

Innovaphone PBX

Connecting the PBX - PBX Side Configuration

Connecting the Innovaphone PBX to the jtel System is described here: http://wiki.innovaphone.com/index.php?title=Howto:Jtel_ACD_-_jtel_GmbH_-_3rd_Party_Product

Note, that this is one possible configuration.

With innovaphone, it is recommended that ALL numbers to and from jtel are routed in E.164 format without a plus prefix. This configuration guide uses E.164 numbers.

If these are not being used, then some parameters recommended below will not apply and will have to be changed.

Connecting the PBX - jtel Side Configuration

Prerequisites

- Users are configured in the jtel System fully qualified with E.164 telephone numbers
- Service Numbers are configured in the jtel System fully qualified with E.164 telephone numbers

Required Data

The following data will be required:

- The IP Address of the innovaphone PBX
- The head number of the PBX
- The maximum length of extensions in the PBX

Configure the PBX Trunk in jtel

Master Data

The important settings are shown in the screenshot below:

- Incoming caller and called are set to **E.164 incoming**
- Outgoing caller and called are set to **VOIP - Add prefix "sip:", then the E.164 number and postfix "@<Converter Parameter>"**
- The converter parameter for caller is set to the IP address and port of the jtel 8-Server machine
- The converter parameter for called is set to the IP address and port of the PBX
- Set the maximum length of internal numbers

Edit Trunk Group "Innovaphone"

Master Data

Trunks

ID :

Name :

Incoming Number Pattern :

SIP Source Server :

SIP Destination Server :

SIP Invited Entity :

Subscriber

Country Code :

Area Code :

Subscriber Prefix :

International, national and subscriber numbers are determined using these settings.

Outgoing Trunk Selection

Trunk Group for Internal Numbers :

Trunk Group for External Numbers :

General access for outbound calls : ☒

Number translator

Incoming Caller :

Incoming Called :

Incoming numbers must be converted from the representation used by the signalling protocol on this trunk group to the E.164 format as used by all numbers in the portal.

Outgoing Caller :

Converter Parameter :

Outgoing Called :

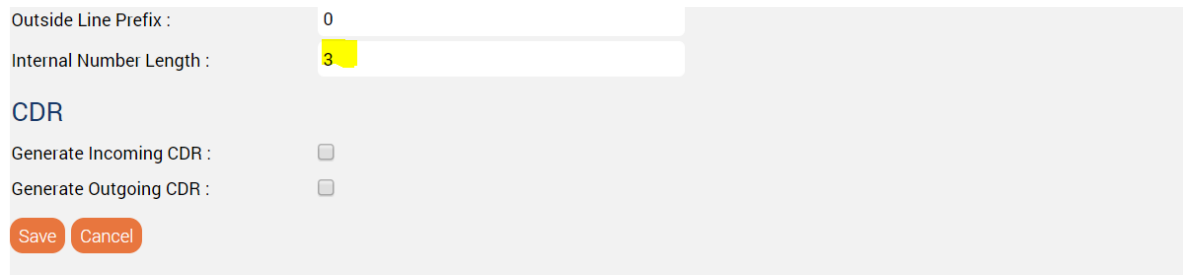
Converter Parameter :

Outgoing numbers must be converted from E.164 used by the portal to the format required by the signalling protocol used by this trunk group.

Outgoing send P-Asserted-Identity : ☐

Loopback Prevention : ☐

When the system makes an outgoing call to an agent, SIP history information (SIP history header) is provided if this is setup in the ACD group. If the history information is subsequently detected on an incoming call, then a loop has been produced (by call diversion) in the PBX. The system will reject such calls if this flag is set.



A screenshot of a configuration window. At the top, there are two input fields: 'Outside Line Prefix :' with the value '0' and 'Internal Number Length :' with the value '3'. Below these is a section header 'CDR' in blue. Under 'CDR', there are two checkboxes: 'Generate Incoming CDR :' and 'Generate Outgoing CDR :', both of which are currently unchecked. At the bottom left of the window are two orange buttons: 'Save' and 'Cancel'.

Trunks

Create a trunk for the 8-Server machine, and add this to the trunk group on the "Trunks" tab.

PBX Connector

Install the PBX Connector

Copy the files from `\\acd-store\\shared\\JTELCarrierPortal_dev\\WebServices\\Install\\Innovaphone\\ServiceV11` to the 8-Server machine, for example to `c:\\JTELInnovaphoneServiceV11`

Create a jtel SOAP User

The SOAP user is created as a normal user in the jtel System, with client administrator privileges. The client admin account can be used if desired, or a special account is created.

Configure the PBX Connector

[Innovaphone Connector Portal Configuration](#)

The following shows an excerpt from the XML configuration file for the PBX connector **JTELInnovaphonePBXService.exe.config**

```

<add key="pbxEndpointConfiguration" value="https://<IP_ADDRESS_PBX>/PBX0/user.soa" />
  <add key="pbxUserName" value="<PBX_SOAP_USER_NAME_PBX>" />
  <add key="pbxUserPassword" value="<PBX_SOAP_USER_PASSWORD>" />
  <add key="resellersUID" value="<JTEL_RESELLER_UID>" />
  <add key="clientsUID" value="<JTEL_CLIENT_UID>" />
  <add key="usersUID" value="<JTEL_SOAP_USER_UID>" />
  <add key="password" value="<JTEL_SOAP_USER_PASSWORD>" />
  <add key="dbConnect" value="server=acd-dbm;user=root;database=JTELWeb;port=3306;password=<MYSQL_DB_MASTER_PASSWORD>;" />
  <add key="udpAddress" value="acd-tel1" />
<add key="udpPort" value="40406" />
<add key="acdDaemonUdpAddress" value="acd-tel1" />
<add key="acdDaemonUdpPort" value="20645" />
  <add key="teamsUdpAddress" value="acd-tel1" />
  <add key="teamsUdpPort" value="20696" />
<add key="numberFormatOutdial_OutsideLinePrefix" value="0" />
<add key="numberFormatOutdial_InternalNumberLength" value="3" />
<add key="numberFormatOutdial_CountryCode" value="49" />
<add key="numberFormatOutdial_AreaCode" value="" />
  <add key="numberFormatOutdial_SubscriberCode" value="" />
  <add key="monitoring_useNodeNum" value="false" />
<add key="monitoring_useNumberFormatMonitoring" value="true" />
<add key="monitoring_updateUserAlways" value="true" />
<add key="numberFormatMonitoring_PrefixPBXNumbers" value="<PBX_HEAD_NUMBER>" />
<add key="wcfTimeout" value="300" />
<add key="pbxReconnectTimeout" value="10" />
</appSettings>
</configuration>

```

P.S: **teamsUdpAddress** and **teamsUdpPort** are valid from [release 3.27](#).

Start Connector

Start the connector and make sure it is receiving the required data from the PBX.

Note - a proxy server connection should **NOT be used** between the jtel Innovaphone PBX connector and the PBX, and this network configuration should be changed if present. This is due to most proxy servers not being able to correctly handle the long polling requests required by the SOAP connector.

System Parameters

Setting	Value
dialler.8Servers.IPs	Set this to the real computername of the 8-Server machine. Setting this to acd-tel1 for example, will <u>not work</u> .

Client Settings

The following settings should be made in the client account on the jtel System:

Setting	Value
Web Service URL for call answer function in Agent Home	Set to udp
Synchronise PBX Users from PBX	Set to on
Phone Status Synchronisation Mode	Set to Based on active phone number

See screenshot below:

Web Service URL for call answer function in Agent Home :

innovaphone Settings

innovaphone PBX Integration URL :

The URL with which the MyPBX innovaphone application is loaded. For example:
http://innovaphone.localdomain/PBX0/MY/client.htm

Synchronise Users from PBX : ☐

Synchronise PBX Users from PBX : ☒

Phone Status Synchronisation Mode : ☐ Based on fixed user assignments
☒ **Based on active phone number**

Recommended Tests

- Incoming call
 - Caller and Called Party Number are E.164?
 - Service starts?
 - Audio OK?
 - DTMF detected OK?
- Incoming call connected to agent
 - Agent telephone rings OK?
 - Telephone display reports correct number?
 - Agent can answer phone using "Answer" button in agent home?
 - Audio end to end from caller to agent OK?
 - Number can be called back from agent telephone?
- Telephone call from agent telephone to any (non jtel) number
 - Status change in jtel supervisor for agent visible (changes to busy / free after call)
- Outbound call using jtel Agent Home to outside destination
 - Outbound call made OK?
 - Signalled calling party number OK? (Should be the service number)
 - End to End Audio OK?

Troubleshooting

PBX Performance Issues

Use this guide from Innovaphone to isolate the problem:

http://wiki.innovaphone.com/index.php?title=Reference:Device_Health_Check

Softphone Calls Dropping / Softphone Audio Quality

Use this guide from Innovaphone to configure the system:

[http://wiki.innovaphone.com/index.php?title=Howto:Set_Type_of_Service_\(ToS\)_DiffServ_DSCP_Values_for_innovaphone_Windows_Applications_\(SoftwarePhone,_myPBX_Video\)](http://wiki.innovaphone.com/index.php?title=Howto:Set_Type_of_Service_(ToS)_DiffServ_DSCP_Values_for_innovaphone_Windows_Applications_(SoftwarePhone,_myPBX_Video))