



Technical Support

uContact net2phone | Training.



Introduction.

**Service provider /
Carrier**

- Prefixes
- 10.000-20.000 (RTPC)
- 5060 UDP
- Channels
- Signal
- Latency

LAN

- Verify network status
- Affects VOIP quality
- Cabled connections are recommended

Agent hardware

- Windows 7 or later
- Ubuntu / macOS
- Access to uContact servers
- Recommended browser Google Chrome (latest version)
- Open ports::
- 443, 8089 y 3478 (check firewall).

**Servers
(on premise)**

- Internet access
- Network connectivity issues
- electrical issues
- Storage
- CPU

Documentation.

Documentation

FAQ

Videos

Tutorials

uContact calls.

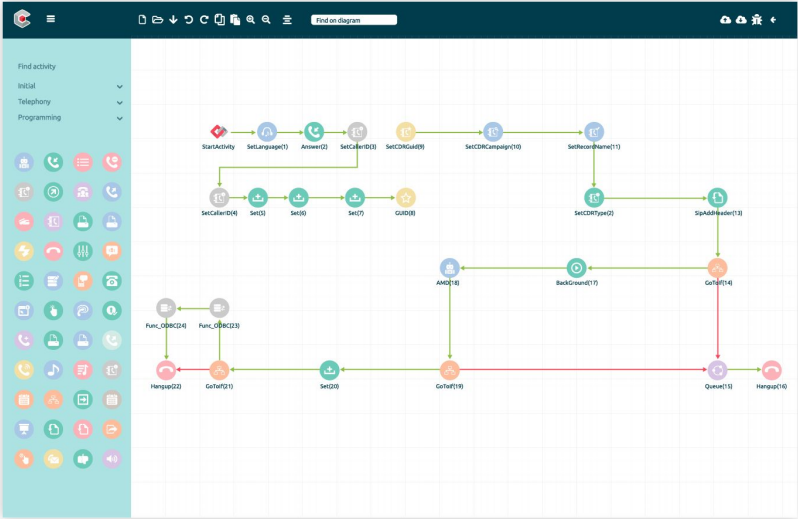
Manual dialing:



Dialers:



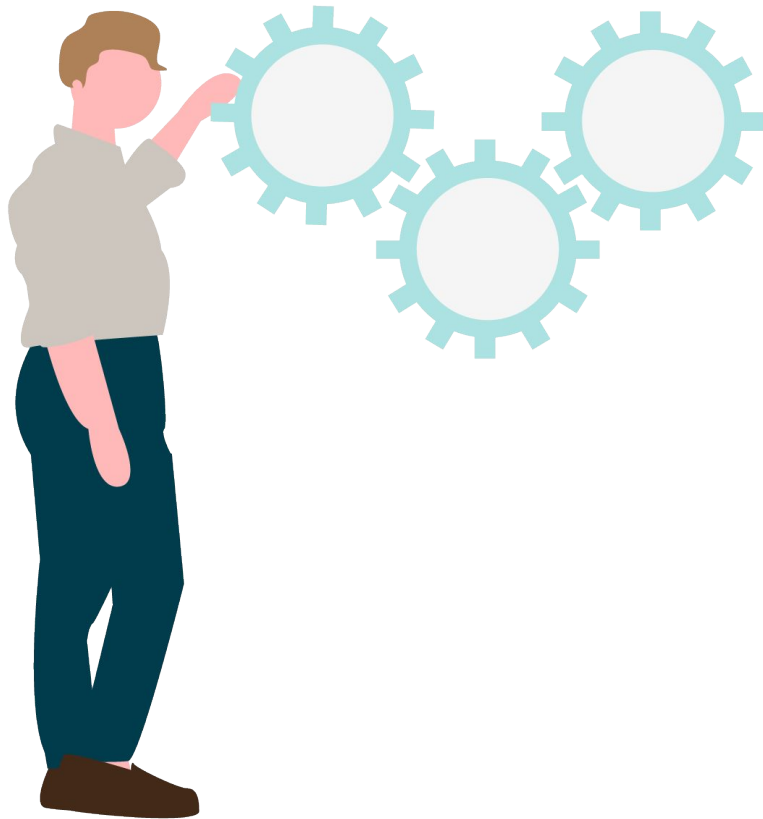
Workflow:



Carrier configuration.

Carrier configuration.

Technical Support



Carrier configuration.

Verify status

**Form and reports
support.**

Forms

Info x

Search x

Schedule x

Statistics x

CONTACT

National id number

858482944

Full Name

Josh Carter

Phone 1

+1 415 455 8798

Phone 2

+1 415 799 9875

Address

MANAGEMENT DATE

AGENT

CAMPAING

DISPOSITION 1

DISPOSITION 2

18/10/2018

Michele Gomez

Telemarke

18/10/2018

Michele Gomez

Telemarke

18/10/2018

Michele Gomez

Telemarke

18/10/2018

Michele Gomez

Telemarke

CampOUT->

Registered...

+1 305 7042135

1

2

3

4

5

6

7

8

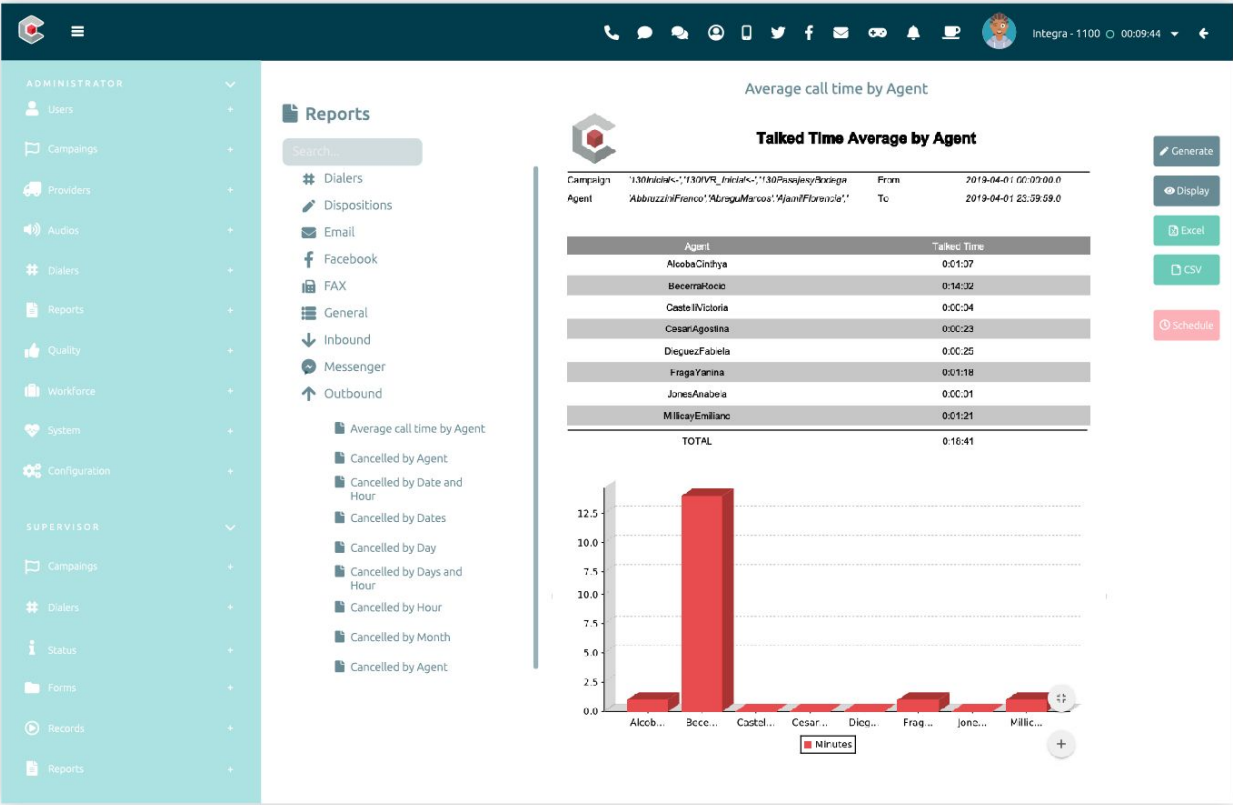
9

*

0

#

Reports

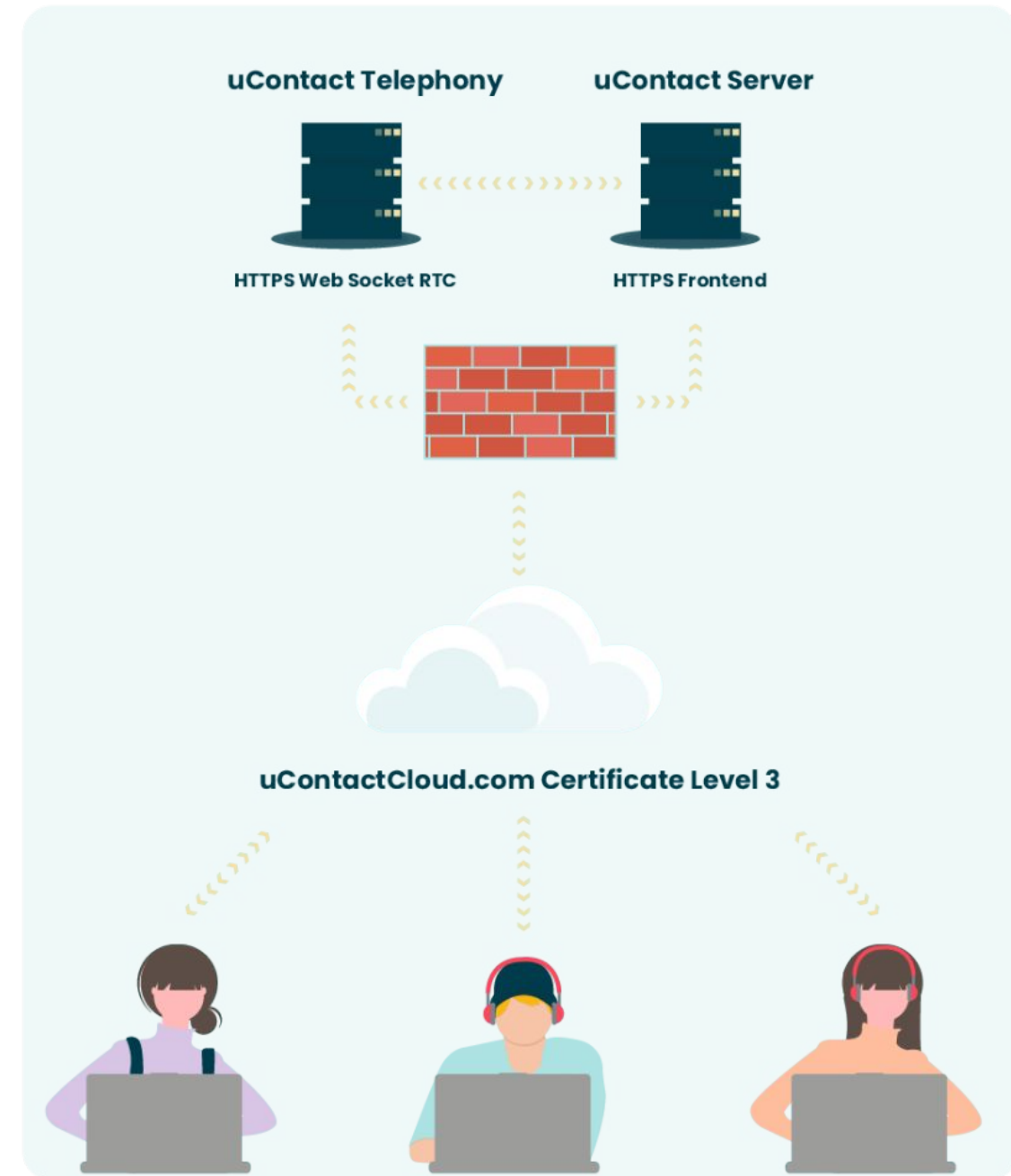
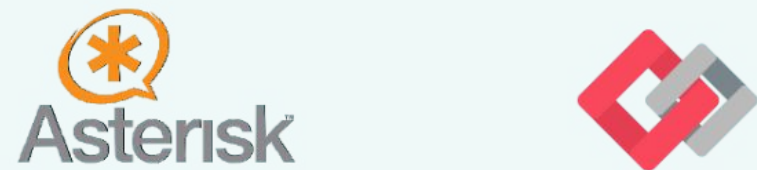


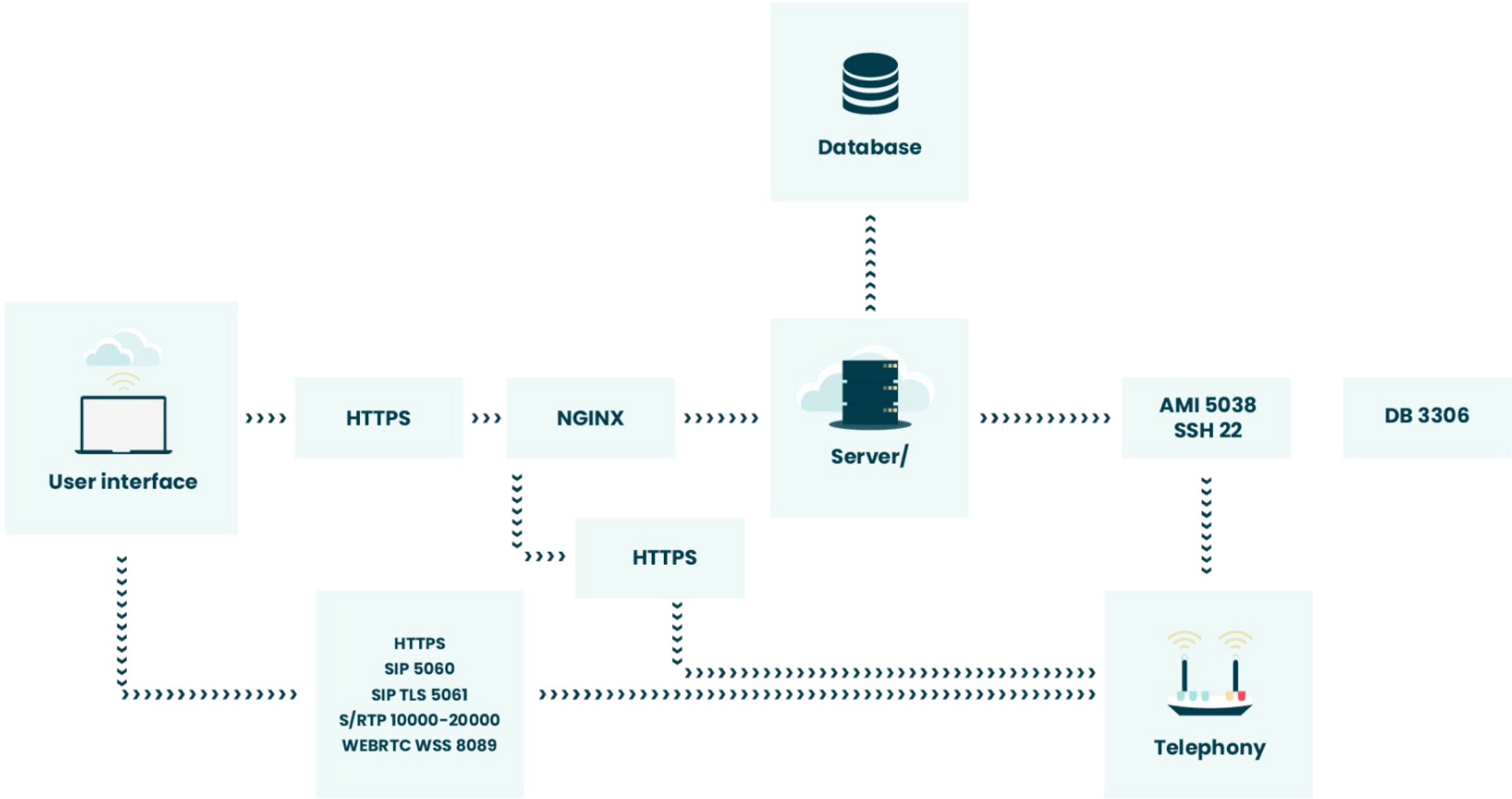
Architecture.

Application Server :



Telephony Server:







BASIC KNOWLEDGE

Practical guide

Access

- Console (Linux CMD))
- 3rth party Software (TOAD, HEIDI and others)

System

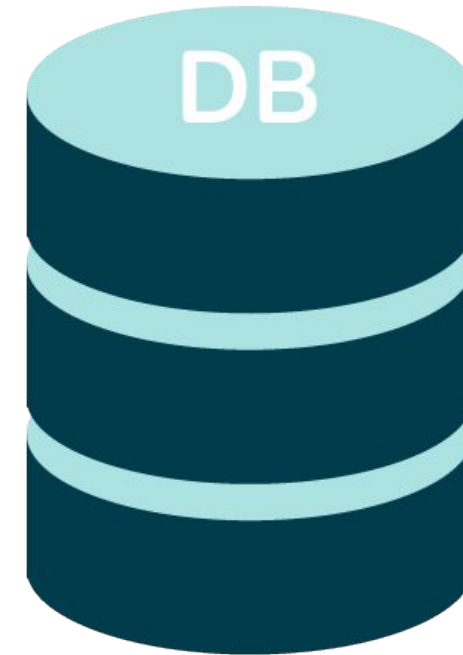
- CCDATA: Configurations and latest data
- CCREPO: Historical data and repositories

Content

- Tables (Depending on the PBX version)
- Store Procedures
- Triggers

User (default for visualization)

- Ccviewer : integradataviewer





ccdata y ccrepo

CDR

QUEUE_LOG

Other channels

Events

- agentlogin / agentlogoff
- completeagent / completec caller
- connect
- abandon
- queuestart
- enterqueue
- ringnoanswer
- transfer
- outcall
- break / unbre

Documentation

Telephony

Command: **integra start**
Starts telephony services

Command: **integra stop**
Stops telephony services

Command: **integra console**
Accesses uContact console

Command: **integra restart**
Restarts uContact telephony services

Command: **integra kill**
Kills all services and creates a dump file

Aplication

Command: **IntegraServer start**
Starts Integra Server

Command: **IntegraServer stop**
Stops Integra Server

Command: **IntegraServer restart**
Restarts Integra Server

Command: **UpdateIntegra <root pass>**
Updates Integra Server



Binary asterisk:

/usr/sbin/asterisk

Asterisk modules:

/usr/lib/asterisk/modules

Pre recorded voices:

/var/lib/asterisk/sounds

Pre recorded voices in spanish:

/var/lib/asterisk/sounds/es

Config files:

/etc/asterisk/*.conf

Asterisk generated files directory (voicemail, etc.):

/var/spool/asterisk

Asterisk logs:

/var/log/asterisk

AGI contained directory:

/var/lib/asterisk/agi-bin

Asterisk logs:

/var/log/asterisk/messages

Asterisk full logs:

/var/log/asterisk/full

IntegraServer log:

/var/log/IntegraServer.log

IntegraSevrer old log

/var/log/IntegraServer.stop

Telephony (/var/log/asterisk/):

"full" is the name of the current log, once it reaches 100MB (can be configured) a the name will change to "full.1" file gets created and starts a new "full" file, and so on.

Calls can be sorted by PID or Asterisk PID to see the full tracking. I.E.::

```
Fecha PID Asterisk PID extension @ contexto : paso funcion ( "Canal" / "valores" )
[Apr 26 21:21:20] VERBOSE[18696][C-0000002d] pbx.c: Executing [906260886@administrativos:1] Set("IAX2/2004-9835", "HASH(Result)-13057042135,Sa
```

Aplication(/var/log/):

"IntegraServer.log" is the only application log, it gets regenerated as the service is restarted (IntegraServer) or as it grows larger than 20 MB.

There are 3 log levels: Info, Severe y Warning (We recommend to keep Severe, only adding info when detailing issues). This is configured from uContact Configuration> Log

Log logic to be followed : DATE – Message class – Log level – Message

- Security considerations (Ports a IP's).
<https://integra-scm.atlassian.net/wiki/spaces/UCEN/pages/407671996/Security+Considerations>
- .CSV standard files for uploading information: verify structural integrity of the file.
- Clean Cache: To show the new changes that were applied.
- Correct configuration and usage for the voicemails.
- Services restarts: helps solving unexpected errors..
- System updates: Keeping the instance up to date is recommended. .
- **URL: <https://integra-scm.atlassian.net/wiki/spaces/KB/pages/272039960/Tips>**

Troubleshooting.

01

Restart browser and
clear cashe

02

Check the browser's
version

03

Verify microphone and
headset are working
fine

04

Make sure the reach of
the issue. Is the the
only agent?

05

Check security
configurations.



Telephony - 1st level support

Technical Support

01

Trunk configured
(5060 and
10.000-20.000 open)

02

Phone working and
registered

03

Verify error audio

04

Gateways signal

05

Dialing chain





Integra Server Logs:

/var/log/IntegraServer.log (Restarts with service)

/var/log/IntegraServer.stop (Last log since restarting the service)

Telephony Logs:

/var/log/asterisk/full (Restarts according to logrotate) ✓

/var/log/asterisk/full.1 (last full file before renaming)

/var/log/asterisk/cdr-custom/master.csv (CDR buck up)



Recordings and Sounds:

/var/spool/asterisk (recordings)

/var/lib/asterisk/sounds (sounds)

Why wouldn't the system work?

Check Licencing (check IntegraServer.log)

Where to configure the Integra Log?

CCDATA > Configurations > LogLevel

Where to configure the time to store the recordings?

uContact > Configuración > General > Log



The IVR is not working

- 1- Verify active calls through dialers.
- 2- Verify the information loaded on the Voice Broadcast list.
- 3- Verify frozen modules and restart them if needed.

Where to configure Integra Log?

- 1- Pause he agent manually
- 2- Verify this one against others on the system.
- 3- Make sure the agent in question is associated to a campaign.

Unable to transfer calls

- 1- Make sure the flows are following the expected logic
- 2- Verify DIDs are correctly assigned for campaign and flows

Unable to find calls for a specific number

- 1- Verify the recording exist in the repository
- 2- Verify the DB information for these recordings (Database ccrepo, Table cdr_repo).
- 3- Investigate if these recordings are stored anywhere else

There is “noise” when having an inbound call

- 1- Make sure the codecs in use are right. You may reupload them from the asterix repositories

When creating a ticket, be as descriptive as possible, commenting on testing you have made, and narrowing the margin for error.

Example:

- Agent XXXX cannot make calls.
- When making a call, the phone says is out of service (for all calls).
- Agent XXXX is the only one with this issue.
- An example can be found on 30-01-2018 at 17:54 hrs. dialing 12345678
- The call was made using Sales->



Questions

Addressing technical questions for installed systems.

Replies:

Within the next 24 business hours

Re-installation/ Infrastructure

Updates and changes within the system infrastructure (changing servers, location, LAN, etc.).

Replies:

Needs to be schedule 48 hs. in advance.

Updates

Applying updates and patched to the system (Service Pack) remotely.

Replies:

Needs to be schedule 48 hs. in advance.



Thanks!

