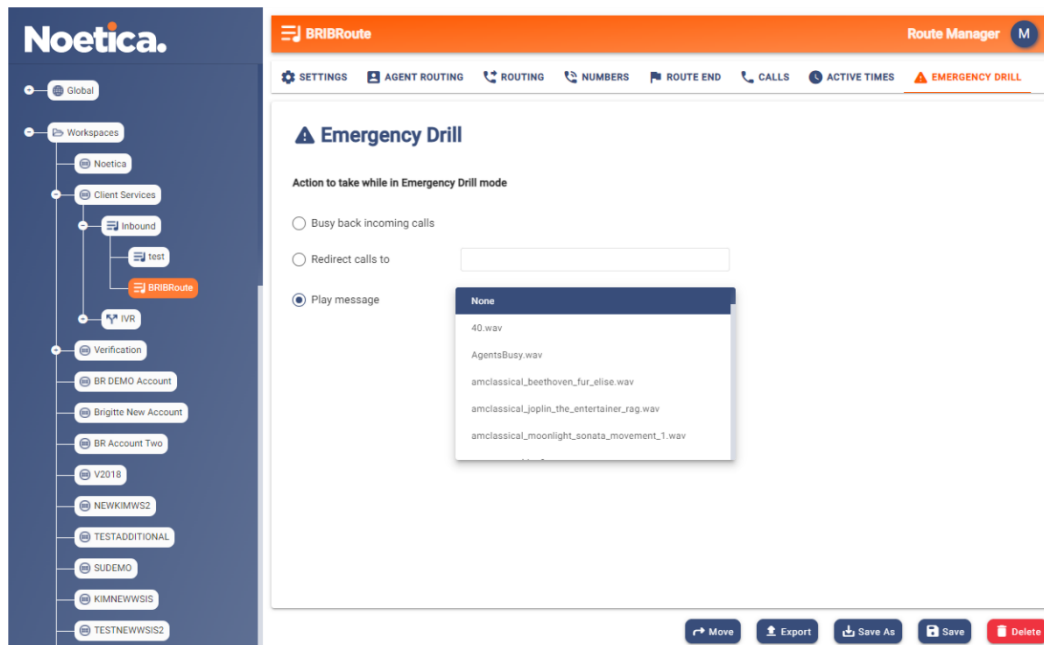
Next, specify the action to be taken, when abandoning the call.

- In the **Play message** field, you can select a message (WAV file) to be played, informing customers that the offices are closed. If no message is selected callers will hear a busy tone.
- To drop the call, sending a busy back, select **Drop Call**.
- To redirect a call to an external number, select **External divert to** and enter the telephone number (with full DDI) for the external transfer.

## Emergency Drill

Using the **Emergency Drill** page, you can specify the action to be taken, on a per route basis, should the Contact Centre have to be evacuated due to a fire drill or other cause.

The specified action is then activated when the voice platform is put into emergency mode via the designated website.



## Specifying the Action to be taken in an Emergency

Emergency Actions	Description
<b>Busy back incoming calls</b>	Send a busy signal to any new incoming calls, and any calls currently in the ACD queue.
<b>Redirect calls to</b>	Re-direct any new incoming calls, and any calls currently in the ACD queue to another number, which can be set on a per-route basis.
<b>Play message</b>	<p>Play an automated message to any new incoming calls, and any calls currently in the ACD queue, e.g. "I'm sorry, but due to an emergency none of our agents are available at the moment" before they are disconnected.</p> <p>For calls currently in progress, the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.</p>

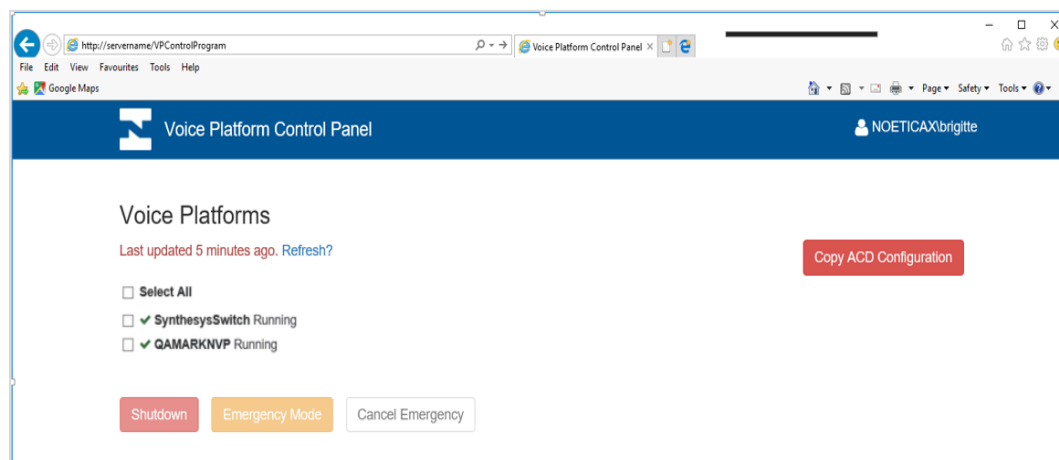


*To put the switch into emergency mode in the event of an emergency, the staff members responsible must visit the designated Voice Platform website, either from within or from outside the building, to notify the switch of the action to be taken.*



## Putting the Switch into Emergency Mode

When an emergency arises, log into the designated Voice Platform website, to notify the switch of the action to be taken, as specified in the Route Manager of the Voice Platform.



- Select the Switch that is to be put into Emergency mode.
- Select **Emergency Mode**, to activate the emergency procedures as specified in the Emergency Drill dialog of the inbound route.
- Select **Shutdown** to send a busy signal to any new incoming calls, and any calls currently in the ACD queue, regardless of the route and to prepare the switch for shutdown.

For calls currently in progress (which includes calls that are currently in the ACD queue), the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

## Action on Returning to building

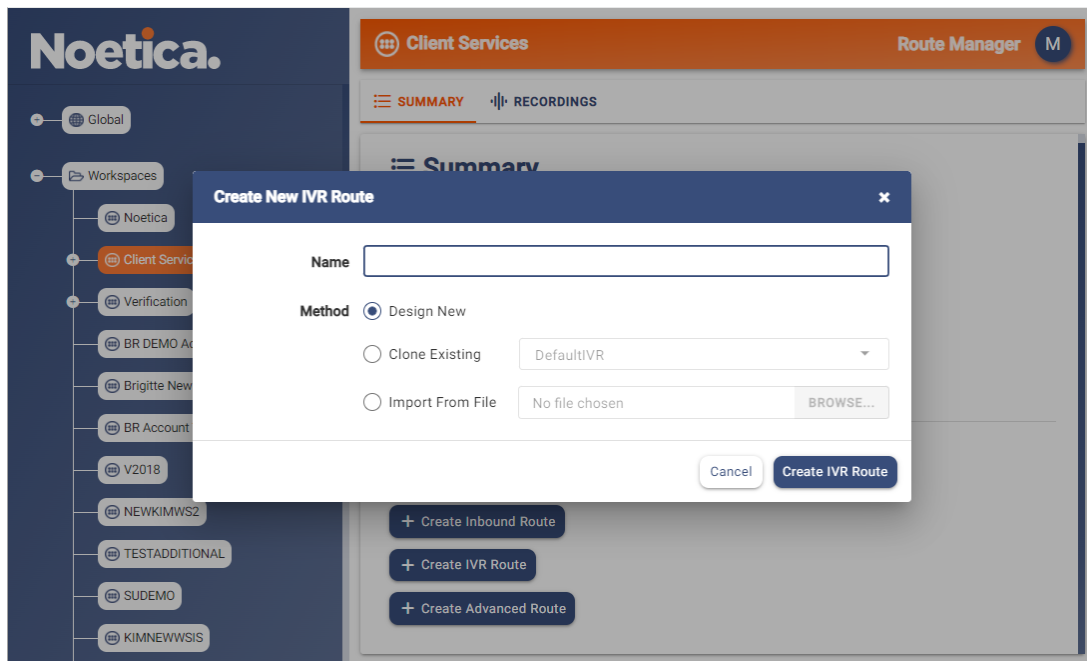
On returning to the building, go to the website again and

- If the **Emergency Mode** option was selected to deal with the emergency, select Cancel Emergency, to resume activity as normal.
- If **Shutdown** was selected to deal with the emergency, contact your IT department and ask them to bring the Voice Platform back on-line.

## IVR ROUTES

Creating and configuring IVR Routes in the Noetica Route Manager, will enable you to deal with response requests that require callers to enter digits on the telephone keypad.

- Select the Workspace for which you want to create the IVR route.  
In the **Actions** section of the Summary page, select **+Create IVR Route**.



In the **Create New IVR Route** dialog now displayed

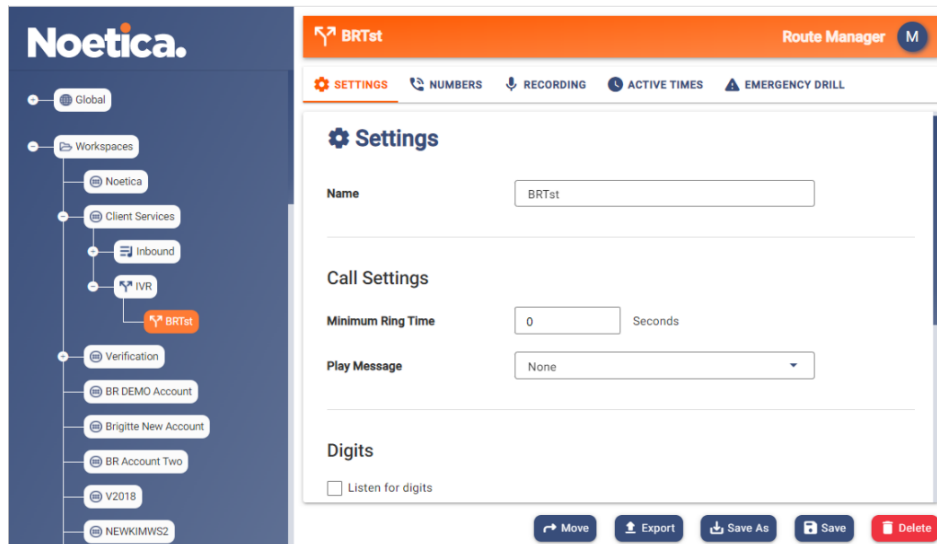
- Enter a **Name** for the new Inbound Route.

Next, choose if you want to create a new route, or if you want to clone or import an existing route.

- Select **Design New**, to create a completely new IVR Route.
- Select **Clone Existing**, to select and use (edit) an existing route and save it under the new name.
- Select **Import From File**, to import an xml file of an existing route, and adapt and save it under the new name.

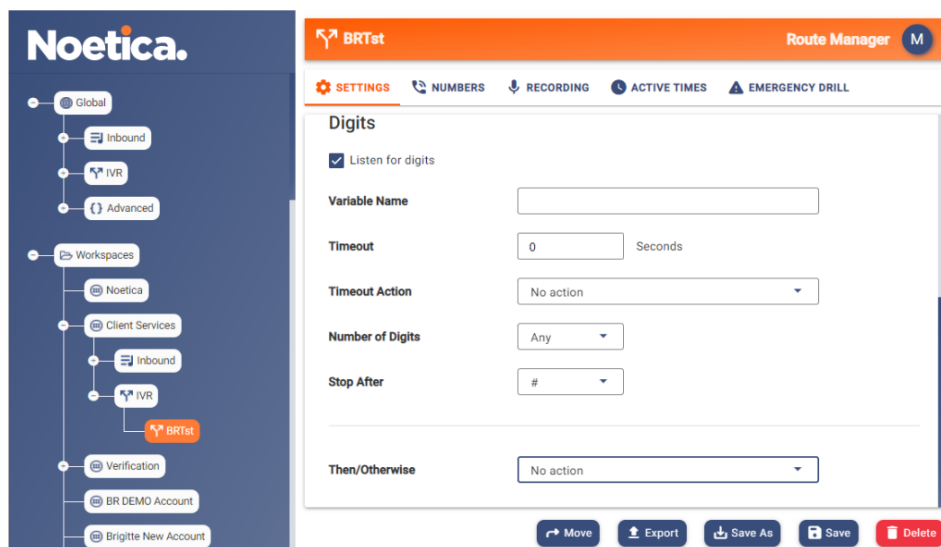
## Call Settings

- Enter a **Name** for the new IVR Route and add, in seconds, the **Minimum Ring Time** before the call is answered.
- Select the message (Wav file), if one is to be played, from the **Play Message** drop down list.



## Digits

- Tick **Listen for digits**, if you wish to specify Variable settings, and enter a name for your variable into the **Variable Name** field.
- In the **Timeout** field, enter the number of seconds the system will wait for a response, after which the selected **Timeout Action** is activated.

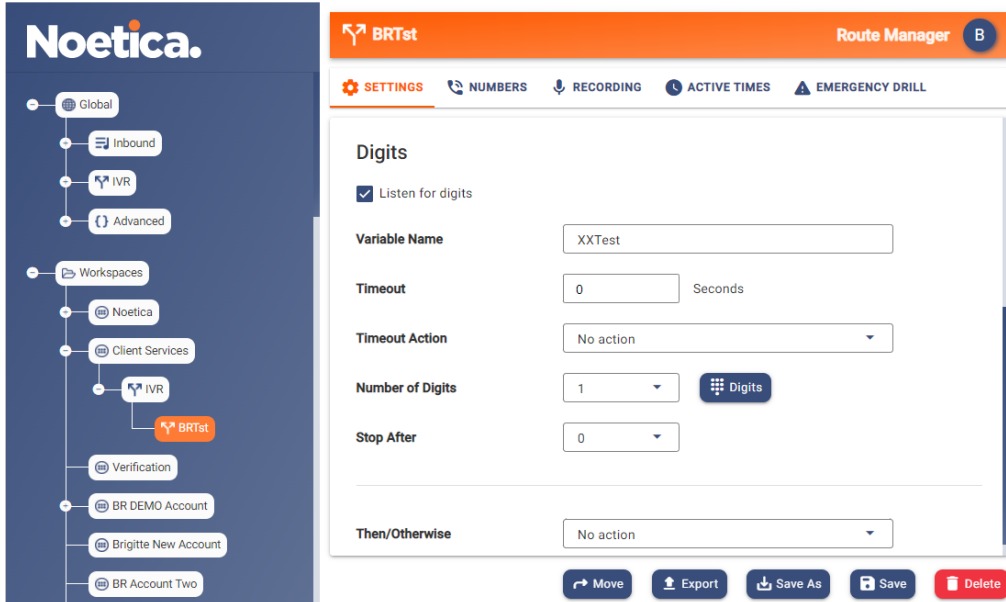


- If the digits to be entered on the telephone keypad are of a fixed length, specify the **Number of digits**. If there is no match, the selected **Timeout Action** will be activated. If the required digits are entered or if no timeout action has been selected, then the action selected in the **Then/ Otherwise** field will be activated.
- If the digits to be entered are of variable length, specify a **Stop after** point, i.e., a # tag, after which the selected Inbound or IVR route will be activated.

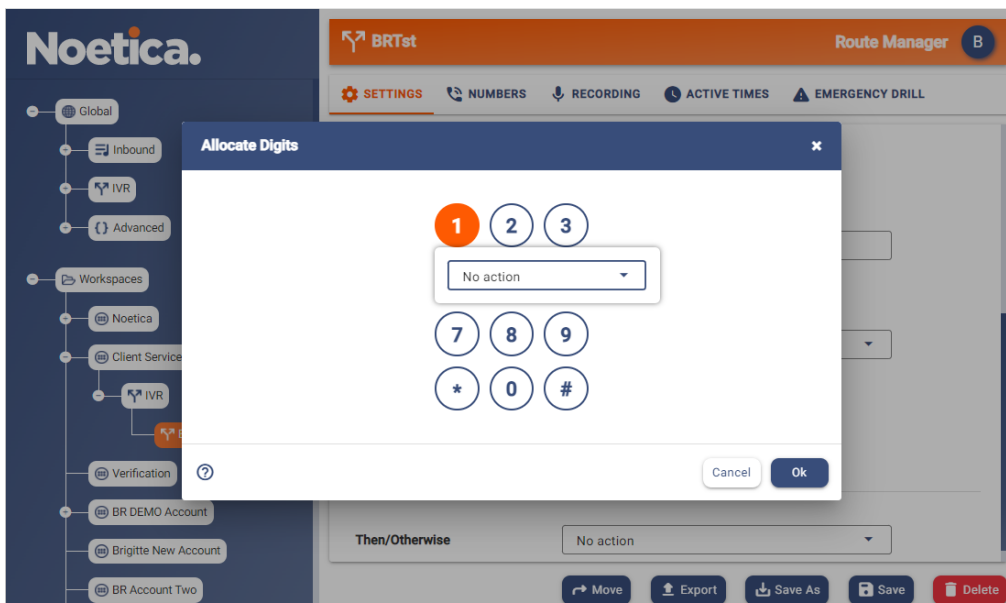
## Allocate Digits

To associate single digit entries with a specific IVR Route

- Enter a **1** into the **Number of digits** field.
- The Digits tab will be enabled if the response requested from a caller requires a single digit entry on the telephone keypad, and if **1** has been entered into the **Number of digit** field.



- Each DTMF digit can be associated with a specific Inbound or IVR Route, using the drop down menu to select the appropriate action.
- This way callers can be routed to the next logical IVR or Inbound Route, or action, depending on the option requested when pressing a digit on the telephone keypad, for example, 1 for Customer Service; 2 for Sales.

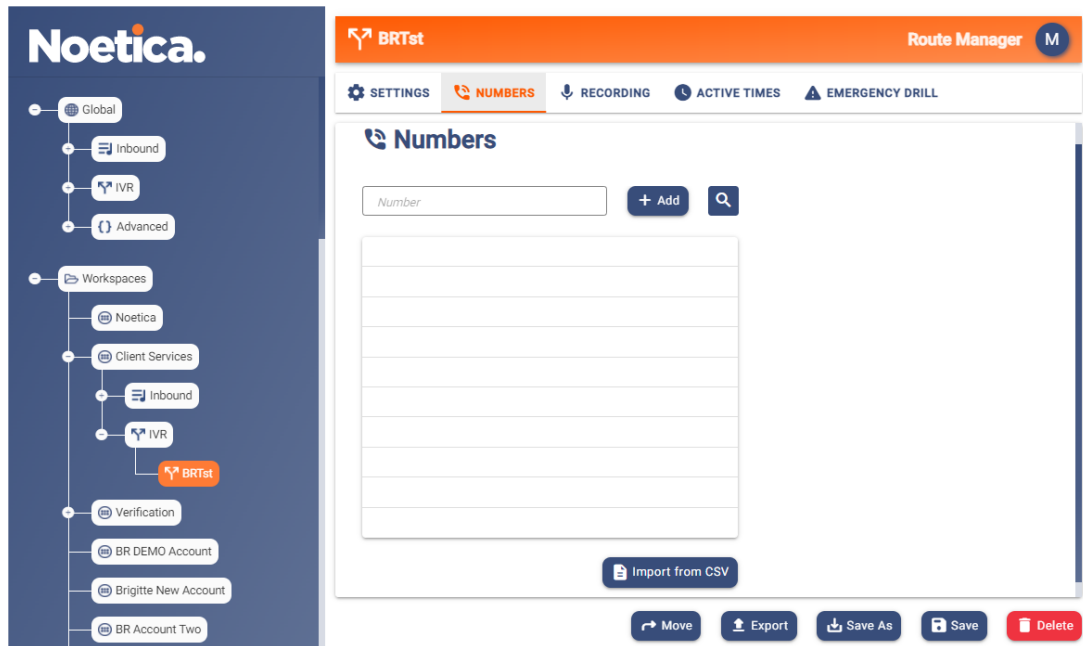


- If no action is selected for the DTMF digit, then the action selected in the Then/ Otherwise field will be activated.

## Numbers

In the Numbers page of the Route Manager, you can add the numbers that will invoke the selected IVR route.

- Search for and/ or enter the numbers that you wish to assign to the selected Route.
- Click the **Add** button, to add the dial in numbers number(s) associated with the IVR route to the list.
- Alternatively, use **Import from CSV**, to import the numbers that you wish to assign to the selected Route.



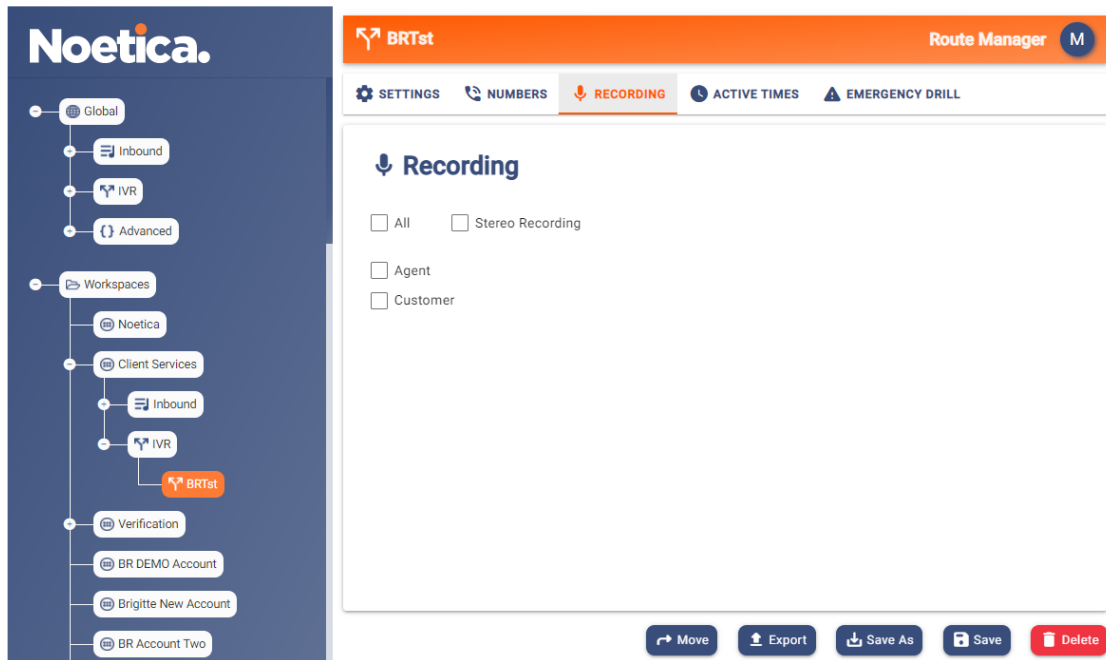
The screenshot shows the Noetica Route Manager interface. On the left is a navigation sidebar with a tree view containing 'Global', 'Inbound', 'IVR', 'Advanced', 'Workspaces', and several workspace-specific items including 'Noetica', 'Client Services', 'Inbound', 'IVR', 'BRTst', 'Verification', 'BR DEMO Account', 'Brigitte New Account', and 'BR Account Two'. The main content area is titled 'Route Manager' and 'Numbers'. It features a search bar with the placeholder 'Number', an '+ Add' button, and a search icon. Below the search bar is a table with 10 empty rows. At the bottom of the table is an 'Import from CSV' button. At the very bottom of the interface are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.



If some of the numbers selected are already in use in another route, a message will show a list of these numbers and you have a choice to proceed without them or to abandon the action.

## Recording

In the Call Recording page of your IVR Route you can specify the type of recording file that you want to create.



The screenshot shows the Noetica Route Manager interface. On the left is a navigation tree with 'Global' and 'Workspaces' sections. Under 'Workspaces', 'Noetica' is expanded to show 'Client Services', which includes 'Inbound' and 'IVR'. The 'IVR' section is further expanded to show 'BRTst'. The main content area is titled 'Recording' and contains the following options:

- All
- Stereo Recording
- Agent
- Customer

At the bottom of the main content area, there are five buttons: 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

## Recording Options

Under **Recording**, you can either tick all options, or select any option(s) as required.

- Tick **All**, to record the conversation of both the agent and the customer.
- Tick **Agent**, to create a recording file for the conversation of the agent.
- Tick **Customer**, to create a recording file for the conversation of the customer.
- Tick **All and Stereo Recording**, to record agent and customer in “Stereo”, using two channels, one channel for the agent and one for the customer (in conference calls, one channel for the customer, one for other participators).



**Stereo Recording** can only be activated when the **All** option is selected. It then records the agent and customer in Stereo on two channels, with the recording file saved to the **Call** folder, for improved use with 3rd party speech analytics tools.

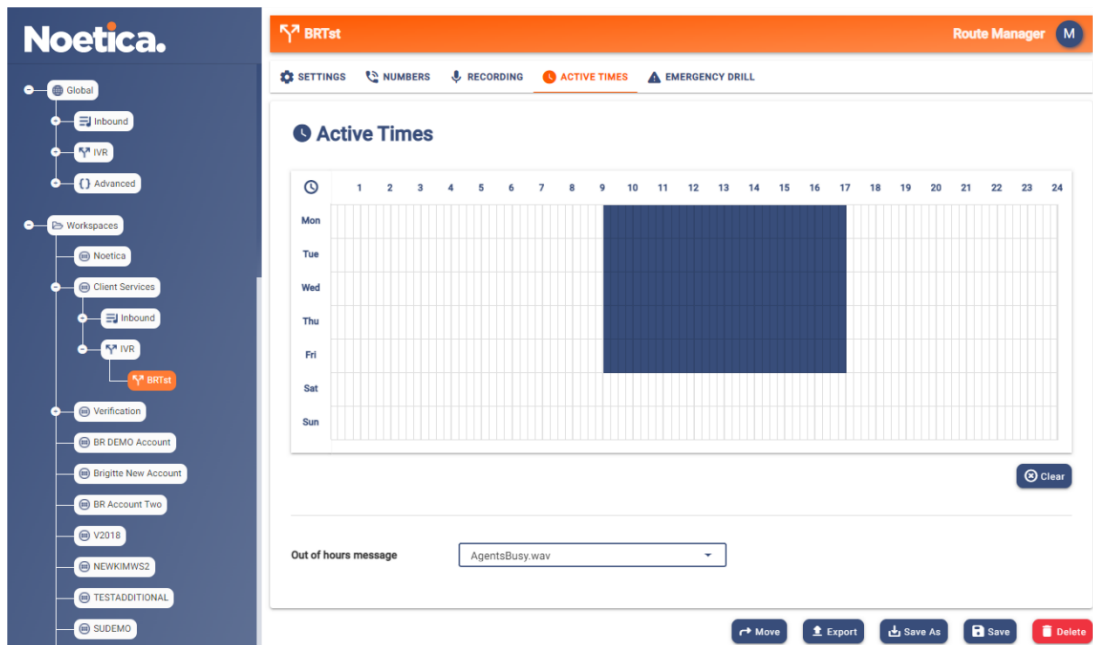
*When Stereo Recording is enabled, the Agent and Customer selection will be ignored, and NO additional recordings and files will be created for the Customer and Agent.*

## Active Times

Under **Active Times**, you specify the opening hours during which the IVR Route will be used and select an Out of hours message to be played out of hours.

To specify Call Time settings

- Activate the desired time slots, by moving your mouse pointer to the required time cell and drag the pointer from left to right.
- De-select active times, by moving your mouse pointer to the required activated time cell and drag the pointer from left to right.
- To deactivate all active time periods, click the 'Clear' button at the bottom right of the Active Times dialog.



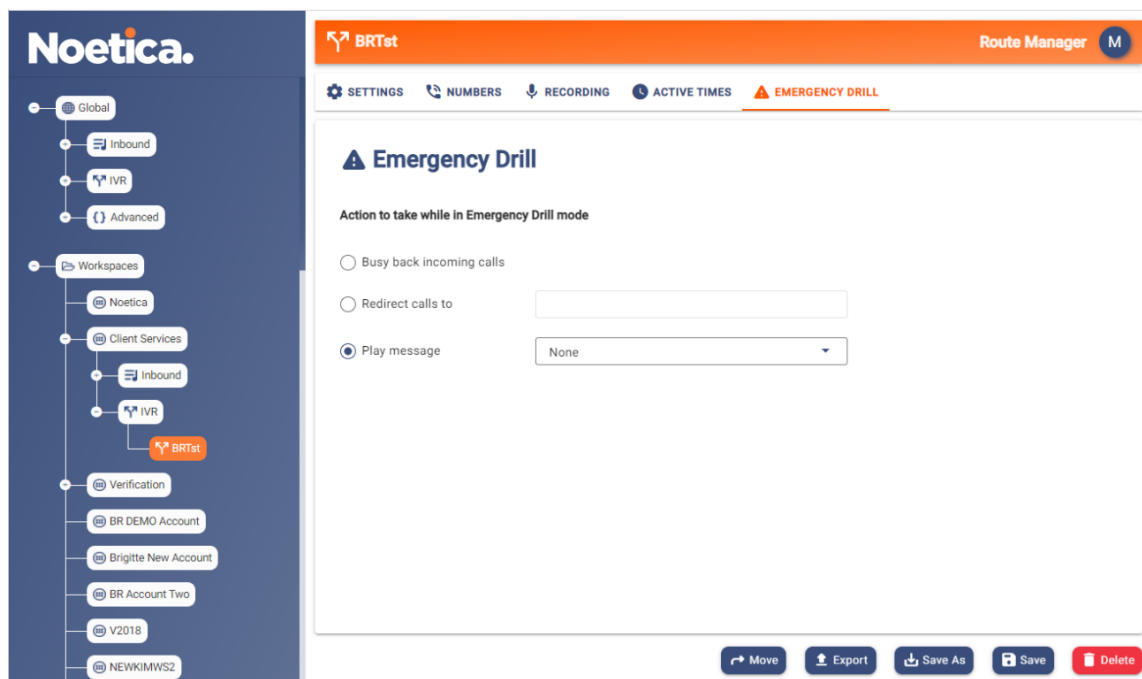
To play a message for calls out of hours

- Select the message to be played from the **Out of hours** drop down menu.

## Emergency Drill

Using the **Emergency Drill** page, users can specify the action to be taken, on a per IVR route basis, should the Contact Centre have to be evacuated due to a fire drill or other cause.

The specified action is then activated when the voice platform is put into emergency mode via the designated website.



## Specifying the Action to be taken in an Emergency

Emergency Actions	Description
<b>Busy back incoming calls</b>	Send a busy signal to any new incoming calls, and any calls currently in the ACD queue.
<b>Redirect calls to</b>	Re-direct any new incoming calls, and any calls currently in the ACD queue to another number, which can be set on a per-route basis.
<b>Play message</b>	<p>Play an automated message to any new incoming calls, and any calls currently in the ACD queue, e.g. 'I'm sorry, but due to an emergency none of our agents are available at present" before they are disconnected.</p> <p>For calls currently in progress, the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.</p>



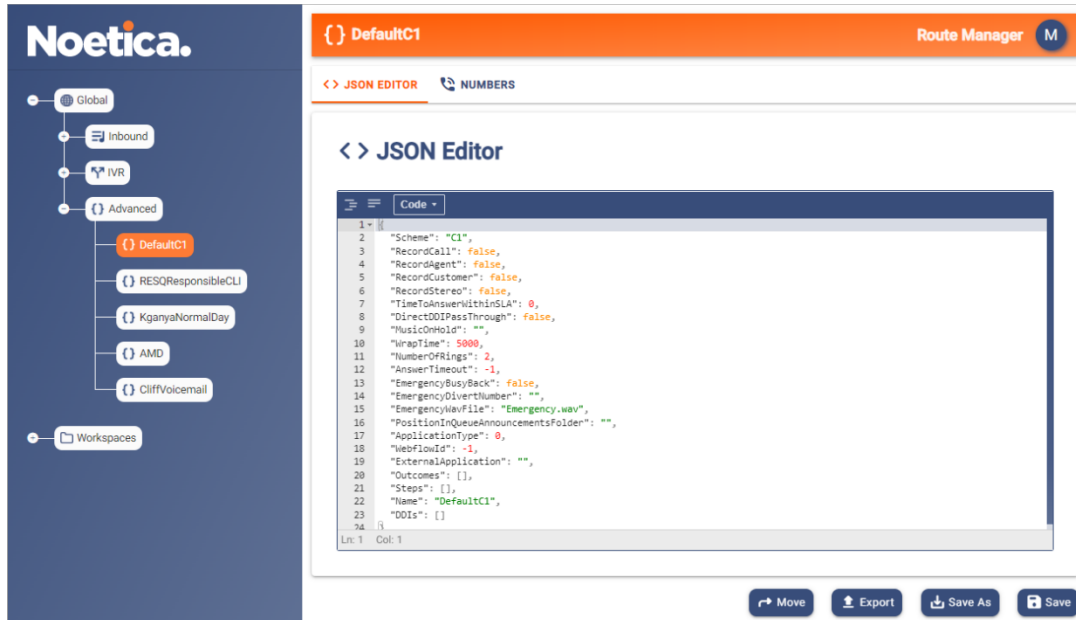
*To put the switch into emergency mode in the event of an emergency, the staff members responsible must visit the designated Voice Platform website, either from within or from outside the building, to notify the switch of the action to be taken.*



## ADVANCED ROUTE EDITOR

The **Advanced Route Editor** can hold, if requested, more complex bespoke routes designed in XML, to add extra functionality.

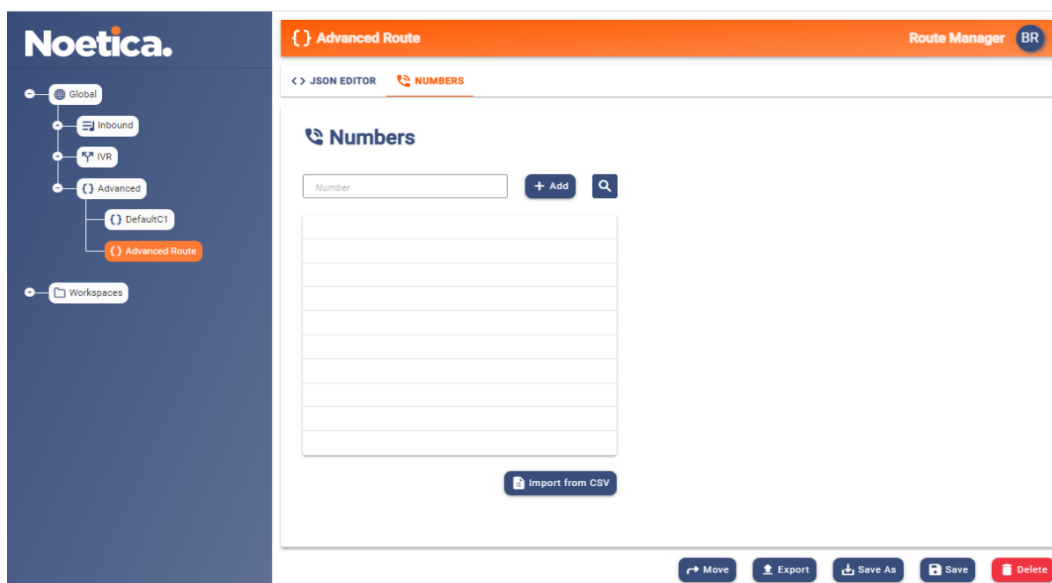
Please contact your Noetica Account Manager for more information.



## Advanced IVR Numbers

Adding Numbers (DDI's) that will invoke this Inbound Route

- Type the Number into the 'Number Box' and click on the +ADD button, to add your entered number.
- You can also Import a list of numbers from a CSV file by clicking on the Import from CSV button and follow the short wizard to import your numbers.

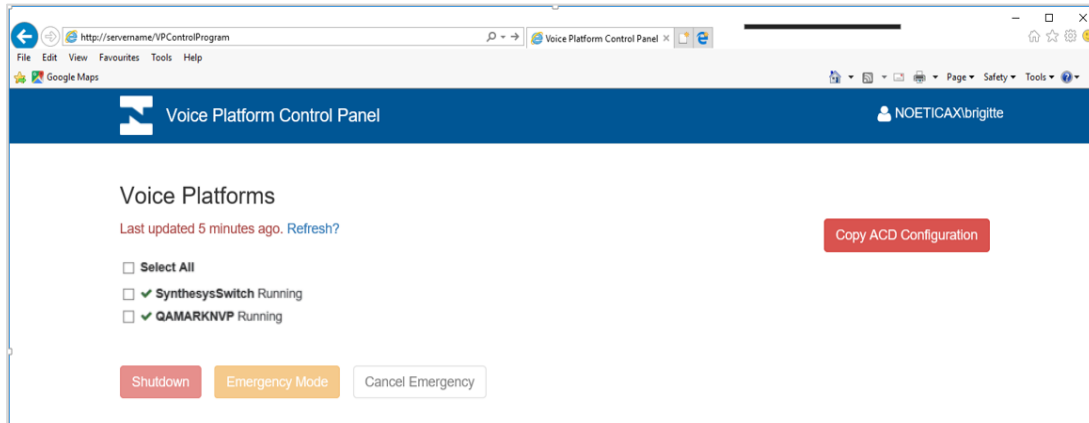


## VOICE PLATFORM CONTROL WEBSITE

The Voice Platform website is used to put the Switch into Emergency Mode when an emergency arises, and for replicating configuration between switches on the same platform.

### Putting the Switch into Emergency Mode

When an emergency arises, log into a designated Voice Platform website, to notify the switch of the action to be taken, as specified in the Route Manager of the Voice Platform.



- Select the Switch that is to be put into Emergency mode.
- Select Emergency Mode, to activate the emergency procedures as specified in the Emergency Drill dialog of the Inbound or IVR route in the Route Manager.
- Select **Shutdown** to send a busy signal to any new incoming calls, and any calls currently in the ACD queue, regardless of the route and to prepare the switch for shutdown.
- For calls currently in progress (which includes calls that are currently in the ACD queue), the agents are best placed to inform their customer of the situation, before disconnecting the call, depending on the emergency.

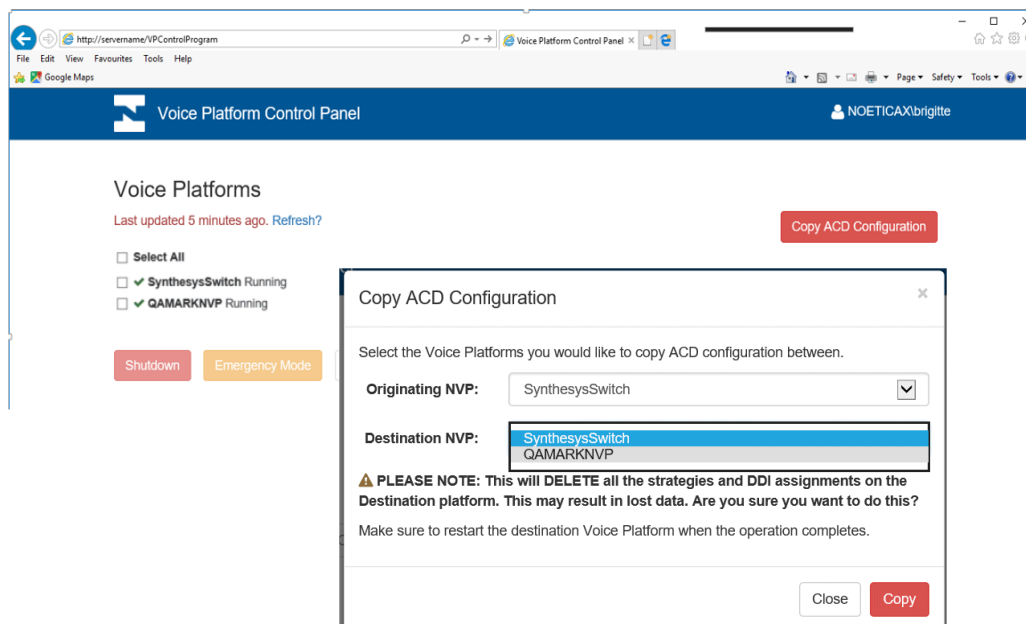
### Action on Returning to building

On returning to the building, go to the website again and

- If the Emergency Mode option was selected to deal with the emergency, select Cancel Emergency, to resume activity as normal.
- If Shutdown was selected to deal with the emergency, contact your IT department and ask them to bring the Voice Platform back on-line.

## Replicating Configuration between NVPs on the same platform

This feature allows users to copy DDI assignments and strategies set up for one NVP switch to another connected to the same platform, deleting/ overriding any data previously set up for the selected destination NVP switch.



The screenshot shows the 'Voice Platform Control Panel' interface. On the left, under 'Voice Platforms', there are checkboxes for 'SynthesysSwitch Running' and 'QAMARKNVP Running', both of which are checked. A 'Copy ACD Configuration' button is visible in the top right. A dialog box titled 'Copy ACD Configuration' is open, prompting the user to select the 'Originating NVP' (SynthesysSwitch) and the 'Destination NVP' (QAMARKNVP). A warning message states: 'PLEASE NOTE: This will DELETE all the strategies and DDI assignments on the Destination platform. This may result in lost data. Are you sure you want to do this?'. Below the warning, it says 'Make sure to restart the destination Voice Platform when the operation completes.' The dialog has 'Close' and 'Copy' buttons.

To copy ACD configurations between NVP switches on the same platform

- Go to the Voice Platform Control Website.
- Click on the **Copy ACD Configuration** button at the top right of the screen.
- In the **Copy ACD Configuration** dialog, select the *Originating NVP* and the *Destination NVP* from the respective drop down menus.
- Please note that this will override/ delete all strategies and DDI assignments previously set up on the destination NVP.
- To go ahead, click on the **Copy** button, to abandon the action, select **Close**.
- If you select Copy, on completion of the process a message 'Success, Strategies copied' will be displayed.
- Please remember to restart the destination NVP to pick up the changes.



Please be aware that the recording files do not get replicated automatically but need to be copied manually from one NVP to another.