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July | 20

MX Release 16 Manual

Author: Zultys Technical Support Department

This document describes the new features that are introduced with MX Release 16.0.2
MX Release 16.0.2 is supported on the MX-SE, MX-E, and MXvirtual products only.

Revision History

Date/Issue	Comments
Revision 2 June 2020	Early Access Release
Revision 3 July 2020	Production Release

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2 Voicemail Transcription

2.1 Description

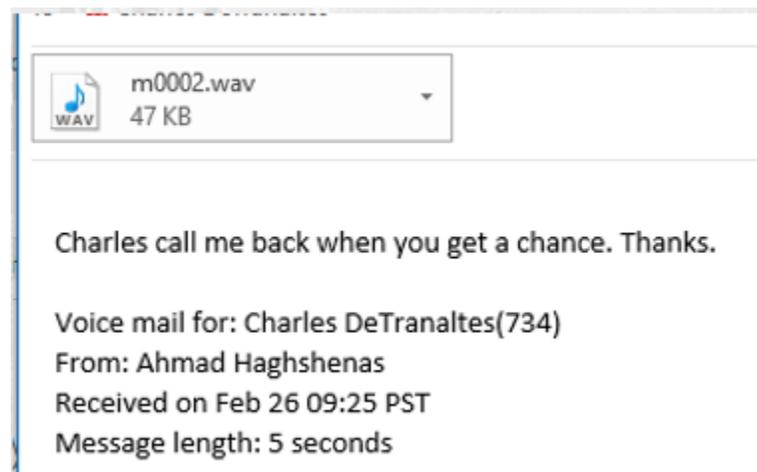
This feature allows voice messages that are left by callers to be transcribed and included in an e-mail notification along with the .wav file recording. The transcription text is included in the body of the e-mail. Transcription is also displayed in ZAC 7 clients.

Zultys transcription service is compatible with the following transcription service providers, Microsoft Azure, IBM Watson, and Google Speech to Text. It is the responsibility of the Partner to create and configure a Speech to Text account for any one of these services. Each provider offers various service levels from free to paid.

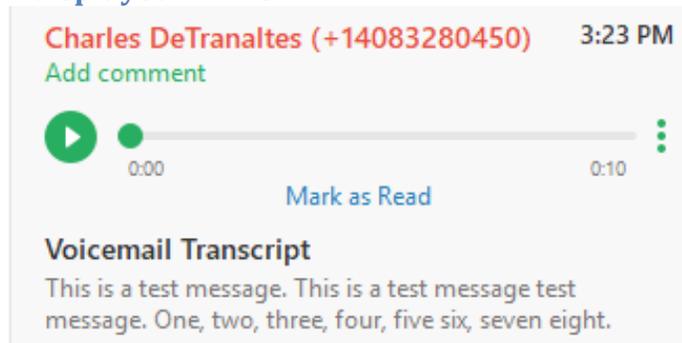
2.2 Operation

Once an account has been enabled and configured and the User Profile setting enabled, transcription operation occurs automatically. Transcription will appear in voice mail to e-mail notifications (if configured) as well as in the voice mail area of ZAC.

2.2.1 Transcription displayed in a voicemail to e-mail:



2.2.2 Transcription displayed in ZAC:



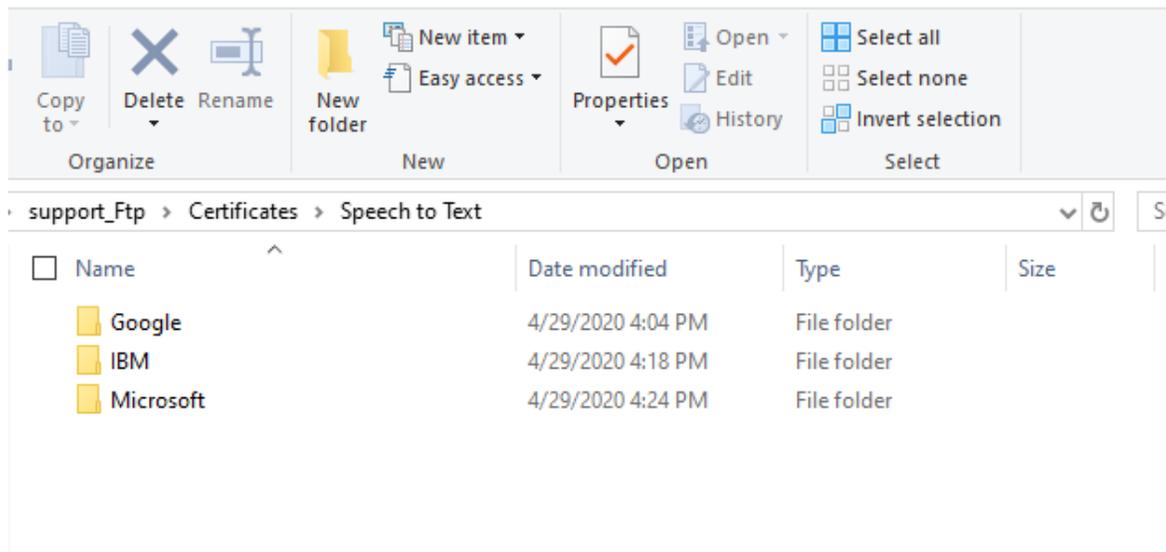
2.3 Security Certificate Requirements

- Current Microsoft, Google, IBM account with Speech to Text enabled on the account and proper credentials.
- Zultys Speech to Text requires that at least a self-signed security certificate be installed.
- The corresponding security certificates required by the selected provider must be installed on the MX system.

US, New York, Armonk, International Business Machines Corporation, *.watsonplatform.net US, DigiCert Inc, DigiCert SHA2 Secure Server CA US, DigiCert Inc, www.digicert.com, DigiCert Global Root CA	IBM Watson
US, Google Trust Services, GTS CA 101 GlobalSign Root CA - R2, GlobalSign, GlobalSign US, California, Mountain View, Google LLC, *.googleapis.com	Google
stt.speech.microsoft.com US, Washington, Redmond, Microsoft Corporation, Microsoft IT, Microsoft IT TLS CA 4 IE, Baltimore, CyberTrust, Baltimore CyberTrust Root	Microsoft

Zultys has loaded the necessary security certificate for each provider on the support FTP site.

Login to the support FTP server and navigate to >certificates>speech to text. You may then go to the specific provider’s folder and download the certificates.



Add the necessary certificate to the MX system.

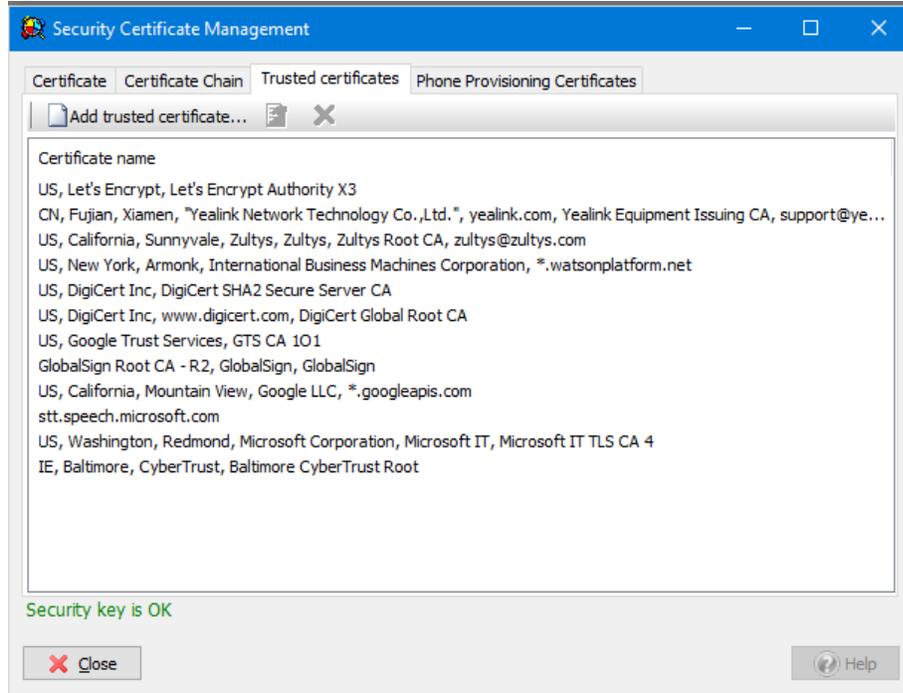
MX Administrator>Maintenance>Security Certificate Management

Click Trusted Certificates tab and then click Add trusted certificate.



Navigate to the folder you downloaded the certificates to and select the certificate and click Open:

Once you have loaded all the security certificates, you will see them in the trusted certificate area: (note this example shows all certificates and additional certificates)



2.4 Administration

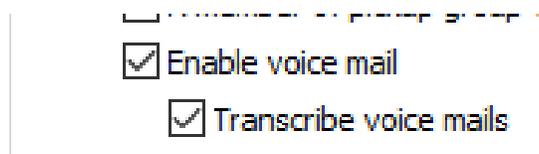
2.4.1 User Profiles

You must enable the transcription feature on a per user profile basis. Assign this profile to users who want the transcription feature.

Configure>Users>User Profiles

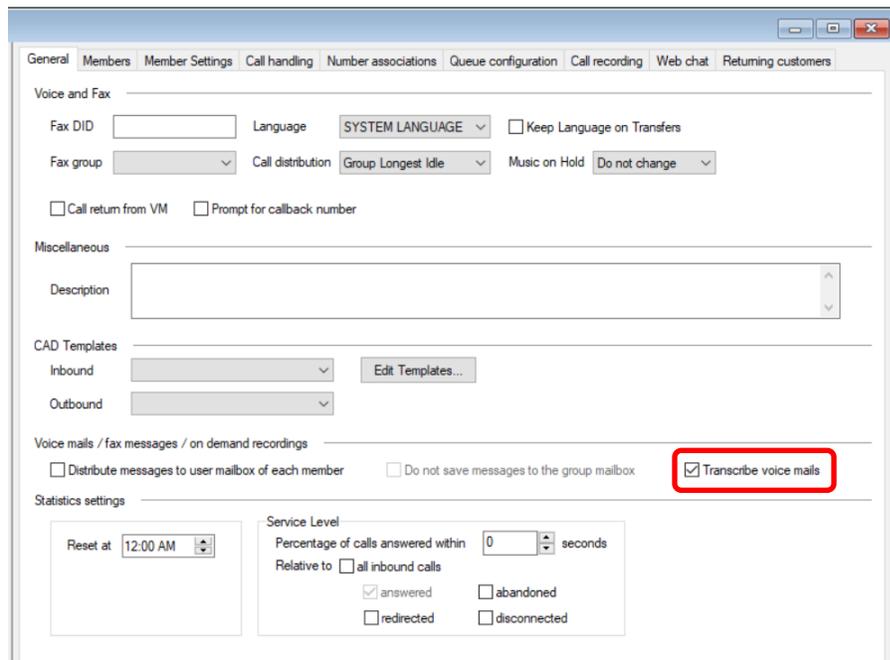
General Tab

Enable voice mail and enable Transcribe voice mails



2.4.2 Call Groups

You must enable the transcription feature on a per call group basis in order to have call group voicemail messages transcribed. Enable this for call groups who want the transcription feature.



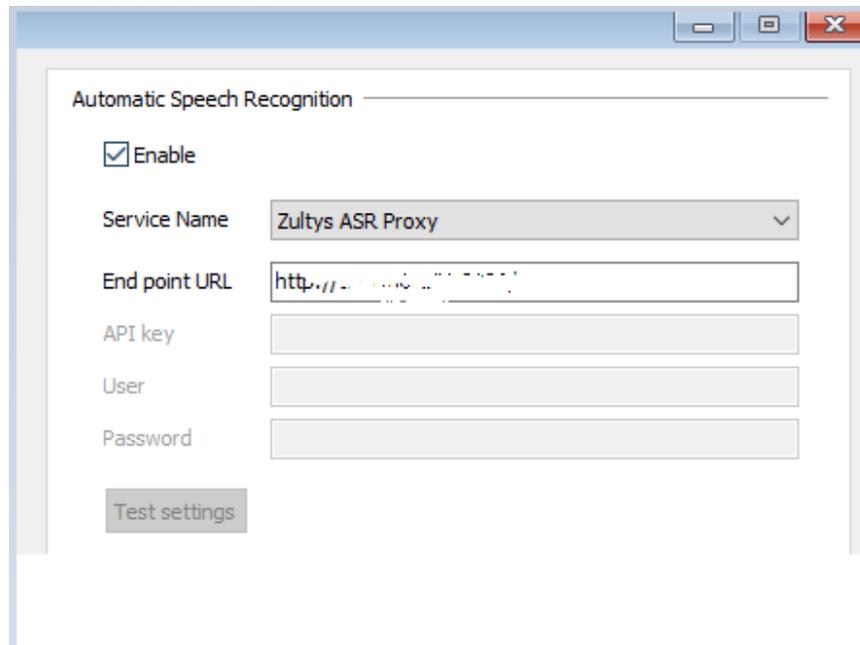
2.4.3 Zultys Service

FUTURE USE

MX Administrator > Provision > System Settings > Cloud Services

Service name: Zultys ASR Proxy **FUTURE USE**

End point URL:



Automatic Speech Recognition

Enable

Service Name: Zultys ASR Proxy

End point URL: http://...

API key

User

Password

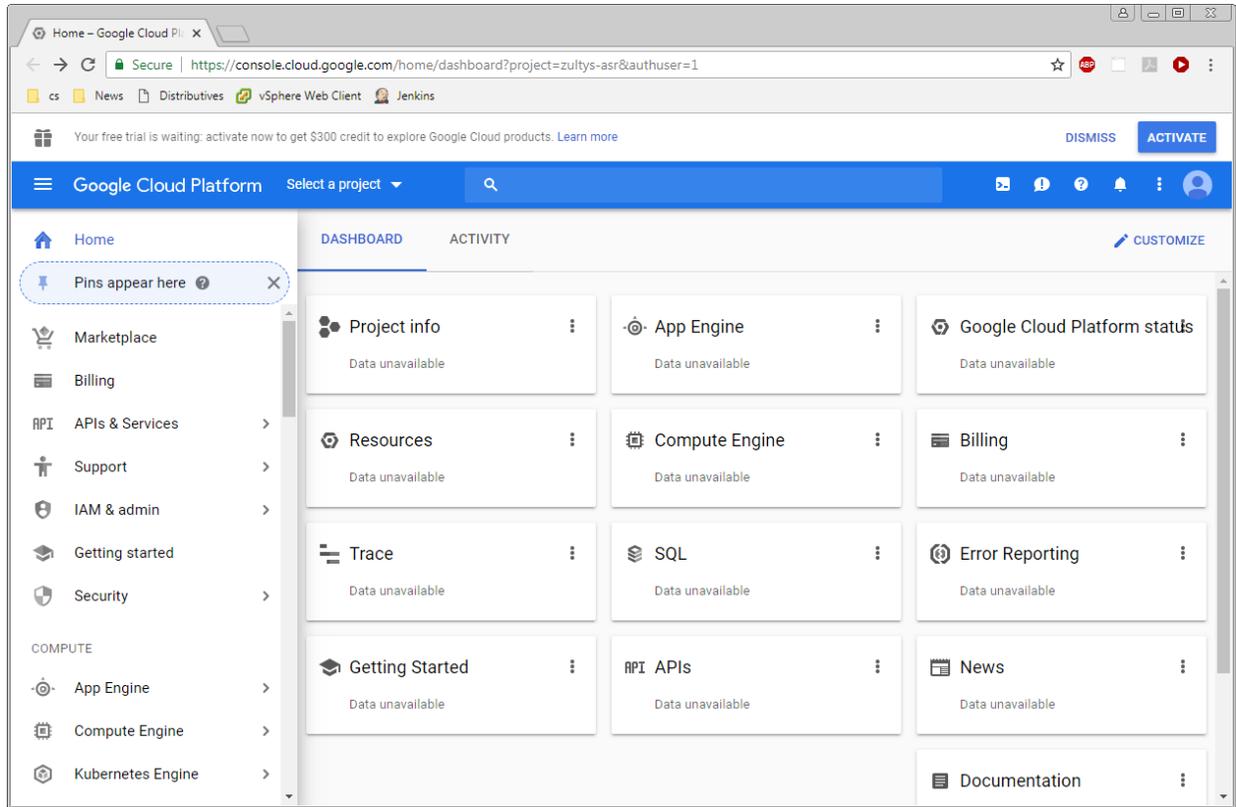
Test settings

2.4.4 Google

You must first have a valid Google Account. If you do not, create one

<https://support.google.com/accounts/answer/27441?hl=en>

1. Login to console.cloud.google.com using your Google account.
2. Activate the Google Cloud Platform (press the Activate button in the top right corner):



Enter your country and agree to the terms of service:

Step 1 of 2


Charles DeTranltes
 charles.detrantaltes@zultys.com
 [SWITCH ACCOUNT](#)

Country

Terms of Service
 I have read and agree to the [Google Cloud Platform Free Trial Terms of Service](#).
Required to continue

CONTINUE

Access to all Cloud Platform Products

Get everything you need to build and run your apps, websites and services, including Firebase and the Google Maps API.

\$300 credit for free

Sign up and get \$300 to spend on Google Cloud Platform over the next 12 months.

No autocharge after free trial ends

We ask you for your credit card to make sure you are not a robot. You won't be charged unless you manually upgrade to a paid account.

Click continue

Enter your information and payment method, click start my free trial

Step 2 of 2

Customer info

 Account type  
Individual 

 Name and address  
Chas deT
785 Lucerne Drive
Sunnyvale, CA 94085
United States 

How you pay

 Automatic payments
You pay for this service only after you accrue costs, via an automatic charge when you reach your billing threshold or 30 days after your last automatic payment, whichever comes first.

Payment method

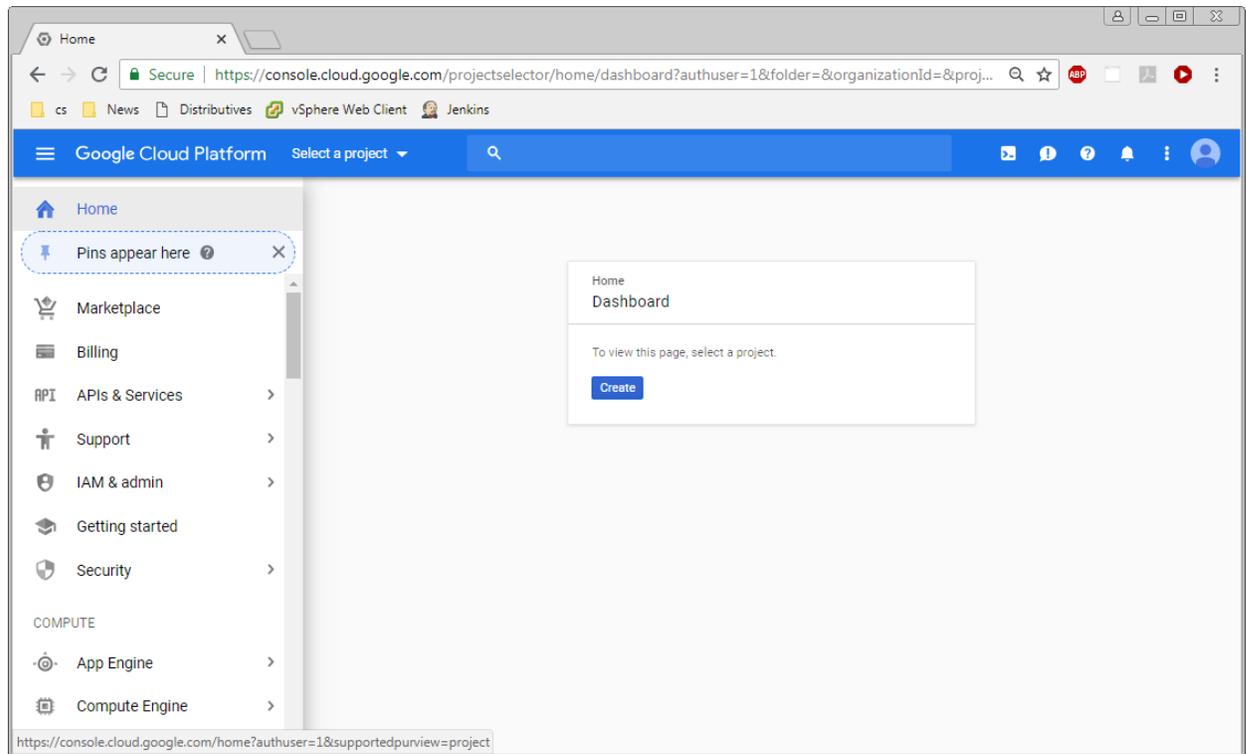
 Add credit or debit card 

 Card details

Credit or debit card address is same as above

[START MY FREE TRIAL](#)

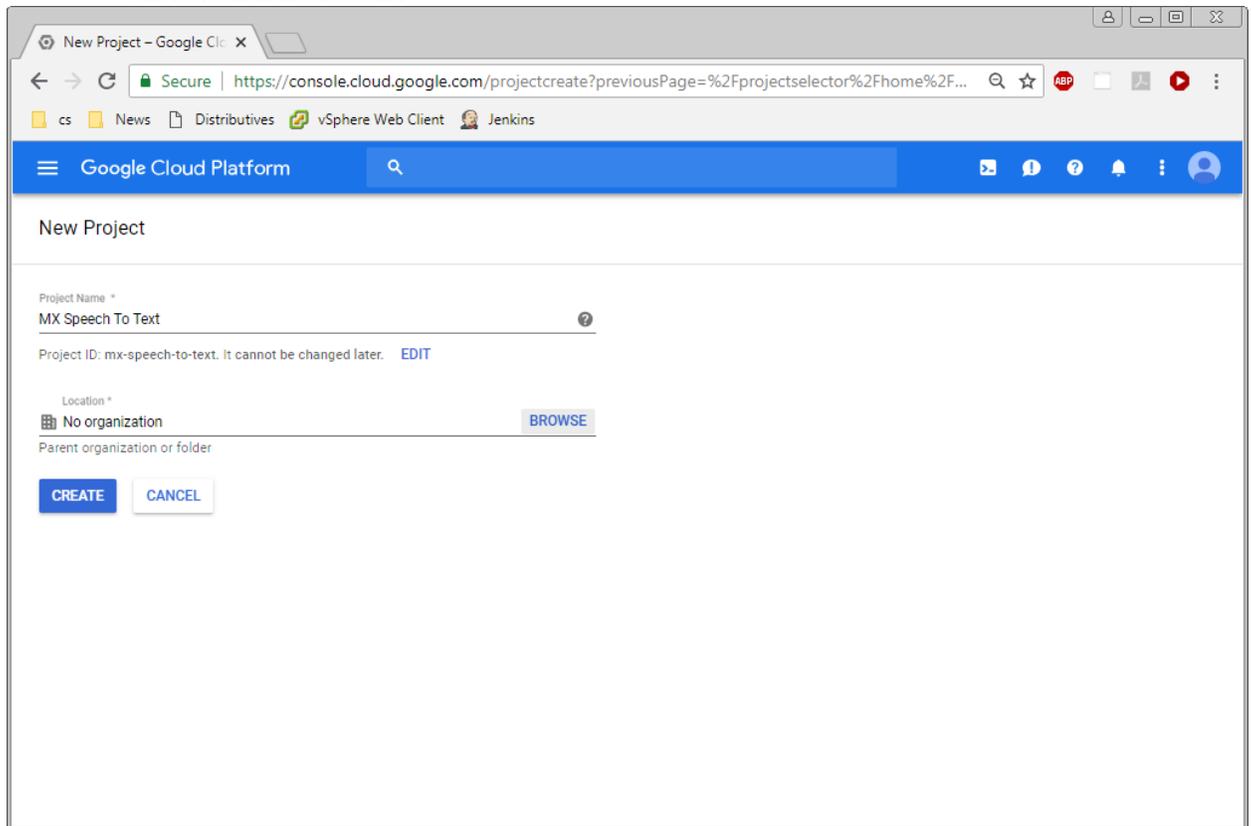
- 1 Once the cloud service trial has been activated, you will see the following screen.
- 2 Click Select a Project:



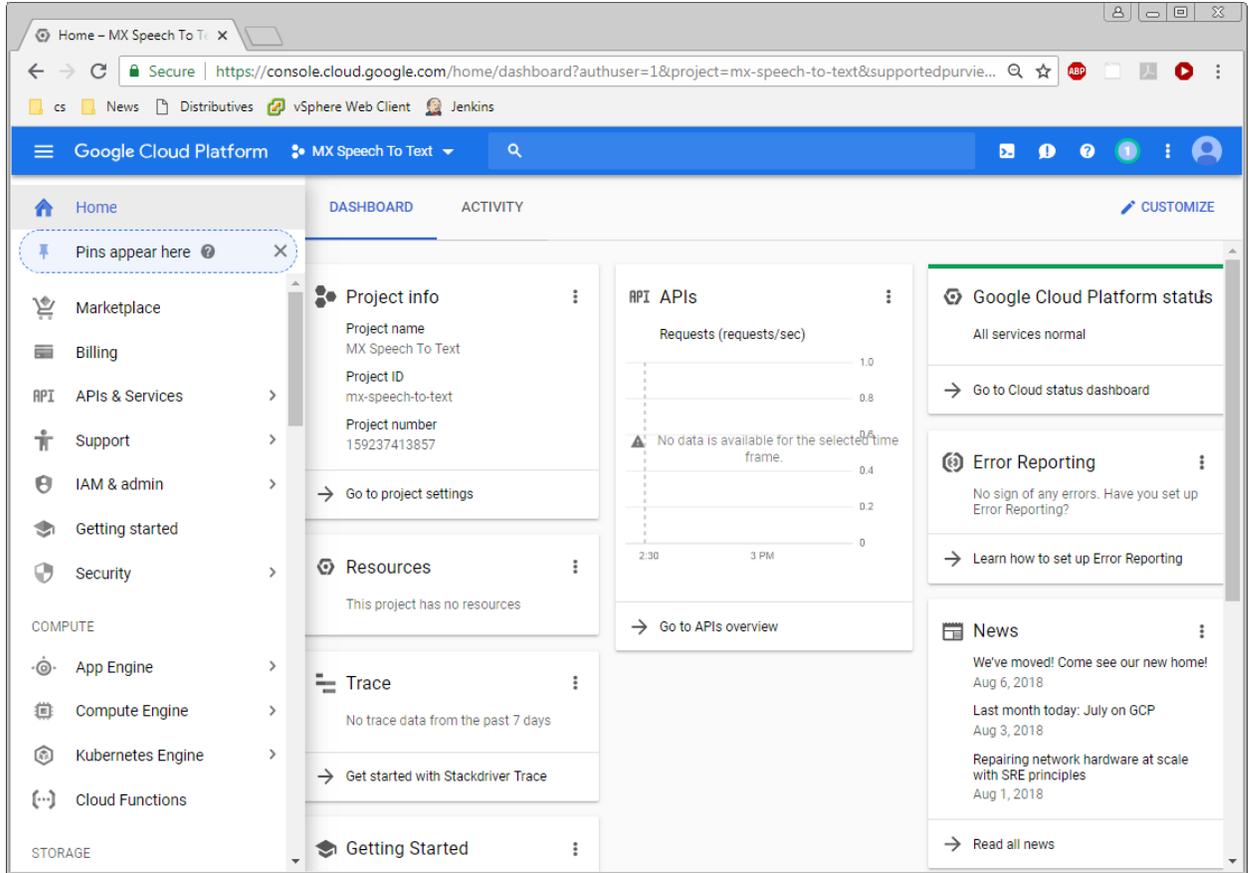
3. Click New Project:



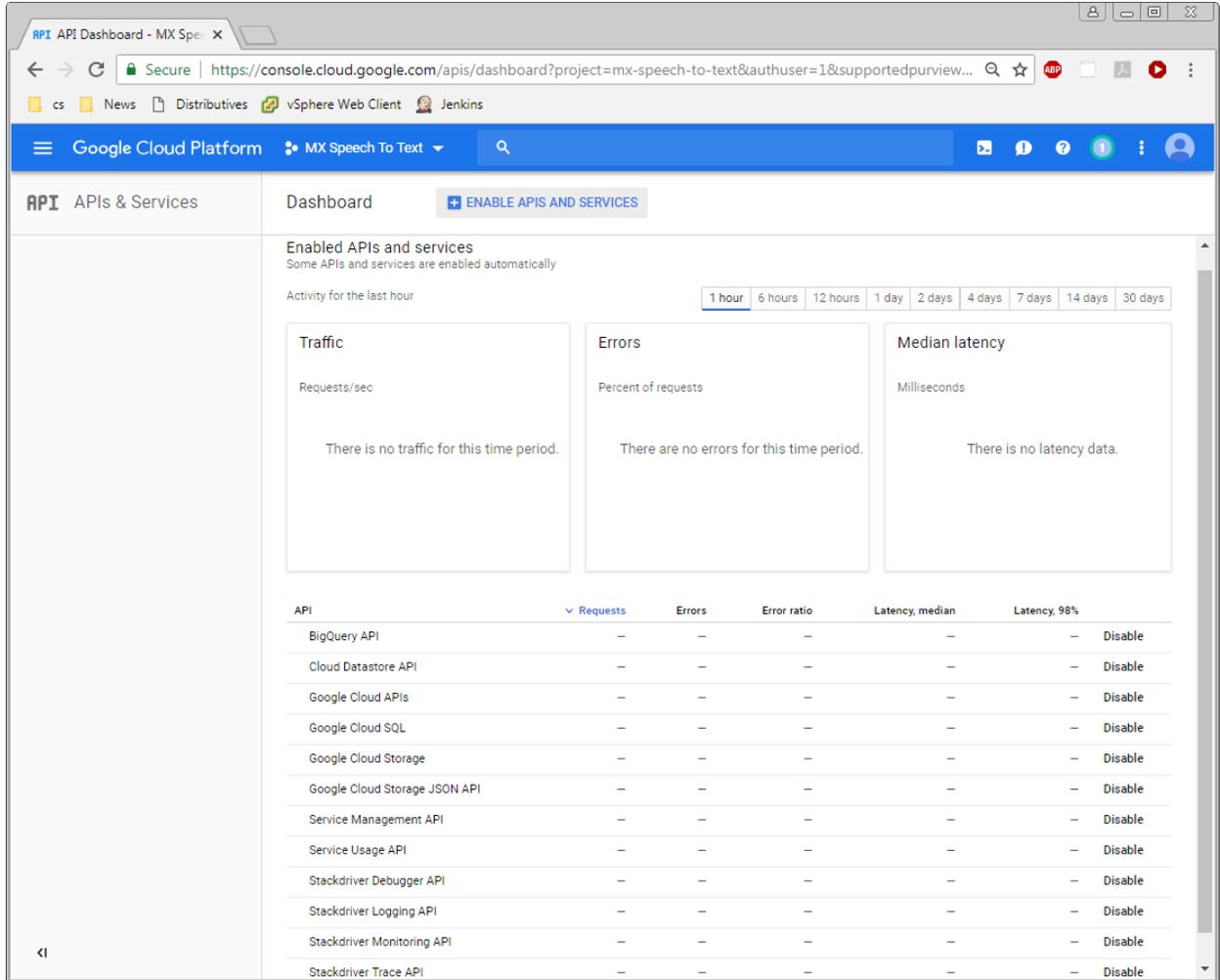
4. Enter the project name, organization is optional.
5. Click Create



6. The console view will appear after the project is created:



7. Enable the Speech To Text API (press Enable APIs and Services):



API APIs & Services | Dashboard | [ENABLE APIS AND SERVICES](#)

Enabled APIs and services
Some APIs and services are enabled automatically

Activity for the last hour: 1 hour 6 hours 12 hours 1 day 2 days 4 days 7 days 14 days 30 days

Traffic

Requests/sec

There is no traffic for this time period.

Errors

Percent of requests

There are no errors for this time period.

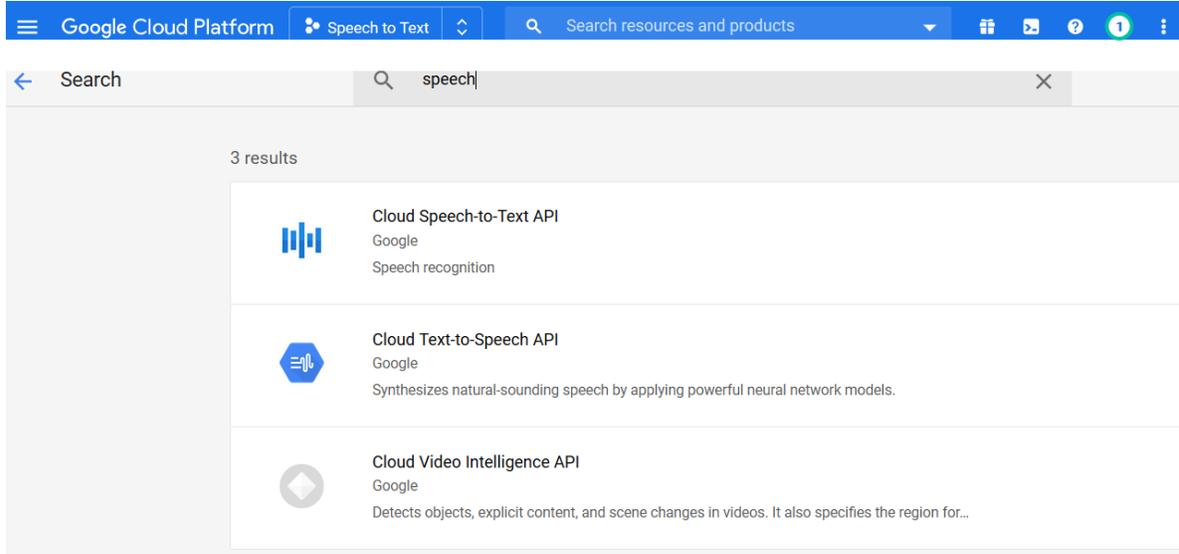
Median latency

Milliseconds

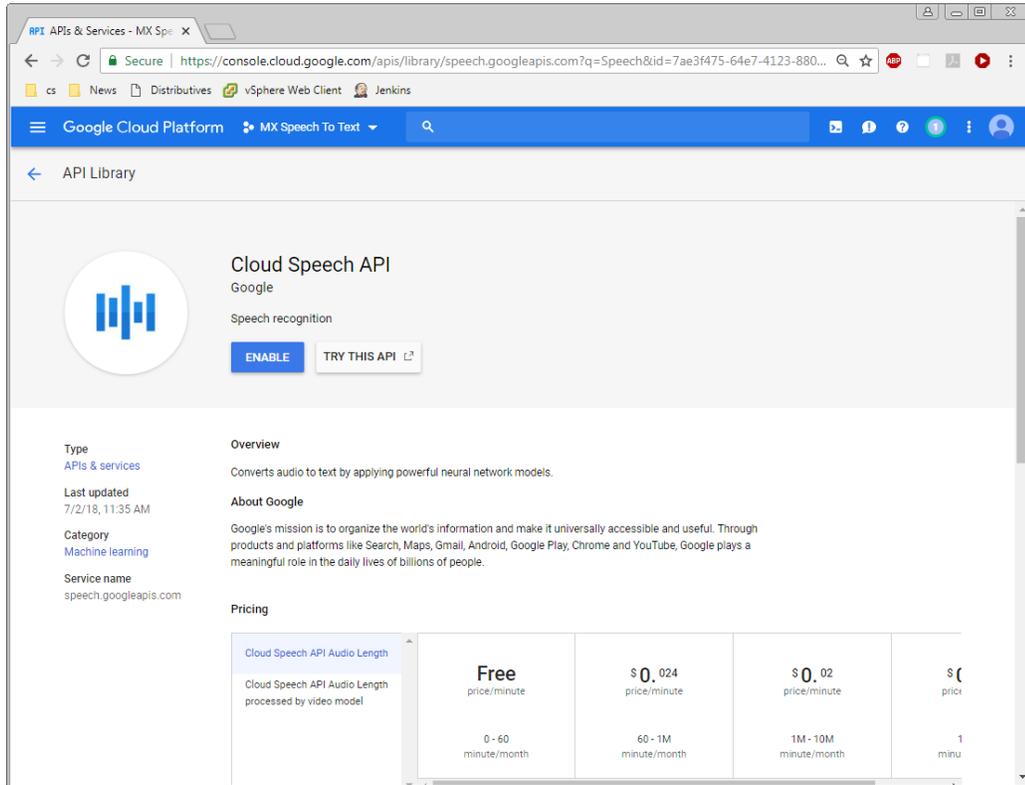
There is no latency data.

API	Requests	Errors	Error ratio	Latency, median	Latency, 98%	
BigQuery API	–	–	–	–	–	Disable
Cloud Datastore API	–	–	–	–	–	Disable
Google Cloud APIs	–	–	–	–	–	Disable
Google Cloud SQL	–	–	–	–	–	Disable
Google Cloud Storage	–	–	–	–	–	Disable
Google Cloud Storage JSON API	–	–	–	–	–	Disable
Service Management API	–	–	–	–	–	Disable
Service Usage API	–	–	–	–	–	Disable
Stackdriver Debugger API	–	–	–	–	–	Disable
Stackdriver Logging API	–	–	–	–	–	Disable
Stackdriver Monitoring API	–	–	–	–	–	Disable
Stackdriver Trace API	–	–	–	–	–	Disable

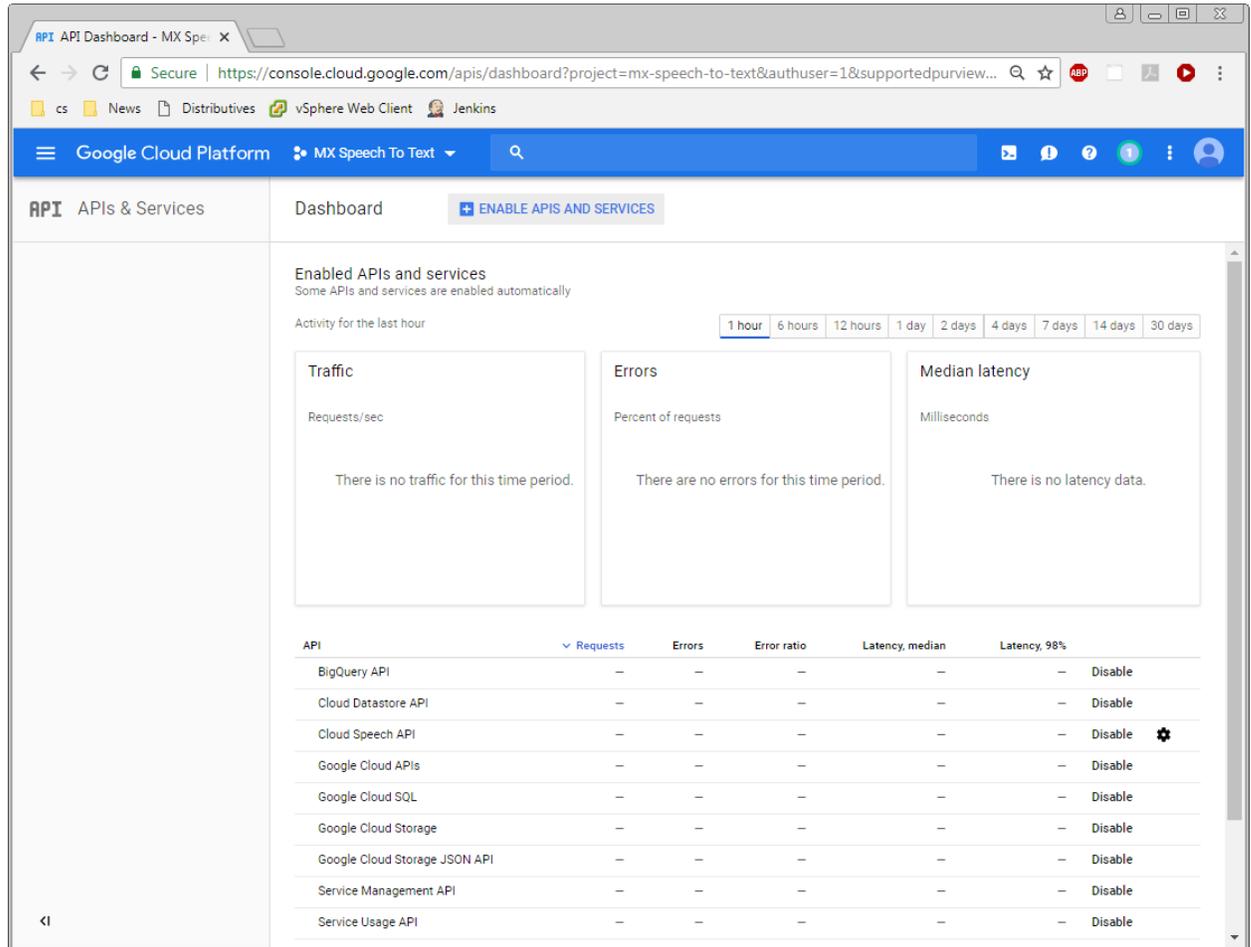
8. In the Search box enter “Speech”:



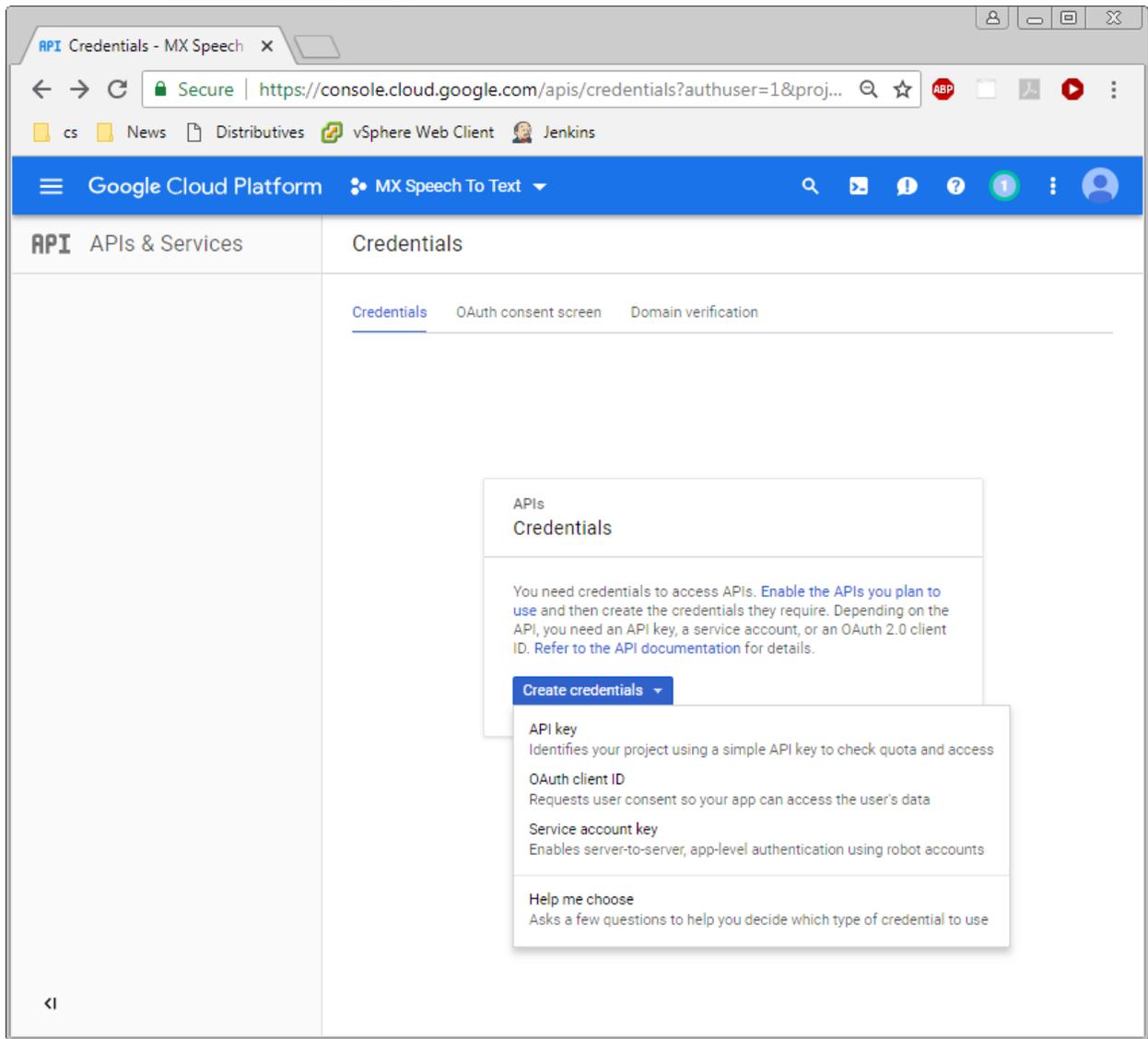
9. Select the Cloud Speech API and press Enable:



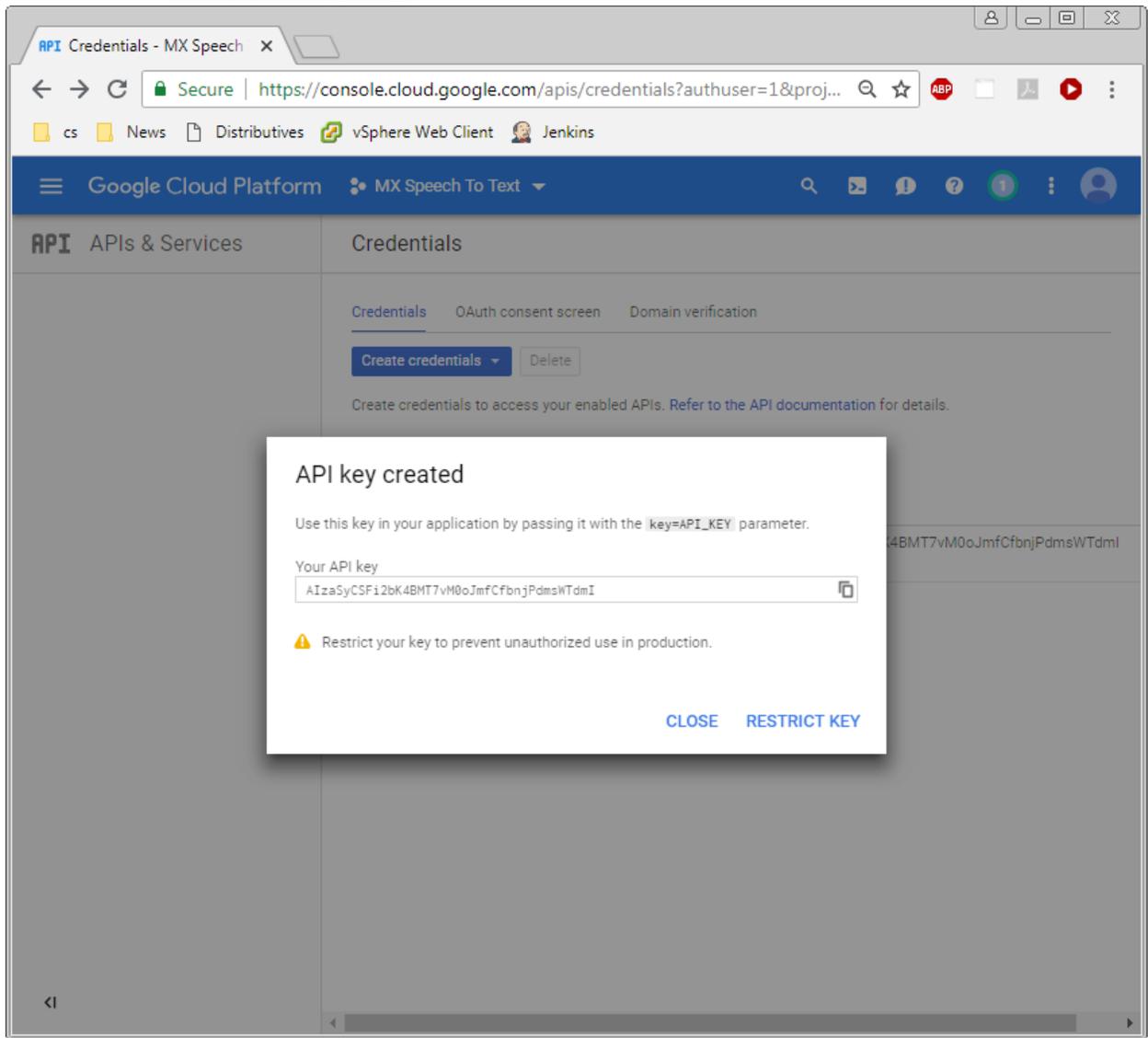
10. The Google Speech API is now in the list of enabled APIs (others are enabled by default, most of them can probably be safely disabled):



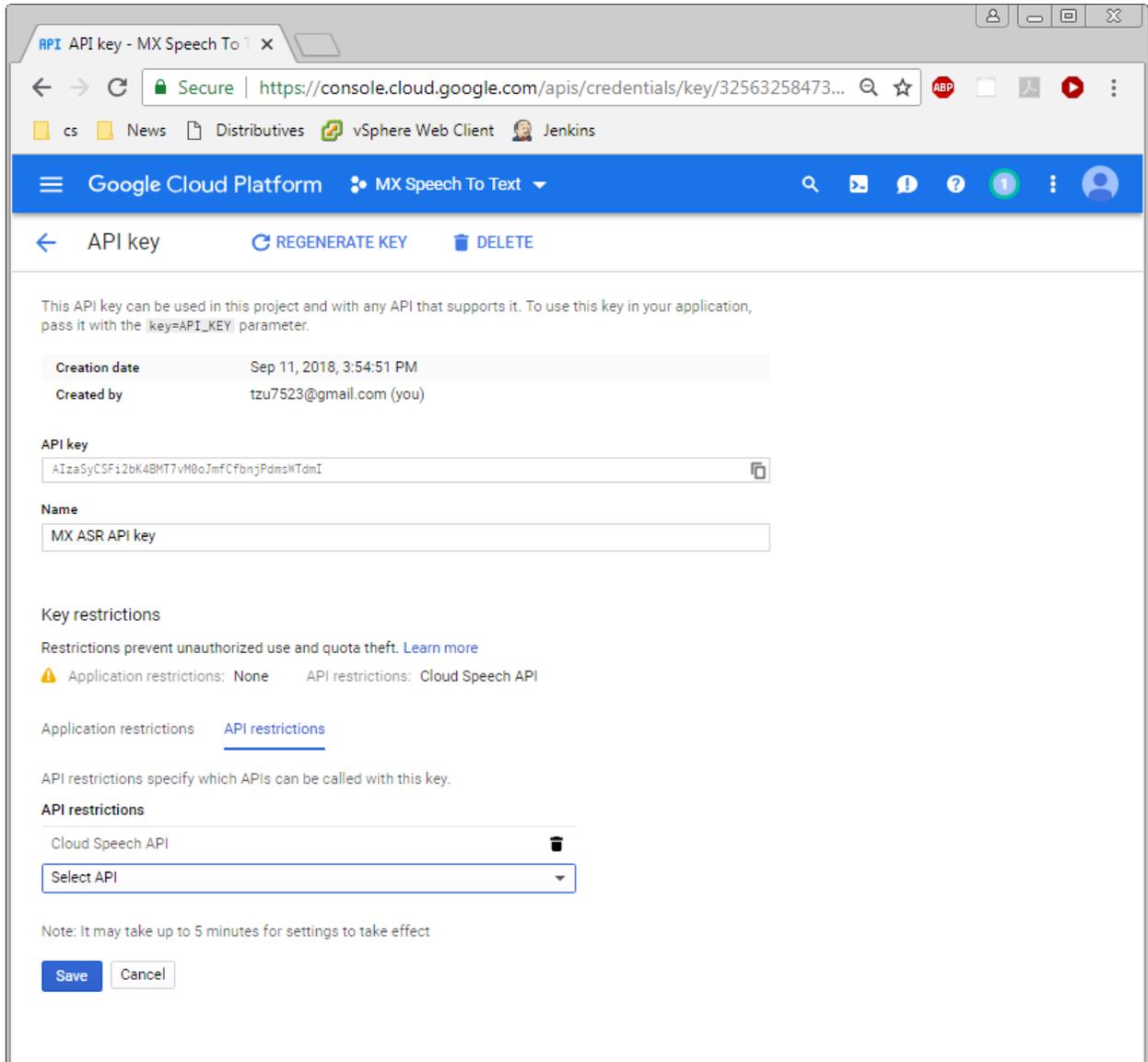
- To access the just enabled Cloud Speech API from the MX, you have to create an API key. This is done from the API & Services | Credentials screen by selecting API key from the “Create credentials” drop down box:



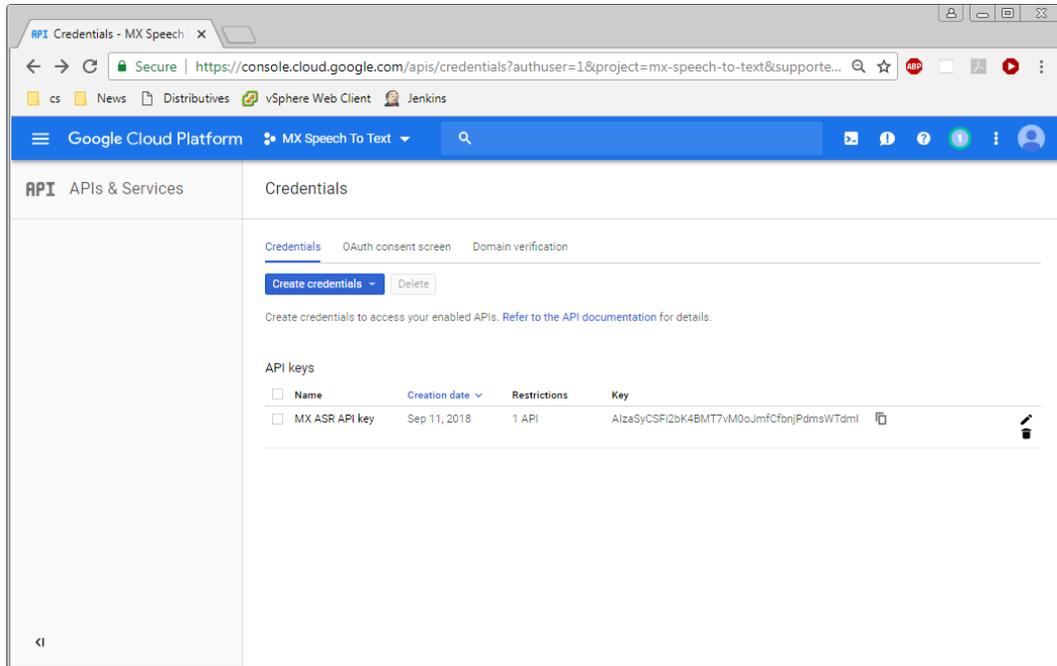
12. The API key which the MX must provide to authenticate itself for Google Cloud has been created:



13. It is a good idea (optional though) to add API key restrictions to restrict the API key use only for Cloud Speech API:



Once saved, the key is ready to be used from the MX to enable the voice mail transcription feature. It is a good idea to refresh the API key periodically to limit unauthorized use if stolen.

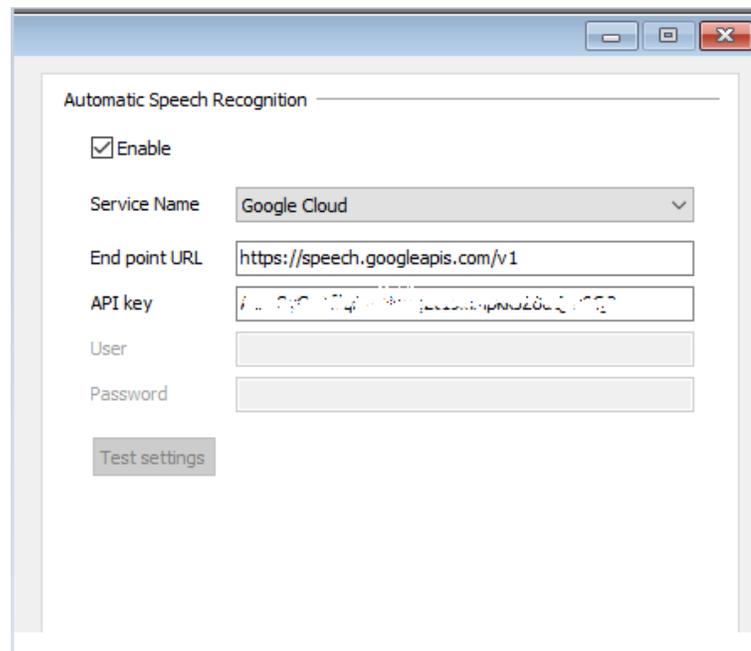


MX Administrator>Provision>System Settings>Cloud Services

Service name: Google Cloud

End point URL: <https://speech.googleapis.com/v1>

API Key: Your generated API key



Click Apply

Click Test Settings

You can go to the Syslog and view the test results.

Successful:

51490	4/29/2020	1:17:00 PM	Notice	Cloud Service settings test: result: OK, HTTP code:200
-------	-----------	------------	--------	--

Incorrect security certificate:

37	4/24/2020	11:51:47 AM	Notice	Can't open URL: Description = [Peer certificate cannot be authenticated with known CA certificates], URL = [https://speech.googleapis.com/v1/speech:recognize?key=22613e6e2cf37c8d879bc9f048ff75b7db4f9ea]
38	4/24/2020	11:52:27 AM	Notice	Can't open URL: Description = [Peer certificate cannot be authenticated with known CA certificates], URL = [https://speech.googleapis.com/v1/speech:recognize?key=22613e6e2cf37c8d879bc9f048ff75b7db4f9ea]
39	4/24/2020	11:52:32 AM	Error	Can't open URL: Description = [Peer certificate cannot be authenticated with known CA certificates], URL = [https://speech.googleapis.com/v1/speech:recognize?key=22613e6e2cf37c8d879bc9f048ff75b7db4f9ea]
40	4/24/2020	11:52:32 AM	Warning	Cloud Service error: Google Cloud - communication error. HTTP code:0

Incorrect API key:

79	4/24/2020	12:51:10 PM	Notice	System configuration change: Administrator = Administrator
80	4/24/2020	12:51:13 PM	Error	Can't open URL: Description = [], URL = [https://speech.googleapis.com/v1/speech:recognize?key=7nMIIEvQIBADANBgkq]
81	4/24/2020	12:51:13 PM	Warning	Cloud Service error: Google Cloud - API key not valid. Please pass a valid API key. HTTP code:400

2.4.5 IBM Watson

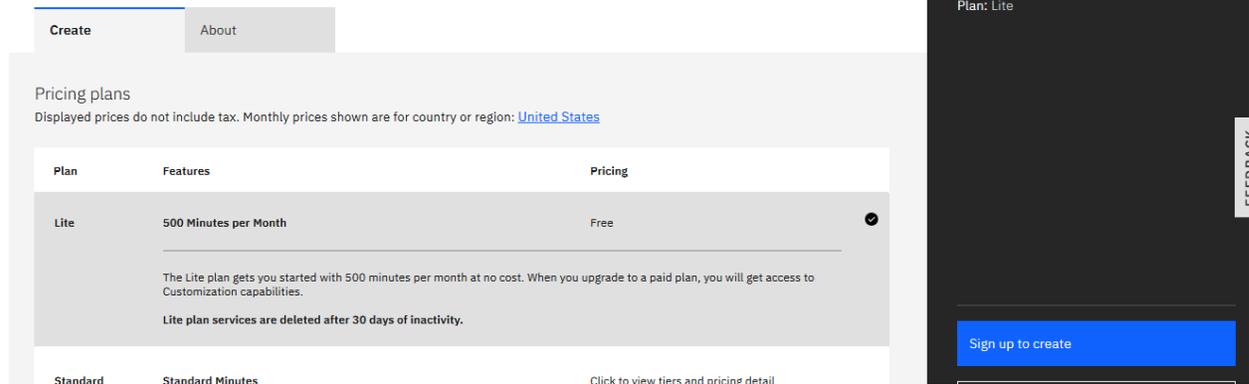
You must first have a valid IBM Account. If you do not, create one:

<https://cloud.ibm.com/catalog/services/speech-to-text>

1. Click Sign up to create:

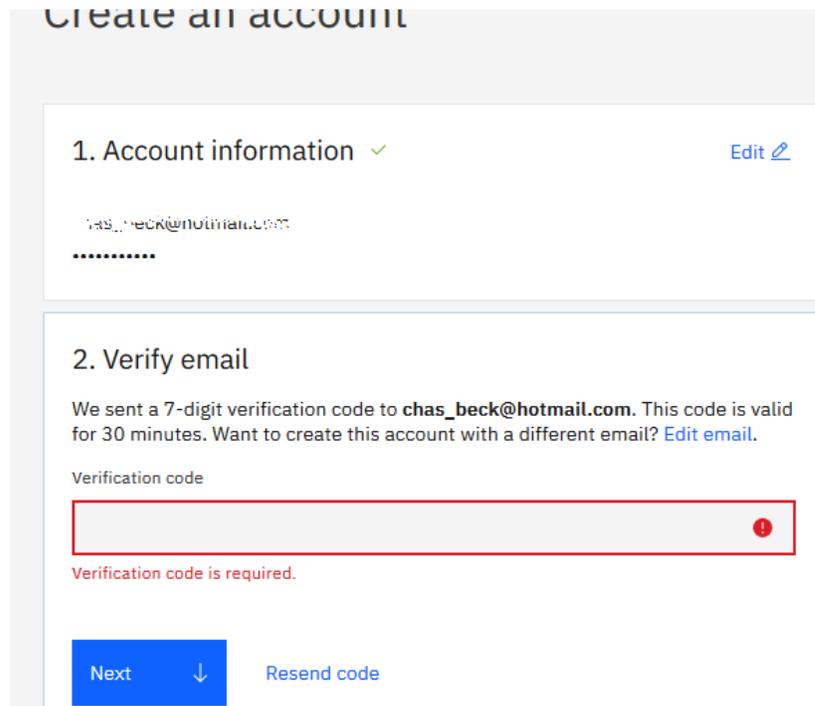
Speech to Text

Author: IBM • Date of last update: 04/24/2020 • Docs • API docs



Plan	Features	Pricing
Lite	500 Minutes per Month <small>The Lite plan gets you started with 500 minutes per month at no cost. When you upgrade to a paid plan, you will get access to Customization capabilities. Lite plan services are deleted after 30 days of inactivity.</small>	Free

2. Enter your e-mail and password. You will be sent a code via e-mail to confirm. Enter the code and click next



1. Account information ✓ [Edit](#)

chas_beck@hotmail.com
.....

2. Verify email

We sent a 7-digit verification code to **chas_beck@hotmail.com**. This code is valid for 30 minutes. Want to create this account with a different email? [Edit email](#).

Verification code

Verification code is required.

[Next](#) ↓ [Resend code](#)

3. Enter your personal information and click next:

3. Personal information

Lite plan services are always free, guaranteed. You'll be charged only if you use any billable plans. [Learn more](#)

First name	Last name
<input type="text" value="chas"/>	<input type="text"/>

Country or region

▼

[Next](#) ↓

4. Verify your information and click Create Account:

3. Personal information ✓ [Edit](#)

Personal account
chas de
EN-US

[Create account](#) →

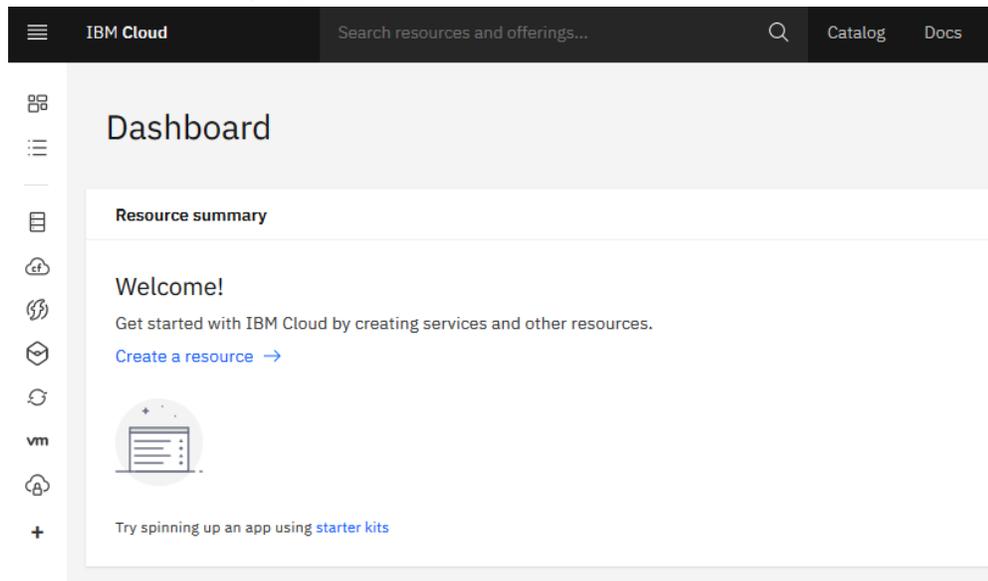
5. Review the privacy rights and click Proceed:

Acknowledgement

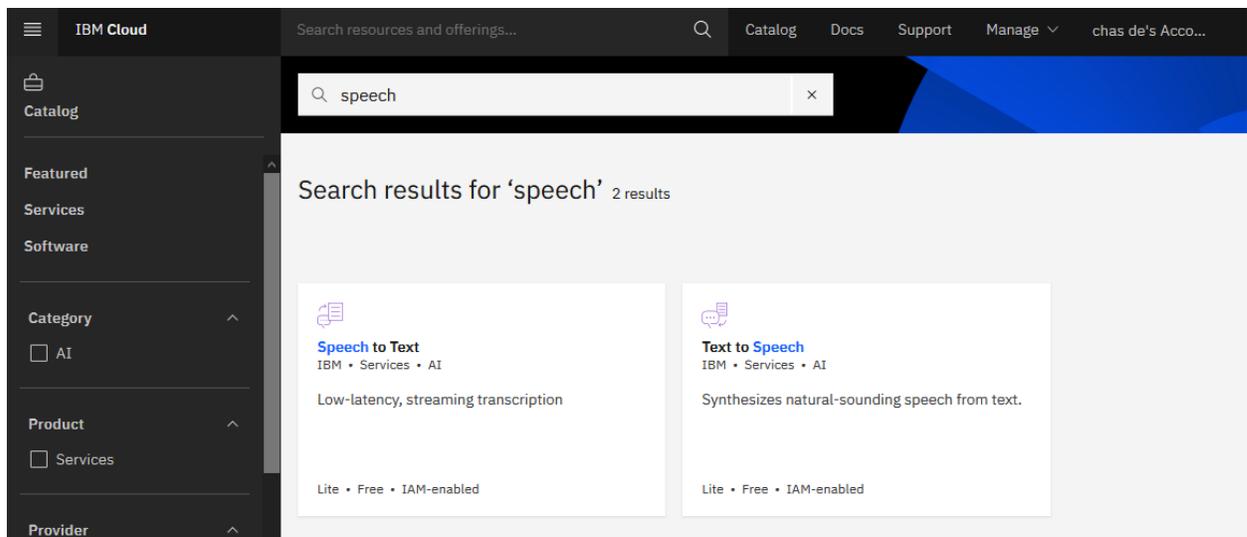
I acknowledge that I understand how IBM is using my Basic Personal Data and I am at least 16 years of age.

Proceed	Cancel Sign In
-------------------------	--------------------------------

6. At the Dashboard page, click create a resource:

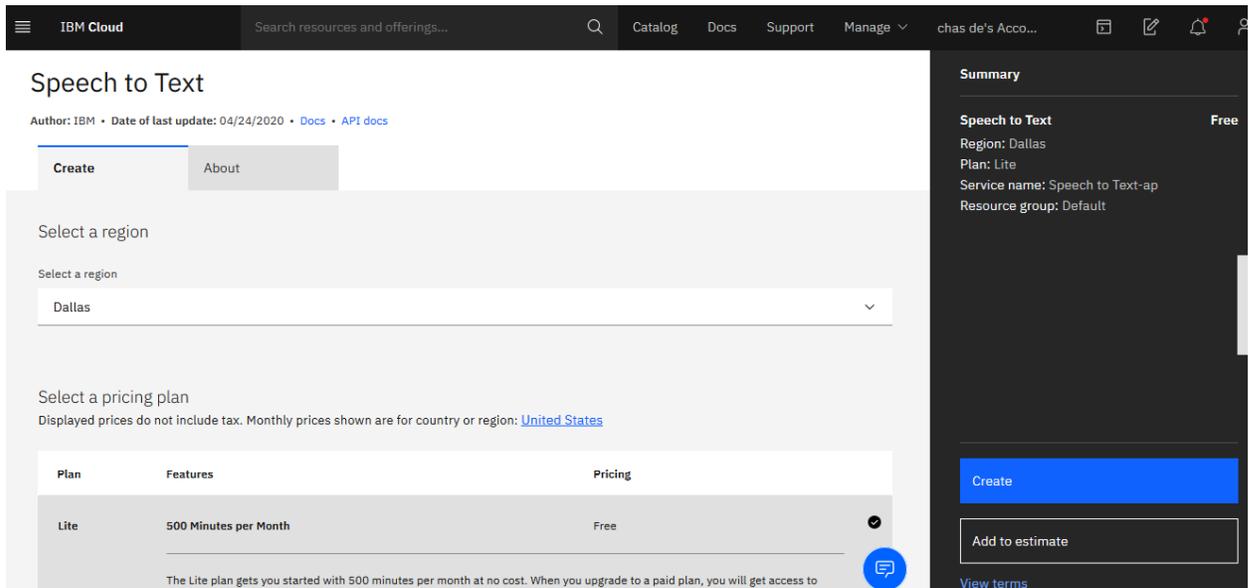


7. Type speech in the search box and press Enter:



8. Select the Speech to Text box:

9. Select your region and desired plan. Note that if you select a paid plan payment information will be required. Click Create when finished



IBM Cloud Search resources and offerings... Catalog Docs Support Manage chas de's Acco...

Speech to Text

Author: IBM • Date of last update: 04/24/2020 • Docs • API docs

Create About

Select a region

Select a region

Dallas

Select a pricing plan

Displayed prices do not include tax. Monthly prices shown are for country or region: [United States](#)

Plan	Features	Pricing
Lite	500 Minutes per Month	Free

The Lite plan gets you started with 500 minutes per month at no cost. When you upgrade to a paid plan, you will get access to

Summary

Speech to Text Free

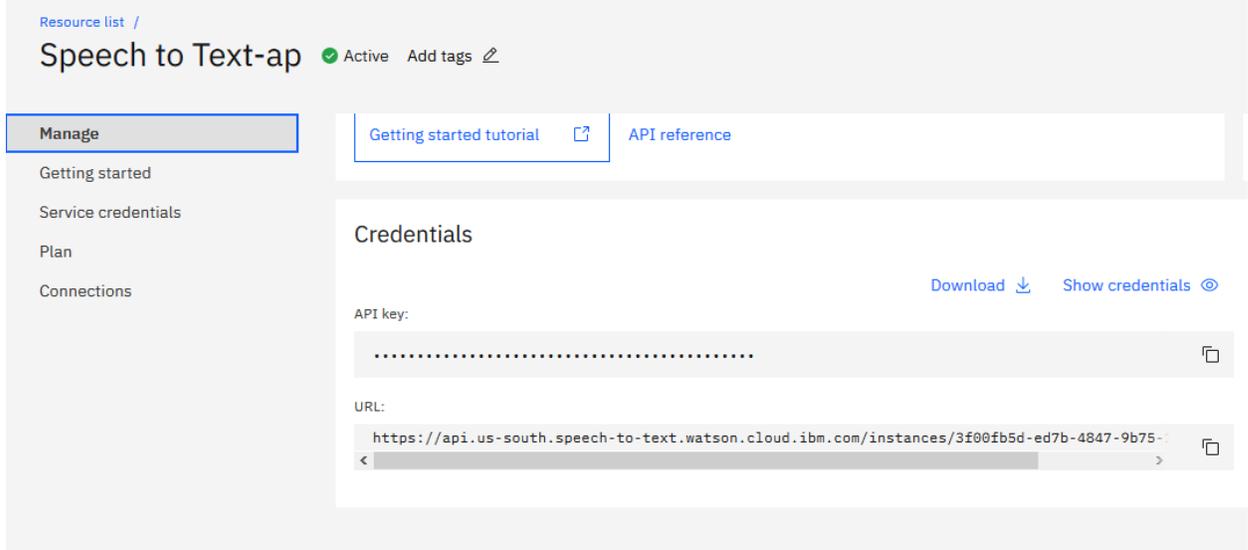
Region: Dallas
Plan: Lite
Service name: Speech to Text-ap
Resource group: Default

Create

Add to estimate

View terms

10 Copy the API key using the icon to the left of the key box. This is the key you will enter into MX Administrator:



Resource list /

Speech to Text-ap

Active Add tags

Manage

Getting started

Service credentials

Plan

Connections

Getting started tutorial API reference

Credentials

Download Show credentials

API key:

.....

URL:

https://api.us-south.speech-to-text.watson.cloud.ibm.com/instances/3f0fb5d-ed7b-4847-9b75-...

MX Administrator > Provision > System Settings > Cloud Services

Service name: IBM Watson

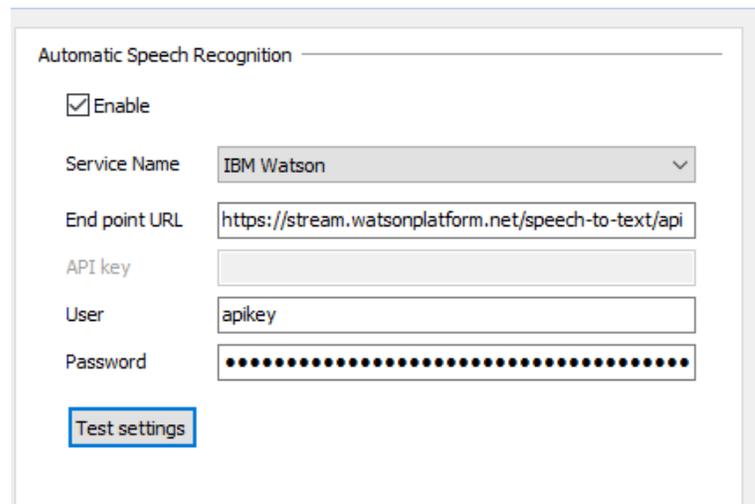
End point URL: <https://stream.watsonplatform.net/speech-to-text/api>

API Key: NOT USED

User: apikey

Password: your API key copied from your IBM account

11. Click Apply



12. Click Test Settings

Successful:

51489	4/29/2020	1:15:25 PM	Notice	System configuration change: Administrator = 'Administrator'.
51490	4/29/2020	1:17:00 PM	Notice	Cloud Service settings test: result: OK, HTTP code:200

Incorrect API credentials

51361	4/27/2020	1:05:12 PM	Notice	Cloud Service settings test: result: SERVICE_KO, HTTP code:403
51362	4/27/2020	1:30:23 PM	Error	Can't open URL: Description = [], URL = [https://stream.watsonplatform.net/speech-to-text/api/v1/rec...
51363	4/27/2020	1:30:23 PM	Warning	Cloud Service error: IBM Watson - Forbidden HTTP code:403
51364	4/27/2020	1:30:23 PM	Notice	Cloud Service settings test: result: SERVICE_KO, HTTP code:403

Incorrect Security Certificate:

24	4/24/2020	11:50:50 AM	Notice	Can't open URL: Description = [Peer certificate cannot be authenticated with known CA certificates], URL =
25	4/24/2020	11:51:11 AM	Notice	[https://stream.watsonplatform.net/text-to-speech/api/v1/recognize?model=en-US_NarrowbandModel]
26	4/24/2020	11:51:49 AM	Error	Can't open URL: Description = [Peer certificate cannot be authenticated with known CA certificates], URL = [https://stream.watsonplatform
27	4/24/2020	11:51:49 AM	Warning	Cloud Service error: IBM Watson - communication error. HTTP code:0

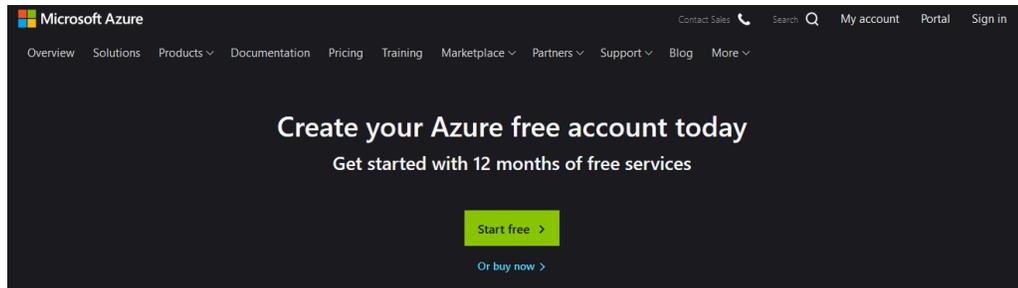
2.4.6 Microsoft Azure

Azure account (note free account setup is shown in these examples)

<https://azure.microsoft.com/en-us/free/>

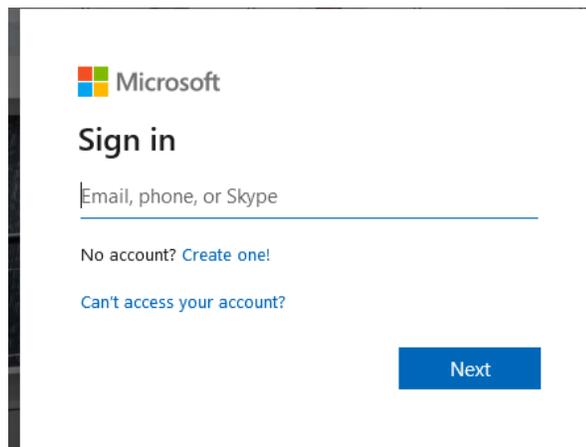
<https://docs.microsoft.com/en-us/azure/cognitive-services/speech-service/get-started>

1. Click Start Free:

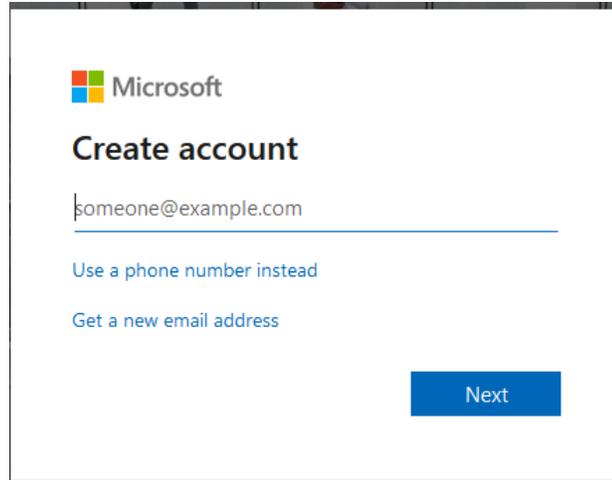


2. You may enter an existing account (Outlook/Hotmail/Skype) or create a new one.

Existing:

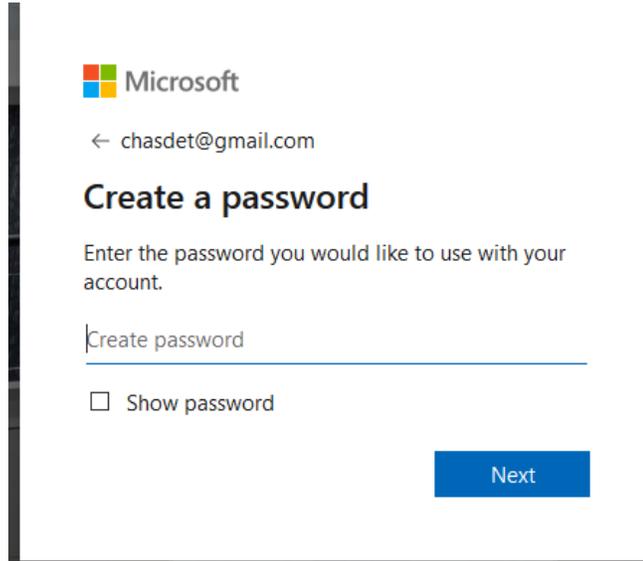


3. Create: Enter an e-mail, phone or create a new e-mail address:



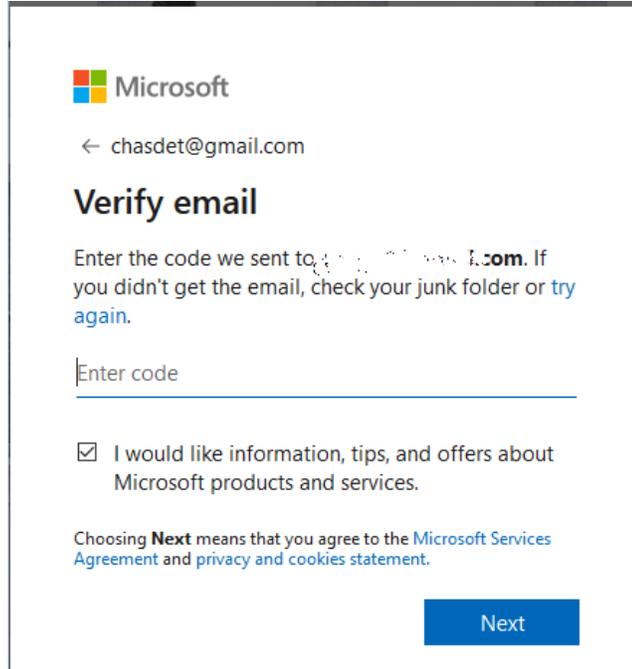
A screenshot of the Microsoft account creation page. At the top left is the Microsoft logo. Below it, the text "Create account" is displayed. A text input field contains the email address "someone@example.com". Below the input field are two links: "Use a phone number instead" and "Get a new email address". At the bottom right is a blue button labeled "Next".

4. Create a password:

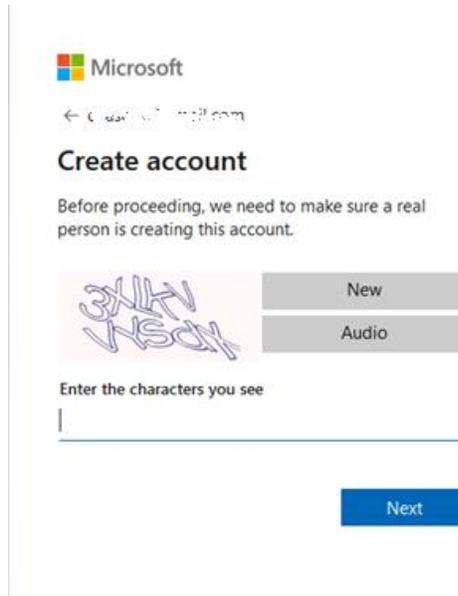


A screenshot of the Microsoft password creation page. At the top left is the Microsoft logo. Below it, the text "Create a password" is displayed. Above this text is a back arrow and the email address "chasdet@gmail.com". Below the heading is the instruction "Enter the password you would like to use with your account." A text input field contains the placeholder text "Create password". Below the input field is a checkbox labeled "Show password". At the bottom right is a blue button labeled "Next".

5. Verify the confirmation code:



6. Verify the captcha information and select new:



7. Enter the payment information

3 Identity verification by card ^

We ask for your credit card number to verify your identity and to keep out spam and bots.

You won't be charged unless you upgrade.

We accept the following cards:



Cardholder Name

Card number

Expires

CVV

[What is a CVV?](#)

Address line 1

Address line 2 (Optional)

City

8. Check the Agreement box and click sign up:

4 Agreement ^



I agree to the [customer agreement](#) and [privacy agreement](#).

I will receive information, tips, and offers from Microsoft or select partners about Azure and other Microsoft products and services.

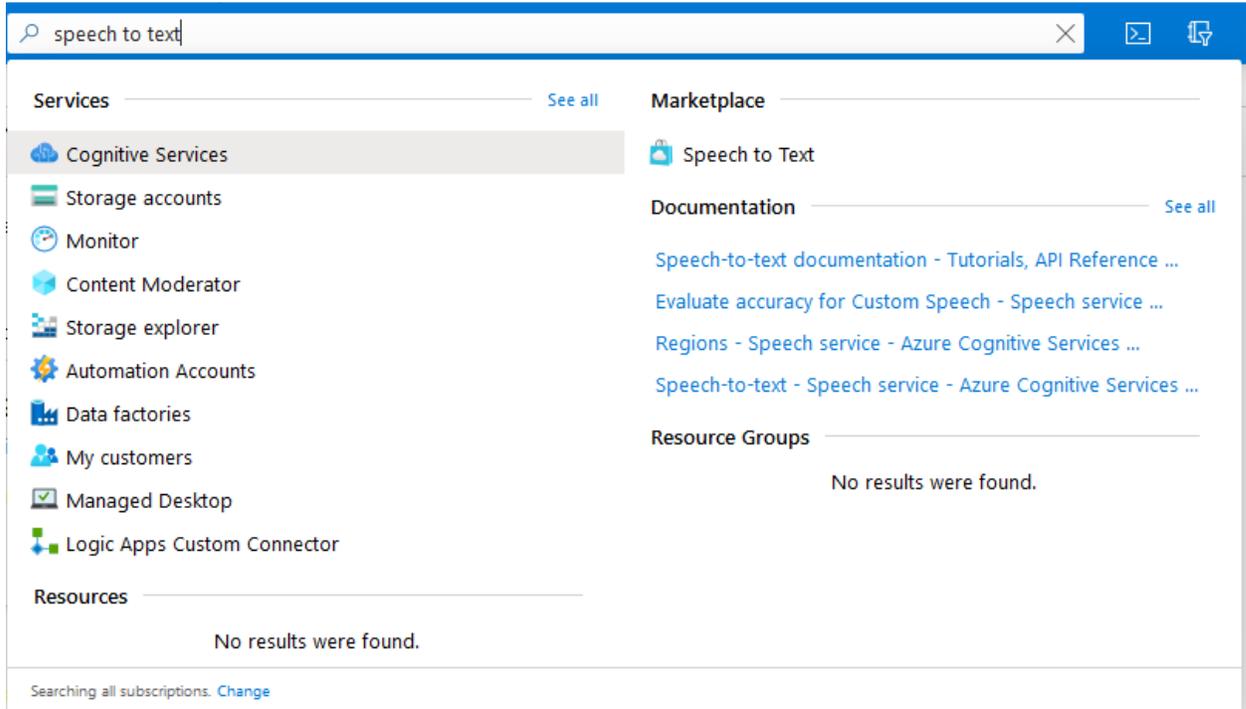
Sign up

9. Click Go to Portal:

You're ready to start with Azure

Go to the portal >

10. At the dashboard page, type speech to text in the search box and select Cognitive Services:



speech to text

Services [See all](#)

- Cognitive Services
- Storage accounts
- Monitor
- Content Moderator
- Storage explorer
- Automation Accounts
- Data factories
- My customers
- Managed Desktop
- Logic Apps Custom Connector

Resources

No results were found.

Searching all subscriptions. [Change](#)

Marketplace

- Speech to Text

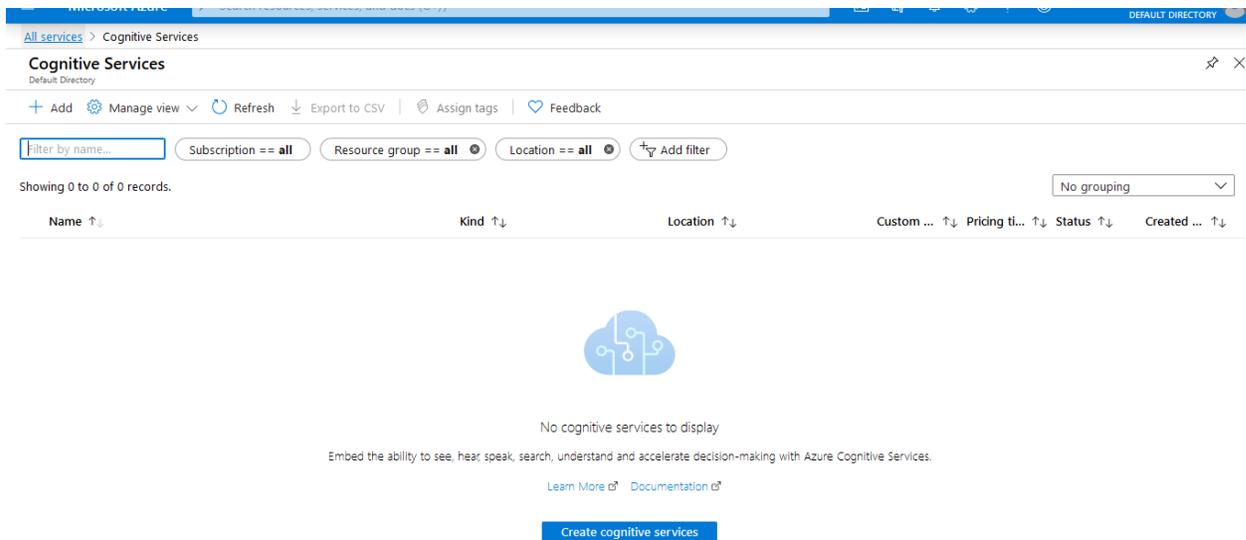
Documentation [See all](#)

- [Speech-to-text documentation - Tutorials, API Reference ...](#)
- [Evaluate accuracy for Custom Speech - Speech service ...](#)
- [Regions - Speech service - Azure Cognitive Services ...](#)
- [Speech-to-text - Speech service - Azure Cognitive Services ...](#)

Resource Groups

No results were found.

11. Click Add in the upper left corner:



All services > Cognitive Services

Cognitive Services [Default Directory](#)

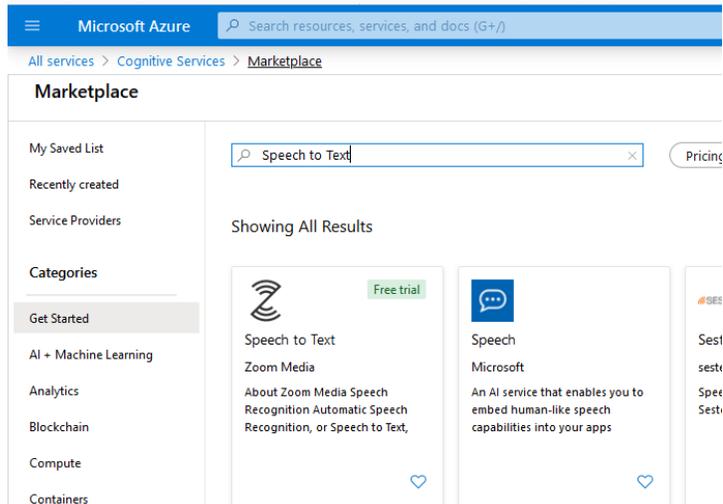
[+](#) Add [Manage view](#) [Refresh](#) [Export to CSV](#) [Assign tags](#) [Feedback](#)

Filter by name... [Subscription == all](#) [Resource group == all](#) [Location == all](#) [Add filter](#)

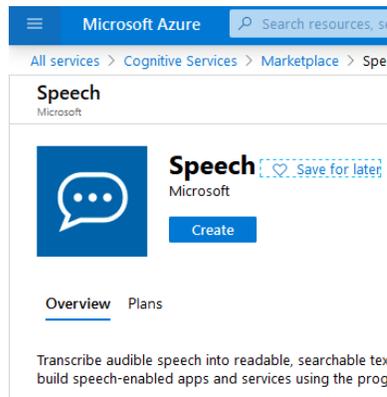
Showing 0 to 0 of 0 records. [No grouping](#)

Name ↑↓	Kind ↑↓	Location ↑↓	Custom ... ↑↓	Pricing ti... ↑↓	Status ↑↓	Created ... ↑↓
 <p>No cognitive services to display</p> <p>Embed the ability to see, hear, speak, search, understand and accelerate decision-making with Azure Cognitive Services.</p> <p>Learn More Documentation</p> <p>Create cognitive services</p>						

12. Click Speech to text in the Marketplace search box. Select Speech:



13. Select Create

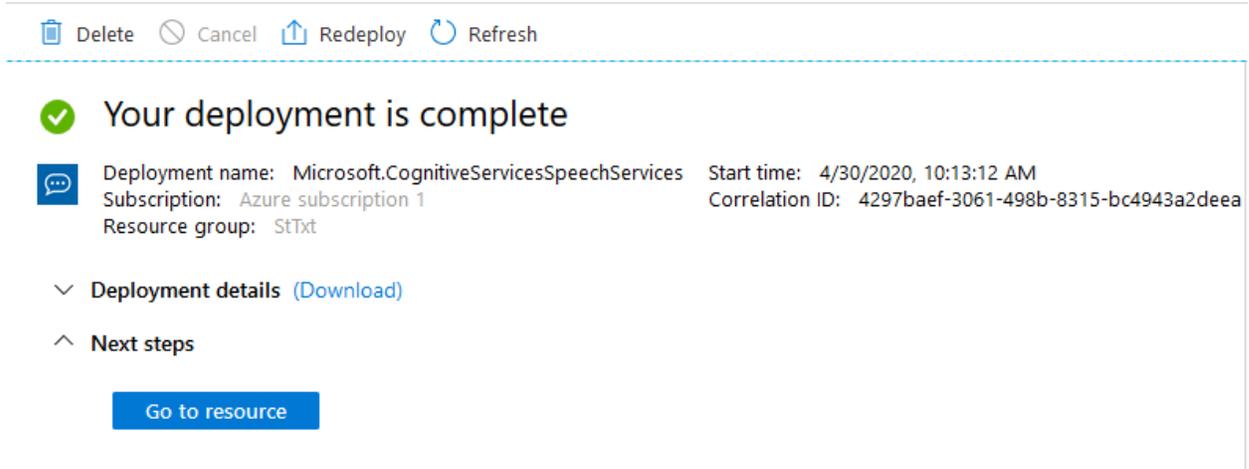


14. Enter the required information and click Create:

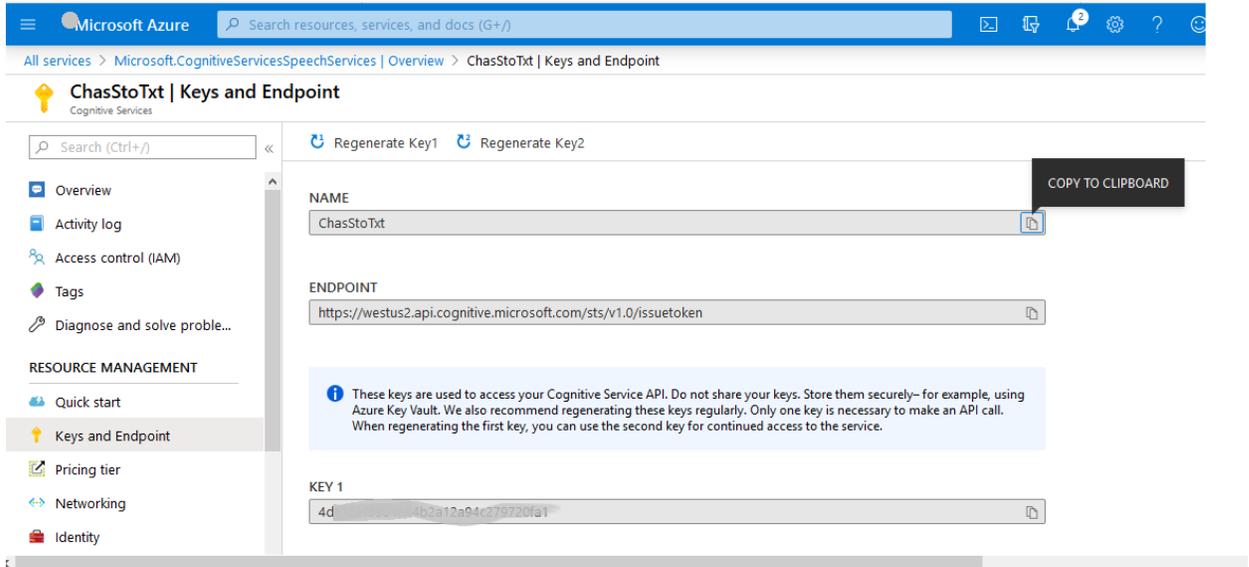
- Give a unique name for your new resource. The name helps you distinguish among multiple subscriptions tied to the same service.
- Choose the Azure subscription that the new resource is associated with to determine how the fees are billed.
- Choose the [region](#) where the resource will be used.
- Choose either a free (F0) or paid (S0) pricing tier. For complete information about pricing and usage quotas for each tier, select **View full pricing details**.

- Create a new resource group for this Speech subscription or assign the subscription to an existing resource group. Resource groups help you keep your various Azure subscriptions organized.

15. Click Go to Resource



16. Click Keys and Endpoint.



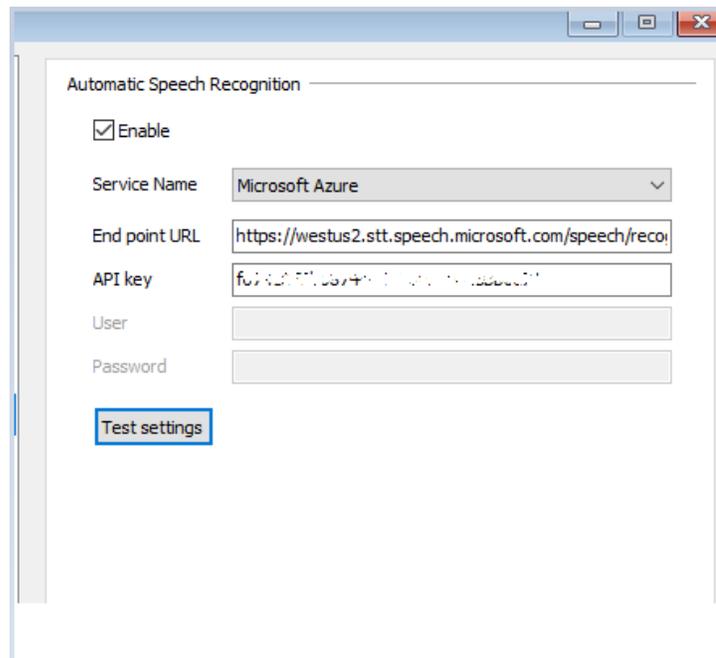
MX Administrator > Provision > System Settings > Cloud Services

Service name: Microsoft Azure

**End point URL:

https://<REGION_IDENTIFIER>.stt.speech.microsoft.com/speech/recognition/conversation/cognitiveservices/v1

API Key: Your generated API key 1



**The region identifier is located in your API/Endpoint page. Do not use the entire URL from the endpoint page! Simply add the region in the URL to the above string in MX Administrator.

Successful:

322	5/1/2020	8:33:00 AM	Notice	System configuration change: Administrator = Administrator .
323	5/1/2020	8:33:03 AM	Notice	Cloud Service settings test: result: OK, HTTP code:200

Incorrect API key:

312	4/30/2020	3:47:54 PM	Warning	Cloud Service error: Microsoft Azure - Unauthorized HTTP code:401
313	4/30/2020	3:47:54 PM	Notice	Cloud Service settings test: result: SERVICE_KO, HTTP code:401
314	4/30/2020	3:50:05 PM	Notice	Administrator logged out: Administrator = 'Administrator'; Source IP address = 10.1.91.119 .
315	5/1/2020	8:33:03 AM	Notice	Cloud Service settings test: result: OK, HTTP code:200

Incorrect Region selected:

306	4/30/2020	2:50:51 PM	Error	Can't open URL: Description = [], URL = [https://westus.api.cognitive.microsoft.com/?language=en-US&profanity=raw&format=simple]
307	4/30/2020	2:50:51 PM	Warning	Cloud Service error: Microsoft Azure - Not Found HTTP code:404
308	4/30/2020	2:50:51 PM	Notice	Cloud Service settings test: result: SERVICE_KO, HTTP code:404

2.5 Conditions

- The selected ASR Service will be used for all User's and Call Groups for which transcription is enabled.
- Voicemail transcription is supported on a user profile or call group basis only.
- Only voice mails can be automatically transcribed. To transcribe an on demand recording, user can forward it to the same or different mailbox – forwarding of an on demand recording will automatically convert it to a voice message and make it a subject for transcription.
- Transcription is performed in the same language as the voice mail announcements which were played for that call. There is no mixing of languages.
- Messages which are already in the mailbox at the moment the transcription feature becomes enabled are not subject for being transcribed. Messages with no transcription at the moment of MX start are not subject for being transcribed. Messages which have not been transcribed because the ASR service was temporarily unavailable are not subject for later transcription
- Voice Mail transcriptions are not included in the MXarchive at this time.
- Transcription is applied to any notification call handling rule that has the 'attach message' flag checked, the transcribed text must be added to the notification message. In the event there is a delay in the transcription service of 45 seconds or greater, the notification will be sent with "Transcription request failed" as the notification text.
- Transcription is limited to the first 55 seconds of a voice message. After the 55 seconds, transcription will display <...>.

3 Security Features

3.1 Description

These security features are utilized to configure a Zultys MX system to meet certain Technical Safeguards as required by HIPAA. The features cover password complexity, expiration time, length requirements, and forced changes on next login. PIN length requirements and Data Retention is also added. A Security Audit log feature is added for audit log requirements.

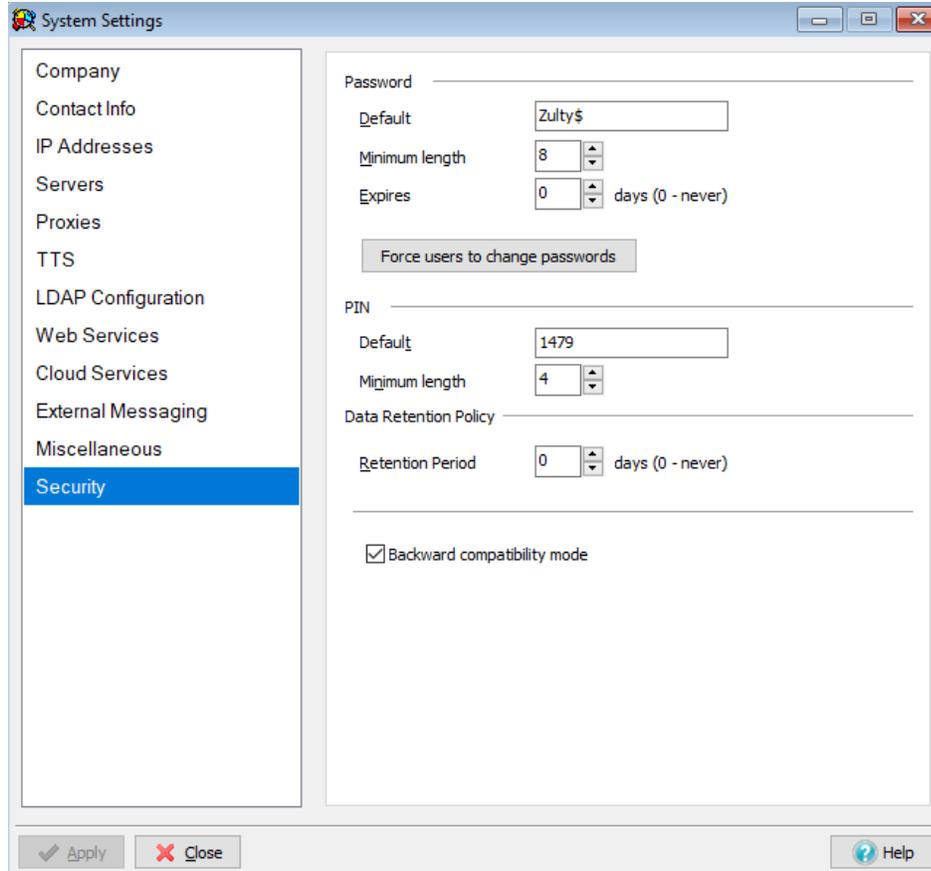
Note: It is the responsibility of the Partner to be HIPAA compliant and understand all HIPAA requirements when proposing non-Zultys CloudDesk MX systems to customers requiring HIPAA compliance. It is also the Partners responsibility to execute any Business Associate Agreements directly with the end user.

Zultys only executes Business Associate Agreements directly with end users for Zultys CloudDesk customers only.

A separate manual “How to configure the MX for HIPAA compliance” must be utilized for all HIPAA installations.

3.2 Administration

Provision>System Settings>Security



System Settings

Company
Contact Info
IP Addresses
Servers
Proxies
TTS
LDAP Configuration
Web Services
Cloud Services
External Messaging
Miscellaneous
Security

Password

Default: Zulty\$

Minimum length: 8

Expires: 0 days (0 - never)

Force users to change passwords

PIN

Default: 1479

Minimum length: 4

Data Retention Policy

Retention Period: 0 days (0 - never)

Backward compatibility mode

Apply Close Help

Password

Default – You may set the default password for users in this field. This can be a mix of letters, numbers, and characters.

Minimum length – This specifies the minimum length of letters, numbers, and characters that a password must contain.

Expires – This determines the expiration time of passwords. After this expiration date, users will be forced to update their password.

Force users to change passwords – This button will force all users to change their passwords on their next login. This enables a per user setting for all users.

PIN

Default – You may set the default PIN for users in this field. This field must contain numbers only.

Minimum length – This specifies the minimum length of numbers that a PIN must contain.

Data Retention Policy

Retention period – This determines the length of time (days) that the MX will store data that contains ePHI (call recordings, voice mails, faxes, CDR records, instant messages). A value of 0 disables this. For HIPAA installations this value should be set to 30 days.

Backward compatibility mode was introduced in Release 15 and determines if TLS 1.0/lower ciphers will be supported or not.

Provision > System Settings > Security

MX Administrator > Users > Edit User:



The screenshot shows a portion of a web form for editing a user. A text input field contains the value 'Pseuaonym'. Below it, there are two checkboxes: 'Use LDAP Authentication' and 'Change password on login'. The 'Change password on login' checkbox is currently unchecked.

You may set a change password on login on a per user basis. The user will be forced to change their password the next time they login.

3.3 Conditions

- Users will be forced to change their first-time/temporary password upon first time log-in.
- New passwords cannot be the same as any of the last four passwords that were used.
- Password complexity is enforced when the password is set from client devices.
- Authentication failures will provide a generic error message to the user. For example, "incorrect login," would be given as opposed to "incorrect password".

4 Security Audit Log

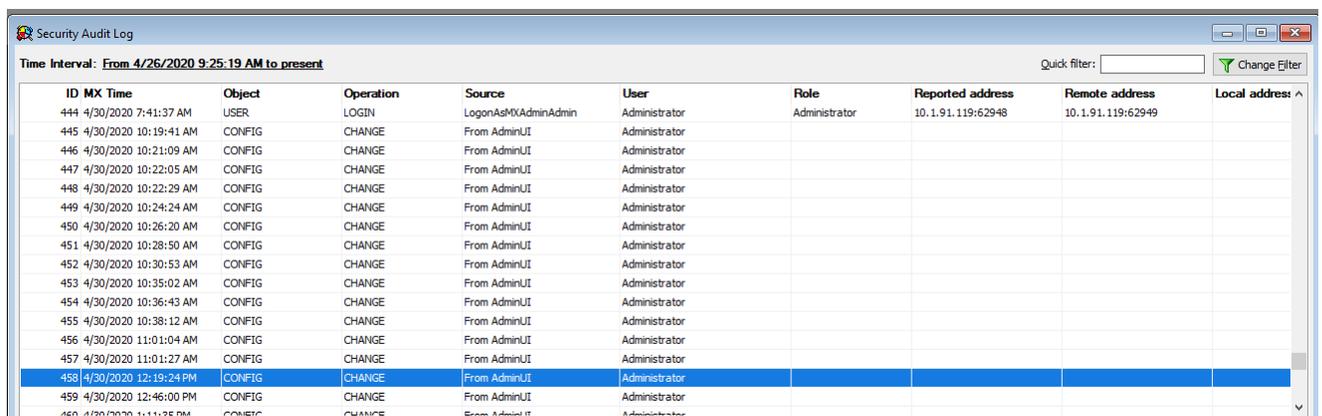
4.1 Description

The security audit log provides a record of activity in the MX system that is recorded when access to the system that contains or uses electronic protected health information (ePHI) is done.

4.2 Administration

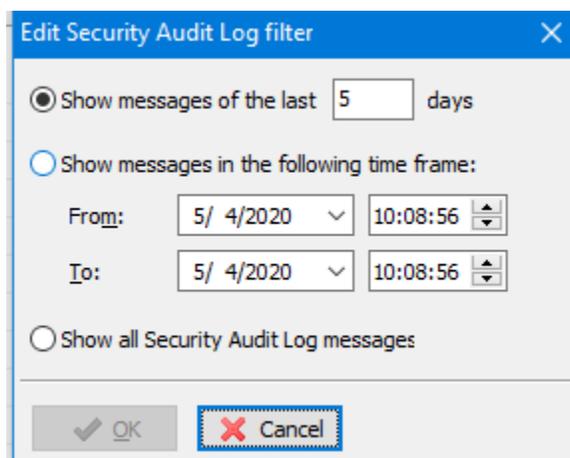
To view the Security Audit log:

MX Administrator>View>Security Audit Log



ID	MX Time	Object	Operation	Source	User	Role	Reported address	Remote address	Local address
444	4/30/2020 7:41:37 AM	USER	LOGIN	LogonAsMXAdminAdmin	Administrator	Administrator	10.1.91.119:62948	10.1.91.119:62949	
445	4/30/2020 10:19:41 AM	CONFIG	CHANGE	From AdminUI	Administrator				
446	4/30/2020 10:21:09 AM	CONFIG	CHANGE	From AdminUI	Administrator				
447	4/30/2020 10:22:05 AM	CONFIG	CHANGE	From AdminUI	Administrator				
448	4/30/2020 10:22:29 AM	CONFIG	CHANGE	From AdminUI	Administrator				
449	4/30/2020 10:24:24 AM	CONFIG	CHANGE	From AdminUI	Administrator				
450	4/30/2020 10:26:20 AM	CONFIG	CHANGE	From AdminUI	Administrator				
451	4/30/2020 10:28:50 AM	CONFIG	CHANGE	From AdminUI	Administrator				
452	4/30/2020 10:30:53 AM	CONFIG	CHANGE	From AdminUI	Administrator				
453	4/30/2020 10:35:02 AM	CONFIG	CHANGE	From AdminUI	Administrator				
454	4/30/2020 10:36:43 AM	CONFIG	CHANGE	From AdminUI	Administrator				
455	4/30/2020 10:38:12 AM	CONFIG	CHANGE	From AdminUI	Administrator				
456	4/30/2020 11:01:04 AM	CONFIG	CHANGE	From AdminUI	Administrator				
457	4/30/2020 11:01:27 AM	CONFIG	CHANGE	From AdminUI	Administrator				
458	4/30/2020 12:19:24 PM	CONFIG	CHANGE	From AdminUI	Administrator				
459	4/30/2020 12:46:00 PM	CONFIG	CHANGE	From AdminUI	Administrator				
460	4/30/2020 11:11:35 PM	CONFIG	CHANGE	From AdminUI	Administrator				

You utilize the filter to display the last X days or a specific date range for events you wish to view:



4.3 Conditions

- Storage events are kept for 1 year.
- Restoring a database that includes Extended Configuration information will overwrite any existing audit logs and replace them with the logs from the restored database.

5 SMS External Messaging Configuration

5.1 Description

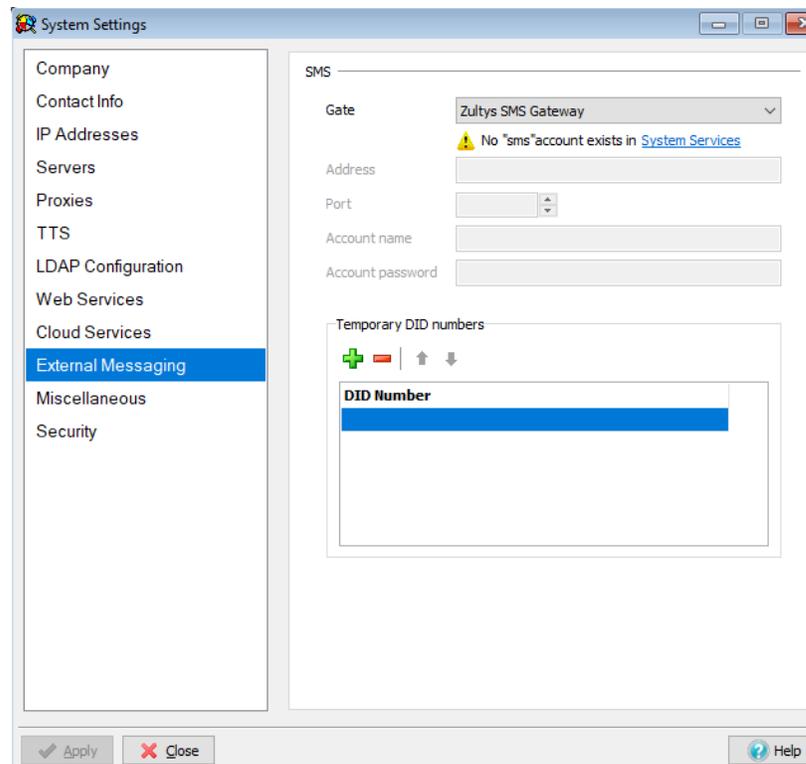
This feature allows the configuration of ITSP services that provide SMS (in SMPP format) to interface with Zultys UC clients (ZAC/Mobile Communicator). ITSP providers that provide SMS service on DID numbers may be added to the MX system for this purpose.

This service allows individual users to send and receive SMS messages using their SMS enabled DID number.

NOTE: This service does not support DID numbers to a call group. SMPP is the only supported format for external SMS message support.

5.2 Administration

5.2.1 Provision>System Settings>External Messaging



Gate: This option selects the desired SMS service provider that the MX will interface with. The options are:

- None
- Zultys SMS Gateway
- External SMPP

None – No SMS service is utilized. (default)

Zultys SMS Gateway – This option is for Zultys personnel who configure MX systems for use with the SMS service Zultys offers with the Zultys Cloud Desk service offering.

Zultys will also enable an account in the System Settings area as well.

External SMPP – This option allows SIP ITSP SMS enabled providers to integrate with the MX system. In order to configure an External SMPP provider, the following information from the provider must be entered in this area:

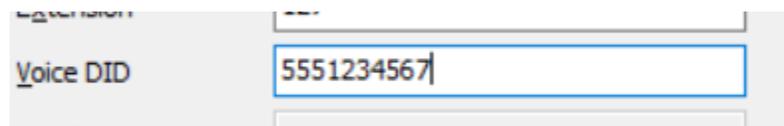
The information to be entered in MX Administrator is provided from your specific ISTP SIP SMS service provider:

- Account Name: string;
- Account Password : string
- Server IP: IP or FQDN
- Server port

5.2.2 Individual DID Operation

Each user is assigned a DID number (SMS enabled from the provider) in the Voice DID area of MX Administrator.

MX Administrator>Configure>Users>Edit User



The user DID configured is sent as the number the external SMS responds to.

The DID number should be configured with 1 + 10 digit number.

5.2.3 Temporary DID Numbers

In cases where the use of individual DID numbers are not utilized, numbers from a bulk temporary list can be used as sender number for a recipient to respond to. The MX system maintains a list of sender–recipient associations for proper routing of messages. This is typically used for outbound only type SMS messages where the need to maintain sender–recipient is not required.

These temporary numbers are provided by your SMPP provider.

- DIDs from this list will be used as the “From” number when sending SMS messages from users who do not have an assigned DID number.
- SMS recipient can respond back to the same number and response will be delivered to user who sent the message.
- The MX stores 10000 pairs of recipient–sender pairings for an unlimited time. After 10000, the MX will overwrite pairings.

MX Administrator>Users>Edit User

Enter the SMS enabled DID associated with the user in the Voice DID entry:



Device password	1000	Regenerate
Extension	103	
Voice DID		
SMS DID		

5.3 Conditions

- The transport is TLS for the Zultys SMS gateway. The security certificate is signed by Zultys key and must include the system serial number.

6 Emergency calling from Zultys Mobile Communicator (non-cellular network)

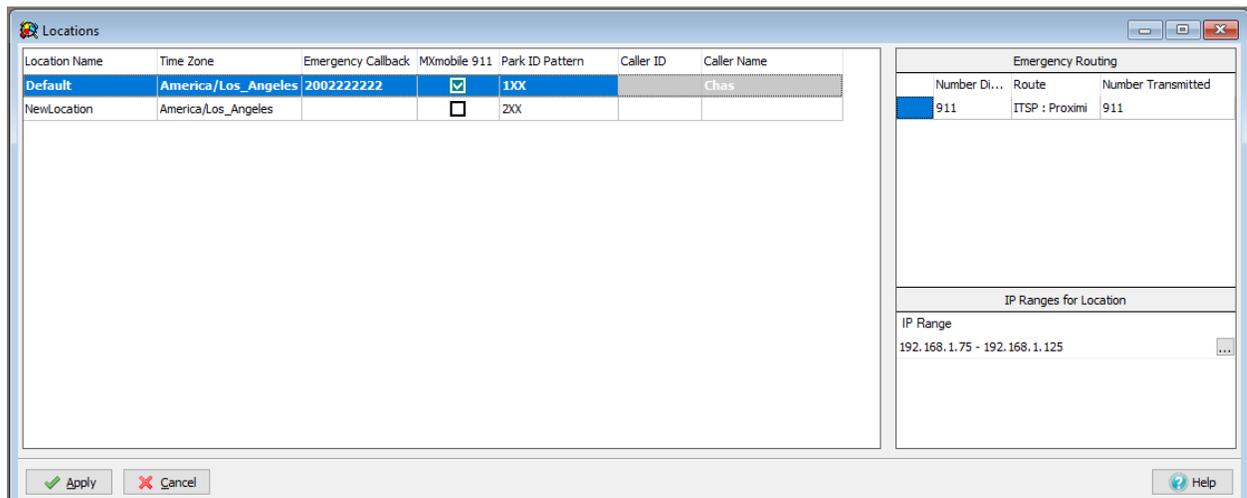
6.1 Description

This feature allows devices running Zultys Mobile Communicator (softphone must be enabled) that do not have cellular broadband connectivity and are running on the corporate WiFi network to place Emergency calls on the MX system.

In such situations, Locations can be configured using the IP Range/subnet configuration that will allow the mobile device to make Emergency calls.

6.2 Administration

MX Administrator>Provision>Locations



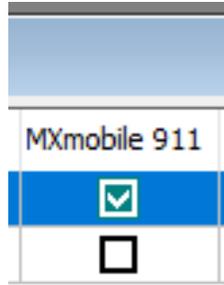
Location Name	Time Zone	Emergency Callback	MXmobile 911	Park ID Pattern	Caller ID	Caller Name
Default	America/Los_Angeles	2002222222	<input checked="" type="checkbox"/>	1XX		Chas
NewLocation	America/Los_Angeles		<input type="checkbox"/>	2XX		

Emergency Routing		
Number Di...	Route	Number Transmitted
911	ITSP : Proximi	911

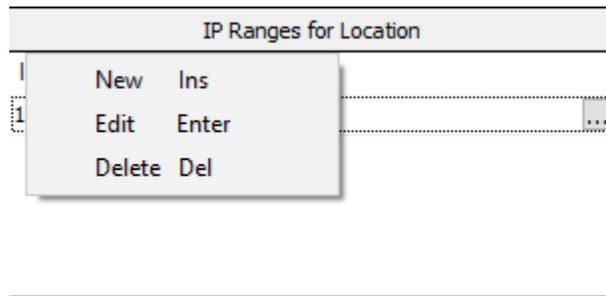
IP Ranges for Location	
IP Range	
192.168.1.75 - 192.168.1.125	...

Create a specific location.

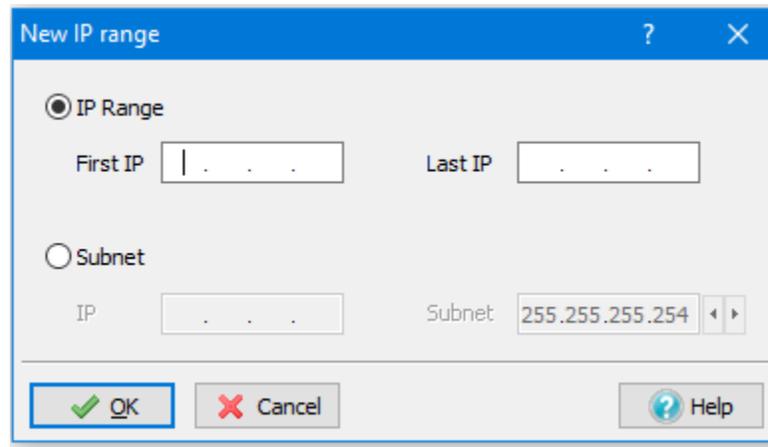
Enable the MXmobile 911 checkbox



Right click in the IP Ranges for location area and select New:



Enter the specific IP Ranges or Subnets that are associated with the mobile softphone.



Click OK

Click Apply to save all Location information.

6.3 Conditions

- Enabling Mobile emergency calling requires that location be explicitly configured and have IP ranges/subnets configured in the location.

- Emergency calls are only allowed **IF** the softphone IP or subnet address matches the IP/Subnet that is configured for that location.
- This feature does not route Emergency calls if the user is on a public WiFi network.

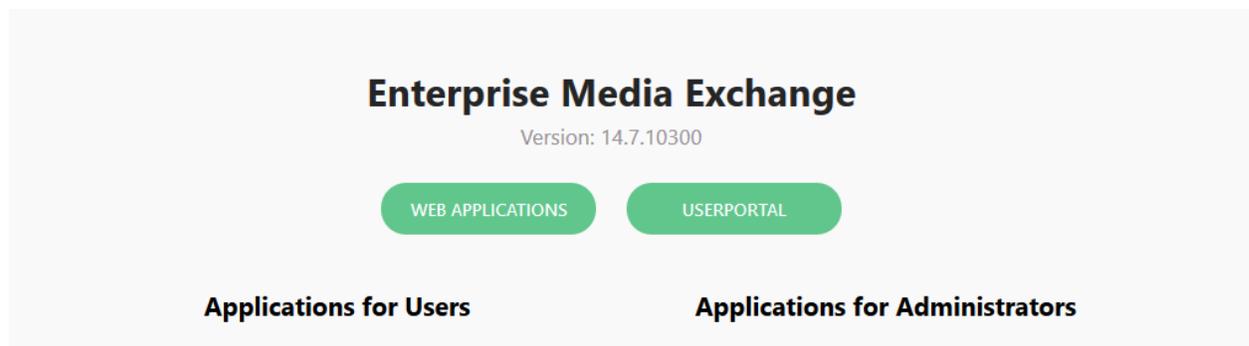
7 Web Based ICC Wallboard

7.1 Description

The web based wallboard was introduced with Release 15.0.3. In Release 16 the wallboard has now been enhanced so that multiple queues (groups) can be displayed on a single web page.

7.2 Operation

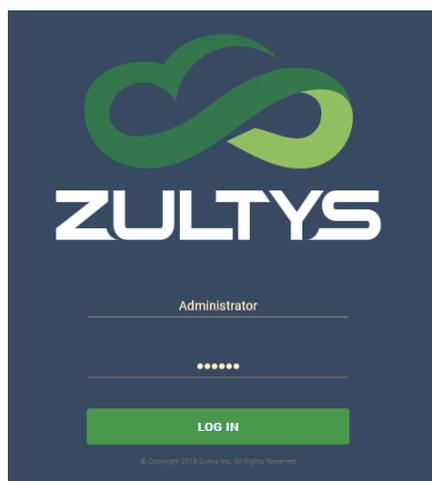
From a web browser, enter the MX IP address or domain name to access the MX landing page:



Click Web Applications.

Enter your username and password and click Log in:

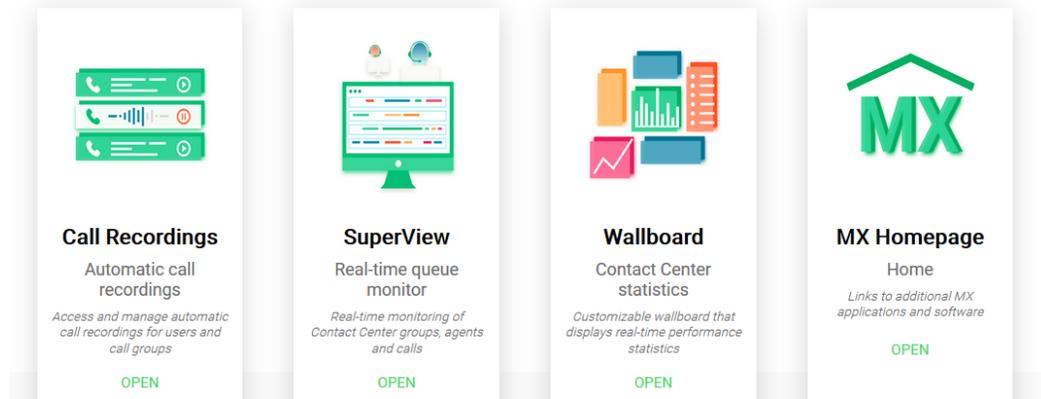
NOTE: You must be a Supervisor of an ICC group to access both SuperView and the Wallboard.



Click Open on the Wallboard area at the Web Application start page:

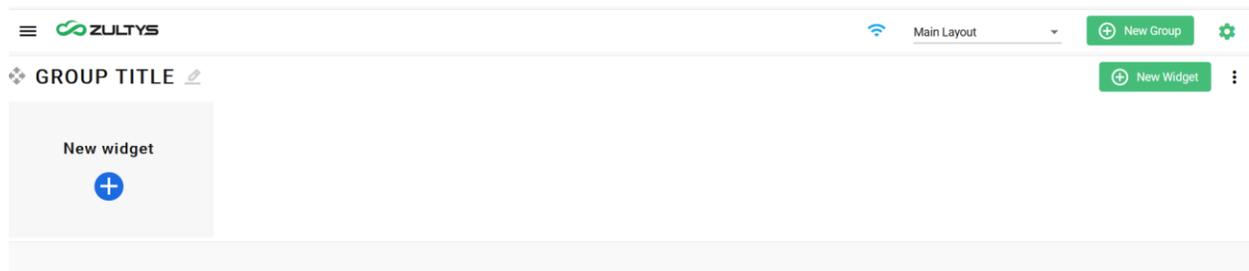
Web Applications

Work Anywhere. Work Everywhere.
True All-in-One Office Phone System of the Future.



7.3 Operation

The wallboard will display a single Group and widget when first opened.



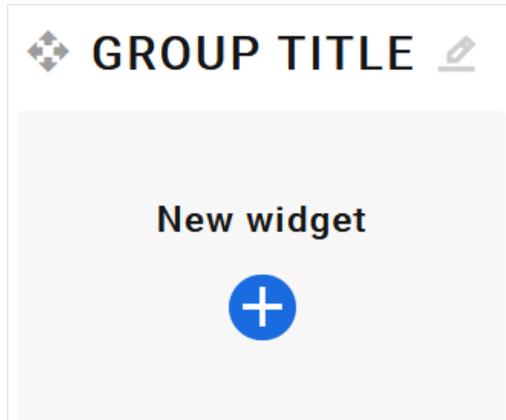
Each widget is a character window that can be configured to present specific group data. The widget is associated with a group and multiple widgets can be placed in a group.

You may create multiple groups and add widgets to each based on the needs of the contact center.

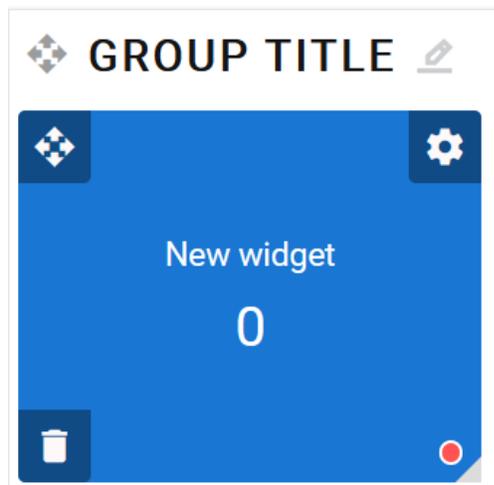
7.3.1 Creating Widgets

To create a specific widget from the default screen:

Click the + icon in the new widget:

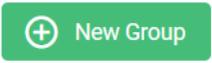


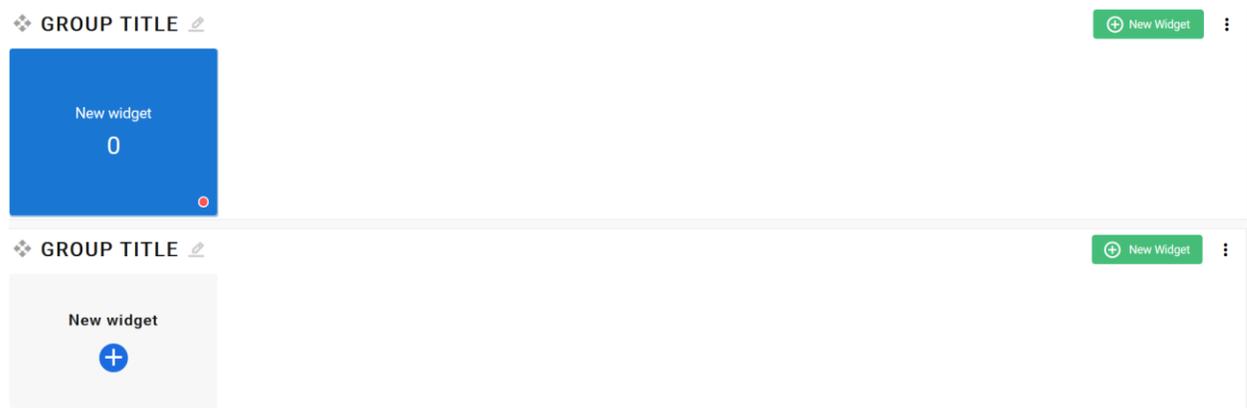
A new widget that is ready to be configured is created:



7.3.2 Creating groups

To create a group from the default screen:

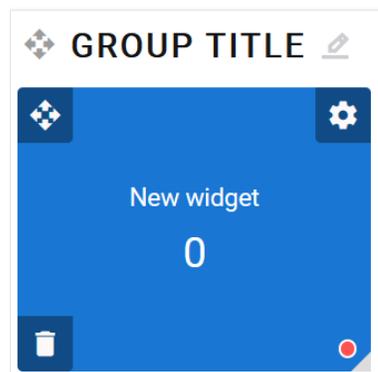
Click the  icon in the upper right corner:



A new group is created below the default group and is ready to have widgets added to it.

7.3.3 Configuring Widgets

Once a widget is created, there are several options available for configuring the widget:



 = Move the widget

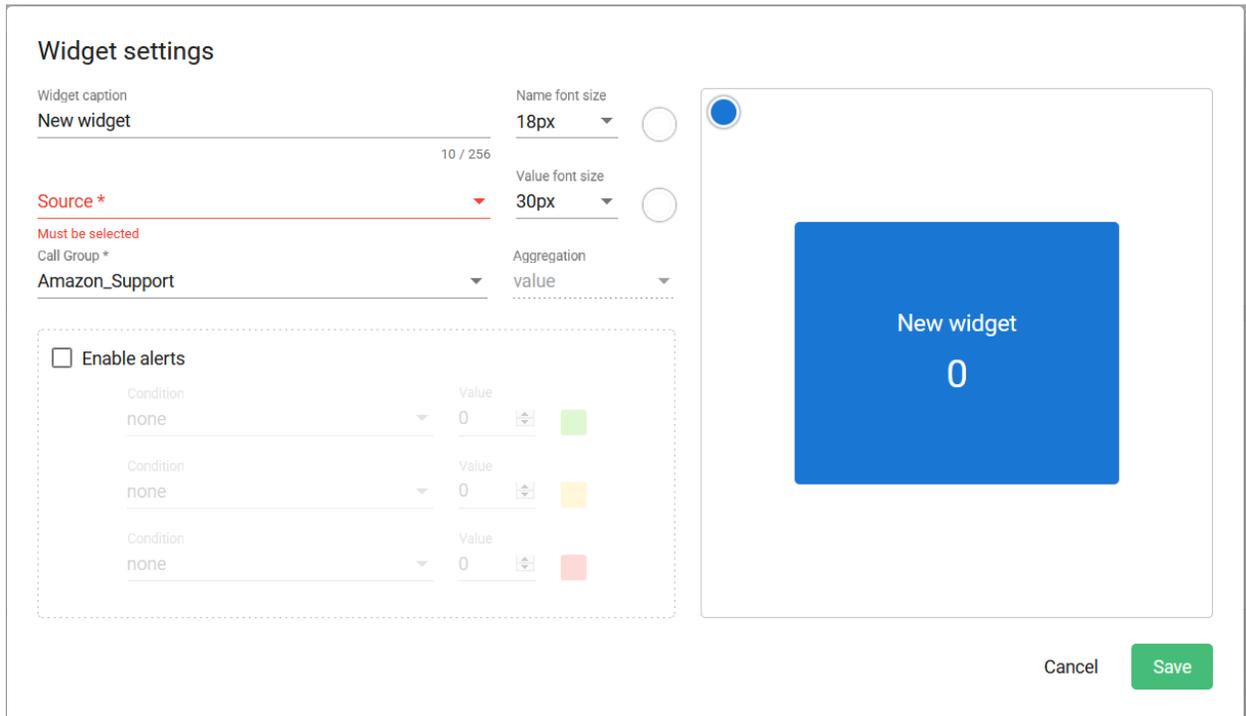
 = Delete the widget. Confirm deletion.



= Settings

Settings is utilized modify all parameters of a widget.

Click the settings icon:



Widget Caption –The name that will be displayed at the top

Name font size – The size of the title font (New Widget)

Color – The color of the name font (white by default)

Value font size – The size of the value font (0)

Color – The color of the value font (white by default)

Background– The color of the widget background.

Note: It is not recommended to utilize red, yellow, green as these are used for Alerts

Call Group – The specific Call group you want to display the statistic for.

Note that as you modify, font, colors, titles you will be given a preview as you make the changes:

Widget settings

Widget caption Avg Wait	Name font size 32px	<input checked="" type="radio"/>
Source * Group calls wait avg all	Value font size 30px	<input type="radio"/>
Call Group * Amazon_Support	Aggregation value	

Enable alerts

Condition none	Value 0	<input type="checkbox"/>
Condition none	Value 0	<input type="checkbox"/>
Condition none	Value 0	<input type="checkbox"/>

Avg Wait
0

Cancel

Source – The actual group statistic you want to display. Choose from the drop down list:

General Stats:

Groups Quantity – Displays the total number of all groups being reported on

Group agents available – Displays the total number of available agents for all groups.

Group agents total – Displays the total number of agents for all groups.

Maximum session wait time – Displays the maximum wait time encountered for all groups.

Group Stats:

Average hold time – Displays the average hold time for the selected group.

Total hold time – Displays the total hold time for the selected group.

Current call/chat wait time – Displays the current call/chat wait time for the selected group.

Maximum number of calls in queue – Displays the maximum number of queued calls the selected group has.

Unsuccessful callback requests made by agents – Displays the total number of unsuccessful callback requests agents of the group have.

Total number of calls in queue – Displays the total number of calls in the queue for the group.

Group active calls – Displays the number of active calls for the group.

Group agents logged – Displays the total number of logged in agents for the group.

Group calls abandoned – Displays the number of abandoned calls for the group.

Group calls answered – Displays the number of answered in agents for the group.

Group calls disconnected – Displays the number of disconnected calls for the group.

Group calls inbound – Displays the number of inbound calls for the group.

Group calls overflowed – Displays the number of overflowed calls for the group.

Group SLA – Displays the service level for the group.

Note that the service level is configured in MX Administrator>Configure>Operator and Call Groups>ICC general tab.

Group calls talk time average – Displays the average talk time for all calls the group has handled.

Group calls talk time hold – Displays the hold time for all calls the group has handled.

Group calls total – Displays the total number of calls the group has handled.

Group calls waiting average abandoned – Displays the average wait time prior to a caller abandoning the call.

Group calls waiting average – Displays the average wait time for calls in queue.

Group calls waiting average answered – Displays the average wait time prior to the call being answered.

Group calls calls waiting max – Displays the maximum number of a call that waited in queue.

Group calls queue calls – Displays the amount of calls that were in queue.

Group queue longest wait – Displays the longest wait a call had experienced in queue.

Chat Stats:

Active chats – Displays the number of active chats in a group.

Chat agents logged – Displays the number of logged in agents that can handle chats for the group.

Chats abandoned – Displays the number of chat sessions that have been abandoned for the group.

Chats answered – Displays the number of chat sessions that have been answered for the group.

Chats disconnected – Displays the number of chat sessions that have been disconnected for the group.

Chats inbound – Displays the number of inbound chat sessions the group has received.

Chats overflowed – Displays the number of chat sessions that have been overflowed out of the group.

Chats SLA – Displays the service level for all chat sessions the group has handled.

Chats talk time average – Displays the average chat time for all chat sessions the group has handled.

Chats talk time total – Displays the total chat time for all chat sessions the group has handled.

Chats calls total – Displays the total number of chats the group has handled.

Chats wait time average abandoned – Displays the average wait time a chat session waited before abandoning.

Chats wait average all – Displays the average wait time of all chat group sessions.

Chats wait average answered – Displays the average wait time before a chat session was answered for the group.

Chats wait max – Displays the number of chat sessions that have been abandoned for the group.

Queued Chats – Displays the number of chat sessions that have been abandoned for the group.

Agents:

Available – Total number of agents that are logged in and available.

Not available – Total number of agents that are logged in and not available.

Busy – Total number of agents that are logged in and busy.

Logged out – Total number of agents that are logged out.

Total hold time – Total hold time for all agents in the group.

Sessions:

Total number of sessions to queue – Displays the number of total sessions for the group.

Sessions answered – Displays the number of answered sessions for the group.

Disconnected sessions – Displays the number of disconnected sessions for the group.

Sessions abandoned from queue – Displays the number of abandoned sessions for the group.

Sessions sent to queue overflow – Displays the number of sessions that were sent to overflow destinations for the group.

Total sessions talk time – Displays the total talk time for all sessions for the group.

Average wait time for answered sessions – Displays the average wait for answered sessions for the group.

Average wait time for abandoned sessions – Displays the average wait time for abandoned sessions for the group.

Average wait time for all sessions – Displays the average wait time for all sessions the group has handled.

Enable Alerts – Enables a visual alert to indicate that a parameter setting has been met.

Parameters – Select the desired parameter to meet: less than, greater than, equal to or less than, equal to or greater than, etc.

Red/Yellow/Green – Enter the desired number in which to display the corresponding alert.

Enable alerts

Condition	Value	
none	0	
Condition	Value	
none	0	
Condition	Value	
none	0	

Click Save when you have finished configuring the widget.

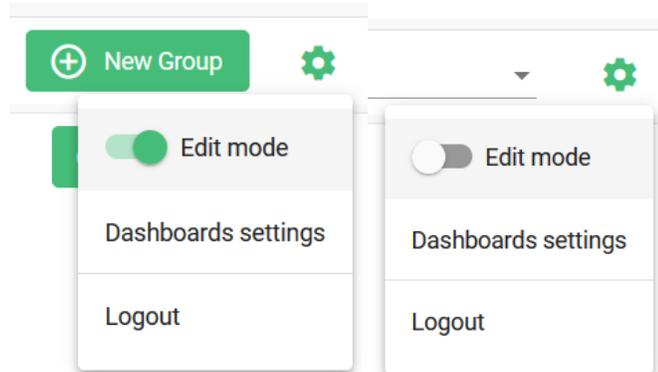
7.3.4 Edit mode

Edit mode allows you to add and configure groups and widgets. Turning Edit mode off removes the ability to configure groups and widgets.

To enable/disable Edit mode:

Click the  icon

Slide the control to enable/disable Edit mode.



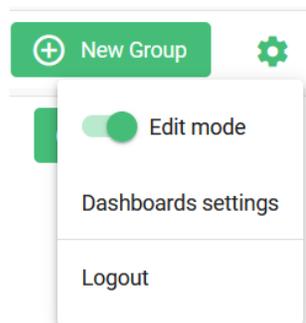
7.3.5 Templates

Templates allow you to save a configured layout for easy reuse/selection.

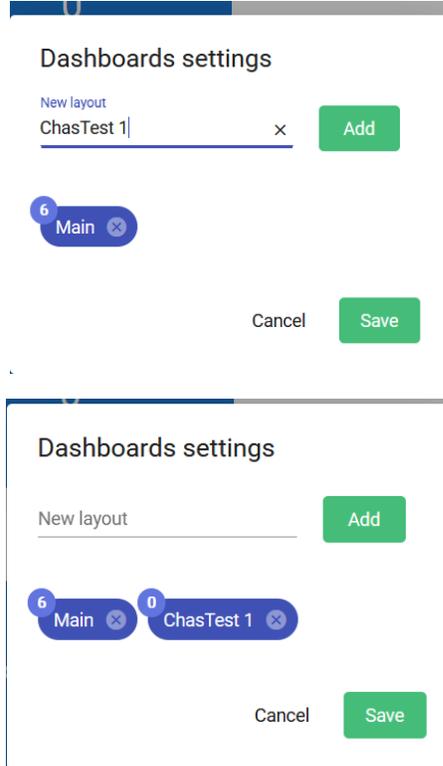
To save a layout template once it has been created:

Click the  icon

Select Dashboard settings



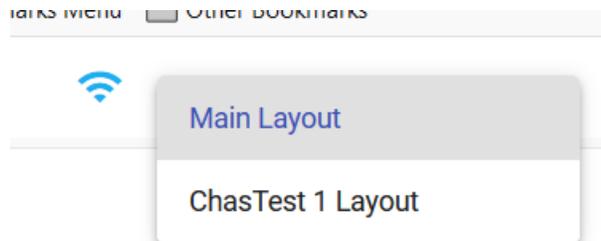
Type the name of the layout and click Add



Click Save

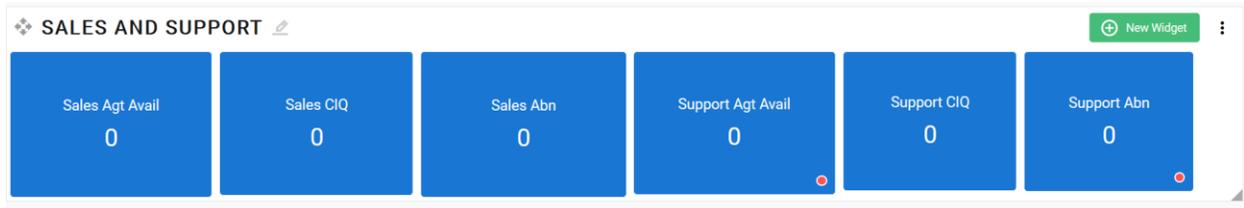
Selecting a layout template:

Click the layout drop down and select the desired layout to display:

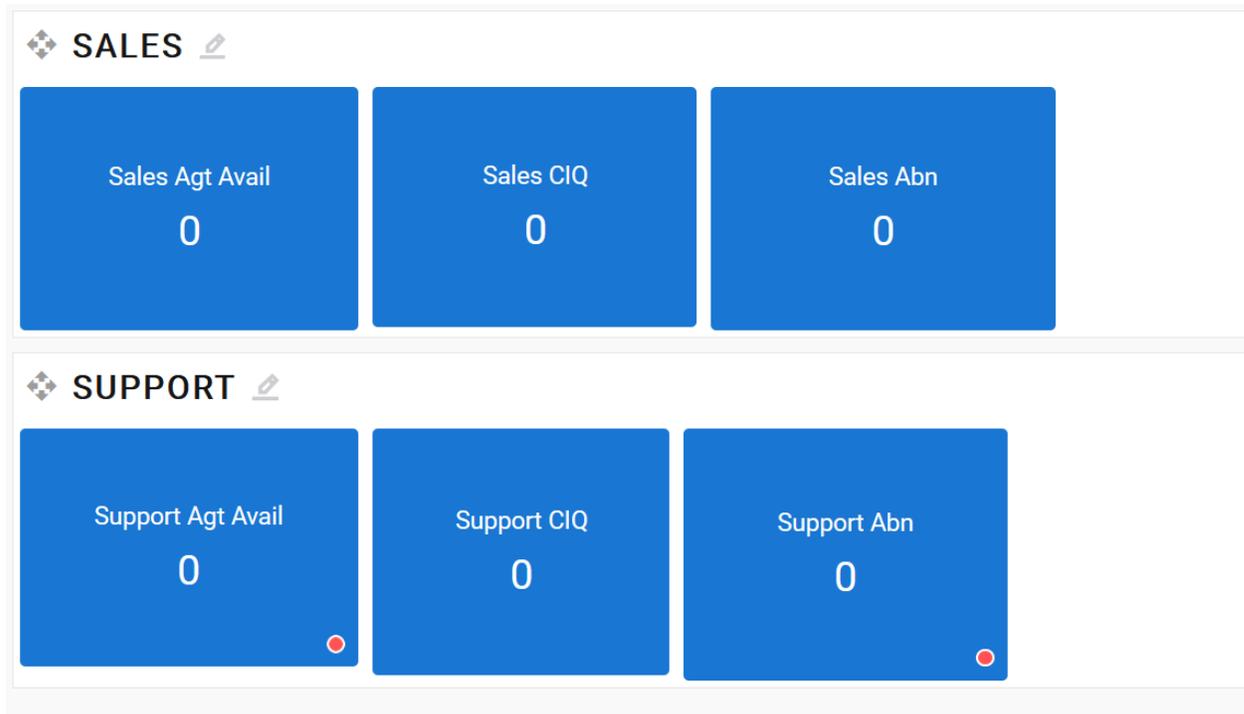


7.3.6 Examples

Single group line with multiple widgets for different ICC groups:



Multiple group lines representing different ICC groups:



7.4 Conditions

- The user must be an ICC Supervisor to access the wallboard.
- Templates are specific to each supervisor.