

# NEC

## **N-TeliWeb**

### **User Guide**

Release 4.0

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# N-TeliWeb 4.0

## Overview

NCS Ware 4.0 integrates VoIP, Auto Attendant, and Microsoft Internet Information Services (IIS) to provide the N-TeliWeb feature that allows internet users to talk to an extension via VoIP and share web pages.

## System Requirements

- **Client/Server System only:** NCS Ware Release 4.0 or higher running on Windows 2000 or Windows NT.
- **Client System:** Microsoft Internet Explorer 5.5 or better, or Netscape 4.7 or better; NetMeeting 3.01; and Sound Card.
- **Web Server:** Microsoft Internet Information Services (IIS) 4.0/5.0.

## N-TeliWeb Components



Figure 1. N-TeliWeb Component Overview

## Installing N-TeliWeb

Make sure NCS Ware Release 4.0 has been installed on the NCS Serv system and the link to TCP/ IP is enabled before continuing with N-TeliWeb setup.

1. Log in to the client machine using a domain account and make sure it is connected to the network on which NCS Serv is running.
2. Exit any/all Windows applications.
3. Insert the N-TeliWeb CD into the CD ROM drive of the IIS web server.
4. Run the **Setup.exe** program in the **N-TeliWeb\WebCall** folder on the N-TeliWeb CD. Follow the step by step installation instructions as they appear on the screen.
5. N-TeliWeb installs into the Home directory of the IIS server. To verify installation, start IIS, and select Default Web Site. The WebCall directory appears at the bottom of the directory, as shown below.

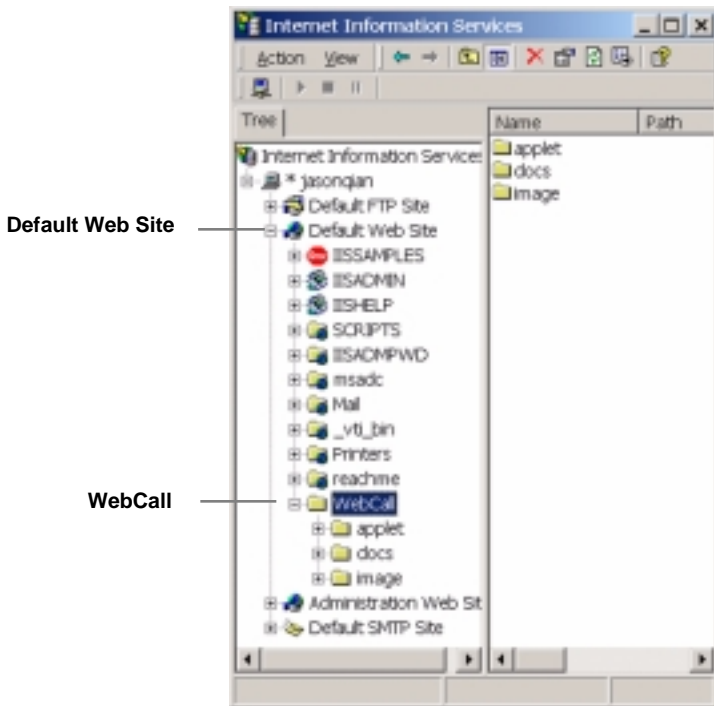


Figure 2. Logical N-TeliWeb WebCall installation in IIS

- To verify the physical location of the WebCall directory, right-click Default Web Site and select Properties. On the Home Directory tab of the Properties dialog, the Local Path field shows the WebCall physical location on the drive (in this case C:\inetpub\wwwroot).

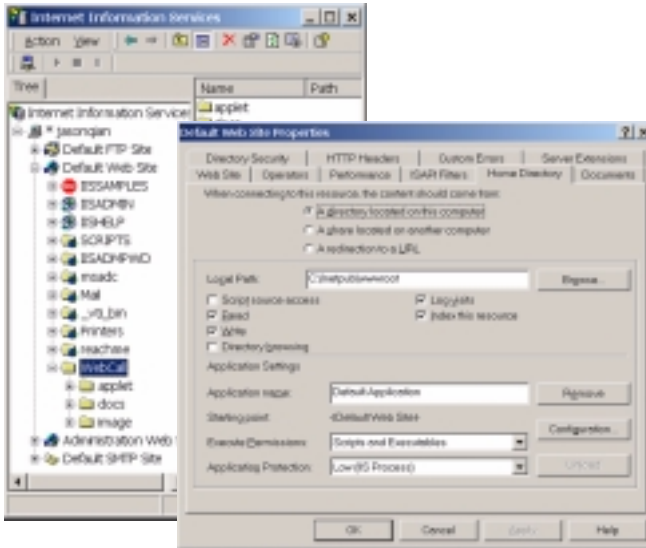


Figure 3. Local Path in IIS Properties dialog

## WebCall Directory Structure

The WebCall directory contains the following subdirectories

- **Applet**—Sample files you can use to set up N-TeliWeb. Refer to the following sections for details.
- **Docs**—Documentation on N-TeliWeb
- **Images**—Graphics used in the html files residing in the Applet directory

These subdirectories are also on the N-TeliWeb CD disk.

## Applet Subdirectory Files

The Applet subdirectory contains sample pages you can use to set up WebCall, as well as files necessary for proper N-TeliWeb functioning.

- **Contact.htm**—Customer Information page for use with Auto Attendant
- **contactinfo.htm**—Customer Information page for use without Auto Attendant
- **customerid.htm**—Page where caller enters customer ID
- **directory.htm**—Template for creating an in-house N-TeliWeb directory (for internal use only)
- **IVR\_top.htm**—Frameset for top.htm and IVRApplet.htm
- **IVRApplet.htm**—Sends connected information to the main N-TeliWeb applet
- **NetMeeting.htm**—Error message indicating NetMeeting not found and providing opportunity to download
- **Nsapplet.zip**—Contains files necessary for the proper functioning of N-TeliWeb (Do not modify this file.)
- **Nsplugin.zip**—Contains files necessary for the proper functioning of N-TeliWeb (Do not modify this file.)
- **productid.htm**—Page where caller enters product ID
- **sales\_cid.htm**—Frameset for customerid.htm
- **sales\_pid.htm**—Frameset for productid.htm
- **Top.htm**—Collects caller input and sends the result to the next IVRApplet.htm
- **WebCall.cab**—Contains files necessary for the proper functioning of N-TeliWeb (Do not modify this file.)
- **WebCall.htm**—Page displaying WebCall window
- **WebCall.js**—JavaScript file necessary for the proper functioning of N-TeliWeb
- **Wizard.htm**—Error message advising caller to run the initial configuration for NetMeeting



## Collecting Form Data, IVR Data and URL History

You can configure N-TeliWeb to display Form Data, IVR Data, and URL History when a web call is answered by an extension with the NTeliAgent application.

The **IVR data** comes from the Auto Attendant / Collect Digit action.

The **Form Data** come from the <form name=infoForm> fields in the source code of Contact.htm or Contactinfo.htm pages

The **URL History** shows all URL paths to tagged html pages the caller visited prior to the call.



Figure 4. Caller Data window in NTeliAgent

## Tagging Pages for URL History

To appear in the URL history, the pages the caller visits prior to the call must be tagged, as shown below:

```
<head>
<script language="JavaScript" src="webcall.js"></script>
<script language="JavaScript">
tagURL(location.href)
</script>
</head>
```

For more information on configuring:

- **IVR Data:** Refer to “Configuring Auto Attendant for Scenario 2” on page 15.
- **Form Data:** “Customizing Contactinfo.htm” on page 9 or “Customizing Contact.htm” on page 14.

## Scenario 1—Caller Data from Web Page

The following scenario, based on contactinfo.htm, exemplifies the simplest implementation of N-TeliWeb.

1. A web caller browses the company web site and has a question regarding some product information.
2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contactinfo.htm) opens.



The screenshot shows a web browser window with the address bar displaying "http://200.111.152.243/webcall/applet/contactinfo.htm". The page title is "Customer Information". Below the title, there is a red note: "Note: Please make sure you have NetMeeting 3.01 installed and used it at least once before. If you use WIN95, please start NetMeeting before submit this page." The form contains the following fields:

First Name	John
Last Name	doe
Company Name	Widget Co
Email Address	john@widget.com
Phone Number	480 555 2222
Fax Number	480 555 3333

At the bottom of the form, there are two buttons: "Submit" and "Reset".

Figure 5. Contactinfo.htm page

- The web caller enters the required information, then clicks the Submit button. The WebCall window (webcall.htm) appears.

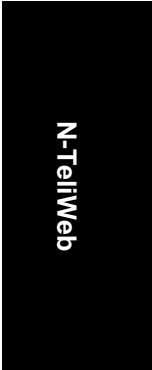
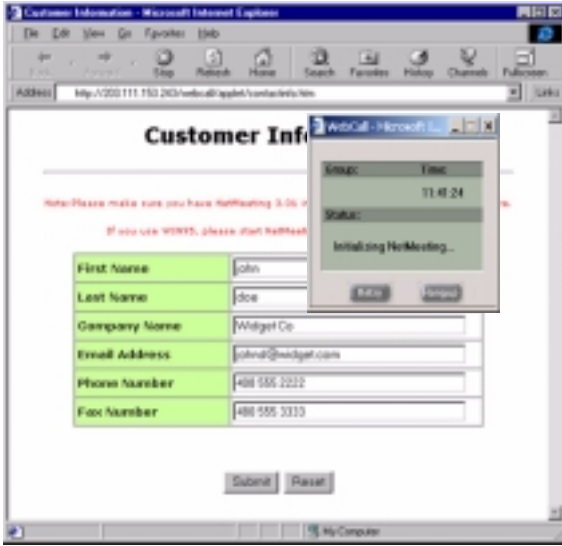
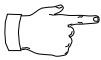


Figure 6. The WebCall window



If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.



This scenario directly dials a pre-set extension. You can also set the WebCall window to display a DialPad that caller can use to dial any extension. For details, refer to "Customizing Contactinfo.htm" on page 9.

- Once NetMeeting successfully connects to a VoIP port, the web caller is routed to the proper extension.

5. If the call goes to an N-TeliAgent user, the Caller Data window shows the Form Data and URL history.

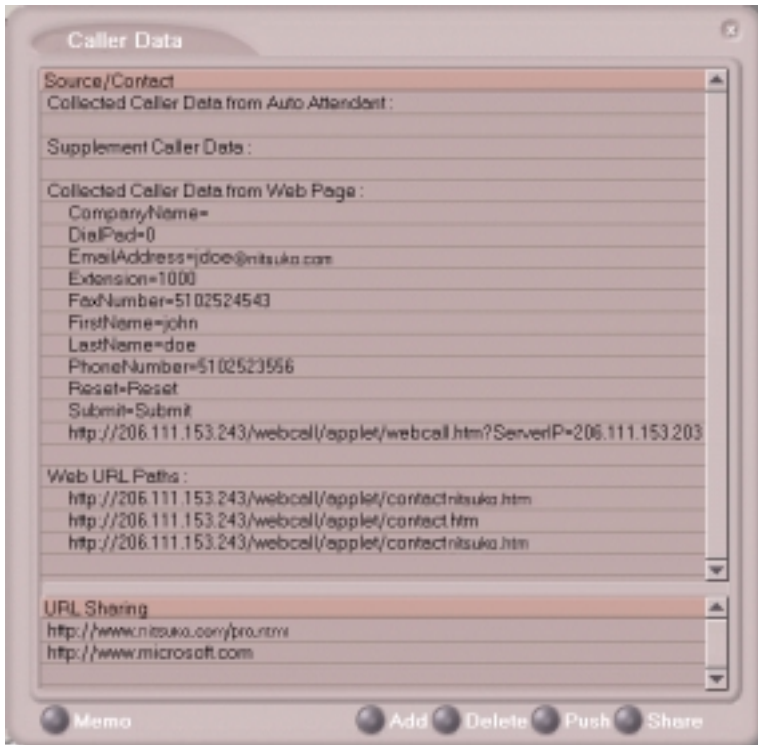


Figure 7. Caller Data window in N-TeliAgent

6. From this point, in addition to voice communication, the agent can push and share web pages with the caller. For procedures, refer to Chapter 4, "Using Center as a Workgroup Member," in the *Center 4.0 User Guide*.



## Scenario 2—Caller Data from Auto Attendant

The following scenario, based on contact.htm, exemplifies a customized implementation of N-TeliWeb.

1. A web caller browses the company web site and has a question regarding some product information.
2. The web caller clicks the "contact us" link on the web page. The Customer Information page (contact.htm) opens.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Customer Information' page. The address bar shows the URL 'http://206.113.153.243/webcal/apple/contact.htm'. The page content includes a form with the following elements:

- Customer Name:** A text input field containing 'jake doe'.
- Credit Card:** A dropdown menu showing 'Visa' and a text input field containing '2006-2045-8476-8473'.
- Text:** 'We sell goods to smart people only. You can buy from us only if you can answer this question.'
- Question:** A section with a green highlight containing the text: 'Cockroach asks Caterpillar to go out and buy some flowers to decorate the rooms. 3 hours passed and Caterpillar hasn't come back. Why?'.
- Answer:** A text input field containing 'Because'.
- Buttons:** 'Submit' and 'Reset' buttons at the bottom of the form.
- Footer:** A small note: 'We'll place make sure you have NetMeeting 3.02 installed and used it at least once before. If you use XP/005, please start NetMeeting before submit the page.'

Figure 8. Contact.htm page

- The web caller enters the required information, then clicks the Submit button. The WebCall window (webcall.htm) appears.

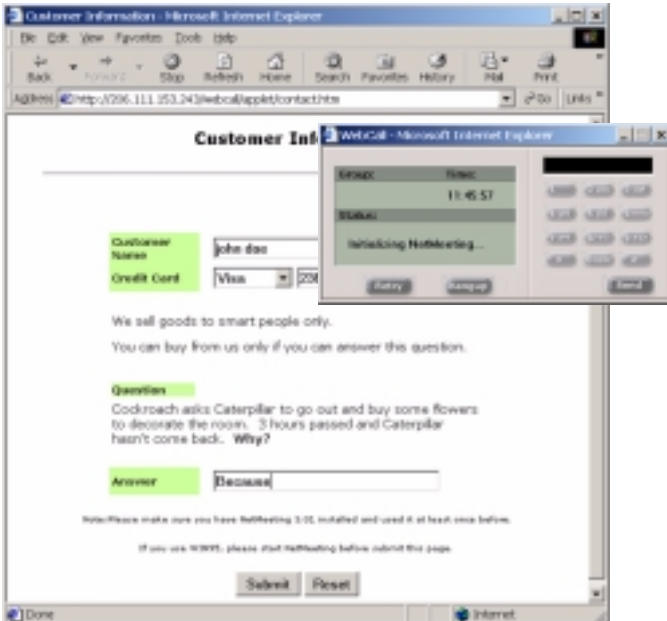


Figure 9. The WebCall window with DialPad visible



If NetMeeting is not installed on the caller's computer (or it's not configured correctly), an error message displays.

- Once NetMeeting successfully connects to a VoIP port, the web caller sees the Customer Support page, and hears a prompt requesting the selection of Sales or Tech support.



The **DialPad is visible** to allow the web caller to close the Auto Attendant windows and dial a number directly, if so desired.



Figure 10. Customer Support page

5. The caller selects Sales, and the customer ID window (customerid.htm) appears.



Figure 11. Customer ID page

6. Once the caller enters the customer ID and clicks Submit, the Product ID window (productid.htm) appears.



Figure 12. Product ID page

7. After the caller enters the product ID and clicks Submit, the web caller is routed to the proper extension.



8. If the call goes to an NTeliAgent user, the Caller Data window shows Form data, IVR data and URL history.

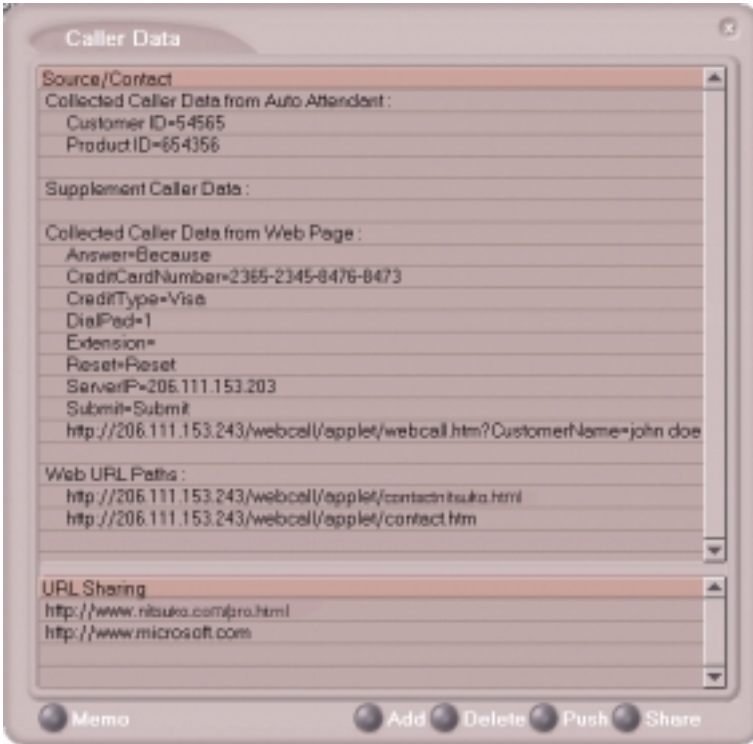


Figure 13. Caller Data window in N-TeliAgent

9. From this point, in addition to voice communication, the agent and caller can share web pages. For procedures, refer to Chapter 4, "Using Center as a Workgroup Member," in the *Center 4.0 User Guide*.

## Customizing Contact.htm

You can use the Contact.htm page to collect caller information, and then automatically direct the call to a specific extension. This caller information is then displayed on the agent's screen.

### To Alter Form Data

Using Notepad or another html editor, modify Contact.htm source code as follows:

#### 1. Change the ServerIP

Set the value of the ServerIP to the IP address of the server on which NCS Ware resides.

```
<input type="hidden" name="ServerIP" value="206.111.153.203">
```

#### 2. Set DialPad visibility

By default, the code in contact.htm is set to show the Dial Pad (value = "1") and not to dial a specific number (value = ""). To hide the DialPad, change the values as shown below:

##### Hide DialPad, Autoconnect to Extension 300

```
<input type="hidden" name="Extension" value="300"><input type="hidden"
name="DialPad" value="0">
```

##### Show DialPad, Let Caller Dial Extension

```
<input type="hidden" name="Extension" value=""><input type="hidden"
name="DialPad" value="1">
```

#### 3. Alter the data collection fields

Shown below is the form row that collects the caller's full name. Copy, modify or delete variables to your company's specifications.

```
<tr>
<td align="left" width="128" bgcolor="#CCFF99">
<b><small><font face="Verdana">Customer Name&nbsp;</font></small></b></td>
<td width=22 align=left></td>
<td align=left width=282>
<font face=Verdana>
<input type="text" name="CustomerName" maxlength=40 size=20
tabindex=1> &nbsp;&nbsp;&nbsp;</font></td>
</tr>
```

## Configuring Auto Attendant for Scenario 2

Scenario 2 demonstrates how to use Auto Attendant in conjunction with N-TeliWeb. For example, when the web caller clicks the Submit button (1), WebCall connects and the Customer Support page appears. When the customer clicks Sales (2), the Customer ID (3) and Product ID (4) pages follow before the caller is put through.

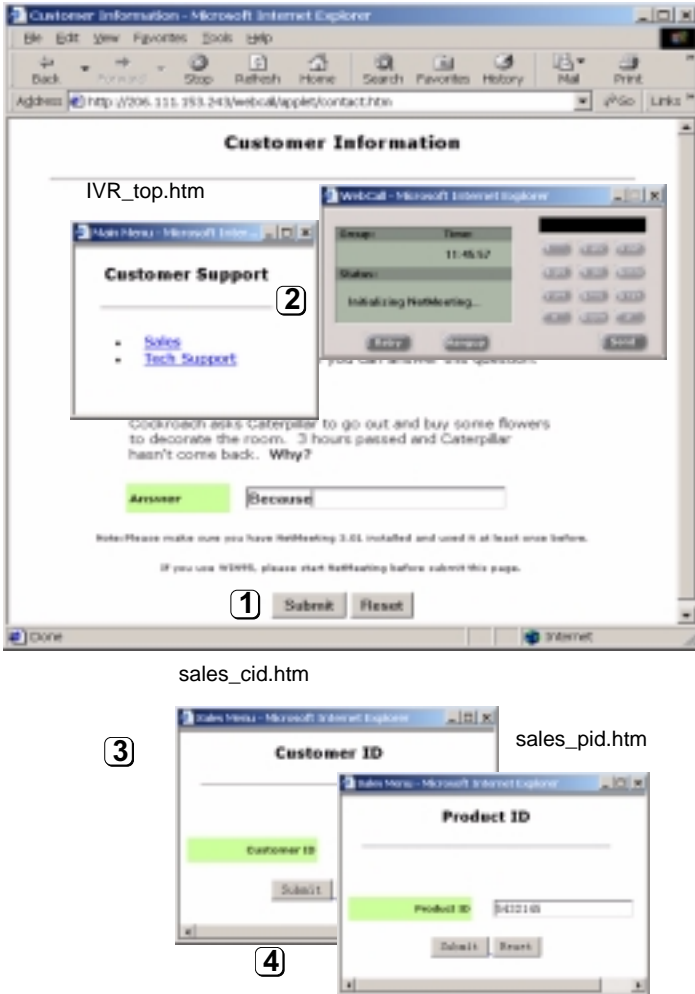
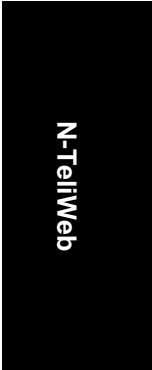


Figure 14. Using Auto Attendant to push pages to the caller

## Configuring Auto Attendant



For detailed instructions, refer to Chapter 7, "Auto Attendant Configuration," in the *System Administration Manual*.

1. **Run Auto Attendant.** Select which Auto Attendant to use.
2. **Select 0-expand tree (top level).**

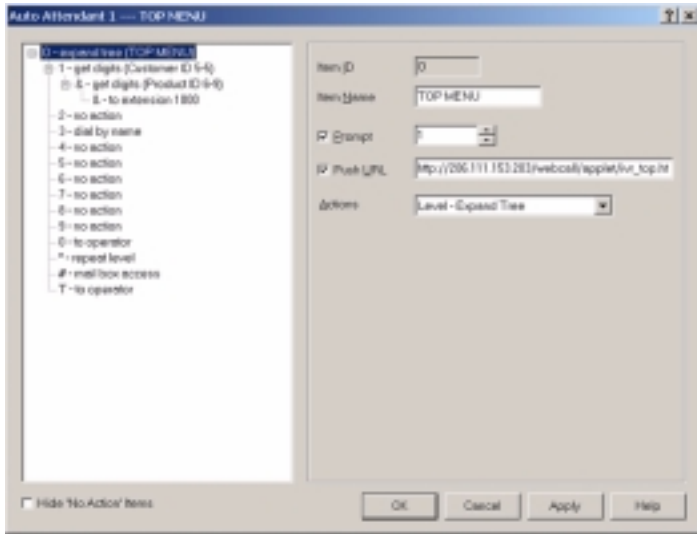


Figure 15. Auto Attendant Configuration - Top Menu

3. **Make the following entries, then click Apply.**
  - Type an Item Name, if desired (such as TOP MENU).
  - To assign a voice message, check Prompt and select the number of the appropriate message.
  - Check Push URL, and type the path to the page you want to display.
  - Select Level-Expand Tree in the Actions dropdown list.

**4. Select 1-get digits (next level).**

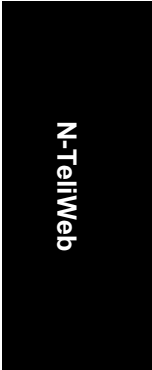
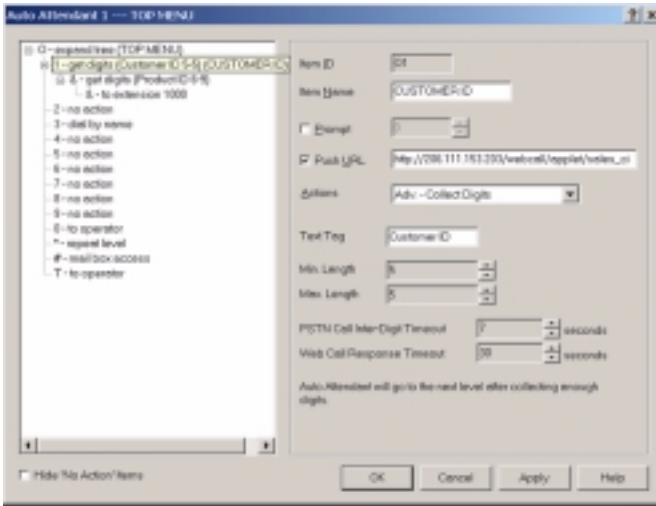


Figure 16. Auto Attendant configuration - level 2

**5. Make the following entries, and click Apply.**

- Type an Item Name, if desired (CUSTOMER ID).
- Check Push URL, and type the path to the page you want to display (e.g., sales\_cid.htm.)
- Select Adv.-Collect Digits from the Actions dropdown list.
- Set the Min. and Max. Lengths for digits that the caller must enter.
- Adjust the WebCall Response Timeout to give the web caller enough time to provide all meaningful information.

**6. Select &-get digits (next level).**

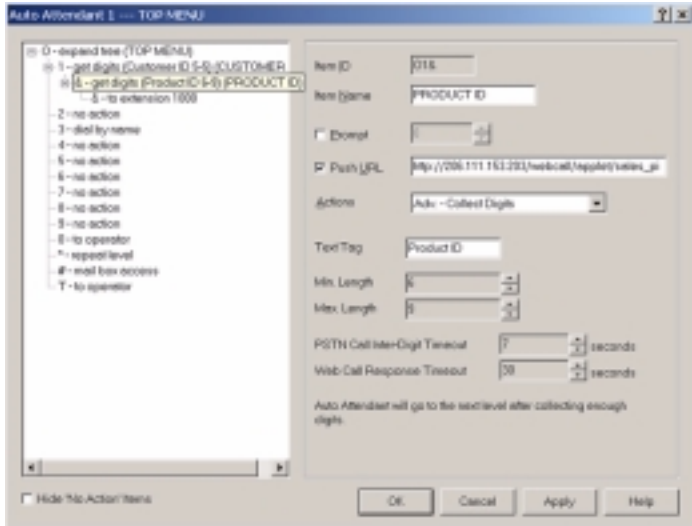


Figure 17. Auto Attendant configuration - level 3

**7. Make the following entries, then click Apply.**

- Type an Item Name, if desired (PRODUCT ID).
- Check Push URL, and type the path to the page you want to display (e.g., sales\_pid.htm.)
- Select Adv.-Collect Digits from the Actions dropdown list.
- Set the Min. and Max. Lengths for digits that the caller must enter.
- Adjust the WebCall Response Timeout to give the web caller enough time to provide all meaningful information.

**8. Select &-to extension (next level).**

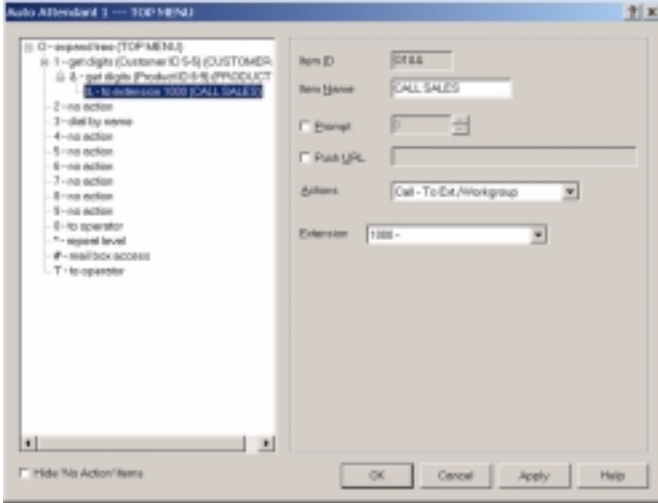


Figure 18. Auto Attendant configuration - send to extension

**9. Make the following entries, then click Apply.**

- Type an Item Name, if desired (i.e. CALL SALES).
- Select Call.-Ext/Workgroup from the Actions dropdown list.
- Select the Extension/Workgroup from dropdown list.

## Troubleshooting

If a web caller cannot connect, and an error message displays, the cause may be one of the following:

Error Message	Cause
<b>Server connection failed.</b> <b>Please try again later</b>	<ul style="list-style-type: none"> <li>• NCS Serv IP address is not correct</li> <li>• NCS Serv is not running</li> <li>• Firewall is not open</li> </ul>
<b>Option Pack is not installed.</b> <b>Please try again later.</b>	<ul style="list-style-type: none"> <li>• NCS Serv does not have Center 4.0 Option Pack License.</li> </ul>
<b>No more available sessions.</b> <b>Please try again later.</b>	<ul style="list-style-type: none"> <li>• All session licenses are used or there are no session licenses at all.</li> </ul>



## Uninstalling N-TeliWeb

1. From the Windows **Start** menu, select **Programs** → **N-TeliWeb 4.0** → **Uninstall N-TeliWeb 4.0**.
2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Alternatively

1. In the Control Panel, select **Add/Remove Programs**.
2. Choose **N-TeliWeb 4.0** and click the **Add/Remove** or **Change/Remove** button, depending on which version of Windows you're running.
3. Click **OK** to in the dialog box to confirm you want to remove the service, and respond to any additional prompts.



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