

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 Group level in the Unity portal, as shown below.

The screenshot shows the Unity portal configuration interface for a group. At the top, there are tabs for 'Details', 'Automatic Assignment', 'Branding', 'Portal User Accounts', 'License Details', and 'Users'. The 'Details' tab is active. Below the tabs, there is a 'Details' section with a warning message: 'Use the tabs to manage this group. When adding a group the Broadworks ID must match the group id in zero, trial licenses will not be available to any users within this group. Otherwise if the Use Trial Licenses'. Below this, there are several configuration fields: 'Broadworks ID', 'Business Name', 'Timezone' (set to 'Not Set'), 'Use Business Name In Client Directory' (checkbox), 'Trial Duration (In Days)' (set to '14'), 'Use Trial Licenses Until Expiration' (checkbox), 'Beta Partner' (checkbox), 'Allow License Assignment' (checkbox, checked), 'Replacement VoIP Server FQDN', and 'Replacement VoIP Domain'. At the bottom, there is a 'Call Logging' section highlighted with a red box, containing three fields: 'Call Logger Login ID', 'Call Logger Password', and 'Call Logger Password Confirmation'.

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.

Details Automatic Assignment Branding Server Hostnames Portal User Accounts

Branding Details

The brand includes information that saves the user entering configuration details into many applic
 The below details will configure the Unity application to connect to the VoIP platform and an instan
 keepalive messages should be sent every five minutes (300 seconds.)
 The Call Details Available setting specifies whether a user is permitted to view the details of anoth
 The Enterprise View Available setting allows users to view and monitor other users in the enterpri
 feature.
 Unity updates can be controlled by specifying the version that is permitted to be downloaded and
 Unity will automatically refresh call center statistics based on a random frequency between the va

Connectivity

VoIP Server Port

Broadworks Connection Is Secure

Instant Messaging Use Kakapo Messaging Server

Messaging Server Host

Messaging Server Port

Default Domain

Keepalive Frequency (seconds)

XSI/CTI Server Address

XSI Security Type

XSI Application ID

Reoportino Server Address

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

Details Automatic Assignment Branding Portal User Accounts License Details Users History Log User Templates Contact Center

Details

Use the tabs to manage this group. When adding a group the Broadworks ID must match the group id in Broadworks. The ID cannot be changed once saved, how
 zero, trial licenses will not be available to any users within this group. Otherwise if the Use Trial Licenses Until Duration setting is activated, trial licenses will be us

Broadworks ID

Business Name

Timezone

Use Business Name In Client Directory

Trial Duration (In Days)

Use Trial Licenses Until Expiration

Beta Partner

Allow License Assignment

Replacement VoIP Server FQDN

Replacement VoIP Domain

Call Logging

Call Logger Login ID Call logging online since 2017-10-24 @ 20:24:34 GMT

Call Logger Password

Call Logger Password Confirmation

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.