

Microsoft Internet Explorer - sipXconfig

https://192.168.1.200:8443/sipxconfig/app?component=tabs.%24DirectLink_0&page=AcidServerPage&service=direct&session=T&sp=5config

sipXconfig Home Help Logout

Users | Devices | Features | System | Diagnostics

ACD Server

Configuration

Server location:
IP address or fully qualified DNS host name of the machine on which ACD server is running.

Configuration port: (Default: 8110)

Logging level: (Default: NOTICE)
The logging level for the servers log / trace facility.

[Queues](#)
[Lines](#)
[Agent Statistics](#)
[Call Statistics](#)
[Queue Statistics](#)

[Show Advanced Settings](#)

OK Apply Cancel

Configuration changes do not take effect until you press the **Activate** button on the ACD Servers page.

sipXconfig (3.8.0-010427 2007-07-10T19:43:37 build)
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Microsoft Internet Explorer - sipXconfig

https://192.168.1.200:8443/sipxconfig/app?component=acd.linesPanel.editRowLink&page=AcidServerPage&service=direct&session=T&sp=61

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ACD Line

Name:


Extension:

Description:

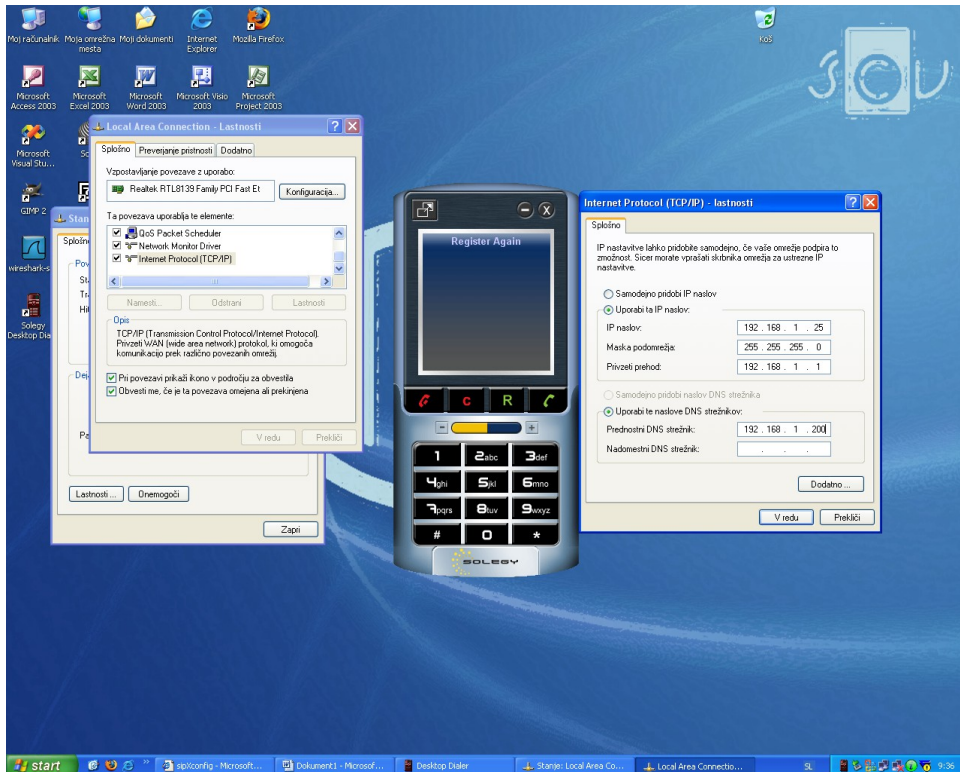
Queue:
The ACD Queue that this line is assigned to. Calls arriving on this line will be handled by the ACD Queue.

Trunk mode: (Default: checked)
If set, this line will operate as a trunk, allowing multiple simultaneous sessions. Otherwise, only one session is allowed.

OK Apply Cancel



Dokončano



start sipxconfig - Microsoft... Dokument1 - Microsoft... Desktop Dialer Stanje: Local Area Co... Local Area Connecto... 9:38

sipXconfig - Microsoft Internet Explorer
Datoteka Urejanje Pogled Priljubljene Orodja Pomoč

Naslov: https://192.168.1.200:8443/sipxconfig/app?component=+addUser&page=ManageUsers&service=direct&session=T

New User

User ID	<input type="text" value="710"/>	The User ID can be a numeric extension like "1233" or a name like "jsmith". The User ID is displayed by the phone and it is therefore recommended to use the internal extension or the name of the user. If using Direct Inward Dialing (DID), then it is recommended to define the DID number (or its DNIS portion) as an alias.
Last name	<input type="text"/>	
First name	<input type="text"/>	
Active greeting	<input type="text" value="default system greeting"/>	
E-mail address	<input type="text"/>	Voicemail prompt callers will hear before leaving a message.
Attach voicemail	<input type="checkbox"/>	Used for sending notification about new voicemail left for this user. Leave empty to disable e-mail notification.
Additional E-mail address	<input type="text"/>	If checked, the voicemail message will be attached to the notification e-mail. Otherwise, the e-mail will contain a link to retrieve voicemail message.
Attach voicemail	<input type="checkbox"/>	Used for sending voicemail message notification to the additional e-mail address.
PIN	<input type="text"/>	
Confirm PIN	<input type="text"/>	
SIP password	<input type="text" value="FC975mVE"/>	The PIN is a password used to log in to voicemail or to the user portal. Numeric PINs are recommended, since only numbers can be dialed.
Groups	<input type="text"/>	The SIP password is used by the user's phone to register with the SIP proxy. For phones managed by this system, the SIP password entered here will be configured automatically on the phone. For unmanaged phones, the SIP password is needed when manually configuring lines on the phone. The security of this password is very important and that is why a secure password is auto-generated.
Aliases	<input type="text"/>	List all groups for this user. If a group does not exist, it will be created. When entering multiple groups, separate them with spaces.

Aliases are additional names for the user. Like the user ID, an alias can be either a numeric extension or a name. When entering multiple aliases, separate them with spaces.

Quick Links
[Extension Pool](#)

Existing Groups:
administrators

New Groups: You can create new groups simply by adding the new group name to the Groups form value.

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https://192.168.1.200:8443/sipxconfig/app?page=AcidPresenceServer&service=page

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ACD Presence Server

	User	Status
<input type="checkbox"/>	712	Signed in
<input type="checkbox"/>	713	Signed in

Refresh Sign In Sign Out

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https://192.168.1.200:8443/sipxconfig/app?component=acdQueuesPanel.editRowLink&page=AcidServerPage&service=direct&session=T&sp=58

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ACD Queue

[Configuration](#) ACD Agents [Add New Agent](#)

Agents

[Agent Statistics](#)

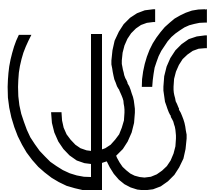
[Call Statistics](#)

	User ID	Aliases	Description
<input type="checkbox"/>	712		
<input type="checkbox"/>	713		

Delete Move Up Move Down

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Solski Center Velenje



Višja strokovna šola
 Višja Strokovna šola
 Trg mladosti 3<>

3320 Velenje

Prenosna elektronika

POROČILO LABOLATORIJSKIH VAJ

VAJA 6

Vzpostavitev klicnega centra

Priimek in ime: D. M.

Skupina: B

Predmet: PRE

2007/08

Najprej smo ustvarili 4 uporabnike (710, 711, 712 in 713). Nato smo dodali, da sta 712 in 713 agenta.

Zaradi dosegljivosti smo omogočili oba agenta in tako je klicatelja avtomatsko prevezalo k enemu od razpoložljivih agentov.

Moj User ID v omrežju sem si določil s številom 710.

Ustvarili smo še parametre (IP naslov, DNS, gate....)

... lokacijo na serverju

... ter interno številko za čakalno vrsto.