

CAPTURING ABANDONED CALLS

Unity can capture the CLI of abandoned calls into the call center using the Unity Abandoned Call Logger, which is a cloud service.

This is configured at the Group level in the Unity portal, as shown below.

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kakaposystems Details

Broadworks ID	kakaposystems
Business Name	
Timezone	(UTC+12:00) Auckland, Wellington
Language	Default
Use Business Name In Client Directory	<input type="checkbox"/> OFF
Trial Duration (In Days)	1
Use Trial Licenses Until Expiration	<input type="checkbox"/> OFF
Beta Partner	<input checked="" type="checkbox"/> ON
Allow License Assignment	<input checked="" type="checkbox"/> ON

Call Logging

Call Logger Login ID	
Call Logger Password	

All you need to do is enter the logger details, this will typically be a group or enterprise admin account in BroadWorks, they only need read-only access

The portal will then instruct the logger engine to connect to that provider and login. It uses the CTI server address of the system provider, as shown below. This must be set or when you try to enter login details at the reseller/group level it will fail.

Connectivity

Replacement OCI Server FQDN	<input type="text" value="vip.kakaposystems.com"/>
Replacement VoIP Domain	<input type="text"/>
Use OCI protocol over TLS	<input type="checkbox"/> OFF
OCI over TLS server port	<input type="text" value="2209"/>
OCI over TLS certificate host	<input type="text" value="apps.voice2000.com"/>
OCI over TLS security protocol	<input type="text" value="TLS 1.2"/>
Use CTI instead of CAP protocol	<input checked="" type="checkbox"/> ON
CTI Server Address	<input type="text" value="apps.voice2000.com"/>
CTI Port	<input type="text" value="8011"/>
Use CTI protocol over TLS	<input type="checkbox"/> OFF
CTI over TLS server port	<input type="text" value="8012"/>
CTI over TLS certificate host	<input type="text" value="apps.voice2000.com"/>
CTI over TLS security protocol	<input type="text" value="TLS 1.2"/>

Once the engine is connected you will see the logging state, as shown below

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kakaposystems Details

Broadworks ID	<input type="text" value="kakaposystems"/>
Business Name	<input type="text"/>
Timezone	<input type="text" value="(UTC+12:00) Auckland, Wellington"/>
Language	<input type="text" value="Default"/>
Use Business Name In Client Directory	<input type="checkbox"/> OFF
Trial Duration (In Days)	<input type="text" value="1"/>
Use Trial Licenses Until Expiration	<input type="checkbox"/> OFF
Beta Partner	<input checked="" type="checkbox"/> ON
Allow License Assignment	<input checked="" type="checkbox"/> ON

Call Logging

Call Logger Login ID	<input type="text" value="receptionuser@kakaposystems.com"/>	Call logging online since 2020-08-18 @ 06:10:13 GMT
Call Logger Password	<input type="text"/>	<input type="button" value="Restart"/>

If there was an issue and the engine couldn't automatically reconnect, then you can manually restart the logger instance by clicking the Restart button shown above.