



Customer Journey Platform Service Provider Portal UserGuide

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CHAPTER 1

About This Guide

This guide provides an overview of the tasks required to provision new service providers and new tenants and explains how to use the features of the Cisco[®] Customer Journey Platform (CJP) Service Provider Portal. It also describes the tenant settings that are not modifiable by the tenant administrators. This document also explains how to use available management tools.

- [Who Should Read This Guide, on page 1](#)
- [How This Guide Is Organized, on page 1](#)

Who Should Read This Guide

This guide is intended for system administrators who administer, support, and manage service provider and tenant provisioning.

How This Guide Is Organized

The chapters in this guide provide the following information:

[Introduction, on page 3](#) provides an overview of the CJP service, describes the prerequisites, and explains how to log in and work with the Service Provider Portal.

[Setting Up Service Providers and Tenants, on page 9](#) explains how to set up new service providers and tenants and how to view and edit their settings.

[Network Provisioning, on page 43](#) explains how to set up back-end components for tenants.

[Administrative Tasks, on page 65](#) describes how to create a broadcast message that will be displayed on the CJP Management Portal landing pages of specific tenants or all tenants, and how to upload release notes and make them available to specific tenants or all tenants.

A glossary is included at the back of this guide.



CHAPTER 2

Introduction

Cisco Customer Journey Platform (CJP) cloud service architecture enables service providers to deliver a state-of-the-art collaborative, multichannel (voice, chat, email) contact center solution featuring reliability, extensive scalability, and carrier-grade performance.

The CJP service includes two distinct operational categories—multichannel switching and application delivery. Multichannel switching enables contacts to be distributed to agents globally. Voice contacts (or calls) are received at one of many voice Points of Presence (POPs) through the use of media gateways, media servers, and CJP call control gateways (CCGs).

Additionally, the CJP service provides tenants with a suite of Web-based contact center applications residing in redundant data centers. Telecom managers, contact center managers, and other representatives of the tenant who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

The CJP Management Portal is used by system administrators to set up additional tenant profiles and create user accounts for contact center managers and other individuals responsible for contact center operations. In addition, you can assign administrative rights to specific users. These tasks are performed from the modules available to service providers through the CJP Management Portal.

Topics covered in this chapter:

- [CJP Service Provider Portal Prerequisites, on page 3](#)
- [Logging In to the CJP Service Provider Portal, on page 4](#)
- [Working with the CJP Service Provider Portal, on page 4](#)
- [Tenant Provisioning Example, on page 7](#)

CJP Service Provider Portal Prerequisites

The CJP Service Provider Portal requires Internet Explorer 10 or higher, or Mozilla Firefox 38 or higher, or Google Chrome 44 or higher, set up as follows:

- Browser cache cleared before starting the current release for the first time
- Cookies set to Enabled
- Security level set to Medium
- Show Pictures option selected
- Pop-up blocker disabled

- Javascript enabled



Note For better performance, recommended browser is Mozilla Firefox or Google Chrome.

Logging In to the CJP Service Provider Portal

You log in to the CJP Service Provider Portal through a Web browser, using login information provided to you by your CJP service provider.

To log in to the CJP Service Provider Portal:

-
- Step 1** Open a Web browser and navigate to the URL provided to you.
 - Step 2** Enter your user name and password. Note that the password is case sensitive.
 - Step 3** Click **Login**.

The Service Provider Portal landing page appears. For more information about the landing page, see [Working with the CJP Service Provider Portal, on page 4](#).

Working with the CJP Service Provider Portal

The Service Provider Portal provides an interface where you can:

- Create additional service provider users (peers)
- Create service providers under your domain (child service providers)
- Create child service provider users
- Create tenants
- View all the service providers and tenants under your domain
- View all the tenants within each child service provider
- Search for specific service providers and tenants under your domain

When users for a child service provider log in, those users have visibility to service providers and tenants below their level in the hierarchy. Users cannot view the service providers and tenants above their level.

Topics covered in this section:

- [Components of the Service Provider Portal Home Page, on page 5](#)
- [Searching for Service Providers and Tenants, on page 6](#)

Components of the Service Provider Portal Home Page

Components of the Service Provider Portal home page are described in the following table.

Component	Description
Navigation bar	<p>The navigation bar on the left side of the page displays links to the following modules:</p> <ul style="list-style-type: none"> • Network Provisioning: Provides access to controls for setting up back-end components for tenants (see Network Provisioning, on page 43 beginning on Network Provisioning, on page 43). • Broadcast Messages: Provides controls for creating a message that will be displayed on the tenant portal. Typically, such messages inform users of scheduled system unavailability due to system maintenance (see Broadcast Messages, on page 65). • Release Notes: Provides an interface for uploading release note files and making them available to tenants (see Release Notes, on page 66). <p>Each link displays either the name of a module or, if the navigation bar is collapsed, an icon that represents the module. Point to an icon to display the module name.</p> <p>To expand or collapse the navigation bar, click the button on the left side of the Portal title bar.</p>
Activity summary charts panel	<p>Displays four charts that show the aggregate number of logged-in agents, current calls, current emails, and current chats for all service providers and tenants. To refresh the data, click the Refresh button in the upper-right corner of the page.</p> <p>The metrics in the charts change depending on which service provider is selected in the Service Provider panel. You can drill down to display the activity summary for a service provider below your level in the hierarchy by selecting the card for that service provider in the Service Providers panel.</p>

Component	Description
Service Providers panel	<p>Displays buttons for adding a new service provider, adding and managing service provider users, and adding and updating SIP trunk settings that you can assign to your tenants (see Adding a Service Provider, on page 9, Managing Service Provider Users, on page 17, and Managing SIP Attributes, on page 18).</p> <p>Lists service providers that are configured under you. Each service provider is represented by a card that displays the number of active customers and active service providers under that service provider.</p> <ul style="list-style-type: none"> • When you select a card, the activity charts at the top of the Portal home page display the aggregate statistics for that service provider and all service providers and tenants under that service provider. Then you can click a breadcrumb in the lower-right corner of the charts panel to return to the previous level. • The Edit button on the header of a service provider card opens a page where you can view and edit the settings for the service provider.
Tenants panel	<p>Displays the Add Tenant button (see Adding a New Tenant, on page 20) and lists all tenants under the selected service provider. Each tenant is represented by a card that displays the number of active entry points, queues, sites, teams and users the tenant currently has.</p> <ul style="list-style-type: none"> • The Edit button on the header of a tenant card opens a page where you can view and edit the tenant settings. • Click a tenant card to launch the Management Portal page for that tenant. The page displays exactly what the tenant administrator will see. From there, you can manage the tenant.

Searching for Service Providers and Tenants

To search for specific service providers or tenants under your domain:

1. Enter a text string into the Search box in the upper-right corner of the ServiceProviders or Tenants panel, and then click the Search button.

To perform a global service provider/tenant search:

-
- Step 1** Click the Global Service Provider/Tenant Search button in the lower-left corner of the Activity Summary charts panel.
- Step 2** In the text box that appears, enter a text string, and then click the Search button.
- If matches are found, they are displayed as links that you can click to launch the portal for that service provider or tenant.
- Step 3** If no matches are found, click the Back button that is displayed above the Search text box to return to the previous portal page.
-

Tenant Provisioning Example

A CJP tenant is an enterprise that has contact centers at one or more sites. The enterprise also has ingress points (*entry points*) for incoming contacts (toll-free numbers for voice calls, designated email addresses for emails) associated with *queues*. For example, a tenant named *Acme* might have an entry point named *Welcome* that classifies calls into *AcmeBilling* to be distributed to teams (of agents) in Chicago, Manila, and Bangalore.

Each CJP tenant (enterprise) is configured with a profile consisting of sites, teams, entry points, and queues.

- A *site* is a physical contact center location under the control of the enterprise (or an outsourcer). For example, Acme might have sites in Chicago, Manila, and Bangalore.
- A *team* is a group of agents at a specific site who handle a particular type of contact. For example, Acme might have teams at their Chicago site named *Chi_Billing*, *Chi_Sales* and *Chi_GoldCustomerService*, and teams at their Bangalore site named *Bgl_Billing*, *Bgl_GoldCustomerService*, and *Bgl_Experts*. Agents can be assigned to more than one team, but an agent can service one and only one team at a time.
- An *entry point* is the initial landing place for customer contacts on the CJP system. For voice, typically one or more toll-free or dial numbers can be associated with an entry point. IVR call treatment is performed while a call is in the entry point. For other media (chat, email) this triaging can be done based on the Topic/Subject line specified by the person reaching out to the contact center.
- A *queue* is where active contacts are kept while they await handling by an agent. Contacts are moved from the entry point into a queue and are subsequently distributed to agents.

Tenants that use the outdial feature are also configured with outdial entry points and outdial queues.

Telecom managers, contact center managers, and other representatives of the enterprise who are authorized to access the CJP service are provided with a view of contact center activity at their enterprise through the CJP Management Portal.

In addition to sites, teams, entry points, and queues, the Provisioning module of the CJP Management Portal provides the interface for adding agents and assigning them to teams. Each agent is configured with an agent profile—a value assigned to an agent that determines the agent's permission levels and Agent Desktop behaviors, including which wrap-up and idle codes are available to the agent. Thus, you should add wrap-up and idle codes to the tenant profile before defining agent profiles, and define agent profiles before defining agents. For tenants that are provisioned with the optional skills-based routing feature, you should also add skills and skill profiles before defining teams and agents.



CHAPTER 3

Setting Up Service Providers and Tenants

The following topics explain how to add, edit, and view the settings for service providers, tenants, and users.

Topics covered in this chapter:

- [Adding a Service Provider, on page 9](#)
- [Editing the Settings for a Service Provider, on page 10](#)
- [Managing Service Provider Users, on page 17](#)
- [Managing SIP Attributes, on page 18](#)
- [Adding a New Tenant and Editing Tenant Settings, on page 19](#)
- [Adding a New Tenant, on page 20](#)
- [Editing the Settings for a Provisioned Tenant, on page 21](#)
- [Tenant Settings, on page 22](#)

Adding a Service Provider

To add a new service provider:

Step 1 In the Service Providers section on the Portal home page:

- Click the **Add Service Provider** button.

- OR -

- To add a child service provider, select the card for the service provider under which you want to add a new service provider, and then click the **Add Service Provider** button.

Step 2 Specify the settings in each tab and then click the Create button at the bottom of one of the tabs to create the new service provider. Settings are described in the following sections:

- [General Settings, on page 11](#)
- [SIP Attributes, on page 16](#)
- [Branding, on page 17](#)

Note You must specify values for the mandatory fields in the General Settings tab before the service provider can be created. Settings in the other tabs can be specified now or after you click **Create**.

Step 3 After you click **Create**:

- The Add Service Provider page is replaced by a view page. A Status field in the General Settings tab shows the service provider status as **Active**.
- A message at the top of the page informs you that the creation process can take a while. If you don't see the newly added service provider, click the **Refresh** button on the landing page. Then you can edit the settings as described in the next section, [Editing the Settings for a Service Provider, on page 10](#)
- An email with login credentials is generated and sent to the primary contact whose email was provided in the General Settings tab.

Editing the Settings for a Service Provider

To edit the settings for a service provider:

- Step 1** In the Service Providers section on the Portal home page, navigate to the card for the service provider whose settings you want to edit.
- Step 2** Click the Edit button on the header of the service provider card.
- Step 3** On the page that appears, make the needed changes in the relevant tabs and then click **Save**.

The service provider settings are described in the following sections:

- [General Settings, on page 11](#)
- [SIP Attributes, on page 16](#)
- [Branding, on page 17](#)
- [Adding a New Tenant and Editing Tenant Settings, on page 19](#)

The General Settings tab displays the settings described in the following table.

Setting	Description
Service Provider Details	
Name	Enter the name of the service provider.
Description	Optionally, enter a short description.
Domain	This field is automatically populated based on the service provider name.
Time Zone	Select a time zone for the service provider.
Status	After the tenant is created, this field is displayed on the View and Edit pages to indicate whether the service provider is Active or Not Active.
Address Details	

Setting	Description
Street	Enter the street address, city, state, country, Zip code, work and mobile phone number of the primary contact.
City	
State	
Country	
Zip Code	
Work	
Mobile	
Contact Details	
First Name	Enter the first name of the primary contact.
Last Name	Enter the last name of the primary contact.
Username	Enter the name the primary contact will use to log in to the CJP system, using a valid email address.
Email	Enter the email address of the primary contact.
Password	Specify a password the contact will use to log in to the CJP system.
Confirm Password	Re-enter the password.

General Settings

The General Settings tab provides general information about the tenant such as name, address, and contact information. Settings are described in the following table. The SP column identifies settings the service provider administrator specifies, the CJP column identifies settings specified by the CJP administrator, and the Tenant column identifies settings that can be edited by the tenant.

Setting	Description	Tenant	SP	CJP
Tenant Details				
Name	Enter the tenant name using alphanumeric characters and the following special characters: hyphen (-), underscore (_), at-sign (@), ampersand (&), and period (.).		X	X

Setting	Description	Tenant	SP	CJP
Description	Optionally, enter a short description.	X	X	X
Login Domain	This field is automatically populated, based on the tenant name. This value is used to uniquely identify a topic for this tenant in the internal data exchange (IDX) and customer data exchange (CDX) servers.		X	X
Time Zone	Select a time zone from the drop-down list.	X	X	X
Tenant Configuration XML URL	This field is automatically populated, based on the tenant name, with the location of the configuration file containing additional settings for the tenant.			X

Setting	Description	Tenant	SP	CJP
IVR Park URL	<p>This field is automatically populated, based on the tenant name, with the path for the audio file that will be played while a call is in queue. Do not enter the audio file name here; it is specified in the CJP Routing Strategy module and concatenated to the path specified in this field.</p> <p>Note If a tenant's IVR Park URL is changed, each routing strategy for the tenant must be edited and saved</p>			X
Voice Prefix	After the new tenant is created, this read-only field is automatically generated and displayed on the View and Edit pages.			

Setting	Description	Tenant	SP	CJP
Status	After the tenant is created, this field is displayed on the View and Edit pages to indicate whether the tenant is Active or Not Active. This field can be changed only after the tenant has been submitted for provisioning.		X	X
Address Details				
Street	Optionally enter the street address, city, state, country, and Zip code of the primary contact.	X	X	X
City				
State				
Country				
Zip Code				
Tenant Contact Details				
First name	Enter the first name of the tenant administrator.	X	X	X
Last Name	Enter the last name of the tenant administrator.	X	X	X
Username	Enter the name the user will use to log in to the Portal, using a valid email address.		X	X

Setting	Description	Tenant	SP	CJP
Email	Enter the email address of the tenant administrator. This is the address to which login credentials will be sent after the tenant is successfully created. Consider using a generic corporate email address rather than the address of a specific employee.	X	X	X
Password	Specify a password the tenant administrator will use to log in to the CJP system. Minimum and maximum length and allowable characters are based on the password policy.		X	X
Confirm Password	Re-enter the password.		X	X
Work	Optionally enter the work phone number of the tenant administrator.	X	X	X
Mobile	Optionally enter the mobile phone number of the tenant administrator.	X	X	X
Watson Analytics Details				

Setting	Description	Tenant	SP	CJP
Watson Base Url	These settings, which appear after the tenant is created, are for an optional feature that allows for sentiment analysis for the conversation between the customer and the agent in chat interactions. The tenant signs up for an IBM Watson account and obtains the values needed in these fields.			
Watson User Name				
Watson Password				

SIP Attributes

The SIP Attributes tab provides an interface for defining and configuring the attributes for SIP trunks that the service provider can assign to one or more tenants.

To add or edit SIP attributes:

- Click the Add button on the right side of the SIP Attributes page.
 - OR -
 - To edit a previously added SIP trunk, click the Edit button to the right of a listed SIP trunk.
- a) In the Add SIP Trunk dialog box, specify the settings as described in the following table and then click **Add** or **Update**.

Setting	Description
SIP Trunk Name	Enter a descriptive name for the SIP trunk.
SIP Trunk Type	Select a trunk type from the drop-down list.
Destination Address	Enter the IP address of the session border controller (SBC).
Tenants	Optionally, select one or more tenants to associate with the SIP trunk, which will enable those tenants to be configured with values for each trunk. SIP trunks can also be associated with a tenant when the tenant is added or the tenant's settings are edited (see SIP , on page 32).

Setting	Description
Asserted Identity	Optionally, specify a value if you want to mask the originating phone number.
Diversion Header	Optionally, specify a value used to redirect calls.
Originating Trunk Group (OTG)	Optionally, specify an originating trunk group value.
Destination Trunk Group (DTG)	Optionally, specify a destination trunk group value.

Branding

The Branding tab provides settings for optionally customizing the banner color and images used on Portal pages. These settings are available when you add or edit the settings for a service provider or a tenant. All settings are optional, so you can provide a value for one or more of the settings as described in the following table.

Setting	Description
Banner Color	To specify a custom banner color, either type the HTML (hexadecimal) code for a color or click inside the small box on the right of the text field and select a color from the color selector.
Portal Image	Click the folder button for each image type you want to customize and in the dialog box that opens, navigate to the image file in your system that you want to use and click Open . Supported file formats are PNG, JPG, JPEG, and GIF.
Portal Mini Image	

Managing Service Provider Users

When you add a service provider user at your level, that user has the same access and functionality available on the CJP Service Provider Portal as you have. When you add a user for a child service provider, that user has access and visibility at that level and below.

To add, copy, edit, or delete a service provider user:

-
- Step 1** On the Portal landing page under Service Providers:
- Click the **Manage Users** button.
 - OR -
 - For the user of a child service provider, select the service provider card and then click the **ManageUsers** button.
- Step 2** On the Users List page:

- To add a new user, click the **New User** button.
- To edit the settings for a user, click the button to the left of a listed entry and select **Edit**.
- To reset a user's password, click the button to the left of a listed entry and select **Password Reset**. Then in the confirmation dialog box, click **Yes**. A message informs you that a new password has been sent to the user.
- To delete a user account, click the button to the left of a listed entry and select **Delete**. Then, in the confirmation dialog box, click **Yes**. After deletion, the user account is listed as **Not Active**.

Step 3 If you are adding or editing a user account, specify or change the settings for the user on the page that appears, and then click **Save**. Settings are described in the following table.

Setting	Description
User Details	
Username	Enter the name the user will use to log in to the Service Provider Portal, using a valid email address.
First Name	Enter the user's first name
Last Name	Enter the user's last name
Email	Enter the users email address.
Status	Displayed on the View and Edit pages to specify whether the user is Active or not Not Active.
Password	Enter a password for the user. Minimum and maximum length and allowable characters are based on the password policy.
Confirm Password	Re-enter the password.
Password Last Modified	Read-only setting displayed on the Edit page.
Account Locked	For a new user, this field is set to No. The system automatically changes this setting to Yes if the user enters an incorrect password more than a specified number of times in succession, thus preventing future attempts to log in.

Managing SIP Attributes

The Managing SIP Attributes button gives you access to an interface for viewing, adding, and updating SIP trunk settings that you can assign to your tenants for use in routing calls.

To add, edit, or delete SIP trunk settings:

Step 1 Click the Manage SIP Attributes button on the Portal landing page under Service Providers.

Step 2 On the SIP Attributes page:

- To add a SIP trunk, click the **Add** button.
- To edit a SIP trunk, click the button to the left of a listed trunk name and select **Edit**.
- To delete a SIP trunk, click the button to the left of a listed trunk name and select **Delete**. Then, in the confirmation dialog box, click **Yes**.

Step 3 If you are adding or editing a SIP trunk, specify or change the settings as described in the following table and then click **Add** or Update.

Setting	Description
SIP Trunk Name	Enter a name for the SIP trunk.
SIP Trunk Type	Select a trunk type from the drop-down list.
Destination Address	Enter the IP address of the session border controller (SBC).
Tenants	Optionally, select one or more tenants to associate with the SIP trunk, which will enable those tenants to be configured with values for each SIP trunk. You can also associate a specific trunk with a tenant when you add a tenant or edit a tenant's settings (see SIP, on page 32).
Asserted Identity	Optionally, specify a value if you want to mask the originating phone number.
Diversion Header	Optionally, specify a value used to redirect calls.
Originating Trunk Group (OTG)	Optionally, specify an originating trunk group value.
Destination Trunk Group (DTG)	Optionally, specify a destination trunk group value.

After a SIP trunk is added, its settings are listed on the SIP Attributes page. If the trunk is associated with more than one tenant, you can hover the mouse pointer over the entry in the Tenants column to display a list of all associated tenants.

Adding a New Tenant and Editing Tenant Settings

Topic covered in this section:

- [Adding a New Tenant, on page 20](#)
- [Editing the Settings for a Provisioned Tenant, on page 21](#)
- [Tenant Settings, on page 22](#)

- [General Settings, on page 11](#)
- [Provisioning, on page 27](#)
- [Settings, on page 28](#)
- [SIP, on page 32](#)
- [Branding, on page 33](#)
- [Module Permissions, on page 33](#)
- [Other Permissions, on page 39](#)
- [Publishing Settings, on page 40](#)

Adding a New Tenant

To add a new tenant:

-
- Step 1** In the Service Provider section of the CJP Service Provider Portal landing page, select the service provider for whom you want to add a new tenant.
- Step 2** In the Tenants section of the Portal, click the Add Tenant button.
- The Add Tenant page appears, displaying the General Settings tab and links to additional tabs. A disabled RequestProvisioning button is displayed on the upper-right side of the page.
- Step 3** Specify the settings in each tab and then click the Create button at the bottom of one of the tabs to create the new tenant. Settings are described in the following sections:
- [General Settings, on page 11](#)
 - [Provisioning, on page 27](#)
 - [Settings, on page 28](#)
 - [SIP, on page 32](#)
 - [Branding, on page 33](#)
- Note** You must specify the required settings in the General Settings tab before the tenant can be created. Settings in the other tabs can be specified before or after you click **Create**.
- Step 4** After the tenant is successfully created:
- The Add Tenant page is replaced by a view page. A **Status** field in the General Settings tab shows the tenant status as **Not Active**.
 - An email with login credentials is sent to the email address specified in the Tenant Contact Details section of the General Settings tab.

Note Tenant creation can take a few minutes. If you do not see the newly added tenant, click the Refresh button on the landing page, then navigate to the card for the new tenant and click the Edit button on the header of the card.

Step 5 Click the Edit button at the bottom of the page.

The page now displays an enabled Request Provisioning button and the Create button is replaced by a Save button.

Step 6 Continue to specify and save the settings needed in each tab if you haven't done so already.

Step 7 Click the Request Provisioning button.

- The button becomes disabled.
- If you have not configured the **Provisioning** and **SIP** settings, an error message informs you of the problem and the button is once again enabled.
- If all required settings are appropriately configured, you receive a confirmation message. Click **Yes** to confirm the request. After doing so, you cannot make any changes to the Provisioning or SIP settings until after the tenant is provisioned.

Step 8 After you confirm the provisioning request:

- The page displays a notification message informing you that the tenant has been submitted for provisioning.
- The label on the disabled Request Provisioning button changes to **Submitted for Provisioning**.
- The tenant's view page appears, showing the tenant's status as **Active**.
- An email informing the recipient that the tenant been submitted for provisioning is sent to the user who requested provisioning.

Step 9 When CJP Operations has finished provisioning the tenant, the administrator logs in to the Service Provider Portal and clicks a Complete Provisioning button that is displayed only for the CJP administrator.

After the CJP administrator clicks the Complete Provisioning button:

- An email informing the recipient that the tenant is now provisioned and available for use is sent to the user who requested provisioning.
- The label on the **Submitted for Provisioning** button changes to **Provisioned**.

Editing the Settings for a Provisioned Tenant

To edit the settings for a provisioned tenant:

Step 1 In the Service Provider section of the CJP Service Provider Portal landing page, select the service provider whose tenant you want to edit.

Step 2 In the Tenants section of the Portal page, click the Edit button on the header of the relevant tenant card.

The tenant page appears, displaying the General Settings tab and links to additional tabs.

Step 3 In each tab where changes are needed except the Provisioning and SIP tabs, specify the new settings and click **Save**.

To make any change in the Provisioning or SIP tabs:

- After the tenant has been submitted for provisioning, you cannot change settings in these tabs until the tenant is provisioned.
- Any change you make for a provisioned tenant will change the **Provisioned** button to an enabled **Request Provisioning** button and will disable the **Save** button. Then you can either click **Request Provisioning** or restore the previous settings, which will change the button label back to **Provisioned**.

Tenant settings are described in the next section.

Step 4 If you are editing the settings for a tenant created prior to Release 10.0.0.193 and need to specify Agent Options in the Provisioning tab, the tenant will be marked as Provisioned after you click **Save**.

Tenant Settings

Tenant settings are described in the following topics:

- [General Settings, on page 11](#)
- [Provisioning, on page 27](#)
- [Settings, on page 28](#)
- [SIP, on page 32](#)
- [Branding, on page 33](#)

In addition, service providers will see the following settings for tenants created prior to Release 10.0.0.193 and the CJP administrator will see the following settings for all tenants:

- [Module Permissions, on page 33](#)
- [Other Permissions, on page 39](#)
- [Publishing Settings, on page 40](#)

General Settings

The General Settings tab provides general information about the tenant such as name, address, and contact information. Settings are described in the following table. The SP column identifies settings the service provider administrator specifies, the CJP column identifies settings specified by the CJP administrator, and the Tenant column identifies settings that can be edited by the tenant.

Setting	Description	Tenant	SP	CJP
Tenant Details				

Setting	Description	Tenant	SP	CJP
Name	Enter the tenant name using alphanumeric characters and the following special characters: hyphen (-), underscore (_), at-sign (@), ampersand (&), and period (.).		X	X
Description	Optionally, enter a short description.	X	X	X
Login Domain	This field is automatically populated, based on the tenant name. This value is used to uniquely identify a topic for this tenant in the internal data exchange (IDX) and customer data exchange (CDX) servers.		X	X
Time Zone	Select a time zone from the drop-down list.	X	X	X
Tenant Configuration XML URL	This field is automatically populated, based on the tenant name, with the location of the configuration file containing additional settings for the tenant.			X

Setting	Description	Tenant	SP	CJP
IVR Park URL	<p>This field is automatically populated, based on the tenant name, with the path for the audio file that will be played while a call is in queue. Do not enter the audio file name here; it is specified in the CJP Routing Strategy module and concatenated to the path specified in this field.</p> <p>Note If a tenant's IVR Park URL is changed, each routing strategy for the tenant must be edited and saved</p>			X
Voice Prefix	After the new tenant is created, this read-only field is automatically generated and displayed on the View and Edit pages.			

Setting	Description	Tenant	SP	CJP
Status	After the tenant is created, this field is displayed on the View and Edit pages to indicate whether the tenant is Active or Not Active. This field can be changed only after the tenant has been submitted for provisioning.		X	X
Address Details				
Street	Optionally enter the street address, city, state, country, and Zip code of the primary contact.	X	X	X
City				
State				
Country				
Zip Code				
Tenant Contact Details				
First name	Enter the first name of the tenant administrator.	X	X	X
Last Name	Enter the last name of the tenant administrator.	X	X	X
Username	Enter the name the user will use to log in to the Portal, using a valid email address.		X	X

Setting	Description	Tenant	SP	CJP
Email	Enter the email address of the tenant administrator. This is the address to which login credentials will be sent after the tenant is successfully created. Consider using a generic corporate email address rather than the address of a specific employee.	X	X	X
Password	Specify a password the tenant administrator will use to log in to the CJP system. Minimum and maximum length and allowable characters are based on the password policy.		X	X
Confirm Password	Re-enter the password.		X	X
Work	Optionally enter the work phone number of the tenant administrator.	X	X	X
Mobile	Optionally enter the mobile phone number of the tenant administrator.	X	X	X
Watson Analytics Details				

Setting	Description	Tenant	SP	CJP
Watson Base Url	These settings, which appear after the tenant is created, are for an optional feature that allows for sentiment analysis for the conversation between the customer and the agent in chat interactions. The tenant signs up for an IBM Watson account and obtains the values needed in these fields.			
Watson User Name				
Watson Password				

Provisioning

The Provisioning tab displays the settings described in the following table. Only the service provider administrator and CJP administrator can specify these settings. After a provisioning request is submitted, you cannot change these settings until after the tenant is provisioned.

Setting	Description
Order Detail	
Ordered From	<p>Select the order type and then:</p> <ul style="list-style-type: none"> If this is a Cisco Partners (CCW) order, enter values in the two additional fields that appear: <ol style="list-style-type: none"> Subscription ID: Must begin with SUB followed by 6 or 7 digits. Web Order ID: Consists of 8 digits. If this is a Broadsoft Partners (Salesforce) order, enter the Broadsoft Quote Number in the field that appears.
System Profile	
Maximum Provisioned Users	Enter the maximum number of users that can be defined for the tenant.

Setting	Description
Agent Options	Select one or both of the options: <ul style="list-style-type: none"> • Standard Agents - Inbound Voice. Select Yes if any agents will use only the voice channel to interact with customers. • Premium Agents - Inbound Multichannel. Select Yes if any agents will use a channel such as email or chat in addition to the voice channel to interact with customers.
Workforce Options	Select Yes if any Workforce Optimization option is required for the tenant: Quality Management, Workforce Management, WFO Analytics, Workforce Analytics with Transcriptions, or the Workforce Bundle.
Campaign Management	Select Yes if the Campaign Manager module is being implemented for the tenant.
Recording Storage	Enter the number of months to retain call recordings. Recordings made prior to the specified number of months are removed. <p>Note</p> <ul style="list-style-type: none"> • This field is hidden if the pruning strategy is not time based. • For tenants created prior to Release 10.0.0.193, this field might show the value in days.
Speech Enabled IVR	Select Yes if Speech Enabled IVR is required for the tenant.
Web Callback Option	Select Yes if Web Callback configuration is required for the tenant.

Settings

The Settings tab displays the settings described in the following table. The SP column identifies settings the service provider administrator specifies, the CJP column identifies settings specified by the CJP administrator, and the Tenant column identifies settings that can be edited by the tenant.

Setting	Description	Tenant	SP	CJP
Call Settings				

Setting	Description	Tenant	SP	CJP
Short Call Threshold	Specify the time interval, in seconds, that determines whether a call is considered short or abandoned.	X	X	X
Sudden Disconnect Threshold	Specify the time interval, in seconds, that determines whether a call is considered handled or was terminated so quickly as to possibly indicate an issue with connectivity or agent behavior. A call that is terminated after being distributed to a destination site, but within this time interval, is considered to be a <i>disconnected</i> call.	X	X	X
Maximum Active Calls	Specify the maximum number of active calls allowed. Neither the Outdial Maximum Active Calls nor the Inbound Maximum Active Calls can exceed this value. When CJP Portal users add or edit an entry point or queue, the value they enter for Inbound Maximum Active Calls and or Outdial Maximum Active Calls are validated against this value.		X	X

Setting	Description	Tenant	SP	CJP
Inbound Maximum Active Calls	Specify the maximum number of inbound calls that can be active. This includes all site, team, DN, queued, and in-process calls. A call that arrives after the maximum has been reached is busied out.		X	X
Outdial Maximum Active Calls	Specify the maximum number of active outdial calls across the tenant.		X	X
Other Settings				
Allow Agent Threshold	If the Threshold Alerts feature is enabled for this tenant, specify whether or not to enable Agent Threshold Alerts. The Threshold Alerts feature is enabled for all tenants with a Standard or Premium license.	X	X	X
Maximum Callback Attempts	Specify the number of times the system will attempt a requested callback if the initial callback attempt fails.	X	X	X
Retry Callback Interval	Specify the number of seconds between callback attempts in the event the initial callback attempt fails.	X	X	X

Setting	Description	Tenant	SP	CJP
Pause/Resume Enabled	<p>If Yes, agents can click the Privacy Shield button during a call to pause and resume potential call recording. For example, the agent might need to pause potential call recording while obtaining a credit card number or other protected information.</p> <p>If No, this feature can be enabled for individual queues.</p> <p>Note The Privacy Shield button is displayed on the Agent Desktop only if the Privacy Shield feature is enabled in the tenant's configuration file (see Tenant Configuration, on page 43 beginning on Tenant Configuration, on page 43).</p>	X	X	X
Recording Pause Duration	<p>If <i>Pause/Resume Enabled</i> is set to <i>Yes</i>, specify how many seconds call recording will be paused if the agent does not click the <i>Turn Off Privacy Shield</i> button earlier.</p>	X	X	X

Setting	Description	Tenant	SP	CJP
Allow Password Reset	Specify whether or not to enable the Password Reset module so authorized users can reset or reassign the passwords of one or multiple agents.	X	X	X
Check Agent Availability	If Yes, teams with no logged in agents can be excluded for consideration as the routing strategy escalates over time. If No, the <i>Check Agent Availability</i> setting can be enabled for individual inbound queues.	X	X	X
Record All Calls	If Yes, all inbound and outdial calls will be recorded. If No, calls will be recorded based on settings for each queue.	X	X	X

SIP

If SIP trunks have been configured in the Service Provider, you can assign one or more of them to the tenant in the SIP tab. These settings can be configured by the service provider administrator and the CJP administrator. After a provisioning request is submitted, you cannot change these settings until after the tenant is provisioned.

Step 1 Click the Add button in the lower right corner of the SIP tab.

Step 2 In the dialog box that opens:

a) Select a trunk from the SIP Trunk Name drop-down list.

Note If you do not see the SIP trunks needed for this tenant, add them as described in [Managing SIP Attributes, on page 18](#) and then return to this tab.

b) In the DN Range field, specify a value in a range format.

- c) Click **Add**.

Branding

The Branding tab provides settings for optionally customizing the banner color and images used on Management Portal pages. These settings are available when you add or edit the settings for a tenant. All settings are optional, so you can provide a value for one or more of the settings as described in the following table.

Setting	Description
Banner Color	To specify a custom banner color, either type the HTML (hexadecimal) code for a color or click inside the small box on the right of the text field and select a color from the color selector.
Portal Image	Click the folder button for each image type you want to customize and in the dialog box that opens, navigate to the image file in your system that you want to use and click Open . Supported file formats are PNG, JPG, JPEG, and GIF.
Portal Mini Image	
Agent Desktop Image	

Module Permissions



Note The CJP administrator will see the Module Permissions tab for all tenants. Service providers will see this tab for tenants created prior to Release10.0.0.193.

The Module Permissions tab displays the settings described in the following table. The SP column identifies settings the service provider administrator specifies, the CJP column identifies settings specified by the CJP administrator, and the Tenant column identifies settings that can be edited by the tenant if the tenant was created prior to Release10.0.0.193.

Setting	Description	Tenant	SP	CJP
SCR Enabled	Select Yes if the CJP Scorecard Routing feature is being implemented for the tenant.		X	X
Threshold Alerts Enabled	Select Yes if the Threshold Alerts feature is being implemented for the tenant.		X	X

Setting	Description	Tenant	SP	CJP
Maximum Threshold Rules	If <i>Threshold Alerts Enabled</i> is set to <i>Yes</i> , specify the maximum number of active threshold rules that can be defined for the tenant.		X	X
Map View	Select Yes if the Map View feature is being implemented for the tenant.		X	X
SBR Enabled	Select Yes if the Skills-Based Routing (SBR) feature is being implemented for the tenant.		X	X
Maximum Skills	Specify the maximum number of skills that can be defined for the tenant.		X	X
Maximum Text Skills	The maximum number of text skills that can be defined for the tenant.		X	X
Multimedia Enabled	Select Yes if the Multimedia feature is being implemented for the tenant.		X	X
Multimedia Extensions Enabled	Select Yes if the Multimedia Extensions feature is being implemented for the tenant.		X	X
Maximum Channels Per Profile	If <i>Multimedia Enabled</i> is set to <i>Yes</i> , specify the maximum number of channels that can be specified for a multimedia profile.		X	X

Setting	Description	Tenant	SP	CJP
Voice Callback Enabled	Select Yes if the Voice Callback feature is being implemented for the tenant. A <i>Yes</i> setting makes the <i>Callback</i> call control block available for use in call control scripts and automatically sets <i>Web Callback Enabled</i> to <i>Yes</i> .		X	X
Web Callback Enabled	Select Yes if the Web Callback feature is being implemented for the tenant. Note If <i>Voice Callback Enabled</i> is set to <i>Yes</i> , then <i>Web Callback Enabled</i> is automatically set to <i>Yes</i> and cannot be changed to <i>No</i> .		X	X
Recording Management Enabled	Select Yes if the Recording Management module is being implemented for the tenant.		X	X

Setting	Description	Tenant	SP	CJP
Recording Pruning Strategy	<p>If the Recording Management module is enabled for the tenant, specify the recording pruning strategy for the tenant: <i>No Pruning</i>, <i>TimeBased</i>, <i>Agent Minutes</i>, or <i>Storage Based</i>.</p> <p>When a change is made to this setting, an email is sent to all users who are authorized to change the setting.</p>	X	X	X

Setting	Description	Tenant	SP	CJP
Pruning Value			X	X

Setting	Description	Tenant	SP	CJP
	<p>If the Recording Pruning Strategy is set to a value other than <i>NoPruning</i>, specify the value for the selected recording pruning strategy as either 0 for <i>No Pruning</i> or one of the following values:</p> <ul style="list-style-type: none"> • For the <i>Time Based</i> strategy, the number of days to retain recordings. Recordings made prior to the specified number of days are removed. • For the <i>Agent Minutes</i> strategy, the maximum number of minutes of recordings per agent. When the maximum number of minutes is reached, the oldest recordings are removed to make room for new recordings. • For the <i>Storage Based</i> strategy, the limit on the total recording size in megabytes. When the limit is reached the oldest 			

Setting	Description	Tenant	SP	CJP
	recordings beyond the specified storage value are removed.			
Analytics Enabled	Select Yes if the Customer Engagement Analyzer, Analyzer Data Exchange, and Business Rules modules are being implemented for the tenant		X	X

Other Permissions



Note The CJP administrator will see the Other Permissions tab for all tenants. Service providers will see this tab for tenants created prior to Release 10.0.0.193.

The Other Permissions tab displays the settings described in the following table. The SP column identifies settings the service provider administrator specifies, the CJP column identifies settings specified by the CJP administrator, and the Tenant column identifies settings that can be edited by the tenant if the tenant was created prior to Release 10.0.0.193.

Setting	Description	Tenant	SP	CJP
SAM CDX Data Compression	Select Yes for a tenant with more than 300 agents.			X
SAM IDX Data Compression	Select Yes for a tenant with more than 300 agents.			X
SAM Data Compression Type	If a SAM data compression field is set to <i>Yes</i> , select gzip from the drop-down list. Otherwise, leave this field set to none. Do not select zip . This setting is not applicable.			X
Number of CAD Variables	Enter the maximum number of active call-associated data (CAD) variables that can be defined for the tenant.		X	X
Maximum Address Books	Enter the maximum number of address books that can be defined for the tenant.		X	X
Maximum Provisioned Agents	The maximum number of agents that can be defined for the tenant should be one less than the value specified for Maximum Provisioned Users.		X	X

Setting	Description	Tenant	SP	CJP
Maximum Entry Points and Queues	Enter the maximum number of entry points and queues that can be defined for the tenant.		X	X
External ID	Applies only to CJP Salesforce Edition.			X
Permit Alert	If the Agent Supervisory Alert feature is being implemented for the tenant, select Yes to display the Alert link in the header of the Management Portal landing page.		X	X
Last Agent Routing	Select Yes if Last Agent Routing is being implemented for the tenant.	X	X	X
Enabled Leg Recordings	If Yes, three files are created for each recorded call: one with audio of both the caller and the agent, one with just the caller audio, and one with just the agent audio. Currently, this is a custom setting.	X	X	X
Site Level DN Enabled	If Yes, the DN to Entry Point Mappings interface provides controls for creating mappings at the site level as well as the tenant level.		X	X
Multiple Time Zone Enabled	If Yes, entry points and queues can be associated with time zones. Time values in routing strategies will be based on the time zone provisioned for the entry point or queue or, if no time zone is specified, the time zone provisioned for your enterprise.	X	X	X
Lock Users Allowed	Select Yes to enable the Account Unlock module so authorized users can unlock one or more locked agent accounts at the sites and on the teams to which they have access.	X	X	X
Allow Agent Access to Recordings	If Yes, agents whose profiles permit access to recordings can access recordings of calls they handled within the past 24 hours.	X	X	X

Publishing Settings



Note The CJP administrator will see the Publishing Settings tab for all tenants. Service providers will see this tab for tenants created prior to Release 10.0.0.193.

The Publishing Settings tab displays the statistics aggregation manager (SAM) topics that are used for custom reporting. If the tenant uses custom reporting based on any of these, select **Yes** for the corresponding topics. These settings can be specified only by CJP Operations.

- Publish Call Events
- Publish Agent Events
- Publish Agent Command Events
- Publish Queued Values

- Publish Dynamic Queued Values
 - Publish Agent Detailed Values
- Task List for Provisioning a New Tenant

Following is a list of the overall steps for provisioning a new tenant:

-
- Step 1** Create a new tenant as described in [Adding a New Tenant, on page 20](#).
- Step 2** Request provisioning for the tenant after entering the Order Details, SystemProfile, and SIP trunk information in the Provisioning and SIP tabs.
- Step 3** Perform the following tasks as described in the “Provisioning” chapter of the *Management Portal User Guide*:
- a) Create sites, teams, entry points, and queues.
 - b) Create custom wrap-up and idle codes and agent profiles for the tenant.
- Step 4** CJP personnel will contact you when your tenant is provisioned and voice connectivity is ready to test.
-



CHAPTER 4

Network Provisioning

The Network Provisioning module provides an interface for setting up back-end components for tenants. Currently, this module is available only to CJP Operations.

Topics covered in this chapter:

- [Tenant Configuration, on page 43](#)
- [DID Configuration, on page 46](#)
- [Server Mapping, on page 48](#)
- [POP Mapping and Voice POPs, on page 55](#)
- [Call Control Gateway Configuration, on page 59](#)
- [Gateway Inventory, on page 60](#)
- [Media Server, on page 61](#)
- [Outdial Configuration, on page 62](#)

Tenant Configuration

Several settings on the Tenant Configuration page can be edited to customize the CJP Agent Desktop. After editing settings on the Tenant Configuration page, you must log in to the Agent Desktop and then browse to the TACG UI and reload the enterprise.xml file:

```
http://<TACG_host_name>:10050/adas
```

To view or edit tenant configuration settings:

-
- Step 1** On the Service Provider Portal navigation bar, select NetworkProvisioning> TenantConfiguration.
- Step 2** On the Tenant Configuration Details page, select a tenant from the Tenant drop-down list. and click the View button.
The page displays the settings specified for the selected tenant.
- Step 3** To edit the Tenant Configuration settings, click the Edit button at the bottom of the page, and then specify or change the settings and click **Save**.

Each setting is described in the following table. Asterisks (*) indicate settings that you can edit to customize the CJP Agent Desktop. Do not make any other edits except in consultation with Engineering. Other Agent Desktop customizations can be performed through Agent Profiles defined in the Provisioning module of the CJP Management Portal for the tenant.

The Add button in the lower-right corner of the Extra Settings section of the Edit page is for future use to add tenant-specific attributes at a later time.

Setting	Description
General Settings	
Auto WrapUp Interval	This setting is not used.
Version	The version of the configuration file.
*Call Variables Suppressed	Prevents the specified call properties from being sent to the Agent Desktop for display. You can delete any values currently assigned to this attribute (described below) if the tenant wants the corresponding call property to be sent to the Agent Desktop, or you can add values that the tenant wants to prevent from being sent. callId. The identification number assigned to the call by the system. connectionid. The identification number assigned to the call leg by the system. mediaserver. The address of the media server. reason. If the call fails to connect the agent, the reason for the failure. remotesessionid. Internal system variable. sendid. Internal system variable. sessionid. Same as callId. supervisor. The phone number of the supervisor monitoring the call. virtualTeamId. The ID number of the virtual team.
Call Variables Base URL	Not currently used.
*APS Enabled	Specifies whether or not to display the Statistics button on the Agent Desktop toolbar.
*APS URL	Specifies the URL to the server where the agent personal statistics (APS) for this tenant are stored. If no value is specified, the agent personal statistics feature is disabled.
DN Settings	
DN Default Description	These settings specify the text labels used to identify choices in the <i>Format</i> field of the Agent Desktop.
DN Other Description	
Reject Duplicate DN	Specifies whether or not two agents can enter the same DN to log in to the Agent Desktop at the same time. Do not modify the default value.
Force Default DN	If Yes, this setting restricts agents to their provisioned default DNs when logging in to the Agent Desktop. Agents for whom no default DN is specified can enter any DN. This setting overrides the Agent DN Validation settings of the agent profile (described in the “Provisioning” chapter of the <i>CJP Management Portal User Guide</i>).

Setting	Description
DN Default Prefix	<p>These settings are used by default to validate the DN the agent enters when logging in. These settings override those entered in the Agent Profile. In order to enable the settings in the Agent Profile, the <code>dn.default.regex</code> and <code>dn.other.regex</code> settings must be manually removed from the generated Tenant Configuration XML file.</p> <p>For more information, see “Example Dial Plans” and “Agent Profiles” in the “Provisioning” chapter of the <i>CJP Management Portal User Guide</i>.</p> <p>Do not modify the default values.</p>
DN Other Prefix	
DN Default Strip Characters	
DN Other Strip Characters	
DN Default Regex	
DN Other Regex	
Misc Settings	
Heart Beat Interval	<p>Specifies the time interval in milliseconds after which the Agent Desktop applet sends a signal to the backend cloud service.</p> <p>Do not modify the default value.</p>
Missed Heart Beats Allowed	<p>Specifies how many missed heartbeats can occur before the connection is considered gone, after which the agent sees “Reconnecting” on the Agent Desktop.</p> <p>Do not modify the default value.</p>
Lost Connection Recovery Timeout	<p>Specifies the time interval in milliseconds after which the agent is logged out after a network interruption.</p> <p>Do not modify the default value.</p>
*Not Responding To Available Timeout	<p>Specifies in milliseconds the time interval after which the agent is moved from Not Responding to Available when a condition specified in <code>autoAvailableWhenNotRespondingReasonCSV</code> occurs. If no value is specified for this timeout, the time interval defaults to 3 seconds.</p>
Auto Available When Not Responding Reasons CSV	<p>Specifies the conditions that will move the agent from the Not Responding state to the Available state after the time interval specified in the <code>notRespondingToAvailableTimeout</code> setting.</p> <p>Do not modify the default value.</p>
*Privacy Shield Visible	<p>Specifies whether or not to display the Privacy Shield button on the Agent Desktop so the agent can block the recording of sensitive information such as credit card numbers.</p>
Outdial Enabled	<p>Specifies whether or not to display the Call Out field on the Agent Desktop if Outdial is enabled in the Dial Plan tab of the agent profile.</p>
End Call Enabled	<p>Specifies whether or not to display the End Call button on the Agent Desktop. When a call is connected and not on hold, the agent can click this button to disconnect the Line 1 call.</p>

Setting	Description
End Consult Enabled	Specifies whether or not to display the End Consult button on the Agent Desktop. After sending a consult request, the agent can click this button to cancel the request or disconnect a consult call. Do not modify the default value.
Incident Reporting Enabled	Not currently used.
Log Settings	
Local Disk Log Level	Specifies the Java log level used to write to the log file on disk.
Central Log Level	Not currently used.
Console Log Level	Default value on the Agent Desktop to log to the Java console.
Watson Analytics Details	
Watson Analytics Base URL	Optional feature that allows for sentiment analysis for the conversation between the customer and the agent in chat interactions. The tenant signs up for an IBM Watson account and obtains the values needed in these fields.
Watson Analytics Username	
Watson Analytics Password	
Extra Settings	
dn.target.prefix	These settings are used to validate consult and transfer phone numbers entered by the agent in addition to the validation criteria specified in the Adhoc Dial Plan section of the of the agent profile Dial Plan tab.
dn.target.regex	
dn.target.strip.chars	
systemRecoveryMsg	Specifies the text of the message that appears on the Agent Desktop after the connection to the server has been lost and then reestablished.
diagnosticsPostUrl	If the incidentReportingEnabled field is set to Yes, this field must specify the URL where the diagnostics and incident reports are sent.
autoBaseUrl	If <i>autoBaseUrl</i> is set to true, the <i>callVariablesBaseUrl</i> should be the server URL that is invoked with <i>all</i> the CAD data when a new call arrives. Use this feature only in consultation with Engineering.

DID Configuration

Each new tenant automatically provision with a default DID<tenant_name>.xml file, located on the provisioning host server in the /var/www/html/<tenant_name>/DID directory.

This file specifies the URL of the primary and backup TAM host and port number. The CCXML interpreter (CCXMLi) uses this URL to notify TAM of a new call.

The file also specifies the SIP proxy that the CCG communicates with—typically, it's the Transera Redirect Server (TRS) host and port number.

In addition, the file specifies a number of DID settings, such as ring timeouts and dial prefixes.

To view or edit DID Configuration settings for a tenant:

- Step 1** On the Service Provider Portal navigation bar, select NetworkProvisioning> DIDConfiguration.
- Step 2** On the Tenant DID Details page, select a tenant from the Tenant drop-down list. And click the View button. The page displays the settings specified for the selected tenant.
- Step 3** To edit the DID Configuration settings of the tenant, click the **Edit** button at the bottom of the page. Change the settings you want to change and click **Save**. The following table describes the settings.

Setting	Description
General Settings	
Type	TAM (Transera Application Manager)
Version	1.0
Next URL	Use this setting to import settings from another DID XML file.
Primary Start Call URL	The URL of the primary and backup TAM host and port number. The CCXML interpreter (CCXMLi) uses this URL to notify TAM of a new call.
Backup Start Call URL	
Primary Outbound Proxy	The SIP proxy that the CCG communicates with—typically, it's the Transera Redirect Server (TRS) host and port number.
Secondary Outbound Proxy	Not currently used.
Other Settings	
agentprefix	This field automatically populates with the dial prefix for the number of the agent. It also populates the calls initiated by the agent, such as consults and transfers.
ivrprefix	This field automatically populates with the dial prefix for calls bridged to an external IVR.
monitorprefix	This field automatically populates with the dial prefix for the number that the supervisor enters to monitor calls.
outdialprefix	This field automatically populates with the dial prefix for outdial calls initiated by the agent.
overflowprefix	This field automatically populates with the dial prefix of the overflow number provisioned for the virtual team.

Setting	Description
agentTimeout	The ring-no-answer timeout (in seconds) for calls to an agent. Note For some calls, the ringing time might be more than the RONA time. To fix this issue, configure the agentTimeout setting such that the value of agentTimeout is greater than number of SBC in a VPOP * setupTimeout + 2 seconds.
blindXferTimeout	The ring-no-answer timeout (in seconds) for blind transfers.
consultTimeout	The ring-no-answer timeout (in seconds) for consult calls.
ivrTimeout	The ring-no-answer timeout (in seconds) for calls bridged to an external IVR.
msSetupTimeout	The timeout (in seconds) after which a call fail event goes back to the platform when the remote end point receives no response. Applies to media servers.
outdialTimeout	The ring-no-answer timeout (in seconds) for the customer leg on outdial calls.
setupTimeout	The timeout (in seconds) after which a call fail event goes back to the platform when the remote end point receives no response. The call fail event is the duration between the placement of the call and the ringing of the agent phone. Applies to media gateways.
supervisorTimeout	The ring-no-answer timeout (in seconds) for calls to the Supervisor.
AddTimestampToRecordingFilename	If set to Yes, the last field in the file name of a call recording includes the start time of the recording (in milliseconds since Epoch). File names of call recordings don't include start times, if you: <ul style="list-style-type: none"> • Don't include this setting in the DID<tenant_name>.xml file. • Specify the value.No
outboundANI	The caller ID to provide for the outbound leg on all calls.
outdialANI	The caller ID to provide for the outbound leg on outdial calls.
playRinging	Specifies whether to play ringing from the media server.
ringFile	The default ringback file name and location.

Server Mapping

Topics covered in this section:

- [Server Mapping Overview, on page 49](#)
- [Displaying the Server Mapping Page, on page 52](#)

- [Assigning Server Mapping to a Tenant, on page 52](#)
- [Adding or Editing a Server Mapping Entry, on page 53](#)
- [Deleting a Server Mapping Entry, on page 54](#)
- [Component Mapping, on page 54](#)

Server Mapping Overview

The CJP application uses a number of distributed modules (each module provides specialized functions) that act in a cooperative fashion to provide the CJP multi-tenanted hosted contact center solution. The Server Mapping interface is for associating specific instances of these various modules to service the needs of a specific tenant. A single set of these distributed modules can and often do service multiple tenants.

All of the components described in the following table need to be associated with a tenant.

ComponentName	Description
ABM	Agent behavior monitor.
ACTIVEMQ	activeMQ. Internal module for interprocess communication.
ADX	Application Data eXchange. Module for interprocess communication.
AHA	Agent handler application. Tracks agent availability; part of the Transera application manager (TAM).
AIM	Agent Information Manager. Module that maintains agent state information for all agents across tenants.
APS	Agent personal statistics. Displays statistics when the agent clicks a button on the Transera Agent Desktop.
APSB	Agent personal statistics back end. APS Back-End server module that supports the APS UI
ARD	Advanced Reporting database.
AREX	AdvRep Engine.
ASM	Agent Statistical module. Module that computes Agent statistics.
BRE	Business Rules Engine. Module that allows creation of rules to customize call flows.
CAB	CC Analyzer Bridge. Module that is used for transferring data from the ACD to the Analyzer.
CABBE	Backend module that works with CAB.

ComponentName	Description
CAMPAIGN-MANAGER	Component that allows for creation and management of outbound campaigns.
CCD-BE	Call Center Display backend component.
CCD_DB	Call Center Display Database.
CCDUI	Call Center Display user interface component.
CCXMLi	CCXML interpreter. Interprets the documents that govern call control.
CDP	Call data processor. Generates half-hourly call interval reports.
CDP_DB	CDP database. The database where CDP data is stored.
CDS-BE	Call distribution strategy back end. Manages the storage and deployment of defined strategies with TAM.
CDX	Customer data exchange. Allows real-time and historical information to be sent to third-party products such as Workforce Management applications.
CDX-CLIENT	Customer data exchange client. Component used by third parties to receive data sent by CDX.
CHA	Call handler application. Calls a media server, queues and routes calls to agents. There is one instance of CHA per tenant. CHA is set up and maintained in the TAM server configuration.
DATALOADER	Dataloader for SFDC. Component used to upload data to/from SFDC.
DR-MYSQL	Data Replica MySQL. Database used by the Data Replica module.
DR-POP	Data Replica POP. Data Replica instance.
ERA	External routing adapter. Connects to third-party applications.
EVENTS_DB	Events database. The database where call events (call and agent) are stored.
HRS-BE	Historical reports system application back end. Obtains statistical information from the statistics aggregation manager (SAM) every 30 minutes and stores it in database tables.

ComponentName	Description
HRS_DB	HRS database. Database where historical records are stored.
ICRMNS	ICRM Notification Service. Multimedia module.
ICRMURL	ICRM Notification URL. Multimedia URL.
IDX	Internal data exchange. The delivery mechanism for real-time five-second and five-minute summary calculations from the statistics aggregation manager (SAM) to real-time monitoring and control (RTMC).
JBA	Jukebox Instance. The module that stores voice recordings and provides tenants with access to recordings.
JBA-CVS-GEN	Jukebox Provisioning CSV Generator. Gen module that generates MetaData (such as ANI, DNIS, Queue, Call-time, Call-Duration) for the Jukebox.
JBABE	The backend server that JBA communicates with.
MCG	Media control gateway. The host used for multimedia interactions such as email and Web.
METRICSKEEPER	Metrics Keeper. Supplements JSAM in maintaining real-time metrics. Its purpose is to offload JSAM from maintaining and publishing data other than basic CDR/ADR and summaries. Metrics Keeper is an IDX client that pulls JSAM topics and then performs additional computations/transformations. Unlike the publish /subscribe model of JSAM, Metrics Keeper supports a “pull” based SQL Query mechanism that clients can use to pull any kind of custom data required. Metrics Keeper is required for Map View feature.
NOTIFICATIONSERVER	Provides configuration updates to the other components.
PORTAL	Main access point for CJP users.
SAF	Agent to Supervisor Communication module. Module that facilitates Agents to alert a Supervisor
SAM	Statistics aggregation manager. Creates call and agent statistics and emits them to other Transera applications.
SAR-BE	Seratel Advanced Reporter.

ComponentName	Description
SERATELBE	CJP back end. Aggregates the back-end modules—CDS-BE, HRS-BE, and RTMC-BE.
SSM	SIP session manager. Handles the signaling part of the call.
TALBE	Threshold Alerts. Backend module used for Threshold Alerts.
TCAH	Transera CTI Adaptor hosted. The interface between the tenant's telephony layer and the ACD for CJP Scorecard Routing. This component could be installed on the tenant's premises or in the CJP cloud.
TIDE	Component that provides Create, Read, Update and Delete (CRUD) operations to data in the Analyzer
VDP	Scorecard Routing vendor data processor.
WCB	Web Callback server. Handles Web Callback requests.
WFO	Workforce Optimization. The ability to optimize agent staffing based on expected call volumes.
XDA-IVR	eXternal Data Adapter used to integrate with external IVR systems

Displaying the Server Mapping Page

To display the Server Mapping page:

-
- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> ServerMapping.
- Step 2** In the Display Server Mapping by drop-down list, select **Tenant**, Component, or Host, and then in the second drop-down list, select the tenant, component or host you want to display.
- For a description of each setting, see the table on [#unique_40 unique_40_Connect_42_ID-00000c8f](#), on page 53.
-

Assigning Server Mapping to a Tenant

To assign server mapping to a tenant:

-
- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> ServerMapping.
- Step 2** On the Server Mapping page, select the Replicate Server Mapping link.
- Step 3** In the Source Tenant drop-down list, select the tenant whose server mapping you want to duplicate for the tenant.

- Step 4** In the Target Tenants drop-down list, select the tenant to whom you want to assign server mapping. You can then select an additional tenant, or you can hold down the Ctrl key to select more than one tenant.
- Step 5** Click **Save**.
- Step 6** Execute the external script for server mapping.

Adding or Editing a Server Mapping Entry

To add, edit, or delete a server mapping entry:

- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> ServerMapping.
- Step 2** On the Server Mapping page, select **Tenant**, Component, or Host from the Display Server Mapping by drop-down list, and in the second drop-down list, select the tenant, component or host you want to display.
- Step 3** To add an entry, click the Add button on the lower left side of the page. A new row is displayed in the list.
- OR -
- To edit an entry, click the Edit button to the left of the listed entry you want to edit. The settings for the selected entry become editable.
- Step 4** Specify or modify the settings as described in the following table, and then:
- To cancel your changes, click the **Cancel** button.
 - To save your changes, click the **Save** button. After doing so, the **Restore** button appears. You can click this button to restore the previous settings.

When you are finished adding or editing entries, click the Save button at the bottom of the page to submit all your changes to the database.

Setting	Description
Tenant	Select the tenant from the drop-down list.
Operating Mode	Select either Primary or Backup from the drop-down list.
Component Type	Select a component type from the list. For a description of each component type, see Server Mapping Overview, on page 49 .
Instance Name	Enter the name of the instance installed. Suggested naming convention is <code><component>-<tenant_name></code> ; for example, <code>cha-Acme</code> . In the case of cds, enter <code>cds-<tenant_name></code> or <code>cds-all</code> .
Host	Enter the name of the machine on which the component is running.
Port Type	Select a port type (HTTP, HTTPS, SOAP, SIP, or SOCKET) from the drop-down list.

Setting	Description
Port	Enter the number of the port on which the component is running. Note By default, both CHA and AHA for the same instance boot in the same JVM and will listen on the same port.
Additional Info	Enter any information that would be required to configure a component. For example, you might provide database connection information, which could be in the following format: <i>host=abcd.transrainc.com, port=3306, userID=sa, pwd=password, connections=10</i>

Deleting a Server Mapping Entry

To delete a server mapping entry:

- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> ServerMapping.
- Step 2** On the page that appears, select **Tenant**, Component, or Host from the Display Server Mapping by drop-down list, and in the second drop-down list, select the tenant, component or host you want to display.
- Step 3** Click the Delete button to the left of the entry you want to delete. To submit your change to the database, click the Save button at the bottom of the page.

Component Mapping

The Server Mapping > Component page displays a list of the component types that are available for selection in the Server Mapping tab when you add a server mapping entry.

To view, add, edit, or delete a component type:

- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> ServerMapping.
- Step 2** On the Server Mapping page, select the Component link.

The Component Details page displays the columns described in the following table.

Columns	Description
Actions	Displays buttons for performing actions such as editing or deleting an entry and then canceling or saving your changes.

Columns	Description
Component Type	The abbreviation used for the component type. This is the value that is displayed in the Server Mapping tab when you view server mapping components or add a server mapping entry.
Description	A description of the component type.
Notification URI	The path of the URL to which notifications are sent when server mapping changes occur. A blank value signifies that the component either does not support such an interface or uses the Notification Server to receive updates to server mapping. Note The host and port are supplied in the Server Mapping tab.

Step 3 On the Component Details page, you can perform the following actions:

- To add an entry, click the **Add** button on the lower left side of the page to display a new row in the list; then proceed to step 4.
- To edit an entry, click the **Edit** button to the left of the listed entry you want to edit. When the settings for the selected entry become editable, proceed to step 4.
- To delete an entry, click the **Delete** button to the left of the listed entry you want to delete. To submit your change to the database, click the **Save** button at the bottom of the page.

Step 4 If you are adding or editing an entry, specify or modify the settings and then:

- To cancel your changes, click the **Cancel** button.
- To save your changes, click the **Save** button. After doing so, the **Restore** button appears. You can click this button to restore the previous settings.

When you are finished adding or editing entries, click the Save button at the bottom of the page to submit all your changes to the database.

POP Mapping and Voice POPs

The POP Mapping page provides access to two options:

- **Voice POPs:** This option allows for the creation of POP mapping entities.
- **POP Mapping:** A few of the CJP modules have to be associated with a voice POP instead of being assigned on a per tenant basis. POP Mapping interface is for associating instances of CJP modules to a specific voice POP.

Usage:

1. Create one or more entities under Voice POPs.
2. Associate components with the POP Mapping entity created in step 1.

Topics covered in this section:

- [Creating a Voice POP, on page 56](#)
- [Editing or Deleting a Voice POP, on page 57](#)
- [POP Mapping Overview, on page 57](#)
- [Adding Components to POP Mapping, on page 58](#)
- [Viewing or Editing the Settings for a POP Mapping, on page 59](#)

Creating a Voice POP

To create a voice POP:

-
- Step 1** On the CJP Portal navigation bar, select Network Provisioning > POPMapping.
- Step 2** Select the Voice POPs button at the top of the page.
- Step 3** On the Voice POPs List page, click the New Voice POP button and specify the settings for the voice POP as described in the following table.

Setting	Description
Name	Enter the name of the voice POP. Although the name can consist of any string of characters, the recommended naming convention is an all-lowercase hyphenated string beginning with <i>pop-</i> followed by the 3-letter airport code for the location (such as <i>las</i> for <i>Las Vegas</i>), followed by a 2- or 3-letter abbreviation for the partner, if a partner exists. For example, <i>pop-las-cp</i> .
IP Subnet	Optionally enter the IP subnet of the POP.
Domain	Optionally enter the domain name of the POP.
Media Servers	From the drop-down list, select one or more media servers to which you want to map the voice POP.
Description	Optionally enter a description of the POP.

- Step 4** Click **Save** to save your settings.
- Step 5** Click the POP Mapping button at the top of the page to return to the POP Mapping page so you can create a CCXMLi instance for the new POP as described in [Adding Components to POP Mapping, on page 58](#).
-

Editing or Deleting a Voice POP



Caution Before deleting a voice POP, make sure no components or entities are associated with it.

To edit or delete a voice POP:

- Step 1** On the CJP Portal navigation bar, select Network Provisioning> POPMapping.
- Step 2** Select the Voice POPs button at the top of the page to display the Voice POPs List page.
- Step 3** To delete a voice POP, click the button to the left of a listed POP name and select **Delete** .
- Step 4** To edit a POP, click the button to the left of a listed POP name and select **Edit** . Then in the Voice POP dialog box, make the necessary changes and click **Save**.

POP Mapping Overview

A few of the CJP modules have to be associated with a specific instance of the POP. Unlike the other components in the Server Mapping that are aligned with a specific tenant, these components are affiliated with a POP.

The modules associated with a voice POP are described in the following table.

ComponentName	Description
ADA	Agent Desktop application. Allows the agent to handle voice and multimedia interactions.
ADAS	Agent Desktop application server. The server side module that interfaces with the ADA.
ADX	Analyzer Data Exchange. Module for creating and modifying the Analyzer schemas.
AIM	Agent Information Manager. Module that maintains agent state information for all agents across tenants.
ANALYZER	A collection of components that serves as repository for a variety of data needed by the CJP product. Analyzer also provides user interfaces and REST APIs to access its data repositories.
BRE	Business Rules Engine. Allows for customizing the call flow based on external data that is specific to a particular tenant.

ComponentName	Description
TPG	Agent control gateway (ACG). The CJP component that manages Agent presence. ACG also publishes all the agent events to interested subscribers, including the metrics computation engines jSAM and DICE. Formerly known as TPG and TACG.

The POP Mapping page provides access to controls that let you add a POP name to the list of POPs available on the CJP Portal and edit the settings for a listed POP. The names on this list populate the POP drop-down list on the Voice POPs page.

Adding Components to POP Mapping

To add a component to a POP mapping:

Step 1 On the CJP Portal navigation bar, select NetworkProvisioning> POPMapping.

Step 2 On the POP Mapping page, do one of the following:

- If the list is empty, click the **New POP Mapping** button.

-OR-

- Select an entry from the **Voice POPs** drop-down list, then click the **ViewMapping** button and on the POP Mapping List page, click the **NewPOP Mapping** button.

Step 3 Specify settings for the instance as described in the following table.

Setting	Description
Component Type	From the drop-down list, select one of the six components described in POP Mapping Overview, on page 57 .
Instance Name	Enter the name of the component instance that is installed on the relevant server.
Operating Mode	Select of <i>Primary</i> or <i>Backup</i> from the drop-down list.
Host	Enter the machine name on which the component is installed.
Port	Enter the number of the port on which the component is installed.
Port Type	Select the port type from the drop-down list.
IP Address	Enter the IP address of the machine on which the component is installed.
Additional Info	Optionally, enter additional information.

Viewing or Editing the Settings for a POP Mapping

To view or edit the settings for a POP mapping:

-
- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> POPMapping.
- Step 2** On the POP Mapping page, select an entry from the Voice POPs drop-down list, and then click the ViewMapping button.
- Step 3** To delete a mapping, click the button to the left of a listed component and select **Delete** .
- Step 4** To edit a mapped component, click the button to the left of a listed component and select **Edit** . Then in the POP Mapping dialog box, make your changes and click **Save**. For a description of each field, see the previous section , [Adding Components to POP Mapping, on page 58](#)
-

Call Control Gateway Configuration

The Network Provisioning > CCG Configuration page provides an interface for configuring a call control gateway (internally referred to as MCCG) for call routing.

To view, add, or edit the settings for a CCG:

-
- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> CCGConfiguration.
- Step 2** On the CCG Configuration List page:
- To filter the list by any column, enter one or more characters in the **Search** box on the upper right side of the page.
 - To add a CCG, click the **New CCG** button.
 - To edit a CCG, click the button to the left of a listed entry and select **Edit** .

If you are adding or editing a CCG, specify or modify the settings as described in the following table, and then click **Save**.

Setting	Description
Host Name	Enter the fully-qualified domain name (FQDN) of the host on which the CCG instance is installed.
IP Address	Enter the IP address of the CCG.
HTTP Port	This field is automatically populated with the number of the HTTP port used for call routing. Do not change the default value.
SIP Port	This field is automatically populated with the SIP messaging port number. Do not change the default value.
Version	Select Version 2 from the drop-down list.
Call Interface URL	This read-only field displays the default value.

Setting	Description
Tenant to POP Mapping	<p>From the drop-down lists, select the tenant and the POP to which you want to map the tenant.</p> <p>You cannot edit a mapping entry, but you can delete an entry and then add a new one.</p> <ul style="list-style-type: none"> • To add a mapping, click the Add button. • To delete a mapping, click the Delete button. • The check mark icon indicates that the entry cannot be deleted because the tenant-to-POP mapping is used in outdial configuration.

Gateway Inventory

The Gateway Inventory page displays a list of all voice gateways within the system and identifies which POP to use for calls arriving on each gateway.

To view a list of voice gateways or to add or edit a voice gateway:

Step 1 On the CJP Portal navigation bar, select Network Provisioning > GatewayInventory.

Step 2 On the Gateway Inventory page:

- To add a voice gateway, click the **New Gateway Inventory** button, then specify the settings in the Gateway Inventory dialog box and click **Save**.
- To edit a voice gateway, click the button to the left of a listed entry and select **Edit**, then edit the settings in the Gateway Inventory dialog box and click **Save**.

The settings are described in the following table.

Setting	Description
Name	Enter the name of the voice gateway.
IP Address	Enter the IP address of the voice server.
Enabled	This field is set to Yes by default. To disable the server, select No .
Voice POPs	Select the voice POP that this gateway is associated with from the drop-down list.

Setting	Description
Port	Leave the default SIP Signalling port number, 5060, or, in the case of loopback (consult-to-queue), enter the number of the SIP port of the CCG instance that this tenant is being serviced by.

Media Server

The Media Server page provides an interface for adding, editing, or deleting a media server as well as for enabling and disabling a media server.

Topics covered in this section:

- [Adding or Editing a Server Mapping Entry, on page 53](#)
- [Mapping a Voice POP to a Media Server or Editing a Mapping, on page 62](#)

Adding, Editing, or Deleting a Media Server

To add, edit, or delete a media server:

Step 1 On the CJP Portal navigation bar, select Network Provisioning > MediaServer.

Step 2 On the Media Server page, do one of the following:

- To add an entry, click the **New Media Server** button.
- To edit an entry, click the button to the left of a listed entry and select **Edit**.
- To delete an entry, click the button to the left of a listed entry and select **Delete**.

Step 3 Specify or modify the settings as described in the following table and then click **Save**.

Setting	Description
Name	Enter the name of the media server. The recommended naming convention is an all-lowercase 2- or 3-part hyphenated string beginning with <i>ms-</i> followed by the 3-letter airport code for the location (such as <i>las</i> for <i>Las Vegas</i>), followed by a number if there is more than one media server at the location. For example, <i>ms-las-1</i> .
IP Address	Enter the IP address or complete host name of the media server.
Enabled	This field is set to Yes by default. To disable the server, select No and then enter a reason in the Comments field.

Setting	Description
Comments	If you are disabling the media server, enter a reason for disabling the server in this column. Otherwise, comments are optional.
Version	Select Version 2 from the drop-down list.

Step 4 After adding a media server, you must map it to a POP name as described in the next section , [Mapping a Voice POP to a Media Server or Editing a Mapping, on page 62](#)

Mapping a Voice POP to a Media Server or Editing a Mapping

To map a voice POP to a media server or to edit a mapping:

- Step 1** On the CJP Portal navigation bar, select NetworkProvisioning> POPMapping.
- Step 2** On the Voice POPs page, click the button to the left of a listed POP and select **Edit** .
- Step 3** In the Voice POP dialog box, select one or more media servers from the Media Servers drop-down list or, to remove a mapping, click **x** on the left side of the listed server name.
- Step 4** Click **Save** to save the mapping.

Outdial Configuration

The Outdial Configuration page provides an interface for mapping an outdial entry point to a set of CCGs. Before you can do this:

- The outdial entry point must be provisioned for the tenant (as described in the “Provisioning” chapter of the *CJP Management Portal User Guide*).
- At least one POP must be configured for the tenant in CCG Configuration (see [Call Control Gateway Configuration, on page 59](#)).

Topics covered in this section:

- [Mapping an Outdial Entry Point to a CCG, on page 62](#)
- [Disabling and Enabling a CCG or POP for Handling Outdial Requests, on page 63](#)

Mapping an Outdial Entry Point to a CCG

To map an outdial entry point to a CCG:

- Step 1** On the CJP Portal navigation bar, select Network Provisioning> OutdialConfiguration.

The Outdial Configuration List page appears.

- Step 2** To filter the list by any column, enter one or more characters in the Search box on the upper right side of the page.
 - Step 3** To add an outdial configuration, click the New Outdial Configuration button.
 - Step 4** In the dialog box that appears:
 - a) Select the name of the tenant from the Tenant list.
 - b) Select an entry point from the Outdial Entry Point list. This list displays only outdial entry points that have been configured for the selected tenant.
 - c) Select a POP from the POP list. A list of available outdial CCGs is displayed, based on the POP selected.
 - d) Click the Selected check box next to the outdial CCG that you want to assign to the tenant, and then click **Save**.
-

Disabling and Enabling a CCG or POP for Handling Outdial Requests

To disable or enable a CCG or POP for handling outdial requests for one or more tenants:

- Step 1** On the CJP Portal navigation bar, select Network Provisioning> OutdialConfiguration.
 - Step 2** On the Outdial Configuration List page, click the Advanced button at the top of the page.
 - Step 3** To disable or enable a single CCG for handling outdial requests for one or more tenants:
 - a) Select the Manage Outdial CCG button and select a CCG from the drop-down list.
 - b) Select one or more tenants from the Tenant list.
 - c) To disable or enable the CCG, set the Enable field to Off or On.
 - d) Click **Save**.
 - Step 4** To disable or enable a single POP for handling outdial requests for a one or more tenants:
 - a) Select the Manage Outdial POP button and select a POP from the drop-down list.
 - b) Select one or more tenants from the Tenant list.
 - c) To disable or enable the POP, set the Enable field to Off or On.
 - d) Click **Save**.
-



CHAPTER 5

Administrative Tasks

This chapter describes how to create a broadcast message that will be displayed on the CJP Management Portal landing pages of specific tenants or all tenants, and how to upload release notes and make them available to specific tenants or to all tenants. Currently, the modules described in this chapter are available only to CJP Operations.

Topics covered in this chapter:

- [Broadcast Messages, on page 65](#)
- [Release Notes, on page 66](#)

Broadcast Messages

The Broadcast Messages module provides an interface where CJP administrators can create and edit messages that will be displayed on the Management Portal landing page of specific tenants or all tenants. Typically, such messages inform users of scheduled system unavailability due to system maintenance.

To create a new message or edit an existing one:

Step 1 On the Service Provider Portal navigation bar, select Broadcast Messages.

Step 2 On the Broadcast Messages page, do one of the following:

- To create a new message, click **New Broadcast Message**.
- To edit or delete an existing message, click the button to the left of a listed message and select **Edit** or **Delete**.

Step 3 If you are adding or editing a message, specify or change the settings in the dialog box and then click **Save**. Settings are described in the following table.

Setting	Description
Type	If you want the message to be broadcast to all tenants, select the Global Message check box.
Tenants	Otherwise, select one or more tenants from the Tenants list
Description	Enter your message.

Setting	Description
Effective Date	<p>Do one of the following:</p> <ul style="list-style-type: none"> Select the Activate Message on Save button. <p>OR</p> <ul style="list-style-type: none"> Select the Activate Message at button, and then click inside the field and use the calendar controls to specify the time (in 24-hour format) and date you want the message to start being displayed.
Expiry Date	<p>Do one of the following:</p> <ul style="list-style-type: none"> Select the Expire Message after (Hrs) button and enter the number of hours after which you want the message to expire. <p>OR</p> <ul style="list-style-type: none"> Select the Expire Message at button and then click inside the field and use the controls to specify the time (in 24-hour format) and date you want the message to expire.

Release Notes

The Release Notes module on the CJP Management Portal provides authorized users with access to global and tenant-specific release note files.

The Release Notes module on the Service Provider Portal provides an interface where CJP administrators can upload release note files and make them available to specific tenants or to all tenants.

To upload a new or edited release notes file or to delete a previously uploaded file:

Step 1 On the Service Provider Portal navigation bar, select **Release Notes**.

- To upload a new file, click **Upload Release Notes**.
- To upload an edited file or to delete a file, click the button to the left of a listed file and select **Edit** or **Delete**.

Step 2 If you are uploading a new or edited file, on the Release Notes Upload page, do one of the following:

- To upload a new file, specify the settings as described in the following table and then click **Upload**.
- To upload an edited file, click the button on the right of the **Upload File** field, navigate to the file on your system, click **Open**, and then click **Upload**.

Setting	Description
Type	If you want the release notes file to be available to all tenants, select the Global Message button.
Tenants	Otherwise, select the Tenant button and then select one or more tenants from the Tenants list
Upload File	Click the button on the right side of the Upload File field, navigate to the file on your system, and click Open .
