A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Web Agent User Guide

Release 9.8
Document Version 1.0

September 2025

Mitel
Powering connections

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INTRODUCTION

This document describes how to use Web Agent with Mitel MiContact Center Enterprise.

The Web Agent application provides an alternative to MiContact Center Agent, using a web interface. It provides call control for agents using a hard phone device, as well as access to the following features:

- Set voice ready status

- Set voice not ready reason

- Call control for physical phone device

- Handle service group voice calls

- Handle Open Media sessions

- View and manage contacts

- Call Log

- View real-time data

- Session Tabs

Web Agent also has built in Soft Phone capabilities using WebRTC technology that is available in modern browsers (currently supported with Chrome and Microsoft Edge) . In this case, no hard phone is required as the application uses the sound devices in the PC provided by a sound card or USB headset.

STARTING WEB AGENT

The MiCC Enterprise installer will automatically add Web Agent to the Windows Start menu. This will launch Web Agent in the default browser and display the logon screen.

To directly launch Web Agent from the browser, enter the following URL:

http://<MiCC Enterprise Server>/WebAgent

where <MiCC Enterprise Server> is the name or IP address of the machine where the MiCC Enterprise web services are hosted.

If the MiCC Enterprise system is tenanted, the tenant name must be specified in the URL as follows:

http://<MiCC Enterprise Server>/WebAgent/#/login/<Tenant Name>

LOGGING INTO WEB AGENT

At startup, Web Agent prompts the user to enter the logon parameters.

VALUE	DESCRIPTION
Logon ID	The user's ID, as configured in MiCC Enterprise
Password	The password associated with the entered Logon ID
Extension	The extension to be used for call control. Note that this must be associated with a physical phone extension or be a SIP extension to be used as soft phone. This value is optional.
Call Manager	For systems with multiple OAS based call managers defined, this option will be displayed to allow the user to select the call manager which the agent will use for call control.
Extension Type	To choose if a hard phone connected to the call manager shall be used or if the integrated soft phone capabilities shall be used.

Note: If you logged on to Web Agent from the same device previously, your user name and extension are defaulted to the previous values entered. Note that this information is stored in the browser cache data, so if browser data is cleared, the saved credentials will not be available.

Logon parameters may be specified in the URL when launching Web Agent which will bypass the user prompt. Logon parameters are not available when using Single Sign On. The available parameters are:

KEY	VALUE
user	Logon ID. Required
password	Password. Required.
extension	Extension. Required if call control is to be used.
softphone	true to use soft phone. false to use desktop phone (default).
callmanager	Call manager name. Required if extension is specified and there is more than 1 call manager. If there is only 1 call manager, this value is ignored.

The parameters are specified in the URL as normal URL parameters after the ? character and separated by the & character. The base URL is:

http(s)://<MiCCE Server name or IP>/WebAgent/#/login/<tenant name>

Tenant name is Default for non-tenanted systems.

For example, if the MiCCE server IP is 10.50.70.23, then to logon to Tenant1 in a single call manager system as user KJones with password adg135, using extension 1200 (desk phone) then this URL can be used:

https://10.50.70.23/WebAgent/#/login/Tenant1/?user=KJones&password=adg135 &extension=1200&softphone=false

AGENT STATUS

At startup, Web Agent displays the logged on user's name and extension in the top right corner. Status icons are displayed on the left. Note that the icons displayed depend on whether an extension was entered at logon, and whether the agent is privilege to handle the various media types.

ICON	DESCRIPTION
	Indicates the agent is Not Ready for voice calls. Press the button to change status to Ready. This icon is only displayed if Web Agent is logged on with an extension.
	Indicates the agent is Ready for voice calls. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if Web Agent is logged on with an extension.
	Indicates the agent is Not Ready for Open Media sessions. Press the button to change status to Ready. This icon is only displayed if the logged on agent has *Handle Open Media Sessions* privilege.

|	
	Indicates the agent is Ready for Open Media sessions. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if the logged on agent has *Handle Open Media Sessions* privilege.
	Indicates the agent is Not Ready for Chat sessions. Press the button to change status to Ready. This icon is only displayed if the logged on agent has *Handle Chat Sessions* privilege.
	Indicates the agent is Ready for Chat sessions. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if the logged on agent has *Handle Chat Sessions* privilege.
	Indicates the agent is Not Ready for E-mail sessions. Press the button to change status to Ready. This icon is only displayed if the logged on agent has *Handle E-mail Sessions* privilege.
	Indicates the agent is Ready for E-mail sessions. Press the button to change status to Not Ready. If the system is configured to require a Not Ready reason, or if the Web Agent user option *Display Not Ready Reason Dialog* is set, the Not Ready Reason dialog will display. This icon is only displayed if the logged on agent has *Handle E-mail Sessions* privilege.

When Web Agent is started in Integrated SoftPhone mode, the current server connection status and the current WebRTC registration status are displayed on the left side of the screen as shown below:

Network State : **Connected**
Registration State : **Registered**
Register
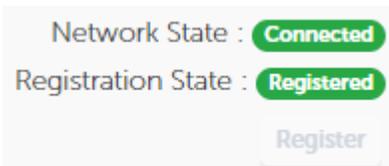
The Network State status indicator will turn red and display **Disconnected** if Web Agent loses connection to the MiCC Enterprise server. The Web Agent application will periodically attempt to re-establish the connection.

The Registration State status indicator will turn red and display Failed if there is an issue registering the WebRTC soft phone either in the WebRTC Gateway or in the call manager. The user can click on the Register button to reattempt registration.

To logoff from Web Agent, press the button to the right of the agent's name and select *Log off.*
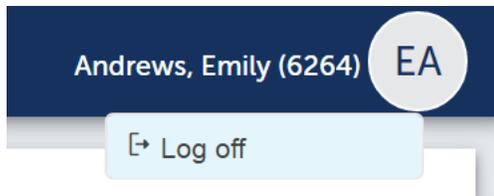
The logon screen will display.

Note: If Web Agent is closed without explicitly logging off, such as by closing the browser or navigating to another URL, MiCC Enterprise will automatically logoff the Web Agent.

NOT READY REASONS

When voice or Open Media status is changed, the *Not Ready Reason* dialog displays if Web Agent has the user option *Display Not Ready Reason Dialog* set or if the MiCC-E system is configured to require a reason to be entered when changing status.

If a reason is required, the *Cancel* button will be disabled. Select the reason from the list and press the *OK* button. The reason entered will be recorded in the MiCC-E system.

AUTOMATIC AGENT STATUS UPDATES

In some cases, Web Agent status may be automatically updated. This can happen in the following situations:

- Another agent changes the voice status of the logged on Web Agent

- The logged on Web Agent fails to respond to an incoming session within the timeout period, and the Web Agent is forced to Not Ready status

- There is a problem with the extension entered, and the Web Agent is forced to Not Ready status

CALL CONTROL AND SESSION HANDLING

If Web Agent is logged on with an extension, it is possible to make, receive, hold, retrieve, conference, transfer and divert calls. The call control functions also allow the agent to enter call qualification codes as well as manage clerical time for service group sessions.

Active sessions display at the top of Web Agent. Additional information about the session is displayed in the *Sessions* tab. The information varies depending on the type of session. For voice calls or open media sessions, IVR information associated with the session may also be displayed. For e-mail and chat, interacting with the session is handled in the *Sessions* tab.
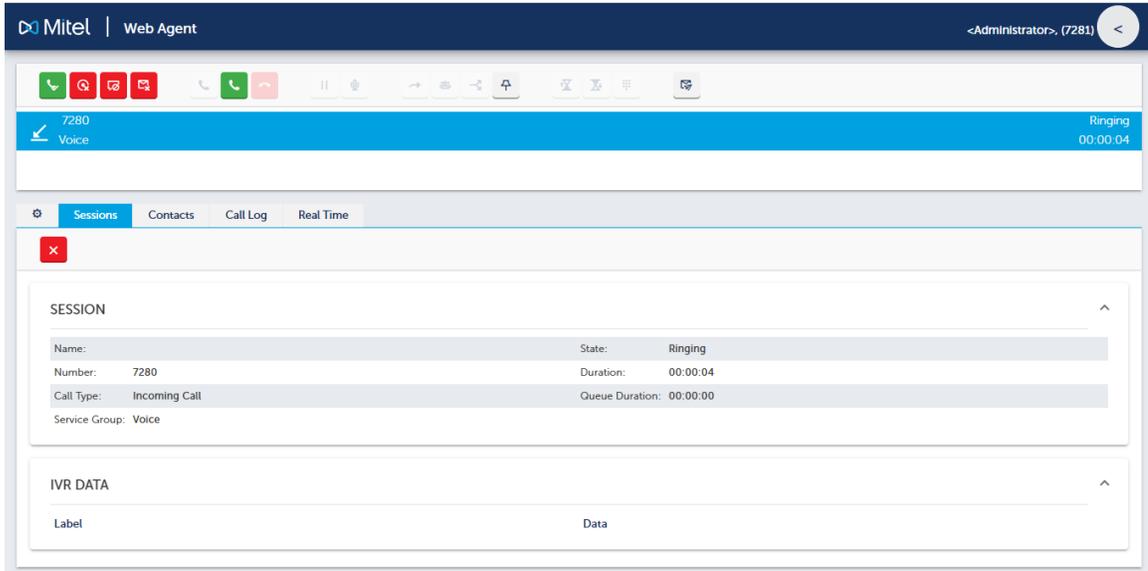
Call control buttons are enabled and disabled based on the state of the sessions. The available call control buttons include the following:

ICON	DESCRIPTION
	Displays the Dial dialog, allowing the agent to initiate a new call. This button is enabled if Web Agent is logged on with an extension, and the connection to the MiCC-E Call Control Service is active.
	Answers an incoming session.
	Hangs up the selected session.
	Places the selected Talking voice call on hold.

	Retrieves the selected held call.
	Transfers the selected held call to another call in the Talking state.
	Creates a multiple party conference. This button is enabled if there is a voice call in Held state, and a voice call in Talking or Conference state. All parties are joined into a single call.
	Displays the Divert dialog, allowing the agent to send a session to another destination.
	Displays the CQ Codes dialog, allowing the agent to enter selected call qualification codes for a service group session. The call qualification codes will be tagged with the session for classification and reporting.
	Extends clerical time for a service group session by the original amount assigned. This button can be pressed repeatedly to extend clerical time repeatedly. It is enabled when there is a service group session in Clerical state and the agent has *Extend Clerical Time* privilege assigned.
	Cancels clerical time. This button is enabled when there is a service group session in Clerical state.
	Displays the DTMF dial pad dialog, allowing the agent to send DTMF tones e.g., when calling an IVR script or a voice mail system. This button is enabled if there is a voice call in Talking state.
	Initiates a new outgoing e-mail.

MAKING A CALL

Press the *Dial* button to display the Dial dialog.

Enter the number to be dialed, and press the *Dial* button, or the *Enter* key. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing.   For example, an access code to dial out can be prepended to the number.

ANSWERING AN INCOMING SESSION

Press the *Answer* button to answer an incoming voice call or begin handling one of the other media types. For incoming service group voice calls, the *Incoming service call* dialog may be displayed if the option *Display Incoming Service Call Dialog* is enabled in the Web Agent user options. The following dialog will be displayed:

Press the *Answer* button to answer the incoming service group call or *Reject* to reject the call and return it to the service group queue.

REJECTING AN INCOMING SESSION

Incoming service group sessions can be rejected by pressing the *Reject* button from the *Sessions* tab. A confirmation dialog will be displayed, requiring the reject to be confirmed. If confirmed, the session is removed and returned to the service group queue.

HANDLING CALLBACKS

If a customer requests to be called back by MiCC Enterprise, a Callback is presented to Web Agent, allowing the agent to initiate a call to the customer. The *Callback Request* dialog displays when the callback arrives.

Callback Request	✕
Service Group:	Voice1
Customer Name:	
Requested at:	Jan 5, 2018, 11:09:27 PM
Callback Attempt:	1 of 3
Callback Number:	6224
☐ Perform Number Translation	

Dial   Reject

The following information is displayed in the *Callback Request* dialog:

- Name of the service group associated with the callback

- Name of the customer, if available

- Date and time that the callback was requested by the customer

- The attempt number for the callback. The maximum number of attempts is configured in MiCC-E.

- The number to be dialed for the callback. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing. For example, an access code to dial out can be prepended to the number.

Press the *Dial* button to call the customer back or press the *Reject* button to reject the callback and return it to the service group queue.

When the callback completes, the *Callback Status* dialog displays. Select the status of the callback to indicate whether it succeeded or failed. It is required to enter the callback status at the completion of the callback.

DIVERTING A SESSION

Press the *Divert* button to display the *Divert* dialog. This can be used to divert a connected session to another destination.

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Enter the number to which the voice call should be diverted in the *Number* field. If Number Translation parameters are configured in the MiCC-E system parameters, the *Perform Number Translation* option is enabled. Checking this option applies the defined number translation rules to the number before dialing. For example, an access code to dial out can be prepended to the number. Only voice calls may be diverted to another number.

Service group session may also be diverted to another service group by selecting the *Service Group* button and then selecting the service group from the list to which the session will be diverted. The session will be sent to the MiCC-E system and queued to the target service group.

ENTERING CALL QUALIFICATION CODES

Press the *CQ Codes* button to display the *CQ Codes* dialog.

Select any defined call qualification codes from the *Defined* list and press the > button to move the code from the *Defined* to the *Selected* list. To remove a call qualification code, press the < button to move the code back to the *Defined* list. The selected call qualification codes will be associated with the service group session.

Call qualification codes can be entered while the session is active or in Clerical state. When the session completes, the list of call qualification codes will be sent to the MiCC-E server.

If the service group is configured to require call qualification codes to be entered, the CQ Codes dialog will automatically be displayed when the session completes. The session will remain in Clerical state until a call qualification code is entered.

SENDING DTMF TONES

Press the *DTMF* button to display the *DTMF Tone* keypad.
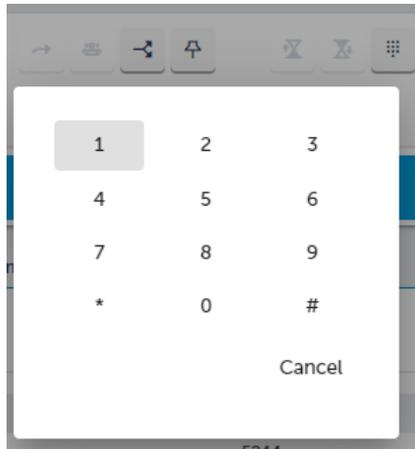
Use the mouse to click on the numbers in the keypad to have the corrsponding DTMF tone sent to the connected party.

AFTER AGENT HANDLING

After Agent Handling allows a service group call to be deflected to a predefined destination in order to gather additional data from the customer or provide further services, such as a customer survey. This feature is only available if After Agent Handling has been configured for the service group in Configuration Manager or Web Manager.

If After Agent Handling has been configured for the service group, and if data is required to be provided for the call, the After Agent Handling dialog will automatically display when the service group call is disconnected.

Select the data to be sent with the call from the **Associated Data** list. You can select from the predefined items or enter any numeric data, up to 20 characters.

Press the **Deflect** button to send the call to the predefined destination for After Agent Handling. You will be disconnected from the call after pressing this button.

Press the **Cancel** button to close the After Agent Handling dialog and return to the call in Talking state.

> **Note**: The After Agent Handling feature only works if the agent sends the call to the After Agent Handling destination before the caller hangs up. If the caller hangs up first, the call cannot be sent to the After Agent Handling destination.

CHAT HANDLING

Interacting with an active chat session is done within the *Sessions* tab. Sent and received messages are displayed in the *Chat Conversation* window.

To send a text message, enter the text in the *Input* field and press the *Send* button or press the *Enter* key.

Attachments may be sent or received as well as text messages. Attachments may be pictures or any file type. If a picture is sent or received, it is displayed directly inside the message bubble. If any other file type is sent or received, a link is displayed in the message bubble allowing the file to be downloaded. Click on the *Download* button next to the link to download the attachment.

To send an attachment, press the Attachment button. Select the file to be attached. The attachment will be displayed in the attachment window, but it has not been uploaded yet. Press the Upload File button to upload the attachment to the receiver.

When a chat session has completed either by the Agent hanging up or the customer terminating and it has exited clerical time (if applicable), the chat session will go into an *Idle* state and remain in the Call window. This allows the agent to review the chat session if necessary. That chat session has cleared from the system, and a new chat may be received. To completely remove the chat session, press the *Hangup* button again.

QUICK RESPONSES AND KB

If the service group of the incoming chat session has been configured with a response file or KB integration is enabled, the *Response Panel* may be opened by clicking on the *Response Panel* button. The *Response Panel* expands from the right side of the chat conversation,

For each message received, a lookup in the KB is made, If any results are found, they will be displayed in the *KB Lookup* tab. Results are dependent on the KB Integration DLL being used. Manual searching may also be made in the *KB Lookup* tab. Enter the search text in the *Search Knowledge Base* field and click the *Search* button or press the *Enter* key.

Responses from the response file configured for the service group will be displayed in the Responses tab. The responses may be filtered by entering the filter text in the *Filter* field and pressing the *Filter* button or *Enter* key.
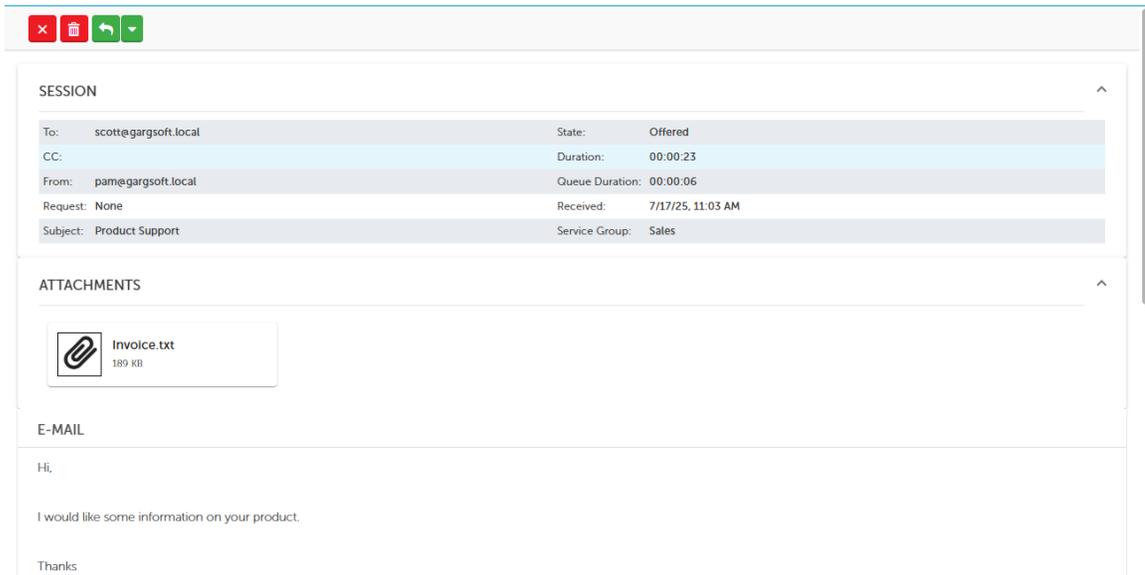
KB results or responses can be sent by double clicking the KB result or response or by dragging the KB result or response. If the item is double clicked or dragged to the *Input* field, the text will be inserted into the *Input* field, but not immediately sent. Press the *Send* button or *Enter* key to send the text. If the item is dragged directly onto the *Chat Conversation* window, the text will be sent immediately.

E-MAIL HANDLING

Interacting with e-mails is done within the *Sessions* tab. Summary information of the incoming e-mail, the e-mail body and any attachments will be displayed.

HANDLING AN INCOMING SERVICE GROUP E-MAIL

The e-mail can be answered, rejected or deleted.

ICON	DESCRIPTION
	Rejects the e-mail and sends it back to the service group queue.
	Deletes the e-mail with no further processing.
	Answers the e-mail and puts the e-mail into reply mode. The e-mail may also be answered by clicking the Answer call control button.
	Selecting the arrow next to the Reply button drops down additional reply options such as Reply, Reply All and Forward. Selecting the additional option will answer the e-mail and put the e-mail into the selected mode.

ATTACHMENTS

If any attachments are received on an incoming e-mail, the attachments may be downloaded to the local computer. When hovering over the attachment, click the Download button to initiate the download in the browser. This button will only be visible while hovering the mouse over the attachment.

REPLY/NEW E-MAIL MODE

Whether replying to an incoming e-mail or initiating a new outgoing e-mail, the reply view is used to populate the e-mail input. When replying, the default reply input will be populated depending on the reply mode chosen.
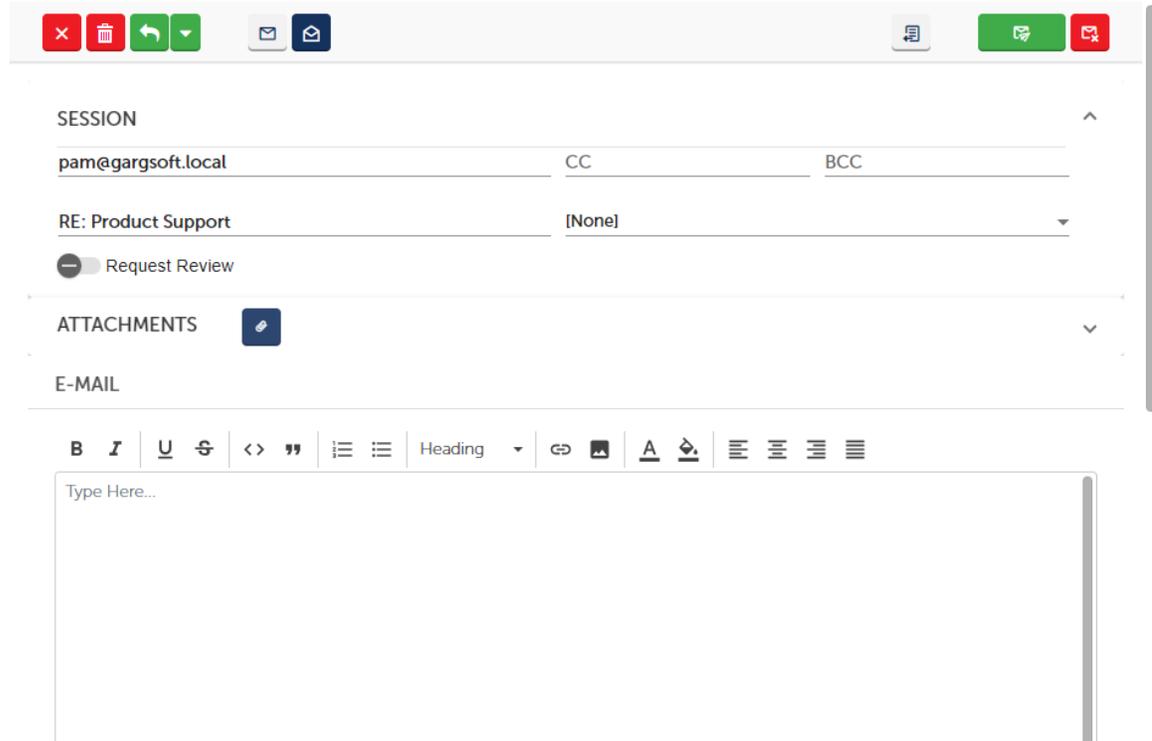
ICON	DESCRIPTION
	Displays the *Message View* showing the original incoming e-mail. Only available for incoming e-mails.
	Displays the *Reply View* where a reply can be populated. Only available for incoming e-mails. For new outgoing e-mails, Reply view is the only view available.
	Opens the *Response Panel*.
	Sends the e-mail. Validation will be performed on the reply input before the send occurs. For incoming e-mails, the session may go into a post handling state such as *Clerical*.

| | Discards the active reply or new e-mail. For incoming e-mails, the e-mail will be returned to the *Message View*; however, the e-mail will still be in the *Handling* state. You may click on one of the reply options or on the *Reply View* button to go back into reply mode with the default reply input. |

FIELD	DESCRIPTION
To	Specifies the To e-mail addresses. Multiple e-mails addresses must be separated by the semicolon ; character.
CC	Specifies the CC e-mail addresses. Multiple e-mails addresses must be separated by the semicolon ; character.
BCC	Specifies the BCC e-mail addresses. Multiple e-mails addresses must be separated by the semicolon ; character.
Subject	Specifies the subject. For incoming e-mails, the subject may be read-only depending on configuration.
Template	If e-mail templates are configured in the system, a template may be chosen to populate the body. Service groups may have a default template defined where the associated template is automatically selected when the service group changes or upon initial display for incoming e-mails.
Service Group	For new outgoing e-mails, specifies the service group to use when sending the e-mail. For incoming e-mails, the service group associated with the session is always used.
Request Review	For incoming e-mails, indicates if the e-mal should be sent to a supervisor for review before actually sending the e-mail to the recipients.
Body	Specifies the message content.

ATTACHMENTS

Files may be attached to a reply by clicking the Insert *Attachment* [icon] button or by dragging a file from File Explorer, Click the *Attachment* button and select the file to attach. To drag a file from File Explorer, drag the file onto the *Attachments* header. File sizes may be limited based on configuration.

QUICK RESPONSES AND KB

The *Response Panel* may be opened by clicking on the *Response Panel* [icon] button. The *Response Panel* expands from the right side of the *Reply View*, If the service group of the incoming e-mail session or the selected service group for a new outgoing e-mail has been configured with a response file or KB integration is enabled, the *KB Lookup* or *Responses* tabs may be available.

For a new incoming e-mail, an initial search is made in the KB based on the e-mail properties. Results are dependent on the KB Integration DLL being used. Manual searching may also be made in the KB Lookup tab. Enter the search text in the *Search Knowledge Base* field and click

the *Search* [icon] button or press the *Enter* key.

Responses from the response file configured for the service group will be displayed in the Responses tab. The responses may be filtered by entering the filter text in the *Filter* field and

pressing the *Filter* [icon] button or *Enter* key.

KB results or responses can be inserted into the e-mail reply body by double clicking the KB result or response or by dragging the KB result or response onto the reply body. The item will be inserted at the current cursor position.

ASSISTANCE REQUEST

While handling an e-mail, desktop Agents may request assistance from another agent. During that assist request, any reply that the agent has already input will be sent to the agent receiving the assist request. The initial display of the e-mail will be the reply that the agent has input. The agent receiving the assist request may answer it using the normal answer or reply buttons or may choose the reject the assist request.

Upon accepting the assist request, the *Message View* will contain the reply that the sending agent has already input and the *Reply View* will be for the assisting agent to populate. If any attachments were contained in the original e-mail or the sending agent had input attachments, the Message View will contain additional buttons next to the *Attachments* header to switch between viewing the original attachments and the attachments the agent had input.

ICON	DESCRIPTION

🧑	Shows any attachments the sending agent has input.
📎	Displays the original attachments of the incoming e-mail.

The agent handling the assist request may change any input on the Reply View and send the e-mail. The input will be sent back to the agent making the assist request where the agent may modify their reply as necessary based on the assistance input returned.

MANAGING CONTACTS

The *Contacts* tab displays the list of logged on agents with the following information:

- An icon indicating whether the agent is Idle 🟢 or Busy ⛔

- The agent's name

- An icon indicating whether the agent is Ready 📞 or Not Ready 📵 for voice calls

- The skills assigned to the agent

- The service groups that the agent is able to serve with the assigned skill set

It is possible to also display defined agent groups in the *Contacts* tab by pressing the *Display Agent Groups* button 👥. Only agent groups to which the logged on agent has access will be displayed. This option is useful in order to send a message to all the members of an agent group at one time.

To search for particular information, enter the search text in the *Search* field. All contacts containing the search value in the Name, Skills, or Service Groups field will be displayed.

CALLING CONTACTS

Hover the mouse over a contact to display the following icons:

Click on the telephone icon to call the contact. A voice call will be initiated to the contact's number. This option is only available if Web Agent is logged on with an extension.

MESSAGING CONTACTS

This feature is only available to agents with *Send Text Messages* privilege. Hover the mouse over a contact to display the following icons:

Click on the messaging icon to open a *Conversation* tab with the selected contact.

To send a message to multiple contacts at once, check the checkbox in front of the contacts and then press the *Messaging* button   . A *Conversation* tab is opened including all the selected contacts and agent groups. This allows Web Agent to message all selected contacts and members of the selected agent groups simultaneously.

Enter the message text in the area to the left of the *Send* button, and then press the *Send* button to send the message to all displayed recipients. To send a one-way message which cannot be replied to, check the *Don't Allow Replies* checkbox. The message recipients will be allowed to view the message but not reply to it.

If the message recipients are allowed to reply to the message, responses will be listed on the left side of the display, along with the sender's name.

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To close the message conversation, press the *Close* button . The *Conversation* tab will be removed.

It is possible to have multiple Conversation tabs open at the same time, with the same or different groups of Contacts.

If an incoming message is received from another agent, a *Conversation* tab will automatically open, displaying the sender's name and the message.

USING THE CALL LOG

The *Call Log* tab displays a list of the last 1000 voice calls received, initiated, or missed by Web Agent. The following information is displayed for each call log entry:

- An icon indicating if the call was received ⦦, initiated ⦥, or missed ⦦

- Name of the caller/called party, if available

- Number of the caller/called party

- Service Group associated with the call, if the call is a service group session

- Date and time that the call was initiated or received

- Duration of the call

Click on the column header to sort the call log by that column in either ascending or descending order.

CALLING AN ENTRY FROM THE CALL LOG

To call an entry from the call log, hover the mouse over the call log entry. The *Call* icon 📞 will display on the right side of the call log entry. Press the *Call* icon to initiate a voice call to the call log entry's number. This option is only available if Web Agent is logged on with an extension.

DELETING ENTRIES FROM THE CALL LOG

To delete a single entry from the call log, hover the mouse over the call log entry. The *Delete* icon ✕ will display on the right side of the call log entry. Press the *Delete* icon to delete the call log entry.

To delete multiple entries at once, check the box to the left of each call log entry to be deleted and press the *Delete* button ✕. All of the selected call log entries will be deleted.

To delete all call log entries at once, check the box at the top left of the call log display. This will select all the call log items. Press the *Delete* button ✕. All of the call log entries will be deleted.

VIEW REAL-TIME INFORMATION

Web Agent can display real-time statistics for up to eight service groups in the *Real Time* tab if the logged on agent has *View SG Statistics* privilege. Each service group displays the following information:


- Name of the service group

- Number of sessions currently in queue

- Longest waiting session

- Service level percentage, calculated as the number of incoming sessions answered within the Performance Interval as defined in MiCC-E Configuration.

- Number of idle agents for the service group

- Number of agents busy serving sessions for the service group

- Number of agents partially busy serving sessions for the service group, but able to serve additional sessions. This is applicable for e-mail, SMS, Chat and Open Media service groups.

- Number of agents busy serving another service group

- Number of agents not ready to serve the service group

Updates are automatically made to all real time information displayed.

ADDING SERVICE GROUPS TO THE REAL TIME TAB

To add service groups to the *Real Time* tab, press the *Add* button ➕ . A list of all service groups for which the logged on Web Agent has permission to view or skills to serve is displayed.

Service Groups	✕
Chat	
Voice1	
Email1	
AttendantSG	
Campaign	
OM	
SMS	
Chat2	
Prog Camp	

OK   Cancel
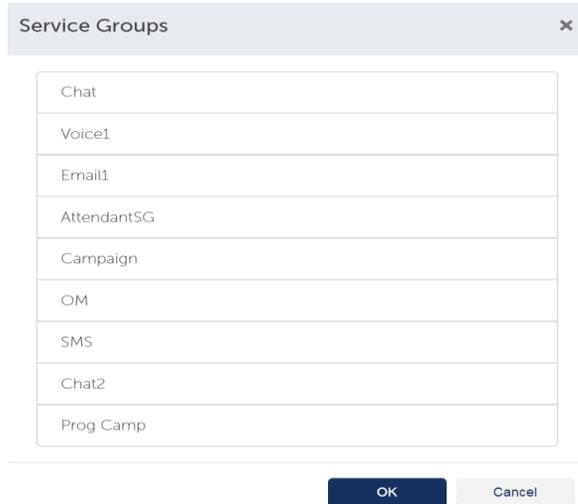
Click on one or more groups from the list to select them for display in the *Real Time* tab and then press the *OK* button. The groups will be automatically added. Note that only up to eight groups may be displayed at the same time.

REMOVING SERVICE GROUPS FROM THE REAL TIME TAB

Voice2	🗑

To remove a service group from the *Real Time* tab, press the *Delete* icon 🗑 to the right of the service group name. The service group will be removed from the display.

SESSION TABS

MiCC Enterprise allows configuration of actions to be executed when a service group session arrives. If Web Agent receives a session with an associated action configured to be launched in an Agent Tab, a Session Tab will be opened when the session is answered.

The Session Tab will be displayed with the name of the service group.
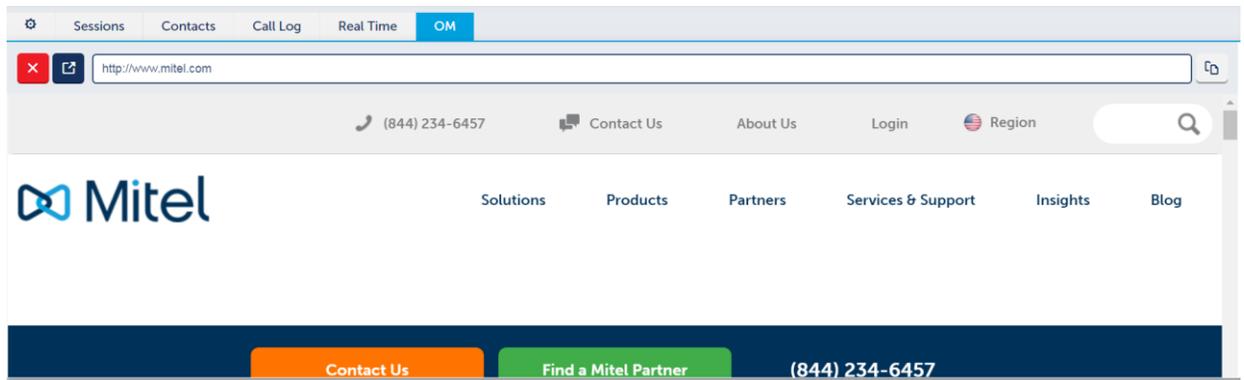
The URL is displayed, along with the content of the web page. To copy the URL, press the *Copy* button . The URL can then be copied to another browser window.

To open the URL in a new browser tab, press the *New Tab* button .

To close the Session Tab, press the *Close* button . If a Session Tab is closed, it is not possible to reopen it for the same session.

Note:

- Web Agent only supports Agent Actions that are of type web URL. E.g., https://www.company.com or http://www.company.com. Also note that not all web URLs will be possible to launch in a Tab, since the originating web site can prevent the launching of the URL in an iFrame by having the X-FRAME-OPTIONS set to "SAMEORIGIN" or "DENY".
- For security reasons, the Session Tabs only allow camera and microphone access to external sites that are secure, i.e., the URL begins with https://.

WEB AGENT SETTINGS

Various options are available to customize the behavior and appearance of Web Agent. To access these options, press the *Settings* button to the left of the list of tabs.

After changing any settings, press the *Save* button to save the current settings. Settings will also be saved automatically if the agent logs off, or the browser is changed to another website.

The following settings can be configured.

GENERAL SETTINGS

VALUE	DESCRIPTION
Display Not Ready Reason Dialog	Select this option to display the *Not Ready Reason* dialog when changing voice or Open Media status to Not Ready.
Display Confirmation on Close	Select this option to display a confirmation message when logging off from Web Agent or refreshing the browser.

MESSAGING SETTINGS

VALUE	DESCRIPTION
Show Timestamps on Messages	Select this option to display a timestamp in the *Conversation* tab for messages received from another agent.
Play Sound on Incoming Message	Select this option to generate a notification sound when an incoming message is received and there are no active calls.
Display Notification on Incoming Message	Select this option to display notifications in the browser when an incoming message is received. Note: Https is required to display browser notifications.

TELEPHONY SETTINGS

VALUE	DESCRIPTION
Preview Number before Dial	Select this option to display the *Dial* dialog when calling a contact or placing a call from the call log. This allows the agent to ensure that the number is in correct format to be dialed before placing the call.
Display Notification on Incoming Session	Select this option to display notifications in the browser when an incoming voice call is received.
Display Incoming Service Call Dialog	Select this option to display the *Incoming Service Call* dialog when an incoming voice service group call arrives. The call can be answered or rejected from this dialog.

OPEN MEDIA SETTINGS

VALUE	DESCRIPTION
Auto Answer Open Media Sessions	Select this option to automatically answer Open Media sessions. This eliminates the step of answering the Open Media session from the call area when the session arrives.
Display Notification on Incoming Session	Select this option to display notifications in the browser when an incoming open media session is received.
Play sound on Incoming Session	Select this option to generate a notification sound when an incoming Open Media session is received and there are no active voice calls.
Number of Concurrent Open Media Sessions	Enter the maximum number of Open Media sessions that can be handled at the same time. When Web Agent is ready for Open Media, MiCC Enterprise will allocate up to the number of entered Open Media sessions to Web Agent. This allows Web Agent to handle multiple Open Media sessions concurrently.

CHAT SETTINGS

VALUE	DESCRIPTION
Auto Answer Chat Sessions	Select this option to automatically answer Chat sessions. This eliminates the step of answering the Chat session from the call area when the session arrives.
Play sound on Incoming Session	Select this option to generate a notification sound when an incoming Chat session is received and there are no active voice calls.
Display Notification on Incoming Session	Select this option to display notifications in the browser when an incoming Chat is received. Note: Https is required to display browser notifications.
Play Sound on Incoming Message	Select this option to generate a notification sound when an incoming Chat message is received and there are no active voice calls.

VALUE	DESCRIPTION
Display Notification on Incoming Message	Select this option to display notifications in the browser when an incoming Chat message is received.
Show Timestamps on Messages	Select this option to display timestamps on messages.
Number of Concurrent Chat Sessions	Enter the maximum number of Chat sessions that can be handled at the same time. When Web Agent is ready for Chat, MiCC Enterprise will allocate up to the number of entered Chat sessions to Web Agent. This allows Web Agent to handle multiple Chat sessions concurrently.

E-MAIL SETTINGS

VALUE	DESCRIPTION
Play sound on Incoming Session	Select this option to generate a notification sound when an incoming E-mail session is received and there are no active voice calls.
Display Notification on Incoming Session	Select this option to display notifications in the browser when an incoming E-mail is received.
Handle Review Submissions Only	If this option is selected, only review requests will be handled.
Number of Concurrent E-mal Sessions	Enter the maximum number of E-mail sessions that can be handled at the same time. When Web Agent is ready for E-mail, MiCC Enterprise will allocate up to the number of entered E-mail sessions to Web Agent. This allows Web Agent to handle multiple E-mail sessions concurrently.

MEDIA INTERACTION SETTINGS

These options allow configuration of whether Voice, Open Media, Chat and E-mail sessions can be handled concurrently. To receive other types of sessions while handling a specific Active Media type, check the box for the other media type.

TAB SETTINGS

VALUE	DESCRIPTION
Set as Active Tab when Opened	Select this option to automatically display the tab associated with a service group session when the session arrives.
Close Tab Automatically when the Session Ends	Select this option to close the tab opened for a service group session when the session exits Clerical state or ends; otherwise, the tab will remain open until it is closed by the Web Agent user. This option will be disabled if *Reuse Open Tab for Same Service Group* is selected.
Reuse Open Tab for Same Service Group	By default, each service group session will open a new tab. To reuse the same tab when a new service group session arrives, select this option. This option will be disabled if *Close Tab Automatically when the Session Ends* is selected.

SKILL SELECTION

Agents are able to access the Skill Selection panel in order to view the currently assigned skills. In addition, privileged agents may modify their own skill set and skill levels. Agents with Change skills for other agents privilege also may modify the skills and skill levels assigned to other agents, if those agents are members of agent groups for which the logged on agent has read or write permission.

To view or modify skills, press the settings button and then Skill Selection. The Skill Selection dialog panel will appear, displaying all the skills assigned to you, and the corresponding skill level.

TO CHANGE SKILLS FOR YOURSELF OR ANOTHER AGENT

Select your own name or the agent's name from the list. The defined skills which are not assigned to the agent will display in the list on the left, and the assigned skills will display in the list on the right. To assign a skill, use your mouse to left click on the skill from the Defined list. The skill will move to the Selected list and will be added to the agent's skill set. To remove a skill, use your mouse to left click on the skill from the Selected list. The skill will move to the Defined list and will be removed from the agent's skill set. To modify the level of an assigned skill, set focus to the input field from the Selected Field and enter the new skill level, from 1-100, with 100 defined as the highest skill level.

It is also possible to use defined skill templates to apply a set of skills to an agent. To apply a skill template, select the template from the drop-down list. Press the Apply Template button to update the list of skills and skill levels to what is defined for the skill template. Note that applying a skill template will replace all the skills for the agent with the skill set defined in the skill template. If the skill template is later changed, the agent's skill set will not be updated unless the skill template is applied to the agent again.

After the skills are changed for the agent, press the Apply button to apply the changes. Note that Phone Agents and Mobile Agents are not visible in the Skill Selection dialog.

TO VIEW MATCHING BETWEEN SKILLS AND SERVICE GROUPS

Press the Matching button to display the Skill Matching dialog. All the skills assigned to the agent will be displayed, as well as the list of service groups that can be served with the agent's skill set.

REVERSE PROXY

If you are hiding the actual location of the Call Control Service and/or MiCC Enterprise Agent Service using a reverse proxy, it is necessary to edit the global configuration file indicated below:

<MiCC-Enterprise-Install-Path>Enterprise\Services\Web\WebAgent\assets\config.json

The configuration file is a JSON document; ensure that only the values are modified and not the key names.

This is the default layout of the config.json file. The hostname values are empty by default and Web Agent will query the Broker Service for the service locations. To specify a particular server and port number to connect to, update the hostname and port values for the appropriate services.

```json
{
    "agentServiceLocation": {
        "hostname": "",
        "port": 12618
    },
    "callControlServiceLocation": {
        "hostname": "",
        "port": 12619
    },
    "chatServiceLocation": {
        "hostname": "",
        "port": 12616
    },
    "emailServiceLocation": {
        "hostname": "",
        "port": 12622
    }
}
```

VALUE	DESCRIPTION

VALUE	DESCRIPTION
agentServiceLocation	Agent Service Location object. **IMPORTANT: Do not edit**
callControlServiceLocation	Call Control Service Location object. **IMPORTANT: Do not edit**
chatServiceLocation	Chat Service Location object. **IMPORTANT: Do not edit**
emailServiceLocation	E-mail Service Location object. **IMPORTANT: Do not edit**
hostname	The name or IP address of the service. String value.
port	The port number of the service. Integer value.

FIREWALL CONFIGURATION

If there is a firewall between the Web Agent client and the MBG and/or MiCCE server (and no reverse proxy in place) then the following ports must be opened up in the firewall:

Web Agent to MBG: TCP ports 443 and 5063, UDP Ports for audio, default range defined in MBG from 32000 to 32500.

Web Agent to MiCC-E server: TCP ports 80 or 443 to IIS, and TCP ports 12618 and 12619.

MBG to MX-ONE: TCP or UDP port 5060 or 5061 (defined in the ICP settings in MBG). UDP Ports for audio, default range defined in MBG from 33000 to 33500.

CUSTOM CONFIGURATION

Settings for Web Agent are stored in the global configuration file indicated below:

<MiCC-Enterprise-Install-Path>Enterprise\Services\Web\WebAgent\assets\config.json

The configuration file is a JSON document. In normal cases, it is not necessary to modify this file. If it is modified, ensure that only the values are modified and not the key names.

Note that if the file is modified, when an upgrade occurs, the existing config.json file will not be overwritten so that any custom settings are not lost. The new config.json file is written with the version value in the file extension, e.g., config.json.v9.5.0.0. If there are new settings that the customer would like to configure, they can be copied from the new config.json file to the existing one.