

## Mixed campaigns for I-Tel

We now have the ability to **mix** live agents with IVR agents in a Progressive or Predictive campaign.

There are 2 scenarios available –

- A. Create a standard Predictive campaign and enroll IVR agents OR
- B. Create an IVR Campaign and allow LIVE agents to log into the IVR campaign

### **For standard Predictive/Progressive campaigns with IVR agents –**

1. Create the Predictive/Progressive campaign "CALLNBWK" in Inteltec and on the Dialer PC
2. Go to the dialer PC and create OUTBOUND IVR agents...e.g.
  - a) IVR**MC**01    8000
  - b) IVR**MC**02    8001
  - c) IVR**MC**03    8003
3. Go to Name Space Editor/Agent Names and create the Mixed Campaign agents

**User Editor**

Identity

Resource ID: 32

Agent Identifier: IVRMC01 8000

Password: [ ]

Agent identifier authenticated by Operating System:

Permissions

User     Job Control

Supervisor     Campaign Admin

Configuration

System

Super User

Station Properties

Station nailed up on logon:

Record all calls for this agent:

Queue memberships entered here are processed for the agent on logon, and also on queue start. This is a convenient alternative to using the CallGem API

OK    Cancel

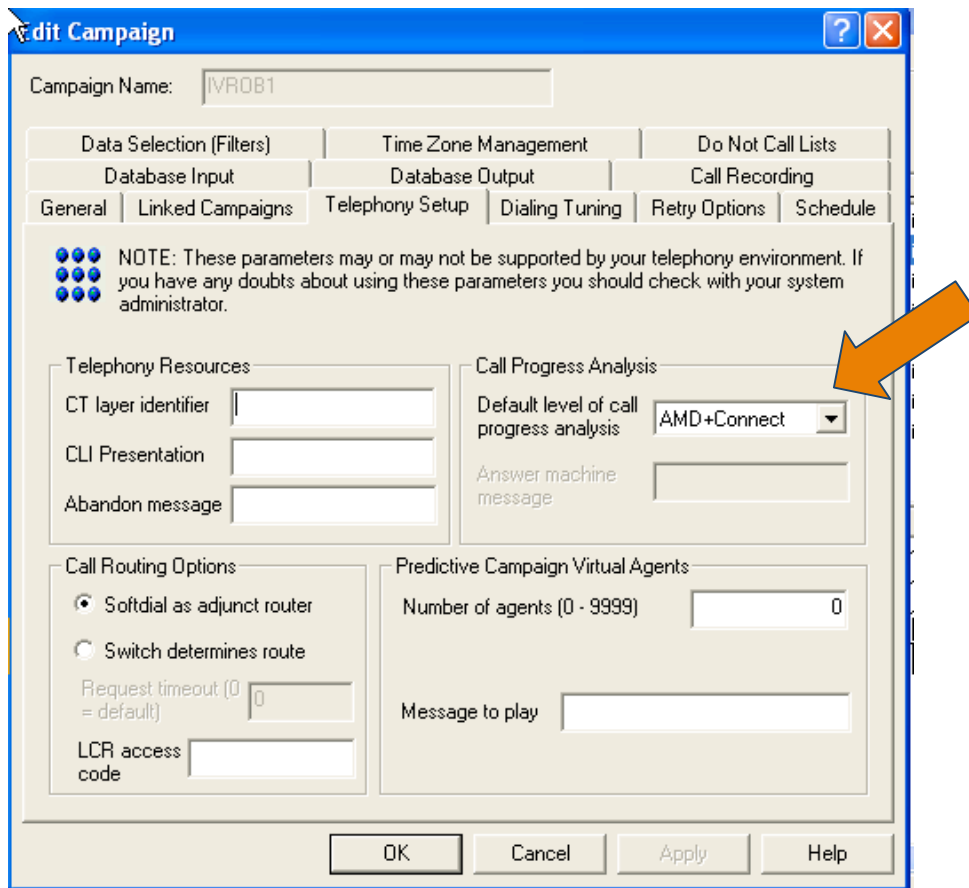
- Go to the SCR2 config.xml and ADD these agents and the Campaign name for the Predictive/Progressive campaign to the config.xml file. You need a line for each agent.

PATH-C:\softdial\SCR2\scripts FN=config.xml (open in notepad)

```
<agent name="IVRMC01" extension="8000" tenant="default"
campaign="CALLNBWK" script="IVrScript_XXXXOut001.xml" available="true" />
```

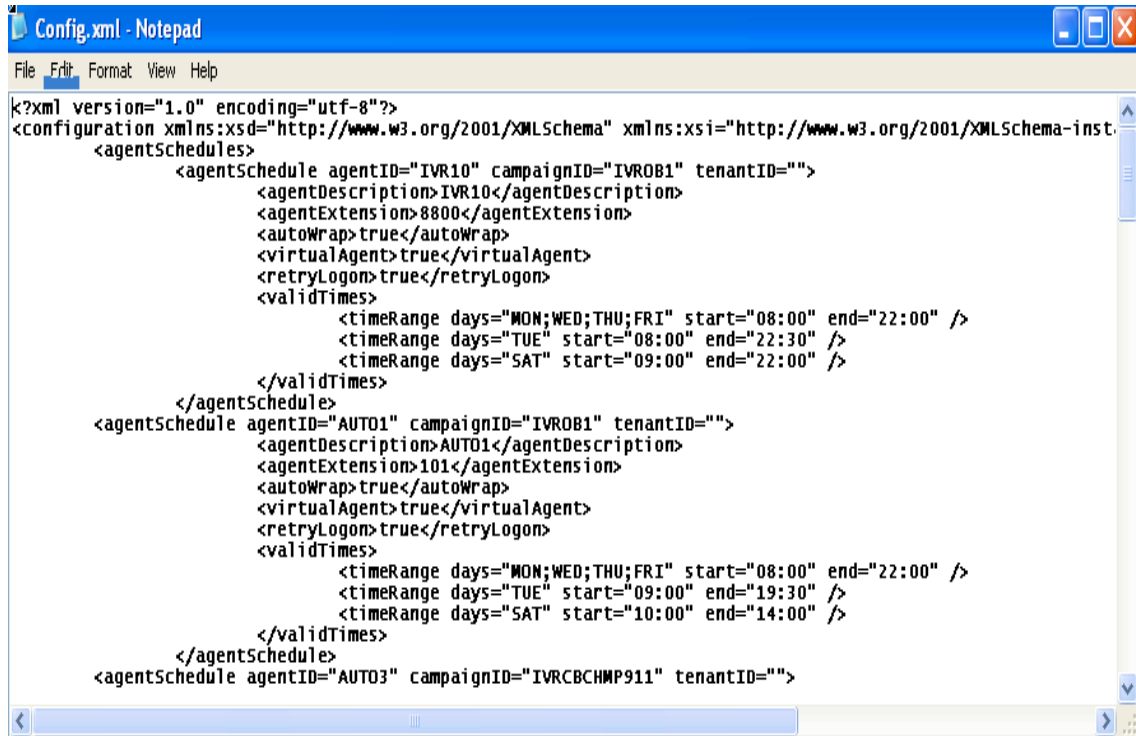
- Now select a script that fits the response you would like...e.g. you may be using a couple of different scripts. Select the one that suits the need for this Predictive/Progressive campaign. When the IVR is triggered, the script will play depending on the Call Progress Analysis in Telephony Setup you selected for the campaign. Then enter the script in the SCR2 config....

```
<agent name="IVRMC01" extension="8000" tenant="default" campaign="CALLABC
HM" script="IVrScript_XXXXOut001.xml" available="true" />
```



6. Now set up those same IVRMC**XX** agents in the Scheduler...

PATH-C:\softdial\SCH FN=config.xml (open in notepad)



```
<?xml version="1.0" encoding="utf-8"?>
<configuration xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-inst.
  <agentSchedules>
    <agentSchedule agentID="IVR10" campaignID="IVROB1" tenantID="">
      <agentDescription>IVR10</agentDescription>
      <agentExtension>8800</agentExtension>
      <autoWrap>true</autoWrap>
      <virtualAgent>true</virtualAgent>
      <retryLogon>true</retryLogon>
      <validTimes>
        <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
        <timeRange days="TUE" start="08:00" end="22:30" />
        <timeRange days="SAT" start="09:00" end="22:00" />
      </validTimes>
    </agentSchedule>
    <agentSchedule agentID="AUTO1" campaignID="IVROB1" tenantID="">
      <agentDescription>AUTO1</agentDescription>
      <agentExtension>101</agentExtension>
      <autoWrap>true</autoWrap>
      <virtualAgent>true</virtualAgent>
      <retryLogon>true</retryLogon>
      <validTimes>
        <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
        <timeRange days="TUE" start="09:00" end="19:30" />
        <timeRange days="SAT" start="10:00" end="14:00" />
      </validTimes>
    </agentSchedule>
    <agentSchedule agentID="AUTO3" campaignID="IVRCBCHMP911" tenantID="">
```

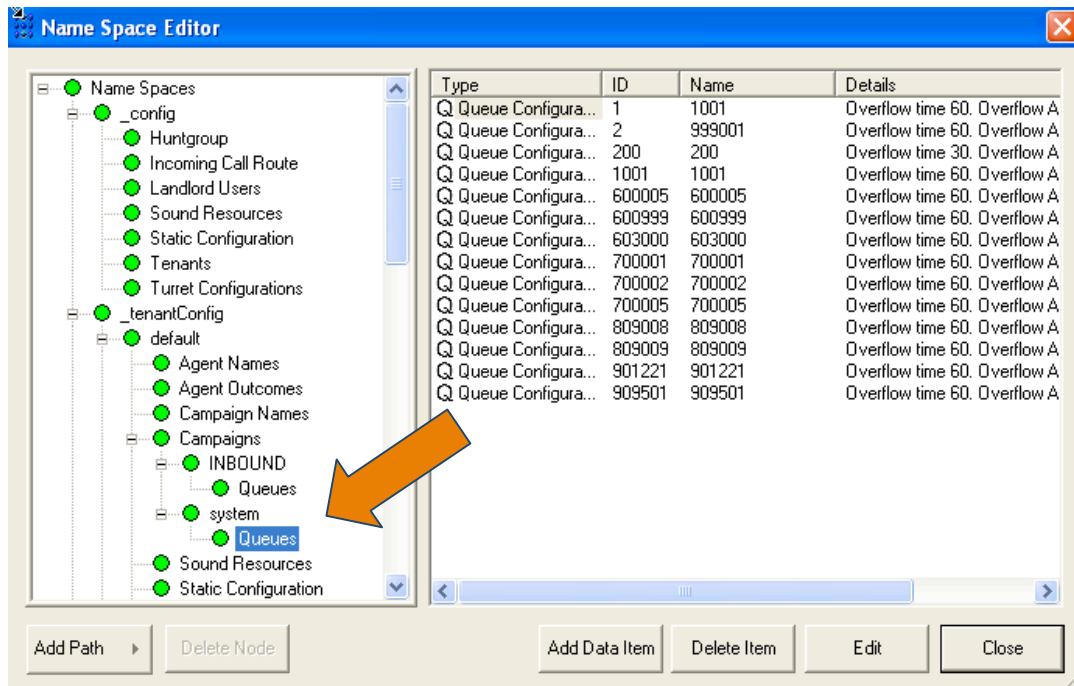
This is the actual entry for an agent in SCH config---

```
<agentSchedule agentID="IVRMC01" campaignID="CALLNBWK" tenantID="">
  <agentDescription>IVRMC01</agentDescription>
  <agentExtension>8000</agentExtension>
  <autoWrap>true</autoWrap>
  <virtualAgent>true</virtualAgent>
  <retryLogon>true</retryLogon>
  <validTimes>
    <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
    <timeRange days="TUE" start="08:00" end="22:30" />
    <timeRange days="SAT" start="09:00" end="22:00" />
  </validTimes>
</agentSchedule>
```

7. The Script should already have a hunt group set up. Then if the called party elects to be transferred to a LIVE agent, they can depress a key and be

automatically routed to a LIVE agent. If it is a new script, you need to make sure that the hunt group is set up in Intelec

8. You also need to make sure the hunt group is set up in the Name Space Editor in System/Queues



9. Also, make sure the LIVE agents are added as members to the hunt group in Intelec
10. You also need to make sure the new SCRIPT is loaded to the correct folder. It is C:\softdial\SCR2\scripts
11. **Also, if this is a new script, you will need to make sure ALL of the Sound Resources have been entered...for a full explanation please see our 'Installing IB & OB IVR' doc**
12. **Recycle Services**
13. **Now kick off the Predictive/Progressive campaign. When the campaigns starts, the IVR agents will be triggered....**

## For IVR campaigns with LIVE agents –

1. Create a standard OB IVR campaign (**remember there are 3 items to be aware of...pls review the Dialer Handbook or the Installing IB & OB IVR doc**)


2. **Create the OB IVR agents e.g.**

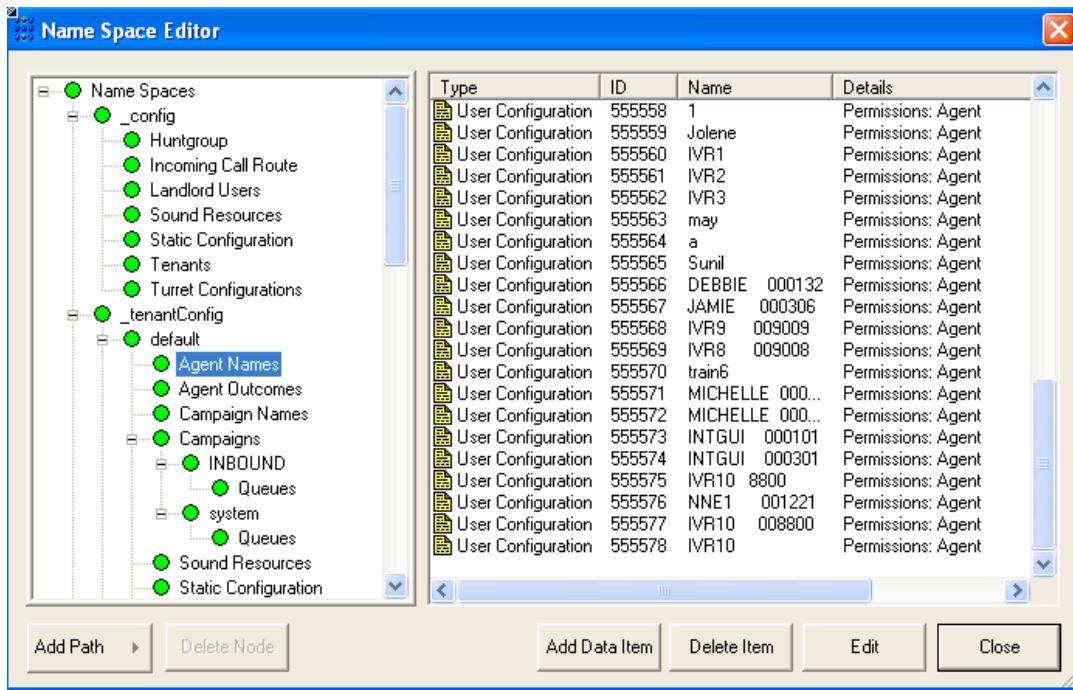
- a) IVROB01 9001
- b) IVROB02 9002
- c) IVROB03 9003
- d) IVROB04 9004
- e) IVROB05 9005

3. You now need to open the script config.xml Right click on the file and open with notepad. Then, insert the agent name IVROB01, etc in the outbound script line.

**PATH-C:\softdial\SCR2\scripts FN=config.xml (open in notepad)**

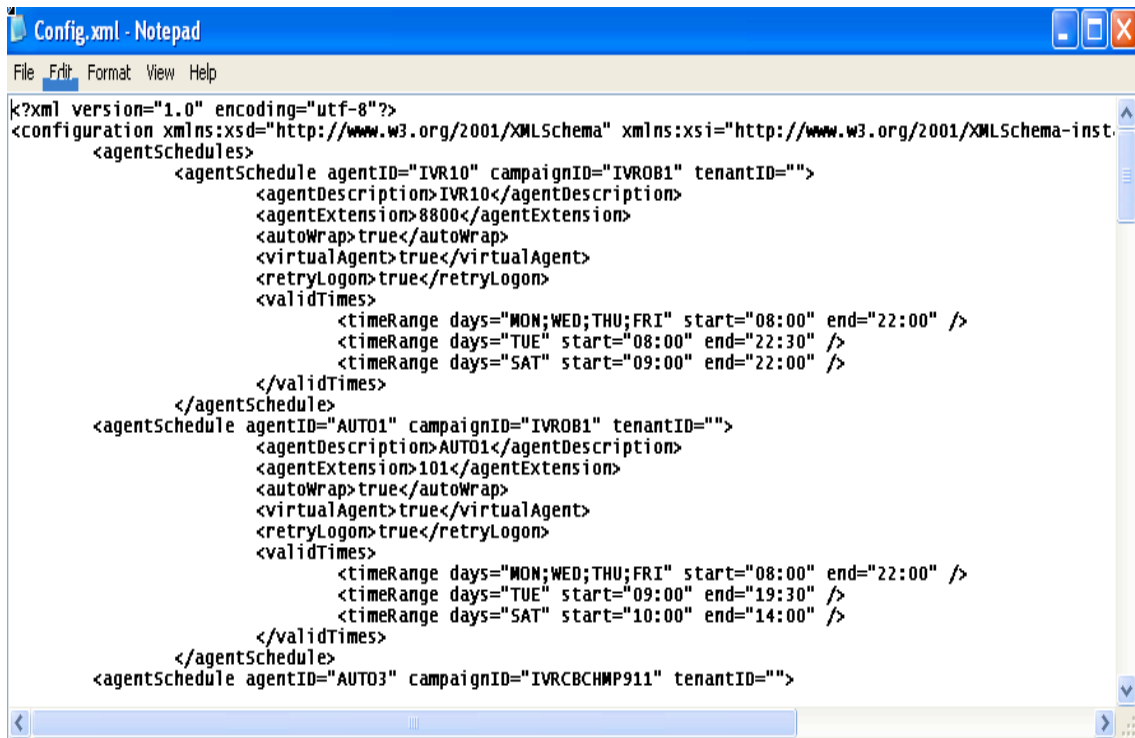
```
<agent name="IVROB01" extension="9001" tenant="default"  
campaign="system" script="IVrScript_XXXXOut001.xml" available="true" />
```

4. The agent(s) needs to be setup in the **name space editor** on the dialer PC. Right click on the round backwards arrow  in the lower right hand corner. Go up to Name Space Editor. Then go down to Agent Names. Roll down to the last entry and record the entry number. Then go back to Agent Names and highlight.



5. Then click on Add Data Item.
6. Enter the next number in the sequence for the entry number ID. Enter IVROB01 9001 and click OK.
7. FYI – You will need a different OB IVR agent for each campaign. However, you may have multiple agents for a campaign.
8. Now add each agent to the config.xml in SCH

**PATH-C:\softdial\SCH FN=config.xml (open in notepad)**



```

<?xml version="1.0" encoding="utf-8"?>
<configuration xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-inst.
  <agentSchedules>
    <agentSchedule agentID="IVR10" campaignID="IVROB1" tenantID="">
      <agentDescription>IVR10</agentDescription>
      <agentExtension>8800</agentExtension>
      <autoWrap>true</autoWrap>
      <virtualAgent>true</virtualAgent>
      <retryLogon>true</retryLogon>
      <validTimes>
        <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
        <timeRange days="TUE" start="08:00" end="22:30" />
        <timeRange days="SAT" start="09:00" end="22:00" />
      </validTimes>
    </agentSchedule>
    <agentSchedule agentID="AUTO1" campaignID="IVROB1" tenantID="">
      <agentDescription>AUTO1</agentDescription>
      <agentExtension>101</agentExtension>
      <autoWrap>true</autoWrap>
      <virtualAgent>true</virtualAgent>
      <retryLogon>true</retryLogon>
      <validTimes>
        <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
        <timeRange days="TUE" start="09:00" end="19:30" />
        <timeRange days="SAT" start="10:00" end="14:00" />
      </validTimes>
    </agentSchedule>
    <agentSchedule agentID="AUTO3" campaignID="IVRCBCHMP911" tenantID="">

```

This is the actual entry for an agent in SCH config---

```

<agentSchedule agentID="IVROB01" campaignID="IVROB1" tenantID="">
  <agentDescription>IVROB01</agentDescription>
  <agentExtension>9001</agentExtension>
  <autoWrap>true</autoWrap>
  <virtualAgent>true</virtualAgent>
  <retryLogon>true</retryLogon>
  <validTimes>
    <timeRange days="MON;WED;THU;FRI" start="08:00" end="22:00" />
    <timeRange days="TUE" start="08:00" end="22:30" />
    <timeRange days="SAT" start="09:00" end="22:00" />
  </validTimes>
</agentSchedule>

```

9. Wavs files are provided for the STANDARD scripts. They should be located in:  
c:\softdial\STG\sounds\ivr\outbound

## 10. Recycle Services

11. Now kick off the OB IVR campaign

12. **NOW have LIVE agents log in** to the OB IVR Predictive/Progressive campaign!