













# **ITel Services Webinar**

## ***August 1, 2012***



- 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

Service Status - Softdial Contact Center Version 10.5.164.9517 (23 January 2012) ? X

Service Name	Service Stat
 Namespace Server	Running
 CallGem Dialer & ACD Engine	Running
 Campaign Manager Server - Tenant default	Running
 Scriptor2 Server - Tenant default	Running
 Workflow Server	Running
 IVR Scriptor Server	Stopped
 Scheduler - Landlord instance	Running
 Scheduler - Tenant default	Running
 Recording Server	Running
 Recording Monitor	Stopped
 SoftdialWebServer	Running
 SoftdialMySQL	Running

▶ 1    ▶ All

■ 1    ■ All

■▶ 1    ■▶ All

↻    Event Log

?    X

- 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

- 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

- 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

- 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

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



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

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

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

- 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

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

# HTTP SDMP Bridge Server

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- 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

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- 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

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- 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



- 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

# ITel Services Webinar

*Thank you!*



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