# 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 Intelec 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		X
Identity	es-	
Resource ID 32	<b>i</b>	Queue memberships entered here are processed for the agent on logon, and also on queue start.
Agent Identifier IVRMC01 8000		This is a convenient alternative to using the CallGem API
Password		
Agent identifier authenticated by Operating System		
Permissions		
🔽 User 🔲 Job Control		
🗖 Supervisor 🗖 Campaign Admin		
Configuration		
🗖 System		
Super User		
Station Properties		<u> </u>
Station nailed up on logon	-	
Record all calls for this agent		OK Cancel

© Copyright 2008 – Quantrax Corporation, Inc.

 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="**IVRMCO1**" extension="8000" tenant="default" campaign="CALLNBWK" script="**IVrScript\_XXXXOut001.xml**" available="true" />

5. 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="IVRMCO1" extension="8000" tenant="default" campaign="CALLABC HM" script="IVrScript\_XXXXOut001.xml" available="true" />

¢dit Campaign				? 🔀	
Campaign Name: JVR081					
Data Selection (Filters)	Time Zone I	Management	Do Not Call Lists		
Database Input	Database Output		Call Recording		
General Linked Campaigns Teleph	iony Setup	Dialing Tuning	Retry Options	Schedule	
<ul> <li>NOTE: These parameters may ( you have any doubts about usin administrator.</li> </ul>	or may not b ng these par	e supported by your rameters you should	telephony enviro check with your :	nment. If system	
Telephony Resources		Call Progress Analys	is		i
CT layer identifier		Default level of call	AMD+Connect		i
CLI Presentation		progress analysis			1
Abandon message		Answer machine message			
Call Routing Options	Predictive	Campaign Virtual A	gents		ł
<ul> <li>Softdial as adjunct router</li> </ul>	Number o	of agents (0 - 9999)		0	[
C Switch determines route			,		1
Request timeout (0 = default)	Message	to play			
LCR access code		,			
	ОК	Cancel	Apply	Help	

© Copyright 2008 – Quantrax Corporation, Inc.

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

📕 Config. xml - Notepad File Fdit Format View Help k?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> <agentExtension>8800</agentExtension> <autoWrap>true</autoWrap> <virtualAgent>true</virtualAgent> <retryLogon>true</retryLogon> <validTimes> <timeRange days="WON;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> <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="">

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

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

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

© Copyright 2008 – Quantrax Corporation, Inc.

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....

<sup>©</sup> Copyright 2008 – Quantrax Corporation, Inc.

## 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="**IVROBO1**" 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 a 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.

😑 Name Spaces	~	Туре	ID	Name	Details	
è config		🔡 User Configuration	555558	1	Permissions: Agent	
		🗟 User Configuration	555559	Jolene	Permissions: Agent	
Incoming Call Boute		🔡 User Configuration	555560	IVR1	Permissions: Agent	
	_	🔡 User Configuration	555561	IVR2	Permissions: Agent	
Landlord Users		🔡 User Configuration	555562	IVR3	Permissions: Agent	
Sound Resources		🔡 User Configuration	555563	may	Permissions: Agent	
Static Configuration		🔡 User Configuration	555564	а	Permissions: Agent	
Tenants		🔡 User Configuration	555565	Sunil	Permissions: Agent	
Turret Configurations		🔡 User Configuration	555566	DEBBIE 000132	Permissions: Agent	
e enantConfig		🔡 User Configuration	555567	JAMIE 000306	Permissions: Agent	
		🔡 User Configuration	555568	IVR9 009009	Permissions: Agent	
		🔡 User Configuration	555569	IVR8 009008	Permissions: Agent	
Agent Names		🔡 User Configuration	555570	train6	Permissions: Agent	
Agent Outcomes		🔡 User Configuration	555571	MICHELLE 000	Permissions: Agent	
🗢 🕒 Campaign Names		🔡 User Configuration	555572	MICHELLE 000	Permissions: Agent	
😑 🕒 Campaigns		🔡 User Configuration	555573	INTGUI 000101	Permissions: Agent	
		🔡 User Configuration	555574	INTGUI 000301	Permissions: Agent	
		🔡 User Configuration	555575	IVR10 8800	Permissions: Agent	
		🔡 User Configuration	555576	NNE1 001221	Permissions: Agent	
		🔡 User Configuration	555577	IVR10 008800	Permissions: Agent	
		🔡 User Configuration	555578	IVR10	Permissions: Agent	
Sound Resources						
🗢 😑 Static Configuration	$\sim$	<				>

- 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)
```



#### 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>

</validTimes>
```

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!