

ITel Services Webinar August 1, 2012



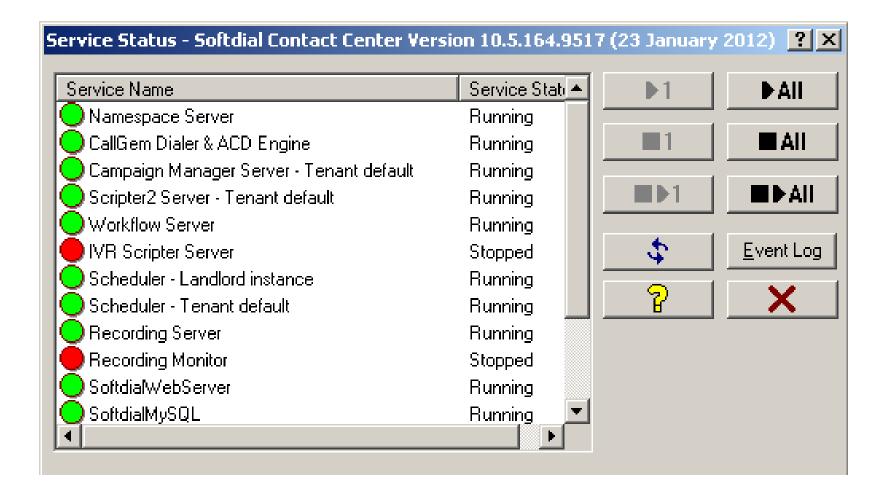
Overview



- Services show on the dialer server
 Different services based on which version you are on and which features you have installed
 Services not in use are disabled
- ☐ Split services based on if you have multiple servers

Dialer Services





Namespace Server



Must be running at all times
 Responsible for inbound routes and queues, sound resources configuration, dialing outcome, etc.
 Can not be recycled by the one service, must recycle all
 Agents must be off when recycling

CallGem Dialer and ACD Engine



Must be running at all times
 Responsible for predictive dialing engine and inbound call distribution
 Can not be recycled by the one service, must recycle all
 Agents must be off when recycling

Campaign Manager Server



- ☐ Must be running at all times
- Responsible for campaign manager settings and functions
- Can not be recycled by the one service, must recycle all
- Agents must be off when recycling

Scripter2 Server



- Responsible for scripter services
 IVR (inbound and outbound)
 Dialer Console
- Can be recycled while live agents are signed in
 - ☐ Will only affect virtual agents and if you are signed into dialer console

IVR Scripter Server



Old IVR services
Replaced by Scripter 2 server service
Should appear as disable unless you do not have Scripter 2 service running
and enabled

Scheduler



- ☐ Responsible for automated tasks
 - ☐ Signing in IVR agents into campaigns
- ☐ Can be recycled while agents are signed in

Workflow Server



- Responsible for
 - ☐ Starting the campaign Administrator
 - ☐ Used for the Dialer Console
- ☐ Can be recycled while agents are signed in

Recording Server



- ☐ Used to index recordings for new recording monitor
- ☐ Not responsible for recording the call
- ☐ Can be recycled while agents are signed in

Recording Monitor Server



- ☐ Responsible for recording monitor feature
 - ☐ Adds recordings to recording monitor database
 - ☐ Archive recordings based on age of recording
- Can be recycled while agents are signed in

Softdial Web Server



- ☐ Used for web interface
 - ☐ Access to new recording monitor feature
- ☐ Can be recycled while agents are signed in

HTTP SDMP Bridge Server



- Responsible for user ID authentication
 - ☐ Primary used for dialer console and web interface ID authentication
- ☐ Can be recycled while agents are signed in

Tenant Provision Server



- ☐ Must be running at all times
- Responsible for tenant default (used through system)
- Can not be recycled by the one service, must recycle all
- ☐ Agents must be off when recycling.

Softdial Telephony Gateway Server



Must be running at all times
Responsible for all telephony related matters and sounds files/recordings
Can not be recycled by the one service, must recycle all
Agents must be off when recycling

Independent Services



Services that can be recycled while agents are on
☐ Scripter 2 server
☐ Workflow server
☐ Scheduler
☐ Recording server
Recording monitor server
☐ Softdial web server
☐ HTTP SDMP bridge server



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Thank you!

